

IVR Solutions Comparison

Amazon v. Google

VA



U.S. Department
of Veterans Affairs

Must-Have Features



Voice Commands (Not Keypress)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Simplify Complex Dial Trees	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Triage / Route	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Couldn't find info on AWS
Login / Authorization	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OAuth 2.0 AWS requires Amazon Cognito
Self-Service for PII / PHI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Webhooks vs AWS Lambdas
Escalation / Warm Transfer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Supported AWS requires Amazon Cognito
Integration w. Existing Call Centers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	WebEx, Cisco, ... AWS requires Amazon Connect

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Self-Service for PII / PHI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Webhooks / Webhooks
Escalation / Warm Transfer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Support AWS requires Amazon Cognito
Integration w. Existing Call Centers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	WebEx, Cisco, ... AWS requires Amazon Connect

WINNER
GOOGLE

Nice-to-Have Features



Keypress (plus Voice Commands)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	via 3rd-Party integration
SMS / Text Messaging	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	via Twilio
Run My411 alongside Our Pilot?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Possible. Needs to be investigated further.

Nice-to-Have Features



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SMS / Text Messaging	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	via Twilio
Run My411 alongside Our Pilot?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Possible, but we have invested in other.

**WINNER
GOOGLE**

Developer Experience

3



3.5



Source Control	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	GC proprietary / AWS JSON
Versioning	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Languages / Libs / APIs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	NodeJS, Java, Python, Ruby (AWS only)
REST API	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Testing (Conversation Flow)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Google Beta, AWS CLI
CI/CD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	AWS external solutions
Language Support	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Google: 64, AWS: 19

Developer Experience

3



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Docs and Support

3



4



Documentation			
Examples / Tutorials			
Stackoverflow Activity			Google 5x more active
Community			Google 5x more active
Support			



Docs and Support

3



4



Documentation



Examples / Tutorials



Stackoverflow Activity



Community



Support



Google 5 more active

Google 5 more active

WINNER
GOOGLE

Tools



Content Tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Scrapes website to create flows
Console Interface	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
SDKs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Emulator	<input type="checkbox"/>	<input checked="" type="checkbox"/>	AWS homogenous, Google mix
Integrations and Add-Ons	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Tools



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Integrations and Add-Ons	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
TIE			AWS homogenous, Google mix

Admin Experience

3



3.5



Prod, Stage, Dev Environments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	(Unverified)
Deployments, Manual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	GUI / WYSIWYG
Deployments, CLI / API	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Accessibility Support	<input type="checkbox"/>	<input type="checkbox"/>	Neither shines, 3rd-Party Options
Fed-Ramp Ready	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Google's 3rd party vendors may req. approvals

Admin Experience

3



3.5



Prod, Stage, Dev Environments



(Unverified)

Deployments, Manual



GUI / WYSIWYG

Deployments, CLI / API



Accessibility Support



Neither of these, 3rd-Party Options

Fed-Ramp Ready



Google's 3rd-party vendors may
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**WINNER
GOOGLE**


Slide Recap



Must-Have Features	<input type="checkbox"/>	<input checked="" type="checkbox"/>	It's never as cut and dry as it seems. Both have the tools we need to get the job done. Both have flaws that we must overcome.
Nice-to-Have Features	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Developer Experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Documentation & Support	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Tools	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Admin Experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The solution from Google edges out AWS in most scenarios, though.

Questions?



	<input data-bbox="890 270 933 309" type="checkbox"/> <input data-bbox="890 369 933 407" type="checkbox"/> <input data-bbox="890 467 933 505" type="checkbox"/> <input data-bbox="890 565 933 603" type="checkbox"/> <input data-bbox="890 663 933 702" type="checkbox"/> <input data-bbox="890 762 933 800" type="checkbox"/> <input data-bbox="890 860 933 898" type="checkbox"/>	<input data-bbox="1035 270 1078 309" type="checkbox"/> <input data-bbox="1035 369 1078 407" type="checkbox"/> <input data-bbox="1035 467 1078 505" type="checkbox"/> <input data-bbox="1035 565 1078 603" type="checkbox"/> <input data-bbox="1035 663 1078 702" type="checkbox"/> <input data-bbox="1035 762 1078 800" type="checkbox"/> <input data-bbox="1035 860 1078 898" type="checkbox"/>	
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