

Heyday vs Crisp Chat

Features	Heyday	Crisp Chat
Chat widget		
Branding customization	✓	✓
Rich messaging support (images, videos, GIFs, emojis)	✓	✓
Watermark (pay to remove)	✓	✓
Proactive triggers	✓	✓
In-chat checkout	✓	✗
Accept payments in chat	✓	✗
Agent dashboard		
Unlimited Seats	✓	✗

Features	Heyday	Crisp Chat
Agent/Admin permissions	✓	✓
Team directory	✓	✓
Agent availability	✓	✓
Agent notifications	✓	✓
Search through tickets/convo	✓	✓
Priority filters	✓	✓
Tag Conversations/Tickets	✓	✓
Browsing path / Track Visitor URL	✓	✓
Take over bot conversation	✓	✓
Send products to users	✓	✗
Canned responses / templates	✓	✓
Multi-lingual dashboard	✓	✓
Mobile apps (iOS, Android)	✓	✓

Features	Heyday	Crisp Chat
CRM exports	✓	✓
Cart creation	✓	✗
Quick replies recommendations (AI)	✓	✗
Automation		
Multilingual NLP	✓	✗
Welcome message	✓	✓
Wait time management	✓	✓
Smart agent dispatch / departments	✓	✓
Agent handoff (escalate or misunderstood)	✓	✓
FAQ automation	✓	✓
Shipment tracking management	✓	✗
Store locator and business hours	✓	✗

Features	Heyday	Crisp Chat
Automated customer surveys	✓	✓
Product search	✓	✗
Product recommendations	✓	✗
Product alerts (restock, launches, deals, etc.)	✓	✗
Automated upsells/Cross-Sells	✓	✗
Cart abandonment recovery	✓	✗
Job application	✓	✗
Facebook Ads integration	✓	✗
Message broadcasts scheduler (push notifications)	✓	✓
In-chat retargeting (push notifications)	✓	✗
Newsletter signups	✓	✓
Loyalty program signups	✓	✓

Features	Heyday	Crisp Chat
Coupon generator	✓	✗
Chatbot Editor	✓	✓
Unrecognized queries dashboard	✓	✗
AI training dashboard	✓	✗
Channels		
All channels in 1 product	✓	✓
Live chat widget	✓	✓
Facebook Messenger	✓	✓
Email	✓	✓
WhatsApp	✓	✗
Google Business Messaging	✓	✗
RCS	✓	✗
Apple Business Chat	✓	✗

Features	Heyday	Crisp Chat
Twitter	✓	✓
Instagram	✓	✗
WeChat	✓	✗
SMS	✓	✓
Phone	✓	✓
Integrations		
Online store (site)	✓	✓
Product catalogue	✓	✗
CRM	✓	✓
ERP	✓	✗
Booking engine	✓	✗
Account linking	✓	✗
Loyalty program	✓	✗

Features	Heyday	Crisp Chat
Custom system	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marketing		
User Segmentation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Checkbox Plugin	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bot Landing Page	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Chatbot marketing campaign (Facebook, Messenger, Instagram Ads)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Conversational UX	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
A-B testing	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Campaign analytics	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Data collection (messenger opt-in)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Referral links	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Features

Heyday

Crisp Chat

Analytics

Real-time metrics



Chatbot performance



Agent performance



Engagement metrics



CSAT score



Conversion metrics



Campaign analytics



Sentiment analysis



Last updated on 10 January 2020