

# Heyday vs Zendesk

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

Features	Heyday	Zendesk
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	Zendesk
CRM exports	✓	✓
Cart creation	✓	✗
Quick replies recommendations (AI)	✓	✗
<b>Automation</b>		
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	Zendesk
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	Zendesk
Coupon generator	✓	✗
Chatbot Editor	✓	✗
Unrecognized queries dashboard	✓	✗
AI training dashboard	✓	✗
<b>Channels</b>		
All channels in 1 product	✓	✗
Live chat widget	✓	✓
Facebook Messenger	✓	✓
Email	✓	✓
WhatsApp	✓	✓
Google Business Messaging	✓	✗
RCS	✓	✗
Apple Business Chat	✓	✗

Features	Heyday	Zendesk
Twitter	✓	✓
Instagram	✓	✗
WeChat	✓	✗
SMS	✓	✓
Phone	✓	✓
<b>Integrations</b>		
Online store (site)	✓	✓
Product catalogue	✓	✗
CRM	✓	✗
ERP	✓	✗
Booking engine	✓	✗
Account linking	✓	✗
Loyalty program	✓	✗

Features	Heyday	Zendesk
Custom system	✓	✗
<b>Marketing</b>		
User Segmentation	✓	✓
Checkbox Plugin	✓	✓
Bot Landing Page	✓	✓
Chatbot marketing campaign (Facebook, Messenger, Instagram Ads)	✓	✓
Conversational UX	✓	✗
A-B testing	✓	✓
Campaign analytics	✓	✓
Data collection (messenger opt-in)	✓	✓
Referral links	✓	✓

## Features

## Heyday

## Zendesk

### Analytics

Real-time metrics



Chatbot performance



Agent performance



Engagement metrics



CSAT score



Conversion metrics



Campaign analytics



Sentiment analysis



Last updated on 10 January 2020