



			Microsoft Power Virtual Agent	Google Dialogflow
Classification	Item	Importance		
Feature	Natural language processing	High	Yes	Yes
	Conversation context	High	No Topic specific	Yes
	Automatic context detection	High	Yes Within Topic	Yes
	Granular context controls	High	No	Yes
	Per-intent (or topic) fallback	High	No	Yes
	White box (internal workings are known)	High	No	No
	Text and button prompts	High	Yes	Yes
	Slot-filling	High	Yes	Yes
	Channel specific behaviour	High	No	Yes
	Speech as a channel	High	No	Yes
	Text-to-speech	High	No	Yes
	Multi-language/locale	High	No US English	Yes 22 Languages
	Built-in System entities	High	Yes	Yes
	Formatted text prompts	Medium	Yes	No*
	Rich media prompts (images, video, card carousel, image buttons)	Medium	No*	Yes
	Automatic welcome	Medium	No*	Yes
	Knowledge articles	Medium	No	Yes
	Telephony as a channel	Medium	No	Yes
	Outside third-party integration	Medium	No	Yes
	NLP configuration & control	Low	No	Yes
	Built-in example System topics	Low	Yes Utterances cannot be changed	Yes Welcome and fallback
	Built-in small talk	Low	No	Yes
	Variable declare, set, clear	High	No*	Yes
	Global variables	High	Automatic based on user input No	Yes
	No-code configuration	High	Yes	Yes
Development Environment	Visual flow designer	High	Yes	No Intent based
	Configurable (no-code) integration & automation	High	Yes Power Automate	No
	Multi-channel fulfillment	High	Yes	Yes
	Concurrent editor access	High	No	Yes
	Import/Export entities	High	No	Yes
	Composite entities	High	No	Yes
	Code friendly	High	Yes C#, Typescript	Yes Node.js, C, Java
	Extensive documentation	High	Yes	Yes
	Low cost start	High	No \$1,000/month	Yes Free
	Built-in code console and deployment	Medium	Yes	Yes
Maintenance & Deployment	Pre-built agents	Low	No	Yes 45
	bot/agent API	Low	No	Yes
	Versioning, rollback	High	No Live vs. Development No rollback	Yes Multiple versions with rollback
	Copy/Save/Export/Rename bot	High	No	Yes
	Conversation history	High	No	Yes
	Granular NLP training	High	No	Yes
	Handover to human channel	High	Yes Requires Software Development	No*
Operation	Analytics	High	Yes Basic	Yes Basic
	High performance	High	No	Yes
	Direct vendor support	High	No Community based	Yes
	Development roadmap available	High	Yes	No
	Supplier engaged with community	High	Yes	No
	Console timezone	Low	No	Yes

\* Achievable with software development