

Comparison between Amazon QuickSight and Zoho Analytics

Amazon QuickSight is an online business analytics service to build visualizations, to perform ad hoc analysis, and to get business insights from your data.

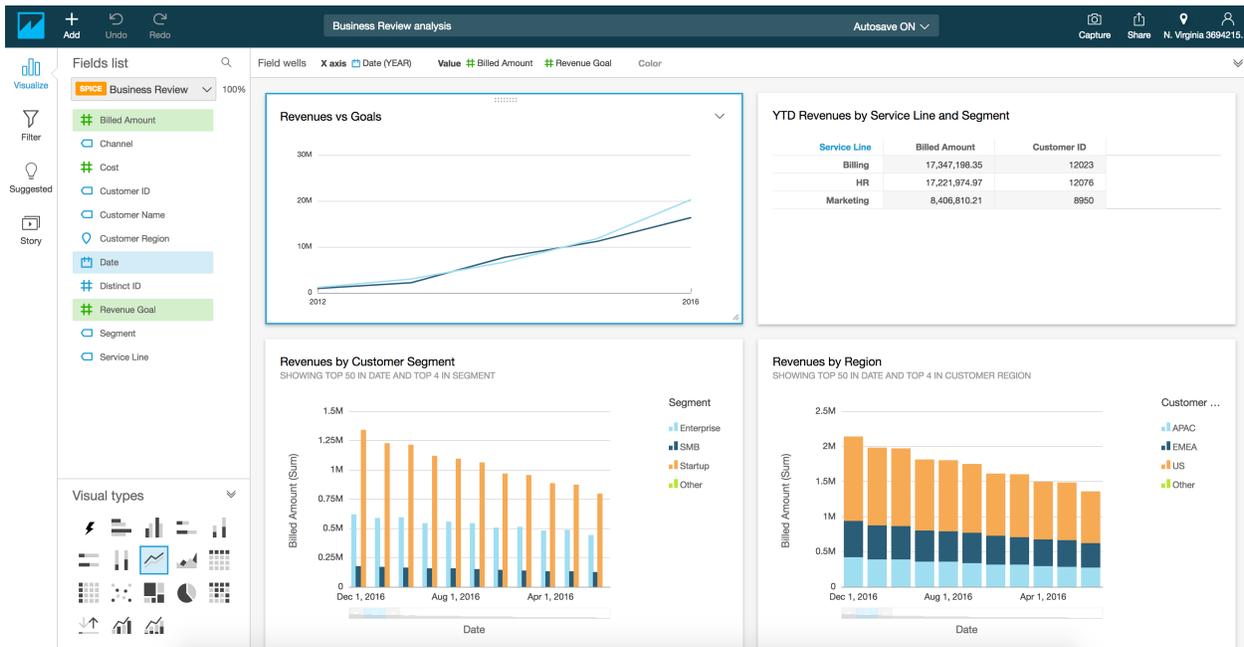
Zoho Analytics is a full-fledged BI and analytics platform. With Zoho Analytics, you can slice and dice collected data from flat files, web feeds, both on-premise and online databases, and most importantly 40+ popular business applications.

Below are some points that show how these two products differ from each other.

Amazon QuickSight	Zoho Analytics (previously, Zoho Reports)
Best suited for analyzing data in AWS. You can also analyze data from files and databases.	Suited for all types of data sources. Most importantly for analyzing data from 25+ popular, cloud business apps.
Released in late 2016.	Beta launched in 2007, and general release in 2009.
Has had one major announcement in late 2017 since its release	Is a mature cloud BI product with continuous updates for the last 10 years.
Supports all basic chart types.	Supports a more elaborate variety of charts, pivot tables, summary and tabular views.
Dashboards cannot be customized much.	Dashboards look and feel is extremely customizable, including themes support.
Dashboards don't support KPI widgets.	Dashboards support KPI widgets.
Dashboards don't have dial gauge and bullet chart support.	Allows having dial gauges and bullet charts in dashboards.
Storage space calculation is through SPICE.	Storage space calculation is transparent, and based on number of rows.
Supports row level formula.	Supports formulas, both at individual row level and aggregate column level.
Can't view underlying data and do data drill down.	Can view underlying data and do data drill down.
Can't embed reports and dashboards.	Can embed reports and dashboards in websites, apps, intranet with permission control.
Reports can't be created from columns of different tables.	Reports can be created from columns of connected tables.
Model diagram not shown.	Model diagram shows how the different tables are connected.

Amazon QuickSight	Zoho Analytics
No API support to create, modify and delete records.	Extensive API support to create, modify and delete records.
No white label solutions.	White label solutions available with both non single sign-on and single sign-on models.
Mobile app with limited functionality for the iPhone.	Mobile apps for iPhone, iPad, and Android phones and tablets.

Amazon QuickSight Dashboard Sample Screenshot



Zoho Analytics Dashboard Sample Screenshot

Reports Zoho Desk Analytics Customer Analytics Da... Subscription

Customer Analytics Dashboard

Quick Overview Dashboard of the Customer Analytics

Edit Design + New Report Themes

TOTAL TICKETS
449 ▲
JUNE 2018: 375

RESOLVED TICKETS
320 ▲
JUNE 2018: 260

RESPONSE RATE
71.26% ▲
JUNE 2018: 69.33%

SATISFACTION RATE
77.49%
JUNE 2018: 75.81%

Customer Satisfaction

Month	Response Rate	Satisfaction Rate
Aug-2017	70%	75%
Sep-2017	68%	78%
Oct-2017	65%	80%
Nov-2017	68%	75%
Dec-2017	65%	72%
Jan-2018	70%	78%
Feb-2018	72%	80%
Mar-2018	70%	75%
Apr-2018	72%	78%
May-2018	70%	75%
Jun-2018	71%	77%
Jul-2018	71%	77%

Deadline Compliance vs Satisfaction rate trend

Month	% of Compliance	Satisfaction Rate
Aug-2017	85%	75%
Sep-2017	85%	78%
Oct-2017	85%	80%
Nov-2017	85%	75%
Dec-2017	85%	72%
Jan-2018	85%	78%
Feb-2018	85%	80%
Mar-2018	85%	75%
Apr-2018	85%	78%
May-2018	85%	75%
Jun-2018	85%	77%
Jul-2018	85%	77%

First reply vs Satisfaction rate trend

Month	Avg First Reply Time (hrs)	Satisfaction Rate
Aug-2017	85	75%
Sep-2017	80	78%
Oct-2017	75	80%
Nov-2017	70	75%
Dec-2017	65	72%
Jan-2018	70	78%
Feb-2018	75	80%
Mar-2018	70	75%
Apr-2018	75	78%
May-2018	70	75%
Jun-2018	75	77%
Jul-2018	75	77%