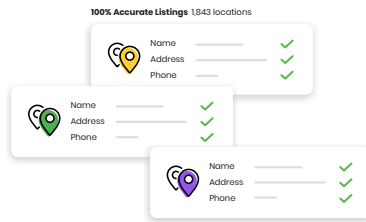# Birdeye vs. Podium

Don't let Podium slow you down.

Why settle for #2 when you can use the #1 Customer Experience Platform? Birdeye is the most-awarded and highest-rated customer experience platform for businesses of all sizes, ranked #1 by G2 in multiple categories.

INDUSTRY EXCELLENCE

Customers rate Birdeye as the best software on the market

Customer reviews posted on third-party software review sites consistently rate Birdeye over Podium. Birdeye has won the #1 online reputation management award 10 straight times from G2.

The awards speak for themselves: customers prefer Birdeye.

LISTINGS

Rank higher with business listings

Birdeye allows you to fix your listings on more than 50 sites with just a click of a button.

Podium's software offers no service to help you fix or manage your business listings.

CUSTOMER INTERACTIONS

Use a fully-loaded modern customer interaction platform

Birdeye's allows you to view and respond to messages from customers through Livechat, Chatbot, text messages and Facebook Messenger - from a single place.

Podium is a limited customer interaction tool. It does not offer tools like Livechat.

Birdeye also offers businesses the ability to automatically send **referral requests** to customers; **custom business profiles** that are optimized for search engines; and advanced, **fully-customizable customer surveys** to help collect feedback.

> "We were with Podium for about 3 years and switched because Birdeye does it all. Birdeye is extremely customizable and their onboarding process is unmatched. Their platform is much better than Podium."

Craig Wright, Towne Pride Interiors

	Birdeye	Podium
● Offers ○ Partially Offers — Does Not Offer		
Customer Interactions	●	○
Livechat	●	—
Chatbots	●	●
Webchat	●	●
Video Chat	●	●
Teams	●	●
Mass Texting	●	●
Receptionist	●	—
Referrals	●	—
Reviews	●	○
Review Monitoring	●	●
Review Marketing	●	—
Review Management	●	○
Review Generation	●	●
Online Listings	●	—
Business Profile	●	—
Social	●	—
Surveys	●	○
Ticketing	●	—
Insights	●	—
Benchmarking	●	○
Partner Platform	●	—
Enterprise Platform	●	—

🐦 Birdeye

Birdeye is an all-in-one customer experience platform that provides businesses with the tools to deliver great experiences at every step of the customer journey. More than 60,000 businesses of all sizes use Birdeye every day to be found online and chosen through listings and reviews, be connected with existing customers using text messaging, and deliver the best end-to-end customer experience with survey, ticketing and insights tools.

Call us at **1-800-561-3357**, **schedule a demo** or visit **www.birdeye.com** for more information.