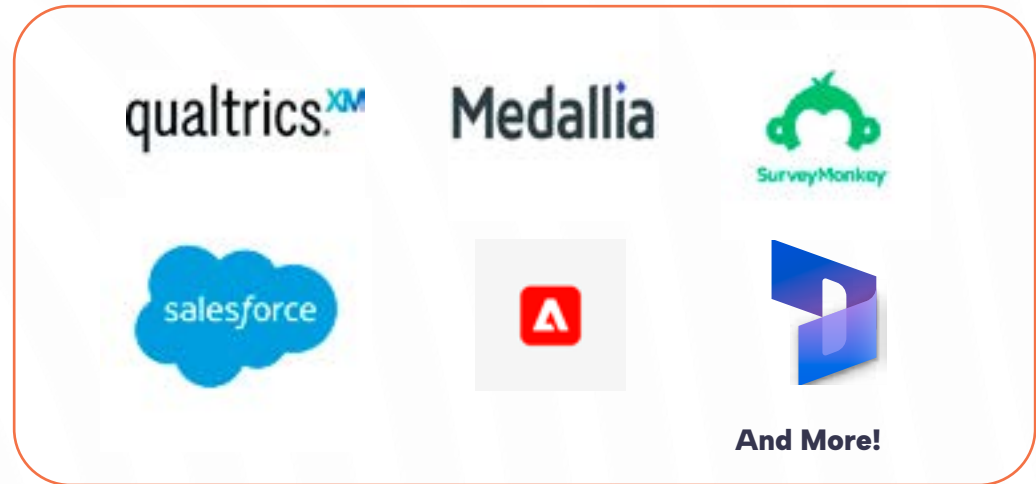


Cemantica.

With **more than 70 native connectors** to your daily business apps, enterprise CX management is seamless.







Cemantica connectors for an all-in-one CX platform

- Because customer experience management and touchpoints reach across the whole organization, processes and data being managed needs to be captured and reflected in your CX platform, and visa-versa.
- Whether it's your CRM or finance system, feedback collection apps, project management tools, daily productivity and document management software, or marketing, service and sales automation platforms; we've got it covered.
- We have more than **70 technologies** that connect with Cemantica and enrich our Customer Experience Management Platform to always deliver the best value and bring the most efficiency to your organization.



We've summarized the out-of-the-box connectors that work seamlessly with the Cemantica platform to help you understand how easily you can integrate your existing and future systems without interruption and get started on your CX program. **Take a look...**

Cemantica connectors from A-Z

	Act!	<p>Act! Is a CRM and Marketing Automation platform that empowers small and midsize businesses to market better, sell more, and create customers for life.</p> <p>It helps individuals, small businesses, and sales teams organize prospect and customer details in one place.</p>
	Acumatica	<p>Acumatica provides cloud and browser-based enterprise resource planning software (ERP) for small and medium-sized businesses.</p>
	Adobe Creative Cloud	<p>Adobe Creative Cloud helps you create, get, and delete assets on Creative Cloud. You can also choose to be notified when an asset is added or updated on Creative Cloud.</p>
	Adobe PDF Services	<p>PDF Services API brings a set of powerful cloud-based APIs to integrate multi-step document workflows into any application. Generate personalized documents from Word templates and JSON data, convert and combine multiple documents, or export PDF documents to other formats for editing and data analysis. Pick and choose multiple APIs to build your dynamic workflow.</p>
	Adobe Sign	<p>With Adobe Sign, you can transform manual processes into all-digital experiences. Incorporate Adobe Sign functionality into your favorite applications to create, send and monitor the status of agreements.</p>
	Asana	<p>Asana enables teams to manage their projects and tasks in one place.</p>

Cemantica connectors from A-Z

	Customer Voice	Use Microsoft Dynamics 365 Customer Voice to quickly create and send customized surveys to keep in close contact with your customers. View responses in automatically generated reports that highlight important trends and flag outlier scores for immediate attention. Track the customer metrics that matter the most to your business to make informed decisions.
	DocuSign	DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. Use DocuSign to accelerate the process of doing business and to simplify people's lives. Connect to DocuSign to manage and automate your system of agreement.
	Dropbox	Dropbox is a service that keeps your files safe, synced, and easy to share. Connect to Dropbox to manage your files. You can perform various actions such as upload, update, get, and delete files in Dropbox.
	Dynamics 365	Microsoft Dynamics 365 is a cloud-based service that provides a set of intelligent applications that seamlessly work together — unifying the capabilities of CRM business software and ERP systems.
	Eventbrite	Eventbrite is a self-service ticketing platform used to create and discover local events.
	Excel	Connect to your Microsoft Excel spreadsheets in your file services like OneDrive for Business, OneDrive, Dropbox, Box, etc. You can perform various actions such as create, update, get, and delete on rows in a table.
	FreshBooks	FreshBooks is a cloud based small business accounting software. Send invoices, track time, manage receipts and expenses.








Cemantica connectors from A-Z

	Freshdesk	Freshdesk is a cloud-based customer support solution that will help you streamline your customer service and make sure your customers receive the support they deserve! The Freshdesk connector is intended for Freshdesk agents to manage tickets and contacts.
	GitHub	GitHub is a web-based Git repository hosting service. It offers all of the distributed revision control and source code management (SCM) functionality of Git as well as adding its own features.
	Gmail	Gmail is a web-based email service from Google. With the Gmail connector, you can perform actions such as send or receive e-mail messages and trigger flows on new e-mails.
	Google Drive	Google Drive is a file storage and synchronization service created by Google. It allows users to store files in the cloud, share files, and edit documents, spreadsheets, and presentations with collaborators.
	Google Sheets	Connect to Google Sheets to manage your spreadsheets. You can create, edit, and collaborate with others on spreadsheets.
	GoToMeeting	Citrix GoToMeeting is an online meeting tool. You can schedule your own meetings or watch for the ones you are invited to.
	GoToWebinar	Citrix GoToWebinar enables you to manage a stable and high-performance online webinar environment.

Cemantica connectors from A-Z

	Intercom	Intercom makes messaging apps for businesses that help them understand and talk to consumers.
	JIRA	JIRA is a software development tool for agile teams to plan, track, and release world-class software. Connecting JIRA issues to the rest of your tools helps break down barriers and unleash the potential of your team.
	LinkedIn	Amplify your content's reach by easily sharing on LinkedIn API. LinkedIn has grown into a community of more than 630 million professionals from around the globe across more than 30 million organizations.
	MailChimp	MailChimp is a SaaS service that allows businesses to manage and automate email marketing activities, including sending marketing emails, automated messages and targeted campaigns.
	Marketo	Marketo is a marketing automation platform that enables marketers to manage personalized multi-channel programs and campaigns to prospects and customers.
	Medallia	Medallia Experience Cloud is a customer feedback management software platform that empowers organizations to improve the customer experience. Connect with Medallia to manage your experience data. You can perform various actions such as send invitations, send experience signals, receive voice of customer data, etc.







Cemantica connectors from A-Z

	monday.com	monday.com Work IOS is an open platform where anyone can create the tools they need to run every aspect of their work. It is a cloud-based platform that allows users to create their own applications and project management software.
	Outlook	Outlook is the email, calendar, contacts and tasks application of Microsoft 365. Microsoft Office 365 is a cloud-based service that is designed to help meet your organization's needs for robust security, reliability, and user productivity.
	OneDrive	Connect to Microsoft OneDrive to manage your files. You can perform various actions such as upload, update, get, and delete on files in OneDrive, part of Microsoft 365.
	OneNote	Microsoft OneNote is a note taking app that makes it easy to sync your ideas, sketches and notes across all your devices! Connect to your Microsoft 365 account with OneDrive for Business enabled to track new sections, create notes and more.
	Pinterest	Pinterest allows you to create a bulletin of photos called a Board. You can follow boards, add pins to existing ones or collaborate with people to build shared boards.
	Pipedrive	Pipedrive is a CRM & pipeline management tool that helps you focus on actions that matter.
	Pivotal Tracker	Pivotal Tracker is purpose-built to make it easy for you to convert an idea into a set of stories that you can prioritize, assign, and manage through completion.








Cemantica connectors from A-Z

	Planner	Microsoft Planner lets you easily bring together teams, tasks, documents, and conversations for better results.
	Power Apps	Reduce your development costs and do more with less by enabling everyone to rapidly build and share low-code apps using Microsoft Power Apps.
	Power BI	Microsoft Power BI is a suite of business analytics tools to analyze data and share insights. Connect to get easy access to the data in your Power BI dashboards, reports and datasets.
	Project	Part of Microsoft 365, Project enables organizations to get started quickly with powerful project management capabilities to plan, prioritize, and manage projects and project portfolio investments—from almost anywhere on almost any device.
	Qualtrics	Fetch the survey responses from Qualtrics and integrate them into Cemantica as contact interactions from which the VoC sentiment line is built.
	Salesforce	Salesforce is customer relationship management software and applications focused on sales, customer service, marketing automation, analytics, and application development. The Salesforce Connector provides an API to work with Salesforce objects.




Cemantica connectors from A-Z

	SAP ERP	SAP ERP is an enterprise resource planning software developed by SAP SE. SAP ERP incorporates the key business functions of an organization. The SAP ERP connector for Power Automate and Power Apps allows you to invoke RFC and BAPI functions using on-premises data gateway.
	SAS Decisioning	SAS Decisioning combines AI and business rules to automate operational decisions at scale. Use this connector to run decision models that are deployed on the SAS Viya platform.
	ServiceNow	ServiceNow improves service levels, energizes employees, and enables your enterprise to work at lightspeed. Create, read and update records stored within ServiceNow including Incidents, Questions, Users and more.
	SharePoint	Part of Microsoft 365, Microsoft SharePoint helps organizations share and collaborate with colleagues, partners, and customers
	Slack	Slack is a team communication tool, that brings together all of your team communications in one place, instantly searchable and available wherever you go.
	Smartsheet	Smartsheet is a powerful work management and collaboration tool that lets you easily track and manage your work so you and your team can be more productive than ever. Use it to collaborate with others, track progress on any project, automate processes, and better structure your work.

Cemantica connectors from A-Z

	Stripe	Stripe allows private individuals and businesses to accept payments over the internet. You can track customers, orders, invoices and more.
	SurveyMonkey	SurveyMonkey is a web-based survey solution. It is used by companies, organizations, and individuals to gather the insights they need to make more informed decisions.
	Teams	Part of Microsoft 365, Microsoft Teams enables you to get all your content, tools and conversations in the Team workspace with Office 365.
	TeraData	Teradata Database is a relational database management system from Teradata Corporation, typically used to support large data warehousing operations. Connect to on-premise Teradata database to read data from tables
	Trello	Trello gives you perspective over all your projects, at work and at home. It is an easy, free, flexible, and visual way to manage your projects and organize anything. Connect to Trello to manage your boards, lists and cards.
	Twilio	Twilio enables apps to send and receive global SMS, MMS and IP messages.
	Twitter	Twitter is an online social networking service that enables users to send and receive short messages called 'tweets'. Connect to Twitter to manage your tweets. You can perform various actions such as send tweet, search, view followers, etc.

Cemantica connectors from A-Z

	<p>Webex</p>	<p>Webex enables continuous teamwork with video meetings, group messaging, file sharing, and white boarding. Always available. Cisco secure. With the Webex connector, you can send and receive messages, manage files, and manage spaces and teams.</p>
	<p>Word</p>	<p>Word connector lets you work with Word files in document libraries supported by Microsoft Graph (OneDrive for Business, SharePoint Sites, and Office 365 Groups).</p>
	<p>WordPress</p>	<p>WordPress is web software you can use to create a website, blog, or app.</p>
	<p>Yammer</p>	<p>Part of Microsoft 365, Microsoft Yammer is a leading social network for businesses to get work done smarter and faster. Connect to Yammer to access conversations in your enterprise network.</p>
	<p>Zendesk</p>	<p>Zendesk builds software for better customer relationships. Zendesk provides a customer service and support ticketing platform that gives businesses the ability to handle customer calls, emails, and other technical inquiries from a unified interface.</p>

Available languages for Cemantica AI sentiment analysis (text analytics):

- Chinese
- Dutch
- English
- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Spanish

Available languages of the Platform (Additional languages could be added) –

- French
- English
- Spanish
- Dutch
- German

Work inside the Platform can be done in any language.

Cemantica Mission

We help organizations gain a better, deeper understanding of customer needs and expectations, turning those insights into profitable opportunities to improve customer experiences through the entire relationship lifecycle.

