



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

Your **intelligent all-in-one**  
Customer Journey Management platform

Define

Design

Execute

Measure



# Cemantica connectors for an all-in-one Journey Management platform

Your intelligent all-in-one  
Customer Journey Management Platform

Define

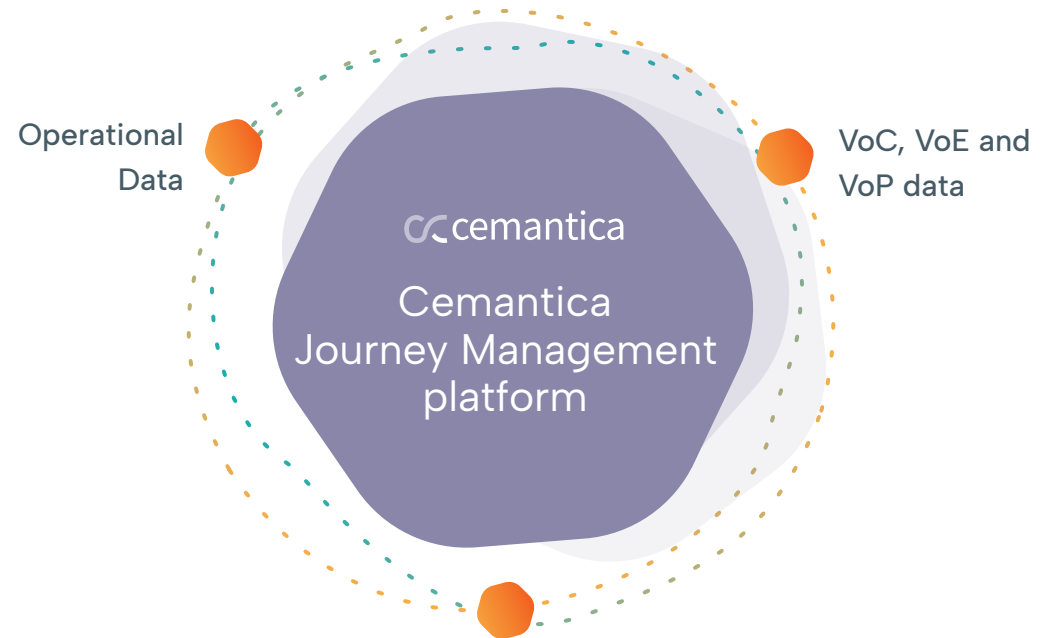
**Design**

Execute

Measure

Because customer experience management and touchpoints reach across the whole organization, processes and data being managed needs to be captured and reflected in your Customer Journey Management platform, and visa-versa.

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...**



More than **70 connectors** including **self-service connectors** for you to work independently and bring the most efficiency to your organization

**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.**



# Cemantica connectors from A-Z



**Act!**

Act! helps individuals, small businesses, and sales teams organize prospect and customer details in one place.



Active Directory

**Active Directory**

Active Directory (AD) is a database and set of services that connect users with the network resources they need to get their work done.



**Acumatica**

Acumatica provides cloud and browser based enterprise resource planning software for small and medium-sized businesses.



**Adobe Creative Cloud**

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.



**Adobe PDF Services**







PDF Services API brings a set of powerful cloud-based APIs to integrate multi-step document workflows into any application.









**Adobe Sign**

Adobe Sign transforms manual processes into all-digital experiences. Incorporate Adobe Sign functionality into your favorite applications to create, send and monitor the status of agreements.








# Cemantica connectors from A-Z

	<b>Asana</b>	Asana enables teams to manage their projects and tasks in one place.
	<b>Azure DevOps</b>	Azure DevOps provides an integrated set of services and tools to manage your software projects, from planning and development through testing and deployment.
	<b>Bing Maps</b>	Bing Maps is a web mapping service provided as a part of Microsoft's Bing suite of search engines.
	<b>Customer Insights</b>	Dynamics 365 Customer Insights – Data is Microsoft's customer data platform (CDP) that helps deliver personalized customer experiences.
	<b>Customer Voice</b>	Use 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.
	<b>DocuSign</b>	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.







# Cemantica connectors from A-Z

	<b>Dropbox</b>	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.
	<b>Dynamics 365</b>	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.
	<b>Eventbrite</b>	Eventbrite is a self-service ticketing platform used to create and discover local events.
	<b>Excel</b>	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.
	<b>FreshBooks</b>	FreshBooks is a cloud based small business accounting software. Send invoices, track time, manage receipts and expenses.
	<b>Freshdesk</b>	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.







# Cemantica connectors from A-Z

	<b>GitHub</b>	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.
	<b>Gmail</b>	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	<b>Google Drive</b>	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.
	<b>Google Sheets</b>	Connect to Google Sheets to manage your spreadsheets. You can create, edit, and collaborate with others on spreadsheets.
 <b>GoToMeeting</b>	<b>GoToMeeting</b>	GoToMeeting is an online meeting tool. You can schedule your own meetings or watch for the ones you are invited to.
 <b>GoToWebinar</b>	<b>GoToWebinar</b>	Citrix GoToWebinar enables you to manage a stable and high-performance online webinar environment.
	<b>Intercom</b>	Intercom makes messaging apps for businesses that help them understand and talk to consumers.

# Cemantica connectors from A-Z








	<b>JIRA</b>	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.
	<b>LinkedIn</b>	Amplify your content's reach by easily sharing on LinkedIn API.
	<b>MailChimp</b>	MailChimp is a SaaS service that allows businesses to manage and automate email marketing activities, including sending marketing emails, automated messages and targeted campaigns.
	<b>Marketo</b>	Marketo is a marketing automation platform that enables marketers to manage personalized multi-channel programs and campaigns to prospects and customers.
	<b>Medallia</b>	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.
	<b>Miro</b>	Digital collaboration platform designed to facilitate remote and distributed team communication and project management

# Cemantica connectors from A-Z







	<b>monday.com</b>	Project Management application to manage the CX action plan, synchronizing with Cemantica the status of each task and associating it to a stage in a journey
	<b>Mural</b>	Mural is a digital environment designed to make collaboration visual, accessible, and engaging for your entire team.
	<b>Outlook</b>	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.
	<b>OKTA</b>	Okta is identity and access management company providing cloud software that helps companies manage and secure user authentication into applications, and for developers to build identity controls into applications, website web services and devices.
	<b>OneDrive</b>	Connect to OneDrive to manage your files. You can perform various actions such as upload, update, get, and delete on files in OneDrive.
	<b>OneNote</b>	OneNote is a note taking app from Microsoft that makes it easy to sync your ideas, sketches and notes across all your devices! Connect to your Office 365 account with OneDrive for Business enabled to track new sections, create notes and more.









# Cemantica connectors from A-Z

 <b>OpenAI</b>	<b>Open AI</b>	OpenAI is an AI research lab and company that aims to develop AI and steer it in ways that “benefit all of humanity.”
 <b>Pinterest</b>	<b>Pinterest</b>	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.
 <b>pipedrive</b>	<b>Pipedrive</b>	Pipedrive is a CRM & pipeline management tool that helps you focus on actions that matter.
 <b>PivotalTracker</b>	<b>Pivotal Tracker</b>	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.
	<b>Planner</b>	Microsoft Planner lets you easily bring together teams, tasks, documents, and conversations for better results.
	<b>Power Apps</b>	Power Apps is a service for building and using custom business apps that connect to your data and work across the web and mobile – without the time and expense of custom software development.
	<b>Power Automate</b>	A SaaS platform by Microsoft for optimizing and automating workflows and business processes.







# Cemantica connectors from A-Z

	<b>Power BI</b>	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.
	<b>Project</b>	Project Online is a flexible online solution for project portfolio management (PPM) and everyday work from Microsoft. Delivered through Office 365, Project Online 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.
	<b>Qualtrics</b>	Qualtrics is web-based software that allows the user to create surveys and generate reports without having any previous programming knowledge.
	<b>Salesforce</b>	Salesforce is a cloud-based software company providing customer relationship management software and applications focused on sales, customer service, marketing automation, e-commerce, analytics, and application development.
	<b>Sandsiv+</b>	Voice of the Customer software solution to reimagine your organization around customers. Impress, and find real results anywhere, anytime.
	<b>SAP ERP</b>	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.







# Cemantica connectors from A-Z

	<b>SAS Decisioning</b>	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.
	<b>ServiceNow</b>	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.
	<b>SharePoint</b>	SharePoint helps organizations share and collaborate with colleagues, partners, and customers.
	<b>Skype for Business</b>	Messaging, meetings, and screen sharing all in one app that works with Office.
	<b>Slack</b>	Slack is a team communication tool, that brings together all of your team communications in one place, instantly searchable and available wherever you go.
	<b>Smartsheet</b>	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

	<b>Snowflake</b>	Snowflake is a read-only shared database that contains metadata and historical usage data about the objects in your organization and accounts.
	<b>Stripe</b>	Stripe allows private individuals and businesses to accept payments over the internet. You can track customers, orders, invoices and more.
	<b>SurveyMonkey</b>	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.
	<b>Teams</b>	Microsoft Teams enables you to get all your content, tools and conversations in the Team workspace with Office 365.
	<b>Teradata</b>	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.
	<b>Trello</b>	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.

# Cemantica connectors from A-Z

	<b>Twilio</b>	Twilio enables apps to send and receive global SMS, MMS and IP messages.
	<b>Viva</b>	Microsoft Viva is an integrated employee experience platform built within Microsoft 365 and Microsoft Teams that gives you the ability to support connection, insight, purpose, and growth in your organization using your existing infrastructure.
	<b>Viva Engage</b>	Viva Engage is a leading social network for businesses to get work done smarter and faster. Connect to Viva Engage to access conversations in your enterprise network.
	<b>Webex</b>	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.
	<b>Word</b>	Word connector lets you work with Word files in document libraries supported by Microsoft Graph (OneDrive for Business, SharePoint Sites, and Office 365 Groups).
	<b>WordPress</b>	WordPress is web software you can use to create a website, blog, or app.

# Cemantica connectors from A-Z



x

X is an online social networking service that enables users to send and receive short messages called 'tweets'. Connect to X to manage your tweets. You can perform various actions such as send tweet, search, view followers, etc.



Zendesk

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.

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

Cemantica supports 90+ languages . Please contact us for more information: [info@cemantica.com](mailto:info@cemantica.com)

## Languages currently available on the platform for use with Alex, our AI assistant. Additional languages can be added upon request ([info@cemantica.com](mailto:info@cemantica.com)):

- French
- English
- Spanish
- Dutch
- German
- Italian

*Work within the platform can be done in any language*



# Your **intelligent all-in-one** customer journey management platform

From Journey Design to CX Execution with  
AI and Automation. **Easier, Smarter, Better**



**Request a Demo:** Visit [www.cemantica.com](http://www.cemantica.com) or email us at [info@cemantica.com](mailto:info@cemantica.com)  
to learn about our 14 day free trial – no credit card needed.