CEMantica

CUSTOMER JOURNEY

MAPPING TOOL

The first customer journey mapping tool fully integrated with your CRM combining customer experience perception with real data from recorded interactions to deliver exceptional experience.

WHAT WE DO

CEMantica allows you to create and customize high end engaging journey maps to detect and solve customer pain points and better understand their needs and expectations.

INTEGRATION IS KEY

Natively integrated with Microsoft Dynamics 365, CEMantica's CJM tool together with power BI analytical dashboards will bring you one step further in the implementation of customer experience.

WHO WE ARE

CEMantica is an international software company run by trained CCXP experts with customer satisfaction at the heart of its mission.
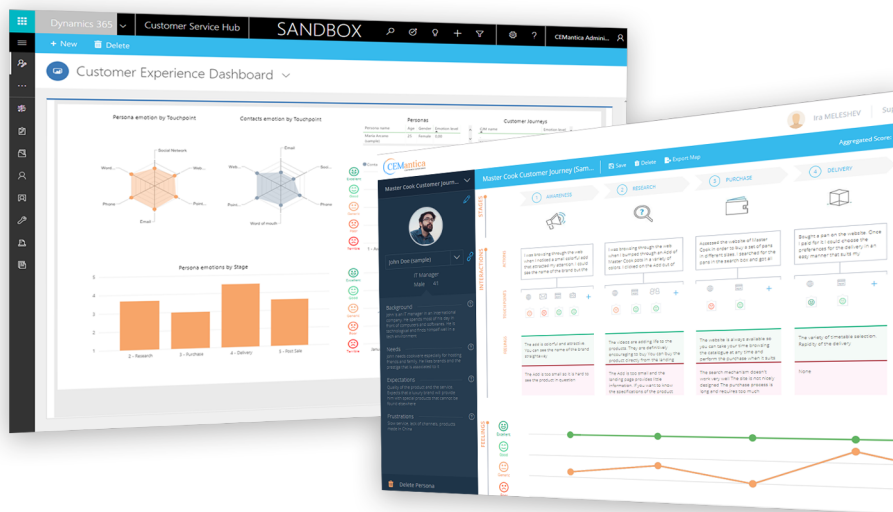
CUSTOMER PAIN POINTS

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Never ending brainstorms with sticky notes and power point graphs with no real understanding of the next steps to take to improve CX

We build different personas but have no way to correlate them simultaneously and generate reports

Build persona profile & uncover relations with current customer journeys

Share/Export on-going projects and allow for real-time collaboration

We have all this data but nowhere to store it and obtain analytics to make informed decisions

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On-the-go data collection with power BI dashboards for accurate decision-making