

# Connectors

CallMiner Connectors consolidate separate sources of intelligence with pre-built, scalable, and secure integration to and from the CallMiner platform.

Connectors are pre-built, tested, and packaged integrations with enterprise-ready security that are maintained and supported by CallMiner. Customers can use Connectors to rapidly and easily integrate data into and out of the CallMiner platform, eliminating the need for customer IT staff to build and support their own integrations and enabling faster deployment and freeing up valuable resources.

## Connector Key Benefits

- **Agile Adoption** – Accelerate implementation with out-of-the-box integrations.
- **Standards Foundation** – Encourage integration by linking data to create enriched insights and workflows.
- **Extensible Analytics** – Enhance contact center insight and integrate with multivendor systems within the CallMiner platform.

## Connector Features

### ☆ Ease

- **Packaged** – Range of proven CallMiner integrations available
- **Supported** – Maintained and supported by CallMiner
- **Connectivity** – Breadth of integration path options including, API, SFTP and more

### Extensible

- **Bidirectional** – Packaged push or pull integration
- **Standardized** – Standardized data formats
- **Integration Ecosystem** – Call Center/Workforce Optimization, CRM, Text, CX, RPA and CCaaS

### Agile

- **Data Agnostic** – Audio, transcription, text, CRM and other data sources
- **Omnichannel** – Consolidates communication channel data with reduced effort
- **Awareness** – Established integrations for common reporting, business Intelligence and external software platforms where CallMiner data is shared and operationalized



## CallMiner: Connectors and CallMiner API

CallMiner Connectors span a wide range of solutions including call recorders, text, chat and email, CRM, Contact Center as a Service (CCaaS), Workforce Optimization (WFO), Robotic Process Automation (RPA). In addition to the existing supported Connector list, CallMiner customers integrate a wide range of CallMiner ecosystem solutions through the CallMiner API or SFTP.

### Connector Examples

Call recording - Audio + Metadata	CRM	Text Communication
  	 	  

### CallMiner Connectors

- Amazon S3 - Call recording audio + metadata and text-based communication
- Amazon Connect - Call recording - audio + metadata
- Aspect AQM - Call recording - audio + metadata
- Aspect UIP 7.4+ - Text-based communication
- Aspect Via - Text-based communication
- Bold 360 - Text-based communication
- Calabrio - Call recording - audio + metadata
- Capture Real Time - Avaya
- Capture Real Time - Five9
- Capture Real Time - Live Vox
- Five9 - Call recording - audio + metadata
- Genesys Cloud - Call recording - audio + metadata (and text-based in development)
- Genesys Engage - Call recording - audio + metadata (and text-based in development)
- Google Cloud Recorder - Call recording - audio + metadata (and text in development)
- Intradim- Agent training and coaching automation
- LivePerson - Audio + text-based communication
- LiveVox - Call recording - audio
- NICE CXone - Call recording - audio + metadata
- NICE inContact - Call recording - audio + metadata
- NICE Recorder - Call recording - audio + metadata
- Oracle ISR - Call recording - audio + metadata
- Oracle CRM - Text-based communication (in development)
- Qualtrics - Survey and interaction analytics (bidirectional)
- Red Box - Call recording - audio + metadata
- Ring Central - Call recording - audio + metadata
- Salesforce - Text-based communication (text and chat, email, survey) bidirectional data
- Serenova (aka Telstrat / Lifesize) - Call recording - audio + metadata
- Tableau - Metadata
- Talkdesk - Call recording - audio + metadata
- Twilio - Call recording - audio + metadata and text-based
- Verint - Call recording - audio + metadata
- Zendesk - Call recording - audio + metadata

**To learn more please visit: [callminer.com](https://callminer.com)**

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