KaseSync®

Enable Team Collaboration with KaseSync's Community–Communication Platform Integration

Khoros

higher logic vanilla

Gainsight

And More

Online Communites

slack

And More

Community Platforms
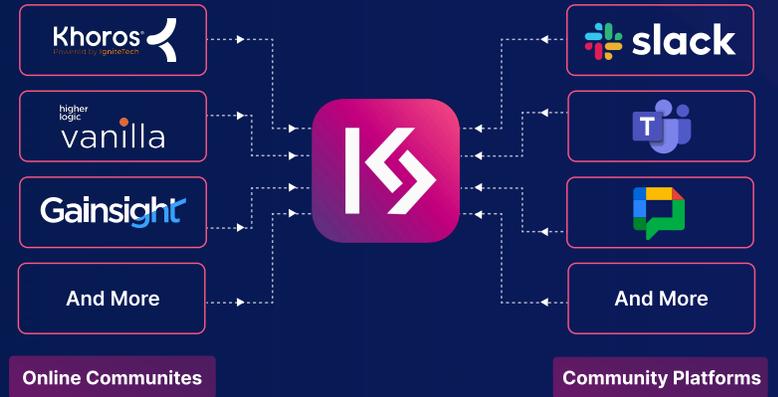
Product Overview

Managing an online community alongside multiple communication platforms doesn't have to mean juggling tools or checking multiple dashboards. With KaseSync, you can integrate community platforms with your communication tools, allowing discussions to flow seamlessly into Slack, Microsoft Teams, and Google Chat. This helps teams stay informed in real-time and act on community conversations without changing their existing workflows.

Key KaseSync Features for Community-Communication Integration

Real-Time Notifications & Direct Responses

Get instant alerts whenever predefined keywords appear in discussions and reply directly from your communication platform.

Customizable Synchronization Rules

Configure keywords, engagement thresholds, and other rules through the admin panel to push only relevant, high-impact discussions.

Flexible Keyword Mapping & Configuration

Map keywords to specific channels and adjust rules to focus on priority topics or escalation needs.

Detailed Logging & Monitoring

Maintain comprehensive logs of sync activities, failures, and performance for full visibility, quick troubleshooting, and reliable operations.

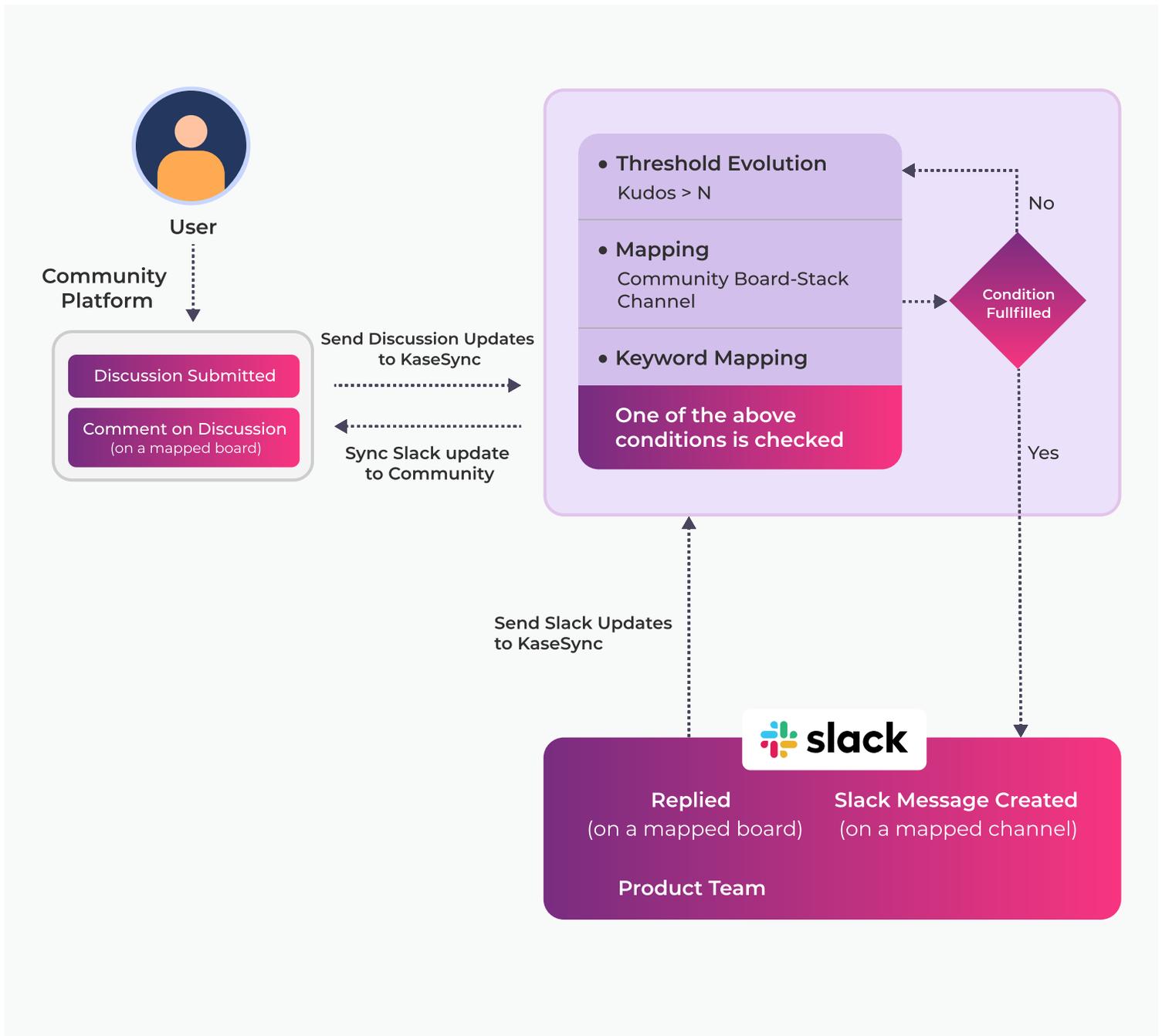## Made for Different Teams

Community Teams

Receive real-time notifications and respond to community discussions from within KaseSync, keeping all tasks centralized and eliminating the need to switch platforms.

Support Teams

Manage customer questions and follow-ups directly within their day-to-day communication tools through KaseSync. This significantly reduces response time and drives higher customer satisfaction.

How It Works

User

Community Platform

Discussion Submitted

Comment on Discussion
(on a mapped board)

Send Discussion Updates
to KaseSync

Sync Slack update
to Community

- **Threshold Evolution**
  Kudos > N

- **Mapping**
  Community Board-Stack Channel

- **Keyword Mapping**

One of the above conditions is checked

Condition Fullfilled

No

Yes

Send Slack Updates
to KaseSync

slack

Replied
(on a mapped board)

Slack Message Created
(on a mapped channel)

Product Team

About Us

Since 2008, Grazitti Interactive has been helping global enterprises streamline support operations, enhance community engagement, and improve collaboration through its innovative tools and services. Trusted by 1000+ organizations, including Fortune 500 companies, Grazitti leverages deep platform expertise and scalable accelerators to transform digital customer experiences.