CE21 Platform Capabilities & Features Guide

Last updated 08/20/2026

📥Download Guide as PDF



CE21 is a comprehensive independent and privately owned all-in-one Learning Management (LMS), Association Management (AMS) and Events Management platform built specifically for professional organizations.

While this guide provides an expansive look at our platform's capabilities, it represents only a fraction of the specialized tools available within the CE21 ecosystem. We recognize that the breadth of these features can feel significant, but this depth is a direct reflection of our commitment to meeting the stringent, complex requirements of professional associations, global organizations, and universities.

Because no two organizations operate identically, these features are designed to be tailored into a cohesive workflow that fits your specific mission. Ultimately, a personalized demo is the best way to distill these capabilities into a focused strategy and see exactly how our platform can be configured to solve your unique administrative challenges.

REQUEST A DEMO

Use the built-in Tab Bookmarks to jump directly to any section in this guide.

TABLE OF CONTENTS

- TABLE OF CONTENTS....2
- Core Platform Pillars....3
- Standard Platform Ecosystem....4
- User Support....5
- Client Support....6
- API & Integrations....7
- Accessibility....8
- Security....9

Learning Management System (LMS)....10
- Products & Certification....11
- Events....12
- CE21 Mobile App....13
- Reporting & Analytics....14
- Shopping and Pricing....15
- Customization....16
- Accounts....17
- Marketing....18
- Notifications and Alerts....19
- Productivity....20

Association Management System (AMS)....21
- Administrative and Financial....22
- Strategic Engagement & Data Intelligence....23
- WordPress Website Management....24

Add-Ons....25
- Email Marketing....25
- QR Badge Scanning....25
- Classified Ads....25
- Referral Service....25
- White-Label Mobile App Branding....25

Concierge-Level Services....26
- Full Service Event Management....26
- Videography & Live Streaming....26
- Product Builds....26
- Data Imports....26
- Website Redesigns....26

Platform Fundamentals

Core Platform Pillars

At CE21, we do not just provide software. We provide a unified ecosystem designed to eliminate data silos and administrative friction. While most organizations struggle with systems that require constant syncing, CE21 is built on a single shared database. This ensures that every member interaction is captured in real time in one place, whether they are joining a committee, attending a webinar, or earning a certification.

Feature	Description
Learning Management System (LMS)	The heart of the CE21 platform is a high-stakes compliance and education engine. Built specifically for professional development, our LMS handles the complex requirements of continuing education.
Events Management	CE21 Events bridges the gap between physical and digital experiences. The infrastructure is built to support any scale, including 10-person webinars or 2,000-attendee hybrid conferences.
Association Management Software (AMS)	Our AMS is the operational hub of your organization. It manages the lifecycle of your members without the need for complex integrations to your education catalog.

Standard Platform Ecosystem

Feature	Description
Admin	Manage your LMS, events and AMS operations through a single centralized data hub. This environment supports unlimited staff accounts at no additional cost.
Catalog	Deploy a high-performance branded storefront that organizes diverse media types into a cohesive browse-and-buy experience.
Shopping Cart	Streamline corporate and large-scale purchases through an integrated shopping cart designed for organizational needs. Buyers can earmark registrations for their organization or purchase catalog items in bulk, with the built-in flexibility to assign individual attendee names whenever it is convenient for their workflow.
Program Viewer	Deliver a high-definition learning environment that combines seamless video streaming with built-in interactive tools. By integrating real-time certification and engagement features directly into the viewer, you provide a frictionless experience that improves knowledge retention and encourages repeat attendance.
CE21 Mobile App	Turn every mobile device into a portable classroom. CE21's mobile app makes learning accessible anywhere, offline or online.
User Support	Our support is entirely in-house and human-led. No chatbots, no outsourced call centers, and no reading from scripts. No hoops, just help.
Training Library	Access a dedicated educational environment designed to ensure your team remains proficient with all platform capabilities. This centralized library features updated training content, registration for upcoming webinar series, and an extensive archive of previous instructional recordings to help you maximize your platform investment.

User Support

Feature	Description
In-House Support	Reduce your internal administrative workload by utilizing our in-house support team to assist your members directly. We provide responsive assistance via phone and ticketing for account access, video playback, certification inquiries and more.
Support Ticketing System	Streamline assistance with a ticketing engine built directly into your administrative portal. By capturing every interaction in one place, your team can manage inquiries within a unified environment that provides immediate access to member data without switching systems. Includes presence sensing, response collision detection and canned responses.
Canned Responses	Use Canned Responses to respond quickly and consistently to frequently asked inquiries.
Knowledge Base	Reduce support ticket volume by providing targeted instructional content within the user interface. By pinning categorized knowledge base articles to specific areas of the catalog or viewer, you ensure that learners have instant access to the information they need
Ticket Escalations	Support rapid resolution through an integrated ticketing engine that enables fluid ticket transfers between CE21 and your organization. This centralized environment ensures clear accountability and provides all parties with the context needed to resolve inquiries efficiently.

Client Support

Feature	Description
Onboarding	We facilitate a comprehensive introduction to the platform, tailoring training to the specific elements essential to your organization's success. All onboarding sessions are recorded and archived for your future reference, ensuring your team has a permanent knowledge base to consult. Our partnership extends beyond the initial launch, providing dedicated support through every stage of your platform's growth.
Help Bucket Support System	Streamline your operational workflows by accessing our client services team directly through the integrated ticketing interface. This platform-native system ensures your requests for software assistance are documented, prioritized, and linked directly to your administrative profile, providing a transparent and efficient path to resolution.
Client Wiki	Maintain absolute procedural alignment with a centralized Support Wiki that serves as a "cheat sheet" for our service team. This dynamic resource combines auto-generated platform settings with your specific organizational instructions—such as custom refund policies or escalation protocols.
Admin Knowledge Base	Empower your administrators with a searchable library of video and written guides accessible directly through the platform's help widget. This integrated interface provides situational support for core features and offers a direct path to our ticketing system, bridging the gap between self-service learning and expert assistance.

API & Integrations

Feature	Description
CE21 API	If you have a custom need or a unique platform you want to link, our API is ready for you. Use our RESTful architecture to build in the language of your choice.
American Bar Association (ABA) Integration	The CE21 ABA integration automates the transmission of completion data directly to the American Bar Association to eliminate manual reporting. Learners receive instant and branded access to affidavits or certificates across all formats including live and on demand sessions. Historical syncing also allows for seamless and one click data updates for past programs.
ACCME Pars & JA-PARS Integration	The CE21 direct integration with ACCME PARS and JA-PARS automates the activity reporting lifecycle to eliminate manual CSV uploads and data reconciliation. Credits flow to ACCME services the moment they are earned, giving learners instant transcript access while reducing support tickets.
Credly Integration	Automates the transmission of digital badges and credential data directly to Credly upon course or program completion. This direct link eliminates manual reporting for staff while providing learners with immediate access to verifiable, shareable digital credentials to showcase their professional achievements.
Website & Community	We integrate with WordPress and Discourse
Virtual Events & Webinars	We integrate with Zoom, GoToWebinar, GoToMeeting and SCORM Cloud
Payment Processing	We integrate with Affinipay, Authorize.net, Payflow, PayPal, PayU, Stripe, Touchnet and Credit card and ACH vaulting
Marketing & Analytics	We integrate with Google Analytics, Google Tag Manager, Facebook Pixel ID & Domain Verification and Google reCaptcha
Remote Authentications	YourMembership, GrowthZone, Novi AMS, MemberCentral, MemberClicks, Impexium, Rhythm, Fuse, iMIS, OAuth 2.0 for custom single sign-on
Single Sign-On (SSO)	Allows customers to log into the catalog with a single set of login credentials via remote oauthentication.

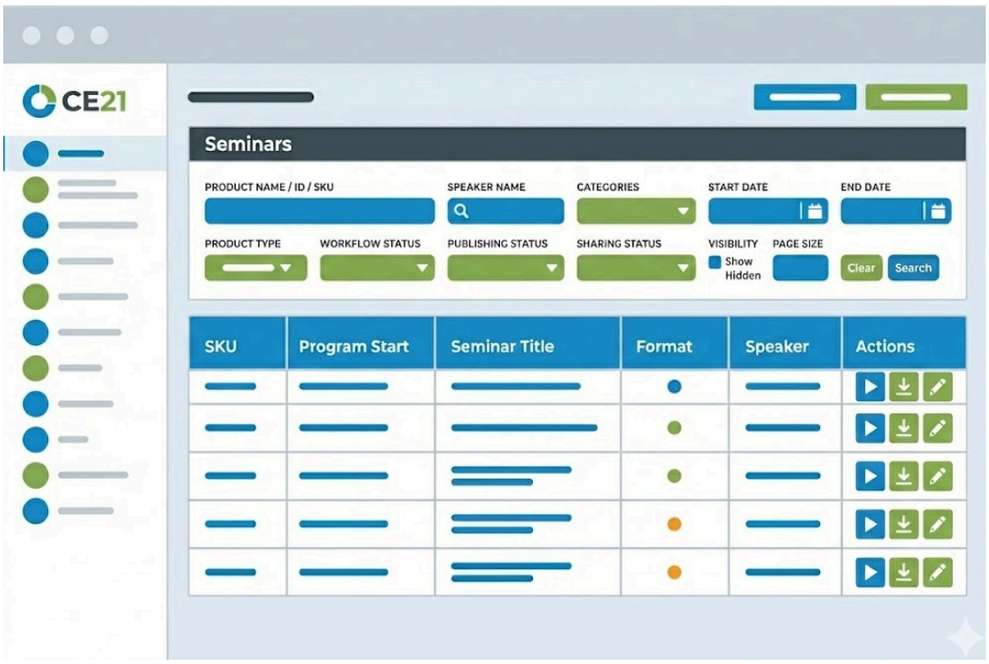
Accessibility

Feature	Description
Closed Captioning	Enhance accessibility and discoverability with automated smart captioning. This feature generates high-accuracy captions and searchable transcripts for pre-recorded videos, allowing members to quickly locate topics while meeting modern accessibility standards.
Captions Editor	Maintain communication fidelity by utilizing the integrated editor to refine automated transcripts. This tool allows staff to quickly correct technical jargon or specific business names, ensuring video content remains accurate and meets professional editorial standards.
Bring Your Own Captions	Maintain production flexibility by uploading pre-arranged *.vtt caption files in any language. By assigning specific language markers, you provide a localized experience for a global audience, ensuring content remains accessible across diverse member demographics.
Accessibility Checker	Mitigate institutional risk by auditing rich text content against modern web standards. This tool automatically verifies descriptive image text and standardized hyperlinking, ensuring your digital storefront remains inclusive and compliant.
Product Colors Accessibility	Optimize the legibility of your digital storefront by utilizing the integrated contrast checker for all product labels. This tool automatically validates that your text-to-background color ratios meet universal web accessibility standards,

Security

Feature	Description
Unlimited Staff Accounts	Scale your operations without worrying about seat-based costs or licensing restrictions. Whether you are a solo administrator or managing a team of hundreds, our platform provides unlimited administrative access to ensure every department has the tools required for success.
Access Control List	Control what staff members are able to access and view different pages within the administrative area.
Presence Indicators	Eliminate the risk of data overwrites with visual presence indicators that show exactly which staff members are active on specific pages.
Audit Logs	Maintain total operational transparency with a comprehensive audit trail that tracks every administrative action. These logs are contextually located throughout the platform, allowing you to see exactly who made a change, what that change entailed, and when it occurred.
Captcha	CE21 uses Google's Invisible reCaptcha service which logs your users in faster while keeping the bots at bay.
Block Customers	Allows you to block access to certain users who raise red flags.

Learning Management System (LMS)



Stop wrestling with rigid LMS software. CE21's Learning Management System handles continuing education, professional credentialing, live events, and online learning while providing the flexibility and automation your team actually needs.

Our LMS includes robust event management tools, including complex in-person events and virtual conferences with beautiful responsive themes with support for real-time analytics, virtual exhibitor booths and more.

Use the built-in Tab Bookmarks to jump directly to any section in this guide.

Products & Certification

Learning Management System (LMS)

Feature	Description
Product Formats	Live webcasts, on-demand videos, webinars, downloads, SCORM-compliant courses, text-based continuing education, eBooks, in-person workshops, video replays, and physical products.
Classroom Course Pathways	Move beyond simple video hosting by creating a structured live or on-demand classroom learning environment. By combining various delivery methods into one extended experience, you provide your audience with a clear roadmap to mastery and certification
Content Creation Tools	CE21 Presenter, our built-in eLearning content creation tool, lets you upload videos, trim clips, add slides, and submit closed captions right in your browser. No expensive software. No technical expertise required.
Certification	Automated certificate generation and distribution for continuing education credits (CME, CLE, CPE, CE). ACCME PARS reporting happens automatically. Multiple attendance verification methods. CE credit tracking across sessions and entire conferences.
Attendance Tracking	Verify user attendance by applying affidavits, quizzes, participation codes, attendance confirmation prompts, time tracking, and other certification requirements.
Sharing Marketplace	Scale your catalog and your revenue. The CE21 Sharing Marketplace works both ways: Instantly populate your store with accredited courses from our network, or syndicate your own content to other organizations for effortless passive income.

Events

Included with the Learning Management System (LMS)

Feature	Description
In-Person Events	Create detailed agendas with multiple tracks. Sell add-on tickets for golf tournaments or special sessions. Print badges using Avery templates. Scan QR codes for instant check-in and attendance tracking. Credits calculate automatically based on which sessions attendees joined. Certificates go out before people leave the venue.
In-person QR Code Scanning	QR codes on badges link directly to attendee profiles. Staff scan codes at sessions with the Live Event Portal. Attendance data updates instantly. No paper lists. No manual entry. No wondering who showed up where.
Virtual Conferences	Fully customizable, mobile-responsive conference portals branded to your organization. Speaker bios and session information all in one place. Virtual exhibitor booths with visitor tracking. Interactive features like live chat, Q&A, and polls. Stream up to 1080p with built-in monitoring tools that show you uptime, quality, and audio levels in real-time.
Live Stream Infrastructure	Deliver high-quality live streams via the robust CE21 webcast infrastructure. Access comprehensive live stream management and monitoring tools, custom graphic overlays, and dedicated emergency support. Enhance attendee engagement with integrated interactive features, including live chat, Q&A, and community forums.
Webinar Integrations	Integrate with Zoom and GoTo platforms to automate the registration-to-attendance flow. This direct-launch capability eliminates technical hurdles, allowing attendees to join your webinar instantly.
Certification	Automated certificate generation and distribution for continuing education credits (CME, CLE, CPE, CE). ACCME PARS reporting happens automatically. Multiple attendance verification methods. CE credit tracking across sessions and entire conferences. Members get their certificates before they leave the venue.
Attendance Tracking	Verify user attendance by applying affidavits, quizzes, participation codes, attendance confirmation prompts, time tracking, and other certification requirements.

CE21 Mobile App

Learning Management System (LMS)

Feature	Description
CE21 Mobile	Included with every LMS contract.
True Offline Learning	Download on-demand programs to watch anytime, even without an internet connection.
Course Playback	Members can attend live webcasts, on-demand seminars, and webinars directly from their devices.
Certification	Every step of the process is built into the app: including quizzes, attendance verification, and evaluations.
Interactivity	Members stay connected through Facebook-style forums, live chat, and speaker Q&A widgets.
Accessibility	Support for closed captioning ensures your educational programs are inclusive and easy to follow.
White-Label Branding	You have the option to have the app rebranded with your organization's name and logo so your brand remains front and center.

Reporting & Analytics

Learning Management System (LMS)

Feature	Description
Reporting	Gain complete visibility into your organization's performance with nearly 50 pre-built reports. Because every association operates differently, you can customize these templates to capture the specific metrics that matter most to your team. Save time and maintain consistent oversight by scheduling automated delivery of these data sets directly to your inbox.
Graphical Reporting	Transform complex data into clear, actionable insights using visual reporting tools. These graphical displays allow you to quickly identify trends by breaking down activity from the past month or performing year-over-year comparisons.
Google Analytics, Google Tag Manager and Facebook Pixel	Understand your audience and maximize your advertising ROI by integrating powerful tracking tools directly into your platform. By connecting Google Analytics, Google Tag Manager, and the Facebook Pixel, you can monitor user behavior, track ad conversions, and build targeted audiences for future campaigns.
Virtual Conference Event Intelligence	Maximize the impact of your conferences by leveraging deep data insights that go far beyond simple attendance numbers. Our platform captures detailed session attendance and visitor metrics, including specific page views and virtual booth interactions, to give you a complete picture of attendee engagement. You can easily visualize this data through graphical presentations or export it to Excel for further analysis.
Viewer Analytics	Leverage graphical insights into how members interact with your digital programs. This technical overview provides a clear breakdown of the browsers and hardware devices used to access the program viewer, allowing your team to understand user environments

Shopping and Pricing

Learning Management System (LMS)

Feature	Description
Ecommerce	We integrate with Affinipay, Authorize.net, Payflow, PayPal, PayU, Stripe, Touchnet and support credit card and ACH vaulting.
Discounts	Drive registrations and reward loyalty by creating targeted promotions for specific products, categories, or groups.
Bundles	Boost your average order value by grouping related courses into a single, high-value package at a set price. You can also empower learners to create their own custom bundles, rewarding larger purchases with graduated savings.
Gift Cards	Create flexible gift cards that can be restricted to specific users, categories, or products.
Reward Points	Encourage loyalty and platform interaction by allowing users to earn points through specific site actions. These earned rewards provide tangible value that members can apply as discounts toward future purchases.
Cart Notifications	Recapture lost revenue by sending personalized email reminders to users with unpurchased items in their cart.
Buy for Others	Increase registration efficiency by allowing users to sign up colleagues from their office during their own checkout process.
Quick Register	Enable an expedient path for users to register for free products without navigating the full shopping cart process.
CE Credit	Allow users to purchase educational products without immediately claiming credit or choose to purchase credits at a later date.
Import Orders	Import orders taken from a 3rd party system.
Purchase Alerts	Provide essential context by displaying targeted alerts when products are added to the cart. These purchase alerts allow you to share vital information, such as prerequisites, upcoming deadlines, or unique attendance requirements.
Product Tags	Allows one to assign tag(s) to a product to group products in creative ways.

Customization

Learning Management System (LMS)

Feature	Description
Branded Catalog Customization	Maintain total visual consistency across your digital storefront and learning environments using integrated design tools. Allow your staff to independently customize the interface of your catalogs, events and program viewers to ensure a seamless brand experience for every member.
Catalog	Our intuitive built-in tools allow you to make instant visual catalog updates, ensuring your storefront remains professional and engaging. For deeper customization, you can target specific classes to modify every design element via CSS.
Catalog Widgets	Take full control of your catalog's presentation with a flexible, widget-based design system. Easily reorder and configure display modules to highlight specific learning paths or promotional items.
Custom Data	Create extensible data fields at the product level to automate information delivery across your platform. This metadata dynamically populates product tabs and certificates, ensuring data consistency while reducing manual administrative updates.
Program Viewer	Create a seamless brand experience by customizing the look and functionality of your program viewers event at the product level. Easily modify color schemes, relabel and reorganize navigation tabs, and insert specific tab descriptions to provide a cohesive interface for your audience.
Product Images & Colors	Optimize navigation by assigning unique color-coded labels and specific imagery to each product type. This styling ensures a clear visual hierarchy, helping members instantly distinguish between different content formats within your catalog.
Custom Labels	Tailor every touchpoint of your platform to align with your organization's specific terminology. You can easily modify product type names, catalog and viewer tabs, and button labels to create a more familiar experience for members.
Customizable Admin Experience	Enhance your operational environment by selecting from six distinct interface "skins" designed to align with your personal workflow and visual preferences.

Accounts

Learning Management System (LMS)

Feature	Description
Customer Accounts	Provide your staff with a unified view of the member experience through centralized customer accounts. This interface allows you to monitor purchase history, track certification progress, and manage support tickets in one location.
Customer Tags	Apply customizable customer tags that follow the member throughout their entire lifecycle. These dynamic labels allow you to instantly identify and support specific cohorts such as members with accessibility requirements or high-value buyers.
Customer Dissatisfaction Flags	Utilize dedicated flags to identify and address negative member experiences at the product level. This system allows your team to track friction points throughout the learning lifecycle and prioritize outreach to resolve concerns effectively.
Speaker Accounts	Empower faculty with dedicated speaker accounts that consolidate biographies, communications, purchase history, and certification progress.
Company Accounts	Empower company administrators with a centralized hub to manage organizational details and employee rosters. This interface provides full visibility into staff memberships and purchases, enabling streamlined oversight of group-wide professional development.
Venue Accounts	Centralize your event logistics by managing venue contacts, documents, and internal notes in one location. This interface tracks all communications and provides an at-a-glance history of past and future events held at each site.
Venue Flags	Enhance your logistical planning with visual venue flags that use customizable icons and colors to denote specific site attributes. Staff can quickly identify critical facility details such as "wheelchair friendly" accessibility or "poor AV services" to ensure every event is matched with the right environment.

Marketing

Learning Management System (LMS)

Feature	Description
Email Marketing	This add-on allows organizations to send precise, personalized emails directly from the CE21 platform. No exports. No syncing. No guesswork.
Smart Lists	Utilize live, custom queries to generate real-time contact lists based on specific member criteria. These dynamic datasets can be used for targeted email communications, granular internal reporting, or exported for external analysis.
Product Campaigns	Drive traffic to your content while capturing emails at the same time. Use our Sales Pages feature to add video content and track page interactions to measure engagement.
Product Notifications	Drive repeat traffic and non-dues revenue by automatically notifying members when new content is published that matches their saved preferences.
Banner Ads	Maximize your catalog's promotional real estate by deploying customizable banner ads. This feature allows your staff to schedule specific advertisements to appear during designated timeframes.
Ad Partners	Enable partners to earn a percentage of revenue when they refer customers to your Catalog or other content—complete with built-in tracking to monitor performance.
Cart Notifications	Mitigate lost revenue by deploying automated email reminders to shoppers with unpurchased items in their carts. This re-engagement tool allows you to include targeted discounts or exclusive bundle offers, providing the strategic incentive needed to convert pending interest into completed transactions.
Customer Referral Program	Drive organic growth by allowing members to refer colleagues in exchange for reward points. Upon a successful transaction, the advocate earns points and the new attendee receives a discount, creating a self-sustaining cycle of member acquisition.

Notifications and Alerts

Learning Management System (LMS)

Feature	Description
Message Tokens	Automatically populate emails and platform alerts with specific user and product details using integrated message tokens.
SMS Notifications	Boost attendance by offering a high-visibility communication channel for time-sensitive events. Members can opt-in to receive automated SMS reminders for live webcasts, webinars, and replays, ensuring your most critical content remains top-of-mind.
Event Reminders	Send automated event reminders at strategic intervals based on established administrative rules and templates.
Catalog Alerts	Deploy high-visibility alerts across specific catalog pages to communicate critical information or time-sensitive updates to your members.
Viewer Alerts	Deliver synchronized messaging within the program viewer to maintain high attendee engagement. These alerts can be pre-scheduled for on-demand replays or pushed live during webcasts.
Customer Product Alerts	Reduce support inquiries by providing automated, program-specific alerts within the user's personal account dashboard. By attaching special instructions directly to a registrant's purchased product, you ensure that essential information is visible and accessible throughout the entire learning lifecycle.
CE21 Mobile App Push Notifications	Enhance attendee retention by delivering real-time push notifications directly to the mobile app.

Productivity

Feature	Description
Collaborative Product Workflows	Establish standardized operating procedures by utilizing integrated workflows to coordinate product setup and publishing across departments.
Product Templates	Streamline your catalog expansion by utilizing pre-configured product templates that store commonly used specifications.
Integrated Tasks	Convert any administrative page into an actionable task to maintain precise oversight of your administrative workflow.
Personalized Workflow Shortcuts	Optimize administrative speed by utilizing Favorites and Pinned Pages to create a tailored navigational experience.

Association Management Software (AMS)



Modernize your association management software. From automated dues collection to member engagement tools, discover why professional associations rely on CE21 to keep members happy and staff sane.

Use the built-in PDF Bookmarks to jump directly to any section in this guide.

Administrative and Financial

Member Management (AMS)

Feature	Description
Membership & Dues Automation	Manage individual or tiered memberships with automatic transitions and "set it once" billing for monthly, quarterly, or annual dues.
Payment Security & Recovery	Features integrated credit card/ACH vaulting and automated retry logic for payment failures to ensure consistent revenue.
Fundraising & Compliance	Provides advanced tracking for 501c3 vs 501c4 revenue types with visual goal tracking and automated donor acknowledgments.
Committee & Section Management	Simplifies internal organization through automated chapter assignments and student-to-professional upgrades.
Organizational & Corporate Roster Management	Empowers company administrators to centrally manage employee rosters, track staff memberships, and streamline group-wide professional development.

Strategic Engagement & Data Intelligence

Member Management (AMS)

Feature	Description
Smart Lists & Dynamic Segmentation	Architect "living lists" using a powerful query builder that updates automatically based on behavioral or demographic criteria.
Legislative & Geographic Mapping	Automatically capture legislative district data from member addresses to enable targeted constituent mapping and advocacy.
Automated Community Ecosystem	Facilitates forums with automated group assignments based on member attributes. Community feed aggregates latest posts amongst multiple group forums.
Automated Member Hours & Credits	Allocates learning credits by membership tier for seamless checkout redemption and automatic annual hour rollovers.
Dynamic Member & Company Directories	Provides searchable, filterable directories for individuals and companies with customizable privacy settings and built-in sponsor visibility.

WordPress Website Management

Member Management (AMS)

Your association deserves a professional web presence without the technical overhead. We handle the design, secure hosting, and rigorous maintenance so your digital assets remain unified under one roof, allowing you to focus on member value rather than server uptime.

Feature	Description
Unified Data Integration:	Seamlessly connect your existing site or a fresh custom build to your member data to ensure a single-login experience across your entire digital ecosystem.
Concierge Hosting & Security	Eliminate worries regarding server updates, security patches, or downtime with our secure cloud platform and dedicated technical support.
Tailored Feature Development	Access custom-branded designs and plugin integrations specifically engineered for association workflows without the need to manage external freelancers.
Modernization & Migration	Execute a comprehensive modernization of your entire web presence with fresh start builds designed to scale alongside your organization.

Add-Ons

Feature	Description
Email Marketing	Send precise, personalized messages directly from the CE21 platform. No exports. No syncing. No guesswork. Just smarter communication powered by your live member data.
QR Badge Scanning	Modernize onsite operations with an integrated portal designed for high-volume QR badge scanning. This interface automates attendance tracking and credit adjustments in real-time, providing staff with color-coded insights and an "at-a-glance" dashboard to monitor event flow. By eliminating paper-based bottlenecks, you ensure a frictionless attendee experience and immediate, professional credit verification.
Classified Ads	Generate predictable non-dues revenue with a self-service board for jobs, equipment, and services. Members benefit from automated pricing tiers and single-login access, while staff maintain quality control through a streamlined approval workflow.
Referral Service	Connect the public with the right experts through a specialized referral engine tailored to specific user needs. The system uses a round-robin distribution method to ensure all participating professionals receive equal visibility and opportunity.
White-Label Mobile App Branding	Upgrade the CE21 Mobile app to be rebranded with your organization’s name and logo so your brand remains front and center - and manage your own reviews and analytics.

Concierge-Level Services

Feature	Description
Full Service Event Management	Entrust CE21 to manage your virtual or hybrid conference from setup to execution. Our team handles registration, hosting for live or pre-recorded sessions, and interactive features like Q&A and audience forums. We drive engagement and revenue through branded event portals and virtual exhibitor booths, supported by dedicated assistance and post-event analytics to measure success.
Videography & Live Streaming	Entrust CE21's experienced videographers to manage your professional event productions, including live webcasts, on-site recording for On-Demand delivery, and Zoom-powered remote broadcasts. With over 3,000 successful projects, our team navigates complex conference environments to ensure members can participate from anywhere.
Product Builds	Entrust your simple or complex product setup to our concierge level creation services to save your team valuable time. Our team handles everything from basic OnDemand courses and Video Replays including certification steps and faculty details. For more involved builds like Live Events or Classrooms, we provide the technical assistance needed to get your products across the finish line.
Data Imports	CE21 simplifies third-party data imports by handling the cleaning, organizing, and formatting of your spreadsheet data—saving you time and effort.
Website Redesigns	Custom website redesigns that refresh your look, improve performance, and align your site with your goals. We handle everything from content migration to design updates, ensuring a seamless, high-performing online presence.