Adopt Intelligent Swarming with SearchUnify

Embrace the New Order of Collaboration to Propel Support Efficiency

Demystifying Intelligent Swarming

A majority of support teams have a hard time effectively handling high ticket volume. Usually, a ticket passes through multiple agents before finally landing in the right hands, thus hemorrhaging customers and money. Thanks to round-robin scheduling or/and tiered support model! But with Intelligent Swarming at the heart of your support model, you can keep these bottlenecks at bay.

IS is a collaborative framework within the renowned Knowledge-Centered Service (KCS®) methodology. It involves removing the tiered support model to call on collective expertise of a 'swarm' of agents & SMEs. To laymanize it, the framework taps into the specialized skill set of your service reps to triage support tickets to the best-fit agent from the get-go. It emphasizes collaboration over individual contributors, thereby enabling your support team to work as a one cohesive unit.

➡ **Brings down AHT & MTTR**

➡ **Emphasizes value creation than activity count**

➡ **Reduces support ticket backlog**

➡ **Cuts onboarding time**

➡ **Elevates agent and customer experience**

TRADITIONAL TIERED SUPPORT MODEL


INTELLIGENT AGENT SWARMING MODEL
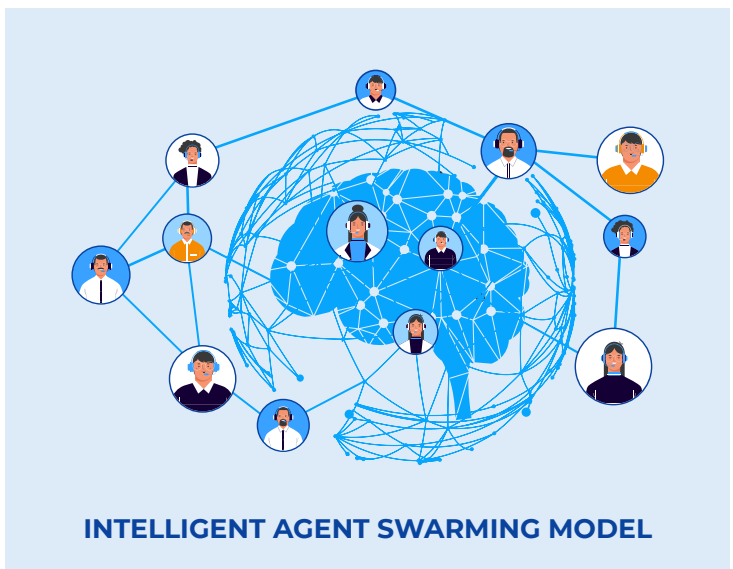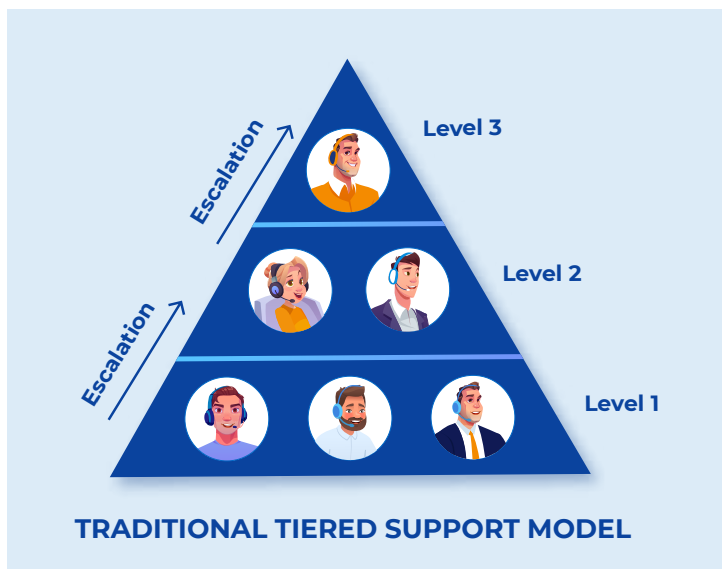
Fueling Intelligent Swarming with SearchUnify

SearchUnify fuels the unification of disparate data silos to build a centralized content repository, helping support reps provide a more connected experience. It relies on its rich ecosystem of intelligent apps to help enterprises effortlessly incorporate Intelligent Swarming within agent workflows. Here's how:

01. Unified View of Case Information

Its cognitive engine instantly indexes and integrates your team collaboration software with other enterprise platforms to provide a 360-degree view of scattered data, ensuring seamless access to the most relevant information in a jiffy.
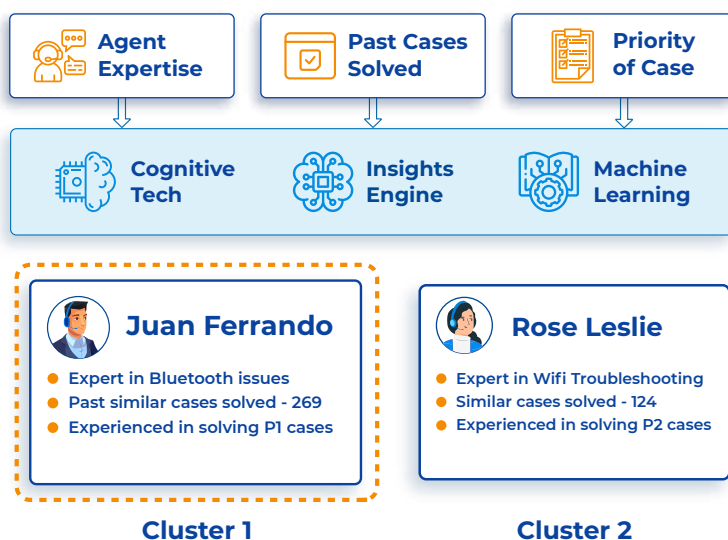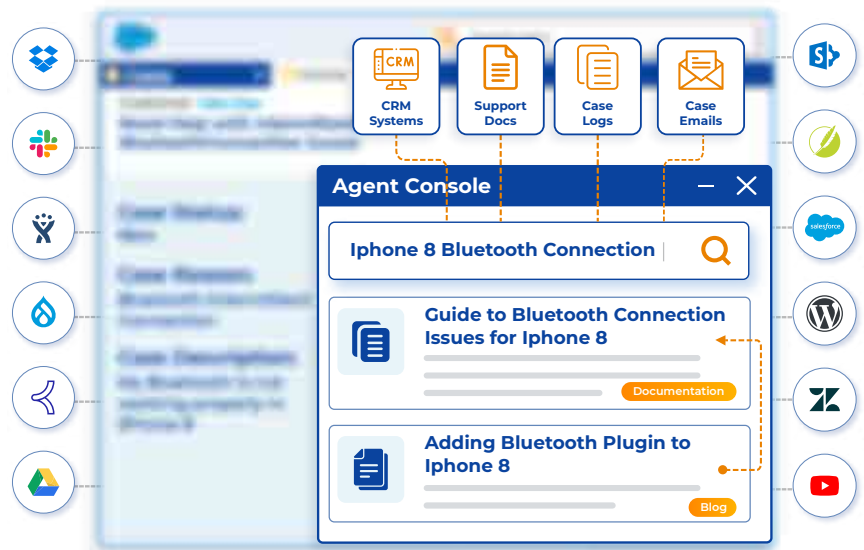
02. Intelligent Case Triaging

SearchUnify's Escalation Predictor taps into user journeys & the support delegates' specialized skill set to intelligently triage incoming requests to the most suitable agent right off the bat; minimizing MTTR and delighting customers.

Agent Expertise   **Past Cases Solved**   **Priority of Case**

Cognitive Tech   **Insights Engine**   **Machine Learning**

Juan Ferrando
- Expert in Bluetooth issues
- Past similar cases solved - 269
- Experienced in solving P1 cases

Rose Leslie
- Expert in Wifi Troubleshooting
- Similar cases solved - 124
- Experienced in solving P2 cases

Cluster 1   **Cluster 2**

03. Real-time Insights into SME's

If things go haywire and the support maven is unable to resolve the query, then instead of just passing the baton, they can turn to Agent Helper. The ML-Powered app enables them to create a Slack channel for the ticket that includes critical details like the case number, type of issue, user description, and urgency level. They then add the top SMEs and agents for the issue category and work together to resolve it.
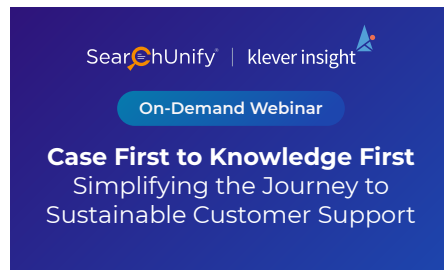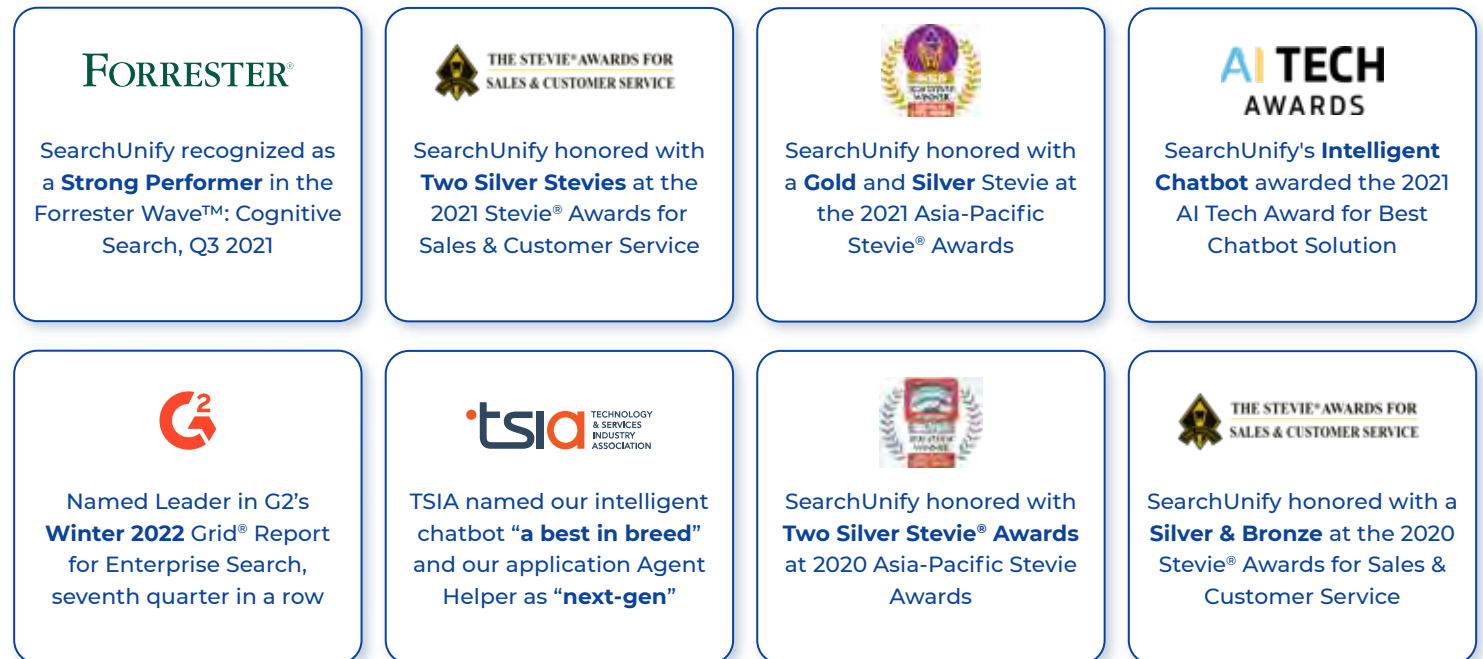

04. Pushing Swarm Resolutions to KB

Final step of the journey is to turn the newfound resolution into an article and attach to the undocumented issue. KCS Enabler can help with that. It accelerates knowledge creation by populating new articles as a by-product of agents' resolutions. It also evaluates content performance to drive content quality & consumption.
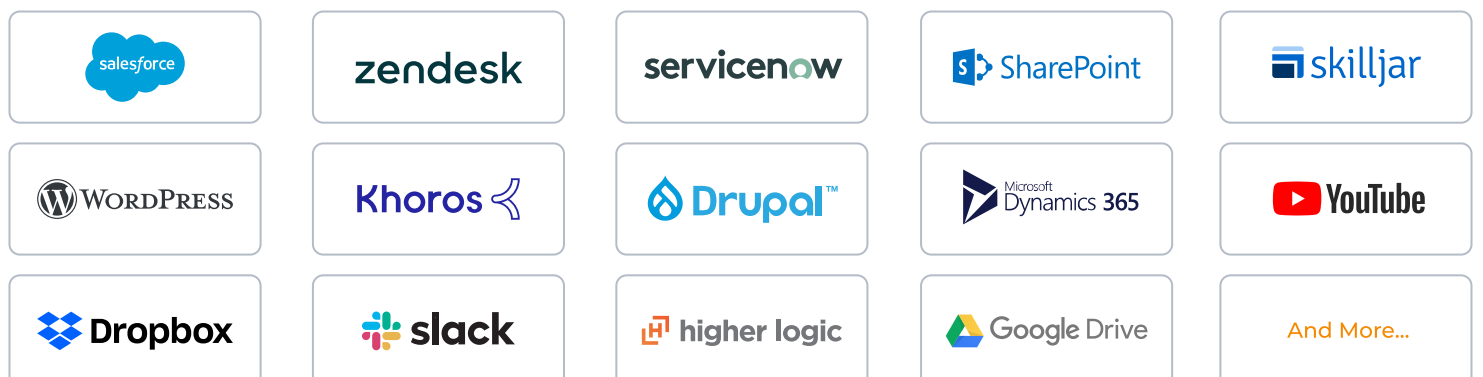
Additional Resources on Agent Swarming

Intelligent Swarming: A New Order of Collaboration & Value Delivery

BLOG

Case First to Knowledge First Simplifying the Journey to Sustainable Customer Support

On-Demand Webinar

No More Tier Fear: Catapulting Intelligent Swarming and Support Efficiency with Cognitive Tech

BLOG

Awards and Accolades

FORRESTER®

SearchUnify recognized as a **Strong Performer** in the Forrester Wave™: Cognitive Search, Q3 2021

THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

SearchUnify honored with **Two Silver Stevies** at the 2021 Stevie® Awards for Sales & Customer Service

SearchUnify honored with a **Gold** and **Silver** Stevie at the 2021 Asia-Pacific Stevie® Awards

AI TECH AWARDS

SearchUnify's **Intelligent Chatbot** awarded the 2021 AI Tech Award for Best Chatbot Solution

G2

Named Leader in G2's **Winter 2022** Grid® Report for Enterprise Search, seventh quarter in a row

tsia TECHNOLOGY & SERVICES INDUSTRY ASSOCIATION

TSIA named our intelligent chatbot "**a best in breed**" and our application Agent Helper as "**next-gen**"

SearchUnify honored with **Two Silver Stevie® Awards** at 2020 Asia-Pacific Stevie Awards

THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

SearchUnify honored with a **Silver & Bronze** at the 2020 Stevie® Awards for Sales & Customer Service

Supported Platforms

salesforce

zendesk

servicenow

SharePoint

skilljar

WordPress

Khoros

Drupal™

Microsoft Dynamics 365

YouTube

Dropbox

slack

higher logic

Google Drive

And More...

SearChUnify®

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