SearchUnify®

COGNITIVE SEARCH FOR ECOMMERCE

eCommerce is a highly competitive space where everyone is continuously trying to make the shopper's experience more streamlined and seamless. With cognitive search, you can close the gap between the in-store and online experience, power personalization & boost relevancy with AI-based results. Step up the game with a cognitive engine that leverages machine learning, natural language understanding (NLU), and deep analytics to convert more visitors into customers.

Provide Unified Experience

Integrate content across different online properties, such as blogs, FAQs, community and product catalogs to provide a seamless user experience.

Lower Cart Abandonment Rate

Drive conversions with AI-powered personalized recommendations that are based on user profile, search pattern, add to cart behavior and intent to purchase.

Simplify Product Discovery

Reduce the friction of finding the right product for your shoppers with features like 'Did you Mean' and intelligent synonyms that offer relevant results based on the context of a query and not just keywords.

Deliver Stellar User Experience

Guide users to results faster with autocomplete which displays suggestions as user is typing. Intelligent facets help buyers filter down to relevant results faster & personalize experience by auto-selecting relevant facets based on search history.

Optimize Merchandising

Develop a more targeted strategy for your e-store with the insight engine's user-friendly reports that detail metrics like add-to-cart conversion rate, average order values, and click-through rates.

Provide Effective Support

Be always on with search powered chatbots that can index enterprise wide content to help deflect basic queries & personalize responses for users. If a bot is unable to answer, it can seamlessly hand-off the query to a live agent, in real time.
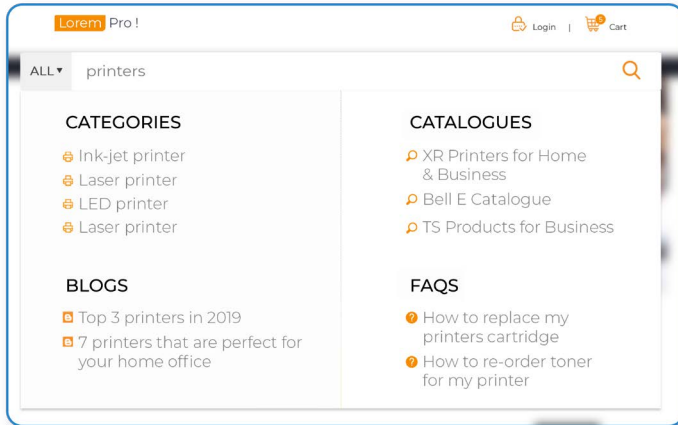
WHAT OUR CUSTOMERS SAY

" For us, technology is just one piece of the puzzle while the vendor and its attitude makes up for the rest. "
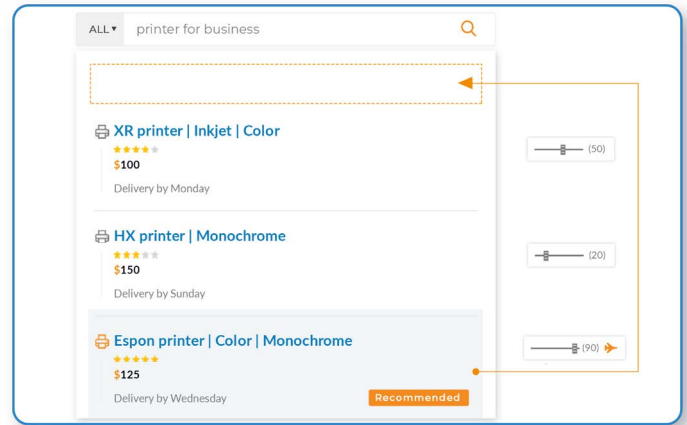
Giri Iyer
Senior Vice President, Global Customer Support and Success, Rubrik Inc.
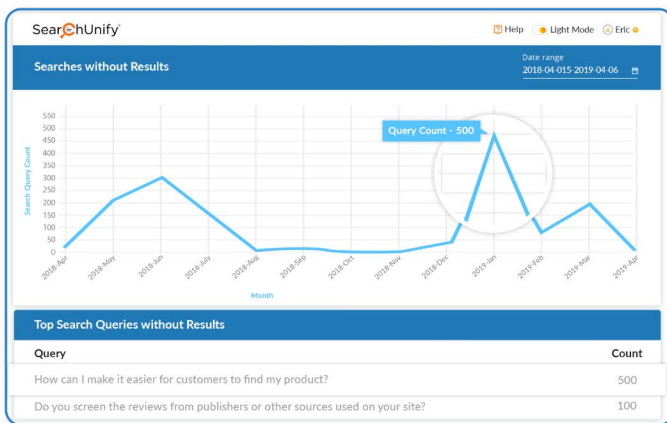
A Closer Look at SearchUnify
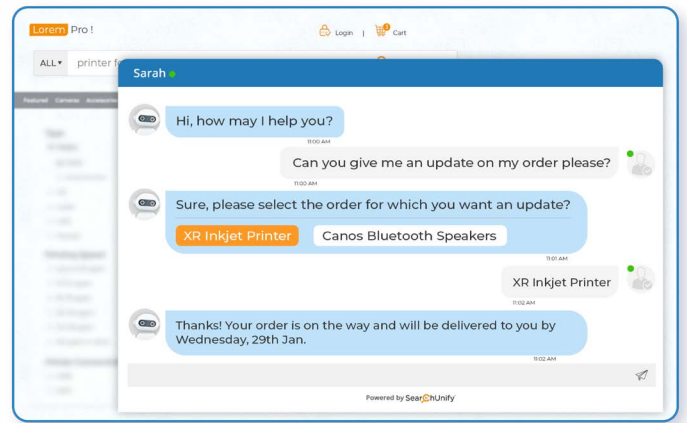
Unified Search Experience
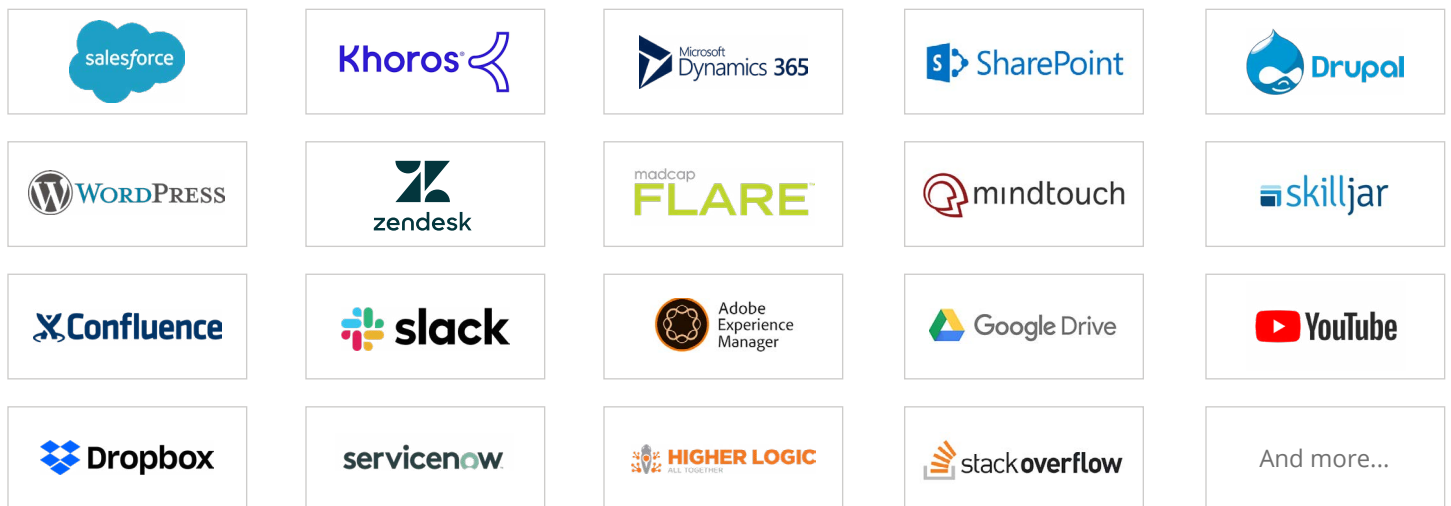

Augment Relevancy With Search Tuning

Powerful Analytics for Optimized Merchandising

Drive Contextual Conversations by Leveraging NLU

Supported Platforms

salesforce · Khoros · Microsoft Dynamics 365 · SharePoint · Drupal

WORDPRESS · zendesk · madcap FLARE · mindtouch · skilljar

Confluence · slack · Adobe Experience Manager · Google Drive · YouTube

Dropbox · servicenow · HIGHER LOGIC · stack overflow · And more...

About Us

SearchUnify is a unified cognitive search platform that revolutionizes information discovery, fuels an insights engine, and makes for a robust platform for AI-based apps like customer-facing and agent-assist chatbots. Its AI powers relevant and personalized search results for customers, prospects, and multiple teams across verticals including high-tech, e-commerce, banking, insurance, pharmaceuticals, and education.