

COGNITIVE SEARCH FOR HIGH TECH

Innovation is the holy grail of tech industries. Generation of new data every second is a by-product of that innovation. This kind of dynamic ecosystem demands cognitive search in infrastructure to allow the service representatives to access enterprise-wide information on the fly. Cognitive search optimizes customer self-service experience as well to keep up with new-age expectations.

Key Features



Holistic View of Scattered Information

Large organizations have vast amounts of data in the form of product documentation, product, and software manuals, etc. across different channels and content sources. Cognitive search offers native connectors for multiple data sources and unifies them so that users get relevant content wherever they are.



AI-Fueled Relevance for Maximum Click-Throughs

A cognitive search engine takes into account user click behavior and auto-tunes search results to provide relevant results at the very top, ensuring more clicks and views. And if you like more autonomy over 'who sees what' you can always manually tune search results based on keywords, source, date, authors, etc.



ML-Assisted Personalization Based on User Profile

Users gravitate towards personalized platforms. Cognitive search takes personalization to a whole new level by inducing individualized recommendations based on—user profile, access permissions, level of experience, history of articles viewed, etc.—to increase customer satisfaction and loyalty significantly.



Rich Insights for Better Decision Making

A cognitive engine offers real-time search insights including top searches, keywords searched, conversions, etc. which is useful for measuring support KPIs such as case deflection. Additionally, these user-friendly reports help your team to identify and bridge content gaps to discard no results page.



Chatbots Amalgamated With Search for Contextual Support

High tech firms often receive huge volumes of L1 queries that can be intelligently handled with chatbots, thus ensuring quicker FCR. Chatbots built on a cognitive search framework understand user intent and leverage enterprise-wide content to present contextual responses to users.



Secured Data Access to Cross-Channel Information

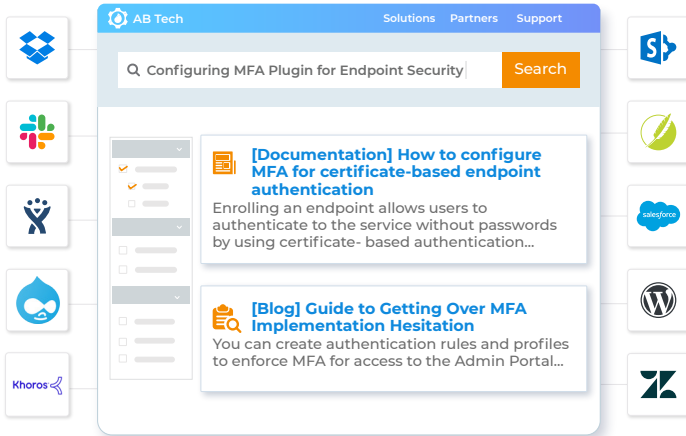
While a cognitive engine makes information access easy, it doesn't compromise with data security. SearchUnify allows you to easily index both—on-premises and cloud solutions. It protects digital data using TLS 1.2 and AES-256 encryption.

Our Partners

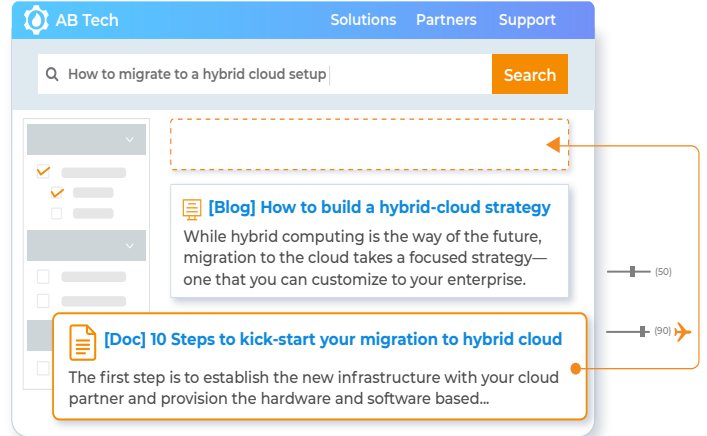


A Closer Look at SearchUnify

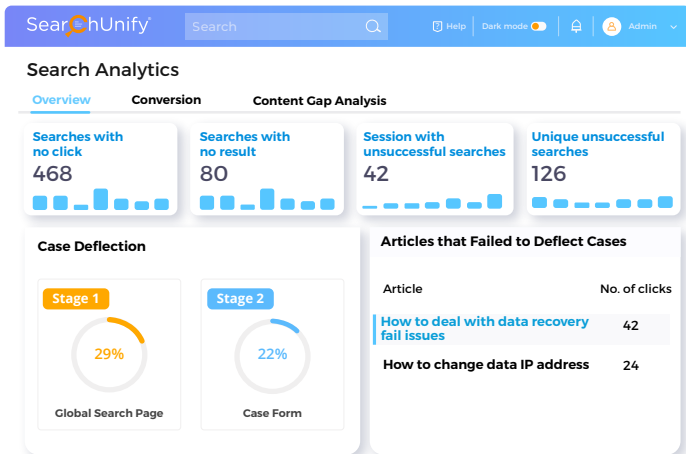
Search All Content at One Place



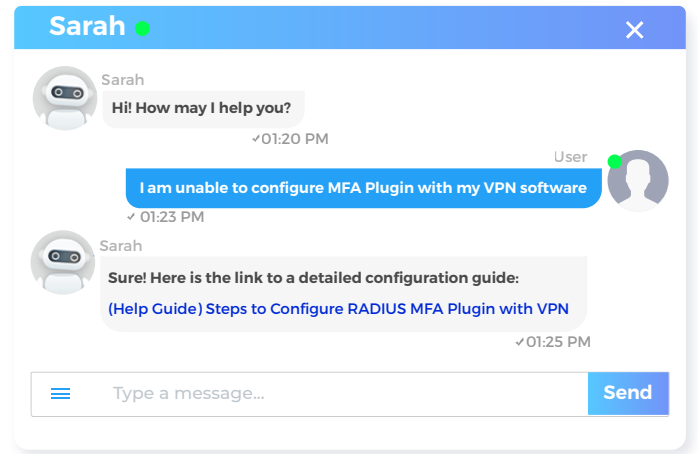
AI-Powered Relevance for Greater Engagement



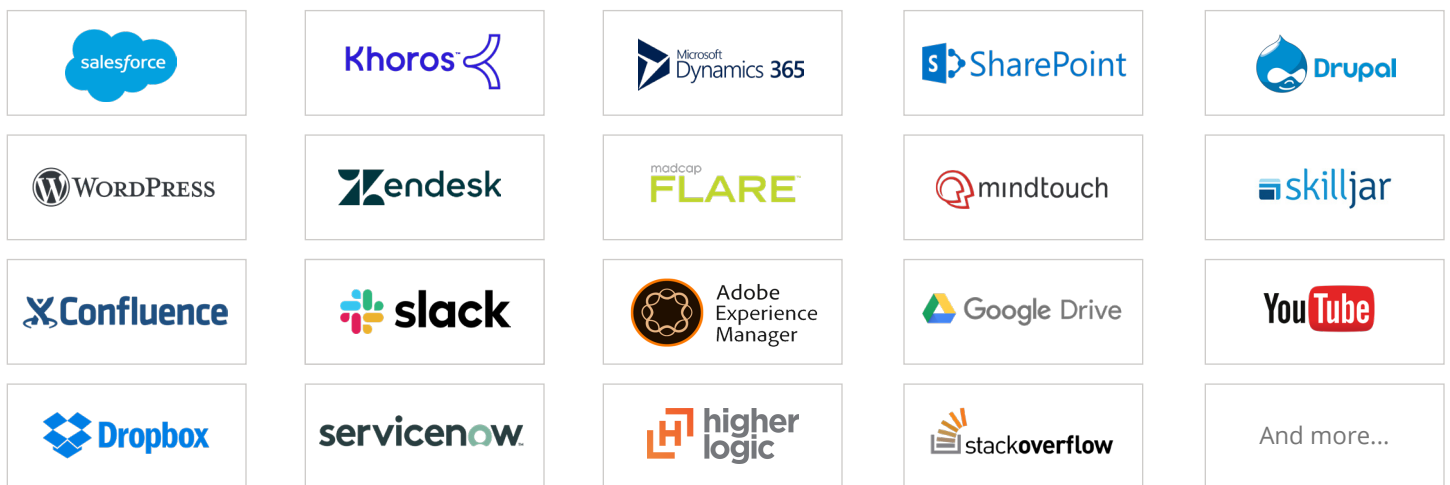
Rich Insights for Proactive Decision Making



Conversational AI for Contextual Support



Supported Platforms



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.