SearchUnify® | Khoros®

COGNITIVE SEARCH FOR KHOROS COMMUNITY

With SearchUnify, you can take engagement and user experience on your Khoros community up by several notches. Fueled by AI, it delivers highly relevant and personalized results, treating each commenter as a special person. To top it off, a cognitive engine digs up rich insights from user interactions on your community.

Unified Community Experience for Better Self-Service

Integrate different content repositories, such as Salesforce, JIRA, etc., with out-of-the-box connectors & a robust API and turn your Khoros community into a centralized hub of information discovery.

Personalized Results for Boosting Engagement

ML takes into account behavioral analytics, access permissions, as well as page ratings to provide better, more personalized search results for your community users.

Guided Navigation With Intelligent Facets

Improve the findability of the right results on your Khoros community with smart facets. Include or disclude content based on different categories ranging from the date created, content type, data sources (documents, blogs, discussions), etc.

Data-Driven Decisions With Rich Insights

Identify and bridge content gaps with reports such as–unsuccessful searches, unique searches, searches with no clicks, etc.

Optimized Search Results for Vibrant Community

Display the most relevant results for a searched query by leveraging AI-powered search tuning. Manually prioritizing content pieces based on keywords, content sources, etc., is a piece of cake with cognitive search.

AI-Based Autosuggest Features to Empower Customers

Backed by NLP, SearchUnify auto-corrects errors in spelling and grammar and also auto-suggests results while a user types, bringing them closer to relevant results.

Monitored Threads and Auto-Responses With Community Helper

Community helper, an 'always on' chatbot keeps an eye on new community threads and delivers meaningful responses round the clock. It can also identify & merge duplicate threads and is easily trainable and configurable.

Contextualized Ads to Upsell and Cross-Sell Products

Make the most of your Khoros community by driving revenue from it. Create awareness, generate leads, and drive sales with contextual ads.
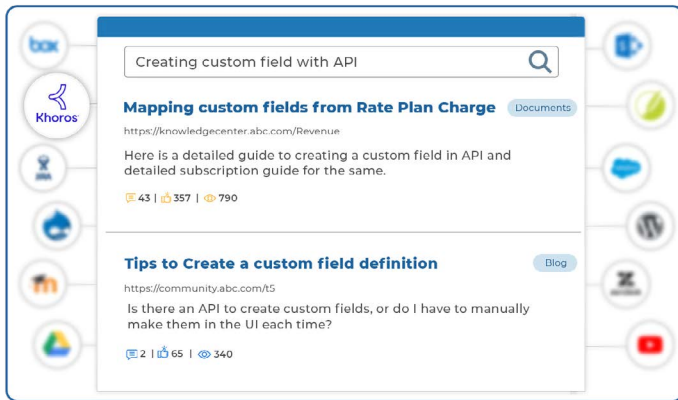
WHAT OUR CUSTOMERS SAY

❝ The level of metrics detail that SearchUnify provides for me in the administrator dashboard is impressive and useful. ❞
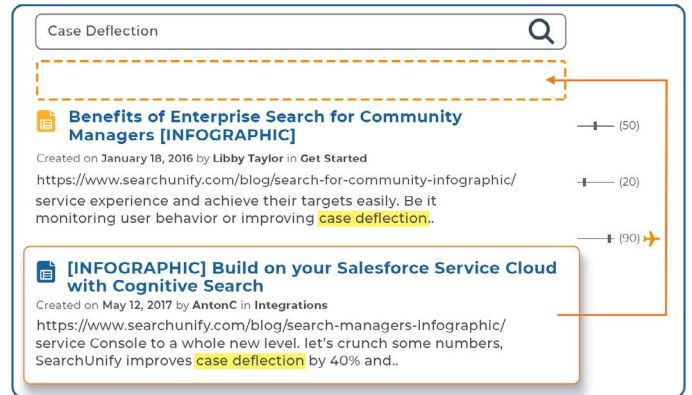
Lana Lee
Senior Manager & Strategist, Zuora Community
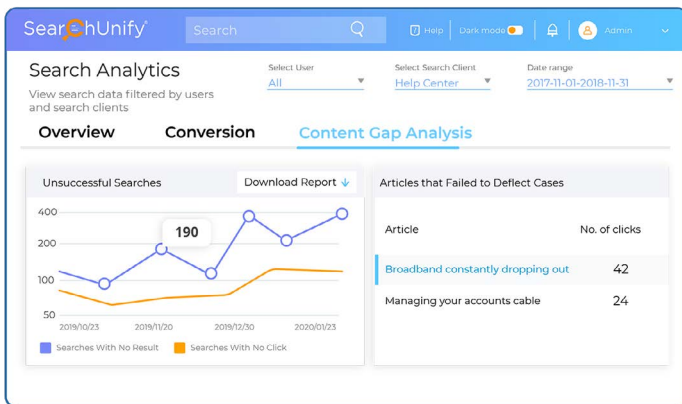
A Closer Look at SearchUnify

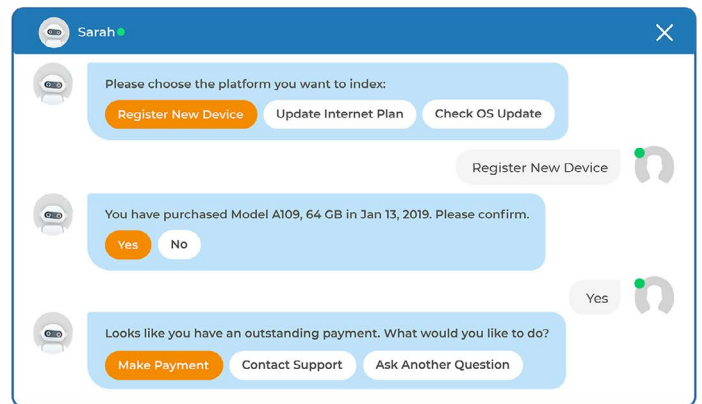## Unified Search for a Better Experience

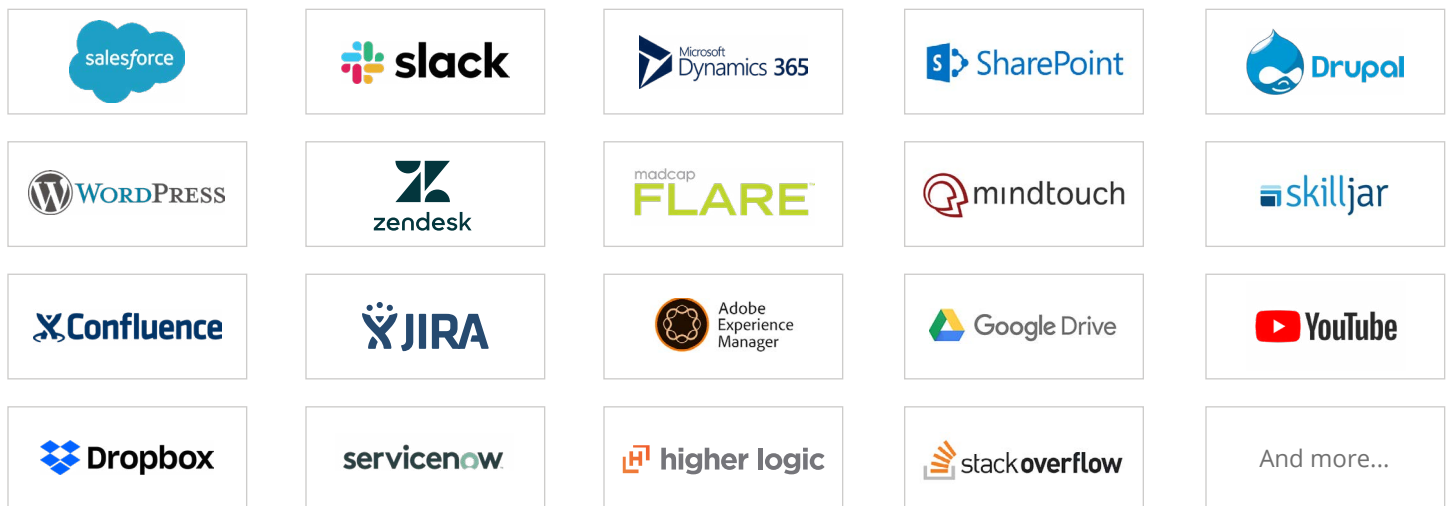## AI-Powered Relevance for Greater Engagement

Powerful Analytics for Proactive Decision Making

Drive Contextual Conversations with Chatbots

Other 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.