SearchUnify®

COGNITIVE SEARCH FOR KNOWLEDGE MANAGEMENT

Data is growing at an unprecedented rate. To accommodate it, companies of all sizes have adopted on-premises and cloud-based tools. But this very solution has birthed the problem of data silos in enterprises, with no streamlined way to access information trapped in different knowledge bases. Cognitive search solves a multitude of problems related to knowledge management, without compromising data security.

WHAT OUR CUSTOMERS SAY

" With SearchUnify, we can boost discovery for the most relevant content using AI-powered auto tuning and so that's one of the beauties of SearchUnify that as people perform searches, SearchUnify will learn and tune to provide those responses as fast as it can. "

Gabriel Lowe
Knowledge Manager, Rubrik, Inc.

Key Features

Unify Knowledge Sources

Cognitive search propels seamless knowledge discovery by creating a central index of enterprise-wide information. Out-of-the-box connectors and a universal API connects all your knowledge repositories, helping employees be more efficient.

Bridge Knowledge Gaps

Identify what users are looking for and also what they aren't finding with search analytics. Knowledge managers can tweak old KB articles based on clickstream analysis and also create new ones so that users get all the answers, eliminating any gaps.

Personalize With ML

Cognitive search considers behavioral analytics, access permissions, search history & user role to deliver personalized results. For instance, for the same searched query, a developer and a community manager will be shown different results on the first page.

Boost Content Relevancy

As a knowledge manager, you might want to boost certain knowledge articles. Cognitive search enables you to manually tune content based on a variety of factors such as keywords, content sources, date created, etc. to improve relevancy and self-service success.

Accelerate the Decision-Making Process

When users search a specific query, AI automatically recognizes and displays SMEs by understanding their digital blueprints so that your employees can easily connect with the right person. This empowers employees to make the right call on important issues.

Implement KCS Successfully

Make knowledge creation a part of your employees' lives with KCS Enabler, an app that auto-populates help articles on a pre-defined template once an issue has been resolved. Improve knowledge base with reports that detail the usage & top contributors of these KB articles.
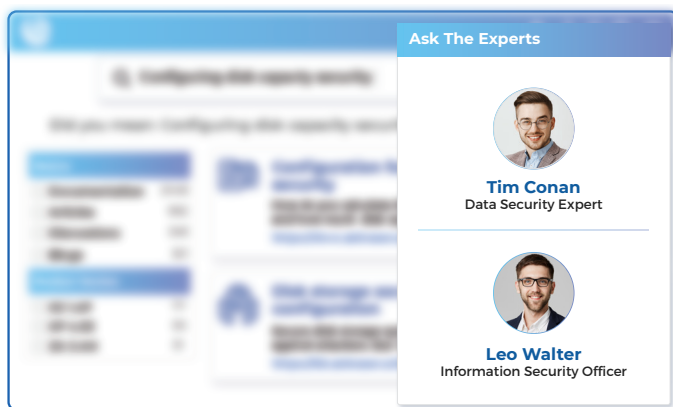
A Closer Look at SearchUnify

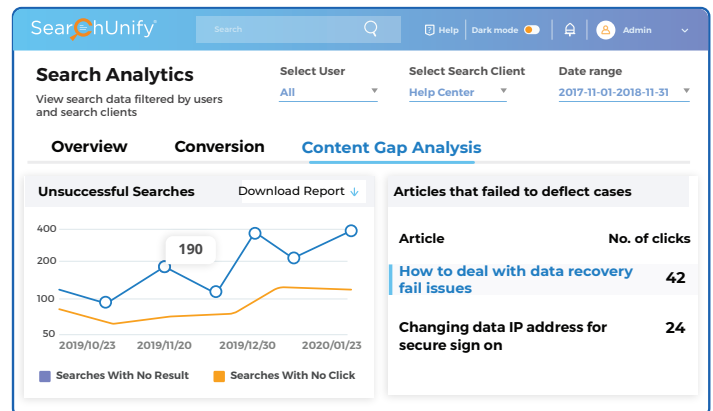## Search All Content at One Place for Higher Productivity
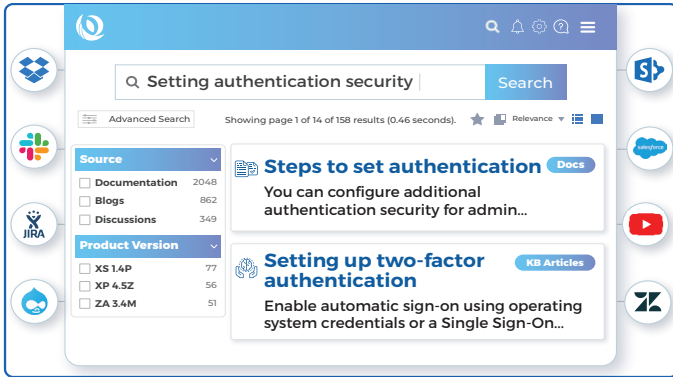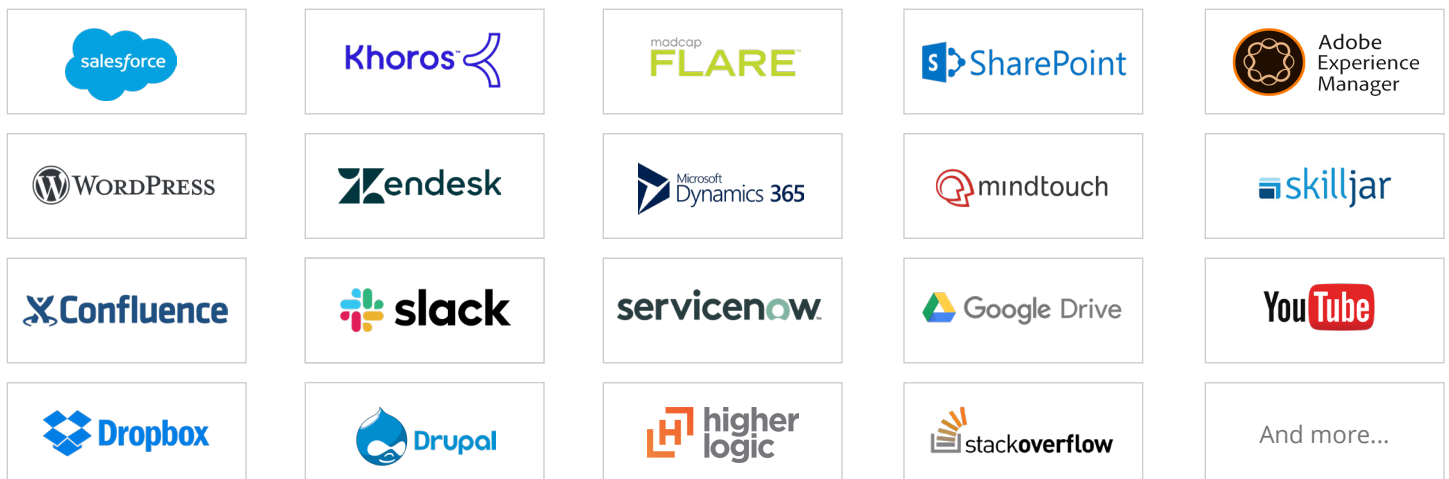

AI-Powered Relevance for Greater Engagement
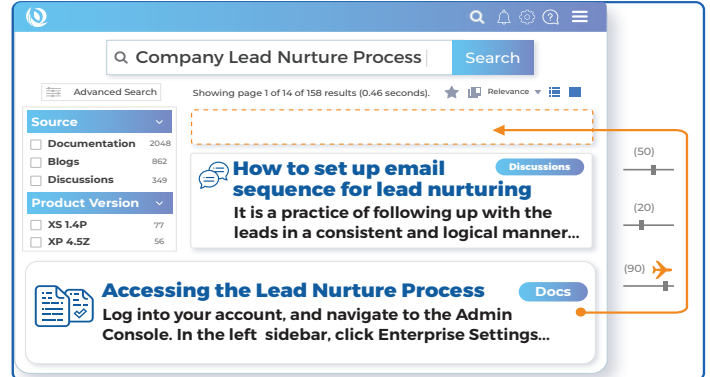
Identify SME's for Accelerated Decision Making

Bridge Knowledge Gaps with Rich Search Analytics

Supported Platforms

salesforce · Khoros · madcap FLARE · SharePoint · Adobe Experience Manager · WordPress · zendesk · Microsoft Dynamics 365 · mindtouch · skilljar · Confluence · slack · servicenow · Google Drive · YouTube · Dropbox · Drupal · higher logic · stackoverflow · 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.