SearchUnify®

COGNITIVE SEARCH FOR SERVICENOW

Your agents often have to search across multiple silos to provide quality resolutions. But what if your entire KB was accessible within their ServiceNow Customer Service workflow. Next-gen speed & accuracy would follow, right? Well, a cognitive engine makes it possible. It empowers your agents inside ServiceNow Customer Service workflow to step on the gas which drives productivity and self-service success, and in turn your CSAT score.

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.

Key Features

Lower MTTR with Unified Index

Answers to different queries are often located in various information silos of your organization. This leads to a lot of to & fro for your agents working within ServiceNow. A unified index of these repositories enables instant access for faster case resolutions.

Identify & Bridge Content Gaps

Analytics help identify what works by reporting the pieces that really shined and those that missed their mark. It also highlights queries that didn't populate useful articles so that you can quickly plug the holes. This way, it helps improvise your content strategy.

Drive Self-Service Recommendations

Customers might raise a ticket if they couldn't find what they need or are just too lazy to search for it. Either way, you can help. An AI-fueled component on the case creation page analyzes customer's input and suggests helpful articles that help drive deflection.

Monitor KCS Program

A key challenge with KM programs is monitoring the implementation. Here again, a cognitive engine can help. It not only aids knowledge creation but also helps determines how effective the created articles are by keeping tabs on their usage.

Analyze User Journey & Answer Better

The last thing an infuriated customer needs is a resolution they've already tried. You can stop it by providing their complete journey to your agents. This empowers the support mavens to respond with a better solution and in turn improve the FCR.

Ameliorate Information Discovery

Leverage auto facets that process historical data, the cognitive search engine displays relevant content on the top, which improves self-service experience and case deflection. This ultimately leads to improved CSAT & reduced caseload for your support agents.

Find SearchUnify on ServiceNow Store

Get Started

servicenow | Store

A Closer Look at SearchUnify

Search All Content at One Place

need help setting up smart TV

☐ **Setting up your new Smart TV** - RG 12 - Ultra HD | Documentation
Created on February 15, 2017 by Nick Hajdin in Community
www.rgtvsupport.com/setting-up-smart-tv

Having trouble setting up your new smart TV? Read this documentation manual to get step-by-step instructions for setting up your TV. Get started in minutes!

💬 3 | 👍 97 | 👁 223

☐ **How do I setup my new smart TV?**
Created on January 18, 2016 by Jenny Chang in Get Started
www.rgtvsupport.com/how-do-i-set-up-my-new-tv

I have tried everything to set up my new smart TV. It will not load any screens nor does it runs any channel. It keeps asking me questions instead. Help!

💬 43 | 👍 357 | 👁 1057

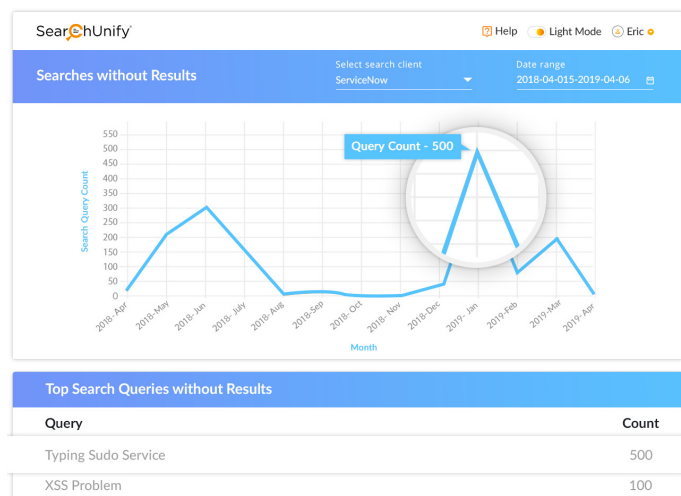1 2 3 …   Next | Previous

AI-Powered Relevance for Higher FCR

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💬 43 | 👍 357 | 👁 1057

☐ **What steps to follow to set up my RG12 Smart TV?** ✓
Created on December 28, 2015 by AntonC in Integrations
www.rgtvsupport.com/what-steps-to-follow-set-up-rg12

Set up your smart TV with ease. Dowload this 10 step guide to easily set up your RG12 ultra HD TV with ease.

💬 30 | 👍 742 | 👁 2023

Rich Insights for Proactive Decision Making

Searches without Results

Query Count - 500

Query	Count
Typing Sudo Service	500
XSS Problem	100

Top Search Queries without Results

Implement KCS with Ease

Work notes: Hi, Check the attached link: https://www.rgtvsupport.com/what-steps-to-follow-set-up-rg12

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ATTACH-TO-CASE

Supported Platforms

salesforce | Khoros | Microsoft Dynamics 365 | SharePoint | Drupal

WordPress | Zendesk | madcap FLARE | mindtouch | JIRA

Confluence | slack | Help Scout | Google Drive | YouTube

Dropbox | servicenow | box | stackoverflow | And more…
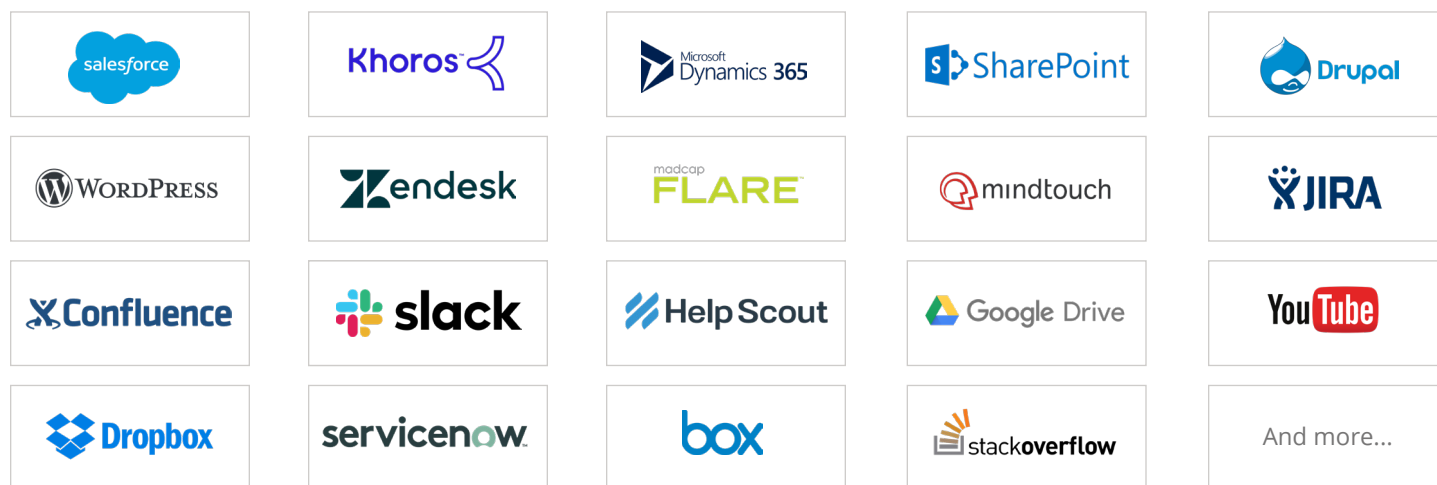
About Us

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.