

SearchUnify's Community Helper

SearchUnify's Community Helper is built on top of a unified cognitive platform. The core architecture is scalable and agile so that businesses can adapt to anything thrown their way. That makes Community Helper a versatile & dynamic application. Fueled by AI and ML, it requires minimal human supervision and effortlessly integrates with your community to start delivering value right off the bat. Let's dive deeper into what it can do for your online community.

Key Features



Redefine Community Engagement

An 'always on' bot that monitors discussion threads & provides sentiment adaptive responses. It keeps the responses coming, even when most members are inactive so that you have a thriving community & not a virtual ghost town. And in case it doesn't know the answer, it redirects the question to experts (who have solved similar cases).



Deduplicate Similar Threads

No two users ask a question in the same words. Also, sometimes a user posts a query without even searching which creates duplicate discussion threads. This proves counter-intuitive & has a negative impact on readability. Community Helper can identify and merge similar threads, improving the overall community experience.



Auto-Index & Tag New Threads

Categorizing community content is crucial for a successful and relevant user experience. You can leave content tagging woes behind as the Community Helper app auto-indexes and tags posts to the right categories. This helps community managers to organize content & ensures that community users get the most relevant and contextual results.



Scale & Automate Humanely

With Community Helper, you can empathetically scale your self-service efforts. It analyzes user statements (examining negative keywords such as 'frustrated,' etc.) to frame personalized and sentiment-aware responses. This way, you can ensure that your self-service experience doesn't fall prey to a growing customer base.



Proactive Recommendations via Emails

Thanks to NLP, the app understands customer queries & scours the indexed KBs to recommend knowledge articles and helpful discussions to customers through emails. You can even define the scope of content sources you want the bot to search. It also factors in the user's past activities & product(s) version(s) owned.



Intelligent Thread Routing

It identifies the active members of your community & redirects unanswered discussions to them to drive collaboration and engagement. All this doesn't mean you can't control Community Helper. Among other things, an admin decides the time the app will wait before jumping in.

What Our Customers Say



“SearchUnify provided responsive project management, high technical acumen and timely communication throughout our deployment.”

Leo Daley


Director, UKG Kronos Community

A Closer Look at Community Helper

Elevate Engagement with Personalized Responses

Setting authentication security

Select: All None | 5 Posts in the Thread



Lana | Level 4 | 12-04-2020 | 12:04pm | Posted Today


I wanted to sync my CRM data with my ABM tool, but I am unable to do so. This is very frustrating.

Labels

Marketing Building Communities

Tags (2)

Community profile, community



Sarah | 12-04-2020 | 12:05pm | Replied Today

Hey Lana,
Sorry to hear that you had to go through this. Fret not! This article will explain 4 simple steps to achieve the same:
<https://www.market.com/abm/sync+data/article+4+tips>

Combat Duplicacy by Merging Similar Threads

Duplicate Queries

VPN not

Unable to Connect to the VPN

How to Fix VPN that's not Connecting

Troubleshooting VPN Connection

[Help Article] How to Fix your VPN Connection


Here are the detailed steps: Check your internet connection in the first case.

Merge and Respond

Auto-Index & Tag Community Threads

Thread: How to configure RAID in chipset

Select: All None | 5 Posts in the Thread



Lana | Level 4 | 12-04-2020 | 12:04pm

I wanted to configure Raid 0 to my chipset drive to add additional security to my hardware. Need help with the configuration process.

Tag Cluster RAID Configuration


Tag Cluster Data Storage

Tag Cluster Account Access

Auto-Route Discussions to Community Champions

Thread: IRS V7.09 How do I save the Event Logs?


Select: All | 5 Posts in the Thread




Lana

Is there a way to save the Event Logs from IRS to a file to view later. From GUI drop down box, select Service Events.


Submit



John
Networking Expert





David
IRS Expert





Mac
IT Expert


Supported Platforms






































And More...

About Us

SearchUnify is a unified cognitive platform built on a core of cognitive technology, machine learning & an insights engine. It powers an intelligent search engine & AI-based applications that help elevate customer support & self-service. Its AI powers relevant and personalized search results for customers, prospects, and multiple teams across verticals.

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