

Enhance your agents' experience and lower MTTR with SearchUnify

ABOUT SEARCHUNIFY:

The SearchUnify unified cognitive platform fuels enterprise search and an ecosystem of AI-powered support applications. It future-proofs customer self-service and support strategies by improving first-call resolution (FCR), average handle time (AHT), and mean time to resolution (MTTR).



What our customers are saying

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

– Leo Daley, Director, UKG Kronos Community, Ultimate Kronos Group

WHAT WE OFFER

SearchUnify offers two-way connectivity with Microsoft Dynamics 365: a data connector for unified index and a search client for the Dynamics console. Our customers enjoy:

- Seamless next-gen access. Intelligent enterprise search helps access siloed information within Dynamics 365 infrastructure.
- Unmatched personalization. Machine learning (ML) algorithms analyze past interactions to recommend relevant content and reduce test, troubleshoot, and resolve (TTR) times.
- Deeper customer insights. Empower agents with a 360-degree view of the customer journey to provide more context for the issue and enable faster resolution.

SearchUnify has helped leading enterprises improve agent productivity by 15 percent and case deflection by 20 percent to realize average support cost savings of \$200,000 per month.

Why Dynamics 365?

Modern applications

Modern applications that deliver new experiences and connect with a businesses' existing systems to allow organizations to digitally transform their way. Applications that use mixed reality, the ability to take an application that overlays on the reality in front of the user, that guides them through a business process like never before. Connect to information from social networks, mobile devices, and micro-applications to drive intelligence and inform a more effective business process.

Unified data and processes

Unified data and processes that enables business without silos. Centralized data enables disparate groups to work together effectively with a single, trusted view of processes, relationships, and data. Data connectors allow thousands of systems to bring their data to a single network.

Intelligence that delivers

Intelligence that delivers actionable insight. Data in the new world includes social, relationship and productivity information in addition to insights generated by business systems. The right solution requires a unified approach that allows companies to automatically leverage their data to decide and act in real-time with expanded analytics, predictive algorithms, and automated AI.

An extensible environment

An extensible environment that enables change. The right solution establishes a data, communication, and application environment that makes it easy to evolve and extend existing business operations, while introducing technologies that enable users to create solutions where no solution exists and to expand data analysis.



Transform on your terms with Microsoft Business Applications.
Enable people to do their best work. Gain actionable insights.
Thrive with solutions expressly built for change. Unlock next.

LEARN MORE AT WWW.MICROSOFT.COM/DYNAMICS365

Key use cases



Sales

Respond to changing business requirements with a flexible platform to rapidly create new solutions and ensure old solutions are never truly finished.



Services

Understand your customers better and respond more quickly by accessing internal and external relationship data.



Finance and operations

Increase your return on investment with Microsoft's agile and efficient cloud solution.



Talent

Extend your virtual team and coordinate faster with a consolidated view of team members, activities, and responsibilities.



Marketing

Gain end-to-end visibility by connecting data from external markets, social, and legacy sources.