flexera | SearChUnify®

How Flexera Improved Self-Service & Enhanced Agent Productivity With SearchUnify

About Flexera

Industry
Software Development

Headquarters
Itasca, Illinois, US

Founded
2008

Flexera delivers SaaS-based IT management solutions to help enterprises accelerate their digital transformation and multiply the value of their technology investments.

Prologue

Flexera utilized a dedicated Khoros-powered community to facilitate customer self-help. With the community's growth, the management identified a pattern of recurring and mundane inquiries that were impacting their self-service initiatives.

Key Challenges Faced by Flexera

Fragmented Data

Low Community Adoption

Lack of Real-time Insights

Enter SearchUnify

⚠ Problem Statement

Community members/users had to hop from one platform to another as the enterprise content was spread across multiple channels like Khoros community, documentation, corporate site, etc.

💡 Solution

Enabled federated search experience with 55+ native connectors. Real-time crawling of disparate KBs to make scattered information accessible right within the Flexera community

⚠ Problem Statement

Limited search intent processing adversely impacted search relevance and users sometimes ended up with irrelevant results. This hurt the overall self-service experience.

💡 Solution

ML algorithms factored in users' data across touchpoints to amplify relevance. Refined the support experience by introducing versioning for results with the same title. Enabled relevant facets and search tips, thereby improving conversions.

flexera | **Sea**r**c**h**Unify**®

Contextual, Personalized Search powered by NLP & ML

Unified Search Across Multiple Content Sources

Intelligent Facets and Filters for Seamless UI
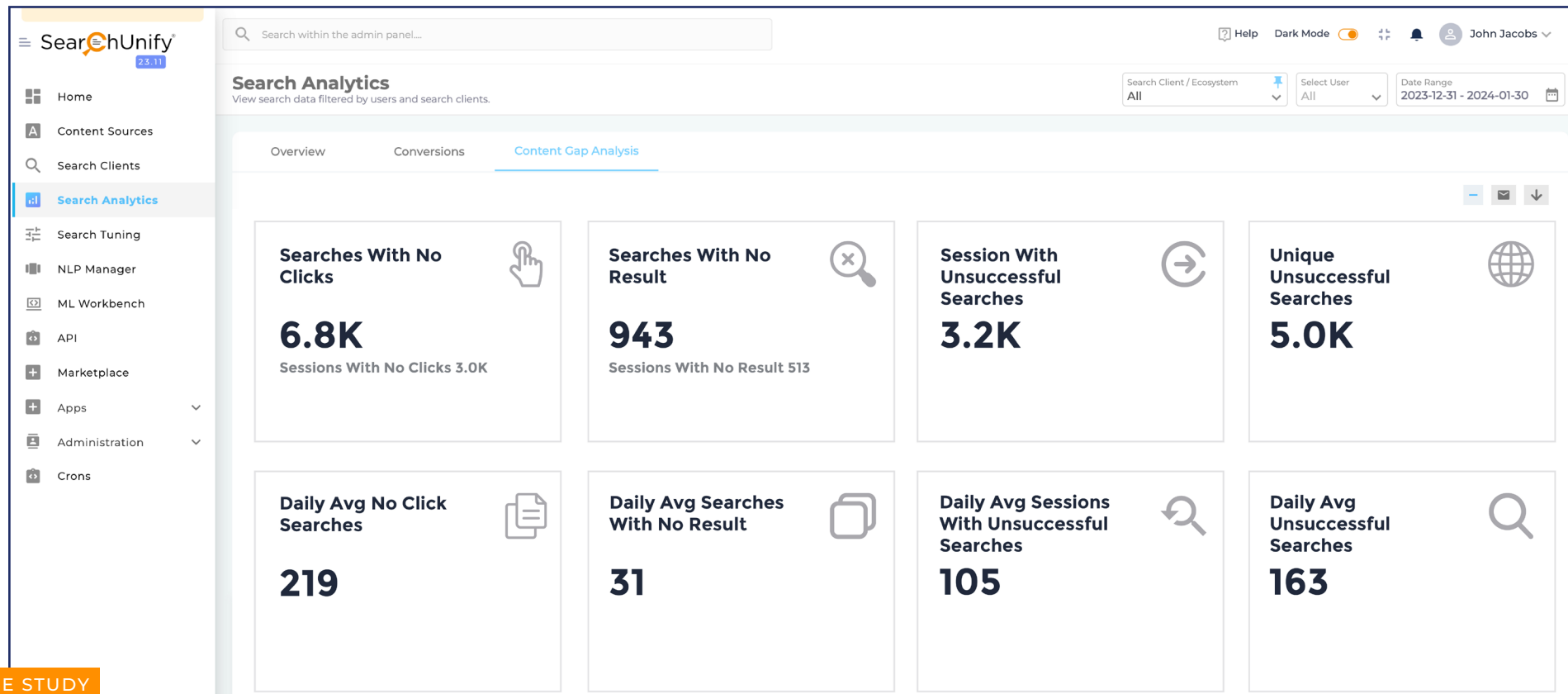
AI-powered Relevance of Search Results

Problem Statement

The self-service community had limited user and ideas engagement.

Solution

Provided knowledge teams with real-time, actionable insights into search and content performance to bridge the gap between user behavior and content consumption.

The SearchUnify Impact

Increase in Global Self-service Success on Community by

75%

Increase in Self-service Success at Case Form Stage by

5.8%

Achieved a Cumulative Self-service Success of

66.8%

> *SearchUnify* helped us solve our data source problem. Many companies face issues with having "one single source of truth" and SearchUnify solves that by *aggregating all of your data sources into one easy to use and intuitive platform* so that Flexera's customers and partners can use our community platform to find search results across multiple channels and find solutions quicker and more efficiently.

Austin Grimes
Senior Digital Community Manager

flexera.™

SearchUnify is a leading unified cognitive platform for elevating self-service and customer support outcomes with a suite of next-gen AI-powered products. To request a demo, visit here

www.searchunify.com