How **TechnologyOne** Elevated Its Customer and Agent Experience, Achieved up to **75%** Self-service Resolution

SearchUnify®

About TechnologyOne

TechnologyOne (ASX: TNE) is Australia's largest enterprise SaaS company and one of Australia's top 100 ASX-listed companies, with offices across six countries. The company's ERP SaaS solution transforms their client's businesses with powerful, deeply integrated enterprise software that is incredibly easy to use.

Problem Statement

Curating a seamless, best-in-class user experience has always been a top priority for *TechnologyOne*. Determined to keep self-service success at the core, the company had a dedicated Salesforce customer community and a Service Cloud console for support analysts in place. However, the management observed a growing trend of repetitive support tickets. While digging down to the root cause, a few user challenges emerged.

The Roadblocks

1. Information Silos

The users had to jump through hoops of knowledge repositories to find apt information. At times, they ended up with irrelevant results due to limited search intent processing.

2. Wading Through Influx of Support Tickets

Growing customer base and pandemic-led digital transformation further accelerated the need to scale self-service efforts to absorb the anticipated surge in user queries.

3. Getting Irrelevant Knowledge for Resolution

The support analysts were spending a lot of time finding help content and onboarding new teammates. In light of this, the management decided to plug the holes with a potent solution that offers quick deployment and starts delivering value from the word go.

> *After careful evaluation, the TechnologyOne team decided to go with SearchUnify, a unified cognitive platform.*

SearchUnify®

The Dynamic Duo: TechnologyOne & SearchUnify

SearchUnify's platform implementation hit the ground running in just four weeks, thanks to the massive repository of native connectors and easy-to-implement software development kit (SDK).

Unified View of Information

SearchUnify's layer of cognitive technology indexed all disparate knowledge bases (KBs) and made them accessible within the agent console and customer community. This provided a unified view of self-help content to the agents and customers.

Hyper-personalized Results

SearchUnify's ML-fueled algorithms factored in user data across touchpoints to amplify relevance and boost hyper-personalization. As a result, when someone ran a query, the engine scoured all the KBs to find relevant answers.

Smart Facets

In addition, the organization refined the digital experience with smart faceting that automatically selects the facets for narrowing down the search and displaying the most relevant results for elevated UX.

Insights Engine

The insights engine empowered knowledge teams to identify and close any content gaps, which further helped improve customer satisfaction (CSAT) scores.

SearchUnify®

End-to-end Journey

SearchUnify's platform connected multiple data sources to see the end-to-end customer journey and generate actionable insights to paint the full picture in front of the support agents. This helped the TechnologyOne team to curate personalized experiences.

AI-Powered Apps

SearchUnify's smart inline assistant, Agent Helper, provided a unified view of case-resolving content, including top-related articles, cases, and subject matter experts. This has helped TechnologyOne in achieving lower average handling time (AHT), promoting intelligent swarming, and enhancing agent productivity.

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As a new member, SearchUnify helped me clear doubts whenever my team was unavailable or I preferred to resolve them independently. Also, it is quick to bring out similar cases and relevant knowledge.

James, Support Analyst, TechnologyOne

The Impact Numbers

Post-implementation, the search yielded more valuable information to the users which led to **case deflection** of nearly **75%** within the bolstered-up community, alongside a nearly **25% growing customer base.**

Also, the in-depth reports armed *TechnologyOne* with insights to bridge the gaps between the existing content and what customers wanted to see. The reports provided a summary of all analytics like Searches with No Clicks, Searches with No Results, etc. In fact, **the daily average for Searches with No Results dropped by 18%. On the other hand, the daily average for Searches with No Clicks dropped by 22%.**

Moreover, the support agents leveraged the search capabilities to find the relevant information effortlessly and resolve tickets promptly. All this resulted in lower Average Handling Time (AHT), and better customer effort score (CES) & Customer Satisfaction (CSAT) scores.

The use of Agent Helper helped reduce onboarding time from **a month** to only **7 days.**

> I found SearchUnify a very helpful resource. I use it quite often as the first option to find information related to the case I have been assigned to progress. The platform is easy to use and delivers a lot of useful information.
>
> **Vlad**, Support Analyst, TechnologyOne

The Path Forward

After the phenomenal success, the team at *TechnologyOne* is planning to implement SearchUnify's other products - Knowbler & Community Helper. The former captures resolutions in the form of KBs at scale and in ways that are both findable and reusable. The latter is an 'always on' bot that monitors community discussions, provides personalized responses & more. This will further help the *TechnologyOne* team elevate their CX and AX.

About SearchUnify

SearchUnify is a unified cognitive platform by Grazitti Interactive that revolutionizes information findability, fuels an insights engine, and makes for a robust platform for AI-based apps like SUVA, Agent Helper, Community Helper, Knowbler, and Escalation Predictor. Its AI powers relevant and personalized search results for customers, partners, & employees across industries.

| To see it live in action, **Request a Free Demo**!

Let's Connect

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