



SearchUnify's **Agent Helper**

Shorten Turnaround Time & Augment
Agent Productivity with the Power of
Cognitive Technology

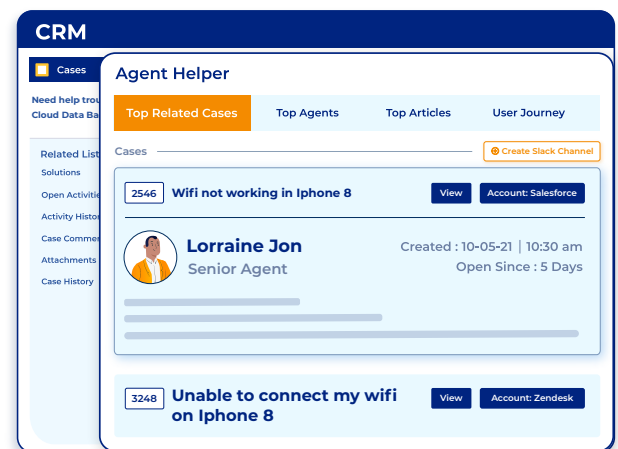


The present-day support agents play a more strategic role. They aren't just supposed to answer questions but also build lasting relations. However, the processes and tools they use are still old. The onus of empowering the new-age agents to succeed falls upon the organization. Enter **Agent Helper**. Equipped with user insights, case sentiment, and case resolving information, it expedites the agent's workflow for improved support outcomes.

Key Features

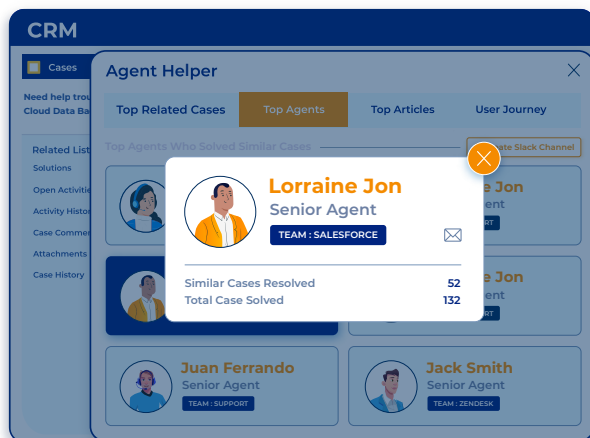
01. Drive FCR with Insights into Top Related Cases

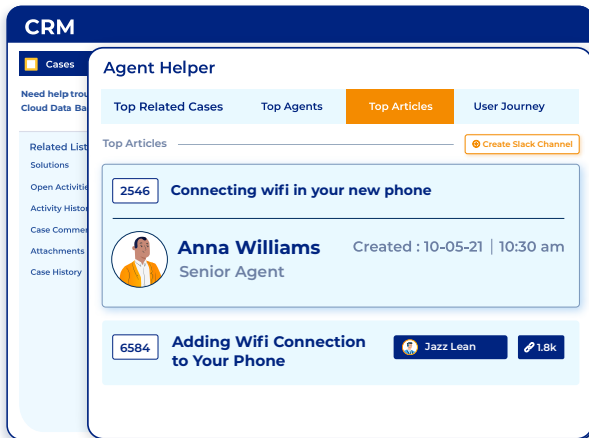
Once the ticket is assigned to an agent, the clock for successfully closing it starts ticking. To expedite the process, **Agent Helper** taps in the case archives to populate similar related cases. This enables your agents to effortlessly identify and send a relevant response for the case at hand and close it in a jiffy



02. Facilitate Collaboration with Insights into Top SME's

If an agent comes across a case that requires knowledge or expertise that they don't possess, **Agent Helper** provides the list of top agents or SME's that have resolved similar cases in the past.



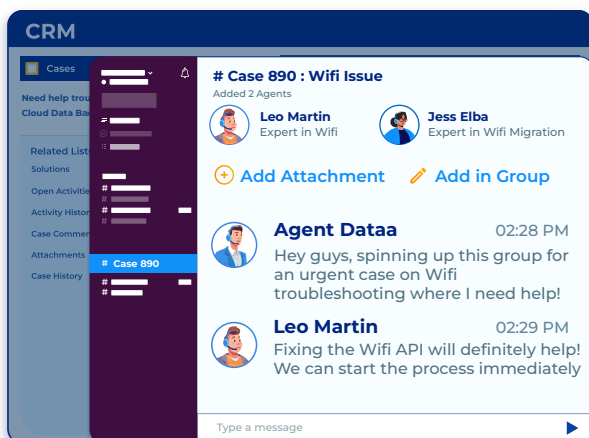
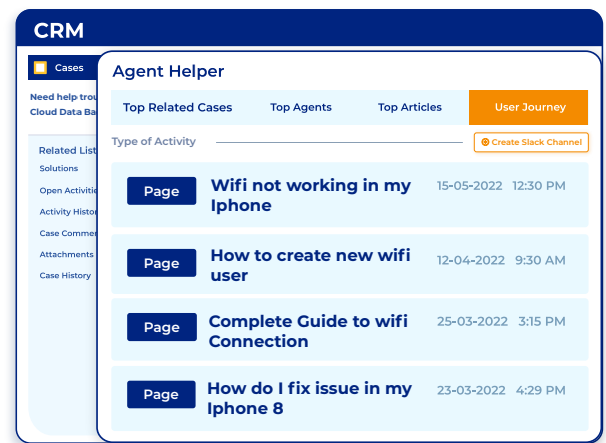


03. Drive Content Findability with Access to Top Articles

Agents often have to rummage through multiple KBs to answer a query. This takes a toll on the resolution time and, by extension, CX. Here again, **Agent Helper** curates a list of top articles that helped close similar tickets earlier. As a result, your agents can quickly find the required answers and bring down turnaround time (TAT) and mean time to resolve (MTTR).

04. Improve CSAT with User Journey Insights

Suggesting resolutions that the customer has already tried only awards you negative points. **Agent Helper** prevents that from happening by providing a complete log of the user session across platforms before case creation. This helps the agent to better understand the context of the issue & provide a problem-solving resolution.



05. Fuel Intelligent Agent Swarming

A Slack integration within the app infrastructure allows the agent to instantly create a channel for the issue. It will include the top SMEs and agents for the given category of issue. This way, the best minds get together to resolve it. As a by-product, the agent who was assigned the ticket also learns and evolves.

Recognized by Industry Analysts



“SearchUnify’s sweet spot is for enterprises that wish to quickly implement cognitive search for any number of digital experiences while having easy-to-use tools to customize and tune the results.”

MIKE GUALTIERI

VP & Principal Analyst, Forrester Research



Awards and Accolades

FORRESTER®

SearchUnify recognized as a **Strong Performer** in the Forrester Wave™: Cognitive Search, Q3 2021



SearchUnify honored with **Two Silver Stevies** at the 2022 Stevie® Awards for Sales & Customer Service



SearchUnify honored with a **Gold and Silver Stevie** at the 2022 Asia-Pacific Stevie® Awards



SearchUnify Wins **Gold** at the 9th Annual 2022 Sales, Marketing, Customer Success, & Operations Excellence Awards

AI TECH AWARDS

SearchUnify's **Intelligent Chatbot** awarded the 2021 AI Tech Award for Best Chatbot Solution



TSIA named our intelligent chatbot “a **best in breed**” and our application Agent Helper as “**next-gen**”



SearchUnify named **Leader** in G2's Spring 2022 **Grid® Report for Enterprise Search**, two years in a row



SearchUnify's **Intelligent Chatbot** Named Winner in 2022 Artificial Intelligence Excellence Awards

Supported Platforms



zendesk



And More...

