



SearchUnify AI Agents with Model Context Protocol (MCP)

Enabling Scalable, Contextual, and Secure AI Automation

The integration of SearchUnify AI Agents with the Model Context Protocol (MCP) transforms customer support workflows by standardizing how AI interacts with enterprise tools. MCP facilitates real-time contextual intelligence, secure data exchange, and scalable automation, enabling faster and more accurate decision-making.

Key Benefits

1 Seamless AI Agent Integration

Power Smarter Support by Unifying Your Tech Stack

— With Enterprise Systems:

- Standardized APIs simplify integration with CRMs, ITSM tools, and knowledge bases (e.g., Salesforce, ServiceNow, Zendesk).
- Real-time access to customer data, case histories, and suggested resolutions.

— With Open-Source Platforms:

- Unified interoperability with systems like OTRS, GLPI, and Git-based KBs.
- Real-time retrieval of documentation, logs, and contextual data.

2 Workflow Automation

— Reduce Agent Workload and Accelerate Resolution Times

- Automated case triage, classification, assignment, and escalation.
- KCS workflows for AI-driven article creation and recommendation.

3 Agentic AI for Self-Service & Proactive Support

— Boost Deflection & Deliver 24/7 Intelligent Support

- Intelligent ticket routing and self-service recommendations.
- Automation of communications and ticket handling across platforms.

4 Enterprise-Grade Security & Scalability

Stay Secure and Compliant While You Scale AI Adoption

- Encrypted communication for data security.
Integration with SearchUnify Governance Layer: RBAC, audit logs, explainable AI.
- Simultaneous orchestration across multiple systems without bottlenecks.

5 Real-Time Analytics & Insights

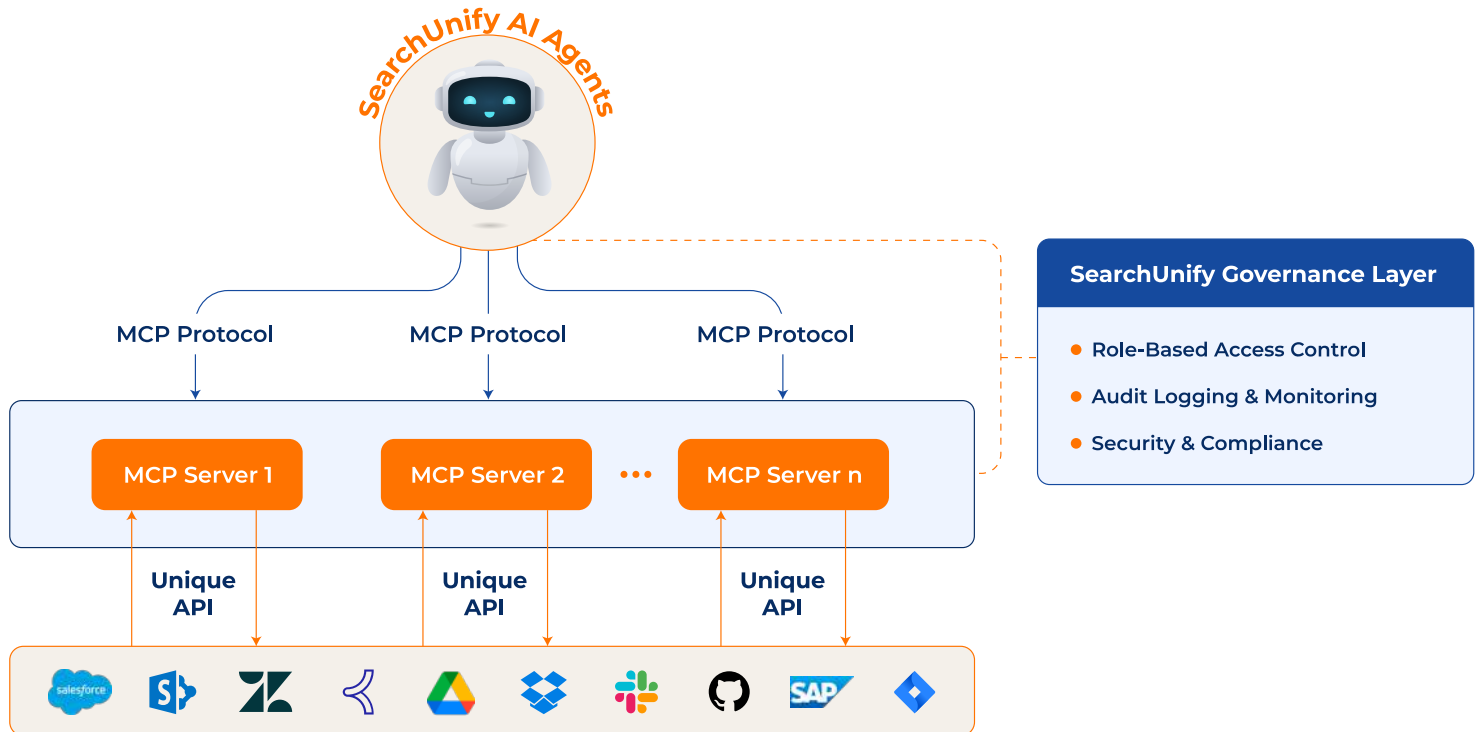
Unlock Actionable Intelligence from Your Support Operations

- Pulls and analyzes live support data to enable data-driven decision-making.

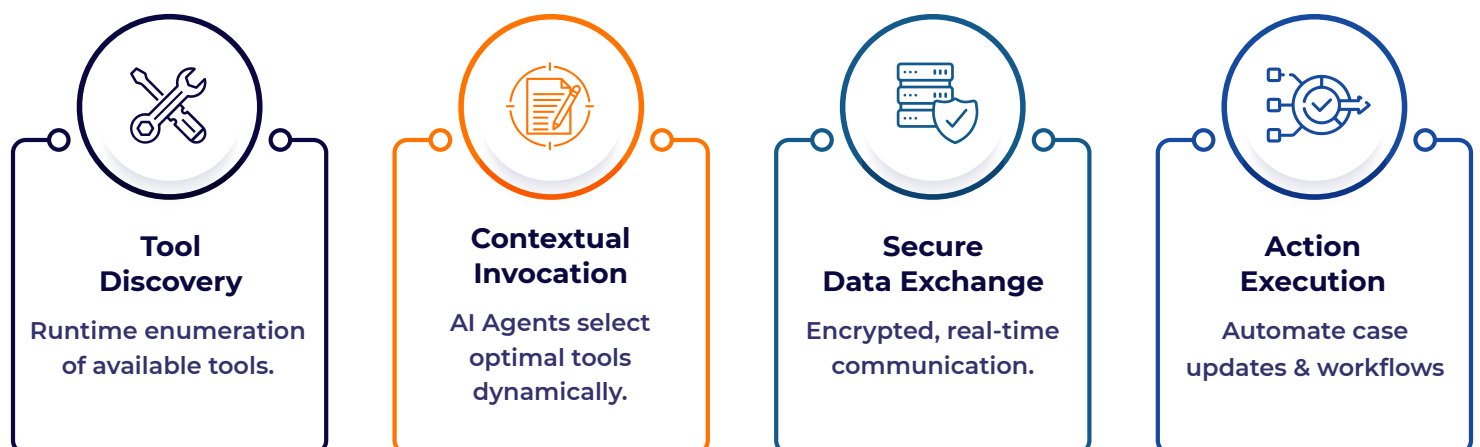
Advanced ML Model Support via MCP

Model	Use Case	MCP Role	Outcome
SearchUnifyFRAG™	Federated retrieval-augmented generation	Secure, real-time access to multiple knowledge repositories	Contextually rich, compliant AI responses
Quick Clustering	Pattern recognition in ticket data	Real-time clustering model invocation	Issue grouping, deflection, and gap analysis
Forecasting	Predict support demand and escalation	Ingests historical data for predictive modeling	Better SLA adherence and resource planning
Classification	Auto-triage and routing	Triggers ML classifiers via MCP	Enhanced accuracy, reduced MTTR
SCORE Framework	Contextual search result tuning	Uses journey signals for model tuning	Personalized content surfacing
ML Pipeline Orchestration	Execute workflows like clustering, classification, generation	Unified orchestration layer	Sophisticated, latency-free AI automation

> MCP Architecture



> How It Works



> Use Cases



Case Summarization & Resolution

MCP enables real-time retrieval and summarization of case data and pre-filled response suggestions.

1



Front-Door Request Routing

Analyzes historical interactions to guide customers to self-service or escalate complex issues.

2



KCS Optimization

Detects trending issues, automates content suggestions, and supports article updates.

3



Multi-System Automation

Orchestrates workflows across tools like Zendesk, Slack, and dashboards for unified support delivery.

4



About SearchUnify

SearchUnify is an enterprise agentic platform by Grazitti Interactive, built on a machine learning and insights engine. The platform boasts a suite of AI-powered products, including **Agentic Self-Service Hub**, **Cognitive Search**, **SearchUnify Virtual Assistant (SUVA)**, **Agent Helper**, **Knowledge Enabler (Knowbler)**, and **Community Helper**. Leading enterprises globally rely on SearchUnify for revolutionizing information discovery and elevating support outcomes.

Want to know more about it and explore SearchUnify? Feel free to request a demo.
Happy Discovering!

Let's Connect



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