







Transform Your Support Ecosystem with SearchUnify's Unified Cognitive Platform and ServiceNow

SearchUnify and ServiceNow work together to create a unified discovery experience for your support agents within their ServiceNow Customer Service Modules. Fueled by machine learning, cognitive technology and an insights engine, SearchUnify's unified cognitive platform enables support teams to resolve more incidents quickly and proactively within their ServiceNow instance.



Why SearchUnify is the Perfect Complement to ServiceNow

-  Reduce average handle time with unified discovery of case resolving information
-  Boost case resolution and FCR with AI-powered relevance
-  Improve support content findability with manual tuning
-  Fuel personalized support interactions with real-time insights into user journey
-  Augment agent productivity with AI-powered support applications
-  Drive Knowledge-Centered Service and ensure maintenance of support content health

SearchUnify is a ServiceNow Technology Specialist Partner. Find us on the ServiceNow Store

servicenow | store

GET STARTED

Key Features of SearchUnify's Unified Cognitive Platform for ServiceNow Customer Service Module

Out-of-the-box Connectivity Across Enterprise Platforms

Instantly index multiple content repositories & provide agents access to incident-resolving knowledge inside their ServiceNow infrastructure

AI-Powered Relevance

By learning which search outcomes helped resolve issues, SearchUnify auto-tunes content so that the most helpful result appears at top.

Augmented Intelligence and Manual Tuning

Help power a relevant support experience by controlling the ranking of search results for a specific keyword, content source, intent and much more

ML-Assisted Personalization

Take personalization to a whole new level with individualized recommendations based on-user profile, access permissions, articles viewed

NLP-Fueled Contextual Results

Powered by proprietary NLU algorithms, SearchUnify is able to obtain context from a query and deliver highly relevant results within ServiceNow.

Real-Time Support Analytics

Real-time insights into key KPI's like case deflection, user journey, case sentiment, content gaps and more, facilitates proactive decision making

Secured Data Access to Cross-Channel Information

SearchUnify protects digital data using TLS 1.2 and AES-256 encryption and is accredited with HIPAA, SSAE 18 SOC 1, SOC 2 Type II, SOC 3, ISO 27701: 2019, ISO 27001 and GDPR

Advanced Search Features

SearchUnify offers support for Synonyms, Regex Search, Named Entity Recognition and much more for improved search experience

AI-Powered Support Applications

Next-gen applications including Agent Helper, Escalation Predictor, KCS Enabler and Intelligent Chatbot help elevate support outcomes

Faster Time-To-Value

SearchUnify's unified cognitive platform for ServiceNow is out-of-the-box ready and can be implemented in 2-4 weeks



Customer Service Workflow with SearchUnify for ServiceNow



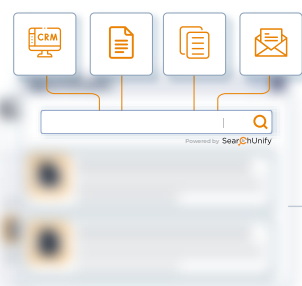
STAGE 1

Incoming Incident within ServiceNow

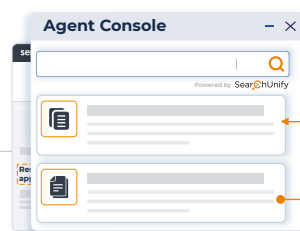
Intelligent Incident Prioritization and Assignment with SearchUnify's Escalation Predictor

STAGE 2

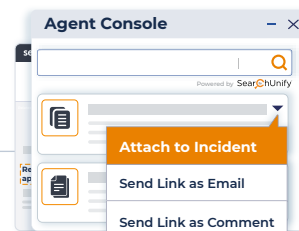
Access to Relevant Information with SearchUnify's Intelligent Search



Unified View of Incident Resolving Information



AI-powered Relevance for Improved Productivity



Attach to Incident within Console for Faster Resolution

STAGE 3

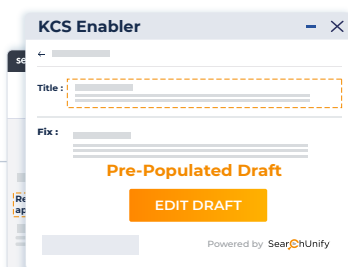
Unified View of Incident Resolving Insights with SearchUnify's Agent Helper



- Reduced Resolution Time
- Accelerated Agent Onboarding
- Reduced Average Handle Time
- Personalized Service Interactions

STAGE 4

Proactive Support KB Management with SearchUnify's KCS Enabler



- Accelerated Support Knowledge Creation
- Improved Product Documentation
- Faster Resolution for Existing Cases

Awards and Accolades

FORRESTER®

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



THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

SearchUnify honored with **Two Silver Stevies** at the 2021 Stevie® Awards for Sales & Customer Service



SearchUnify honored with a **Gold and Silver Stevie** at the 2021 Asia-Pacific Stevie® Awards

AI TECH AWARDS

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



SearchUnify named **Leader** in G2's Fall 2021 **Grid® Report for Enterprise Search**



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



SearchUnify honored with **Two Silver Stevie® Awards** at 2020 Asia-Pacific Stevie Awards



THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

SearchUnify honored with a **Silver & Bronze** at the 2020 Stevie® Awards for Sales & Customer Service

Other Supported Platforms



zendesk

stackoverflow

SharePoint

skilljar

WordPress

Khoros

Drupal™

mindtouch

YouTube

Dropbox

slack

higher logic

Google Drive

Jira Software

moodle

Help Scout

Confluence

Microsoft Dynamics 365

And More...

