

# SearchUnify for Intelligent Case Assignment

Case assignment has evolved, and if you're still using the old manual or rule-based approach, you're lagging behind. AI-powered automatic case assignment dramatically improves customer, as well as employee experience by assigning tickets to the right agent at the right time. What's more, intelligent case assignment models are powered by insight engines that predict the chances of escalation and give real-time case insights that help deliver spectacular support. Let's dive deeper.

## What Our Customers Say



“ For us, an ideal solution has progressive thinking in terms of machine learning and the ability to capitalize some newer kind of platforms, tie search results, and extrapolate those results into future decisions. SearchUnify does all that and more! ”

**Giri Iyer**

Senior Vice President, Global Customer Support and Success, Rubrik Inc.

## Key Features



### Automate Case Assignment

It's time for the traditional round-robin assignment system to pass the baton to an automated case routing model. AI-fueled ticketing model factors in agent expertise, past cases resolved, customer data in CRM, ticket priority, etc., to assign a case to the most Suitable support agent. This streamlines support operations, reduces manual efforts, and improves both customer and employee experience.



### Extract User Sentiment to Decipher Context

NLP algorithms unearth user sentiment and intent through case description and title by extracting case signals and understanding the semantic relations of words. SearchUnify's advanced data mining techniques & powerful insights engine analyze existing case data to predict escalations. This helps the agents to identify & prioritize cases accordingly, thereby ensuring efficient handling of all cases.



### Scale with Unsupervised Yet Controlled Learning Model

SearchUnify uses an advanced trainable ML model that reduces manual case analysis effort. It analyzes existing data to establish the correlation between cases and escalations to perfect itself. Also, it's easy to alter the factors and fields that predict escalations, such as product category, case title, ticket priority, etc.



### Reduce L2 Escalations With Real-Time Insights

Reduce support costs associated with SLA breaches & ticket escalations by taking timely & proactive actions. Get a hawk-eyed view with an escalation prediction dashboard to manage the ticket queue effectively. You can easily set email alerts for potential escalations to inform your teams for timely resolutions.

**SearchUnify's Unified Cognitive Platform Recognized & Lauded at the 2021 Stevie® Awards for Sales & Customer Service**

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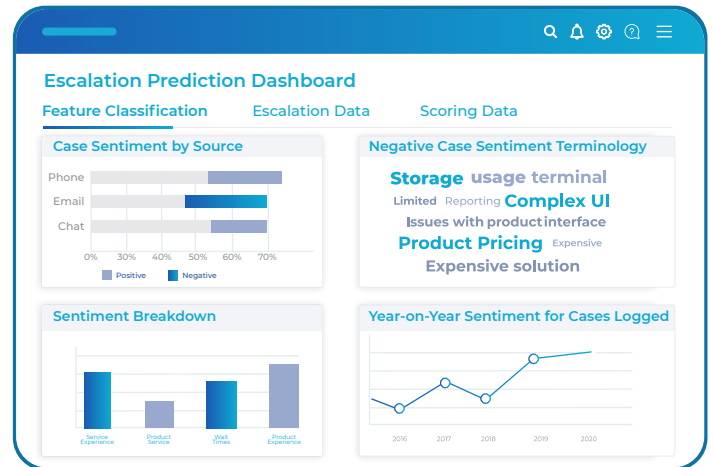


# A Closer Look at SearchUnify

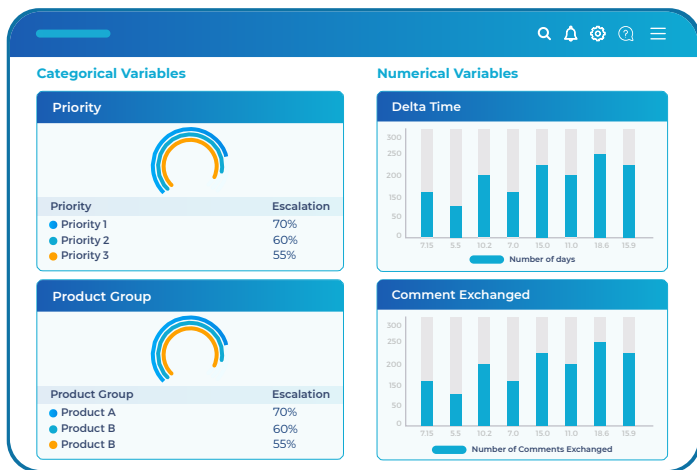
## Automate Case Assignment in Real-Time



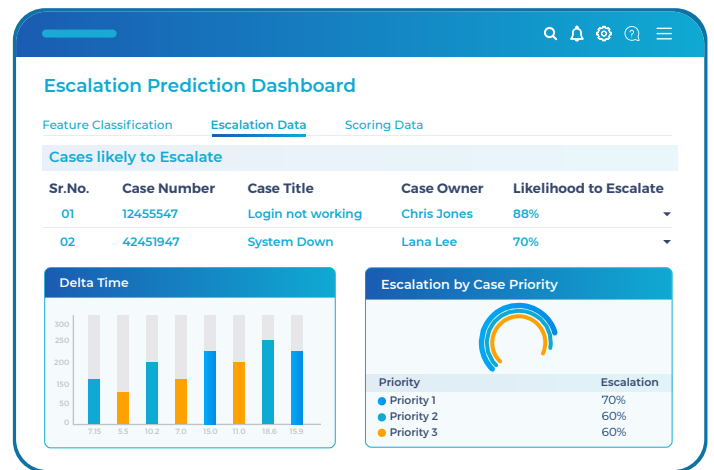
## Extract User Sentiment to Decipher Context



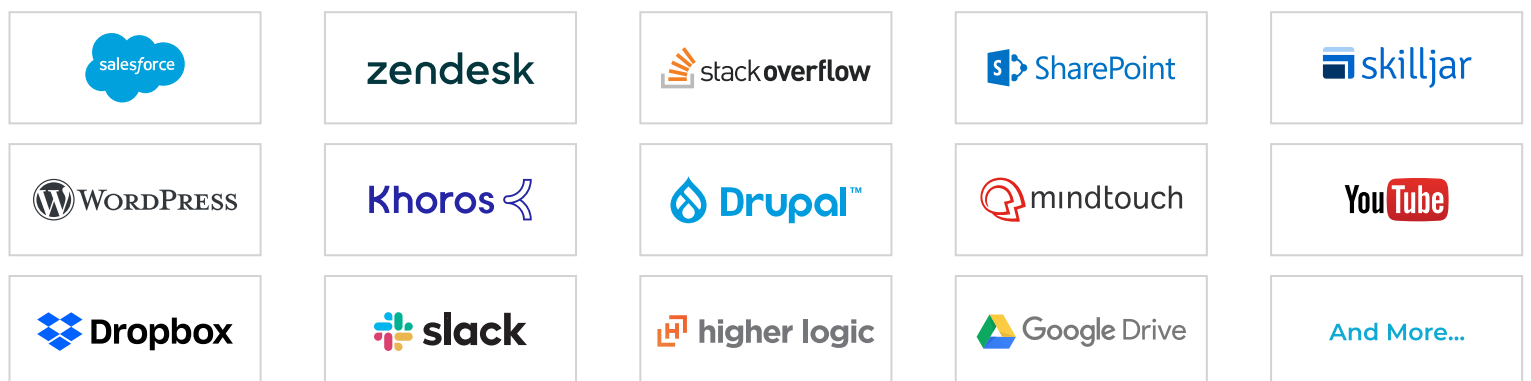
## Leverage Unsupervised ML for Case Prioritization



## Reduce Case Escalations With Real-Time Insights



## Supported Platforms



## About Us

SearchUnify is a unified cognitive platform built on a core of cognitive technology, machine learning & an insights engine. It powers an intelligent search engine & AI-based applications that help elevate customer support & self-service. Its AI powers relevant and personalized search results for customers, prospects, and multiple teams across verticals.