

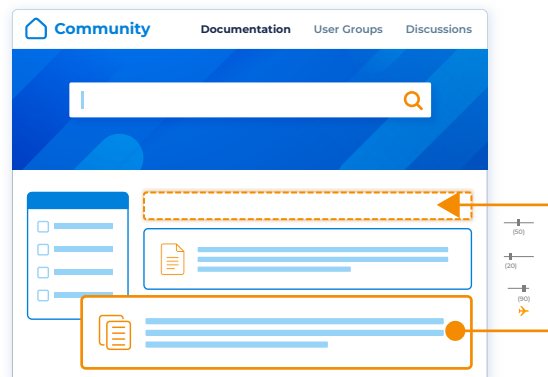
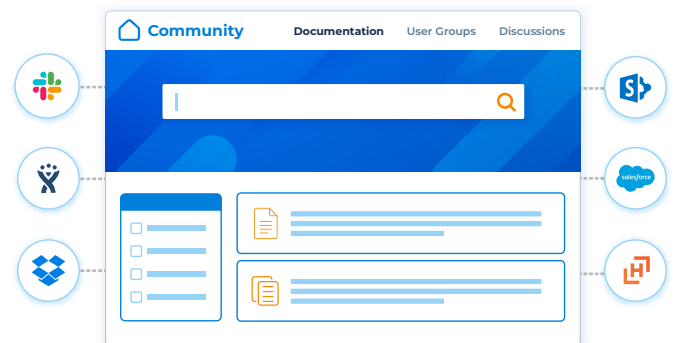
# SearchUnify for Vanilla Communities

Higher Logic Vanilla combines the power of communities, Q&As, knowledge base, and product feedback with integrations to help you build more meaningful relationships with customers and achieve stronger business results. Trusted by hundreds of growth-minded organizations, Higher Logic Vanilla helps in enhancing product feedback, building strong brands & advocates, increasing engagement and success, and boosting self-service & support. SearchUnify helps Higher Logic Vanilla community users to access content from across multiple content sources within their community and improves user engagement by displaying and recommending personalized content.

## Key Features

### Integrate Multiple Content Repositories for a Unified Search Experience

SearchUnify's federated search makes the Vanilla-powered community a one-stop shop for content discovery by integrating any and all of your content repositories with out-of-the-box connectors.

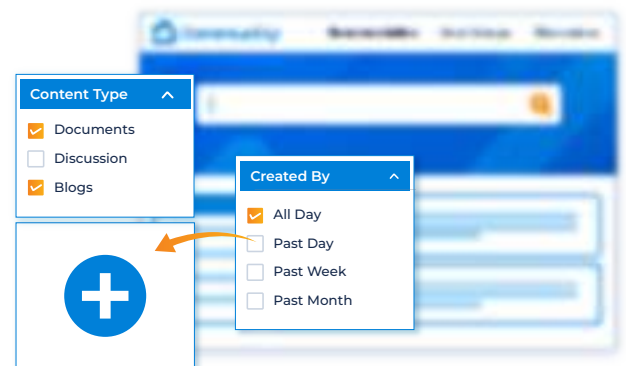


### Drive Engagement with AI-powered Relevance

SearchUnify's AI-powered algorithms leverage machine learning and natural language understanding and continuously learn from user behavior to display the most relevant results first.

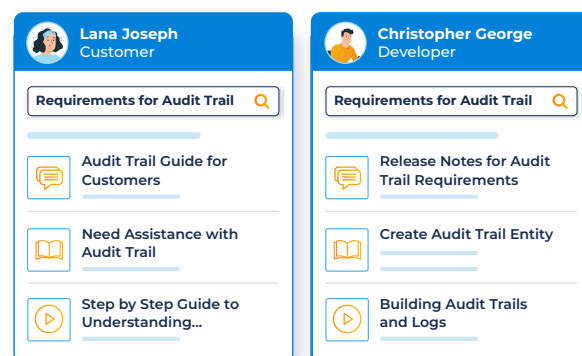
### Guide Users to Relevant Results with a Smarter UI

Make knowledge discovery easier for your Vanilla community users with an intelligent UI that understands query intent and search history to deliver rich snippets and pre-selected facets.



## Personalize Content Recommendations for Users

Take personalization to the next level with AI-fueled algorithms that deliver personalized results & recommendations based on the user role, access permissions, behavior & interests.

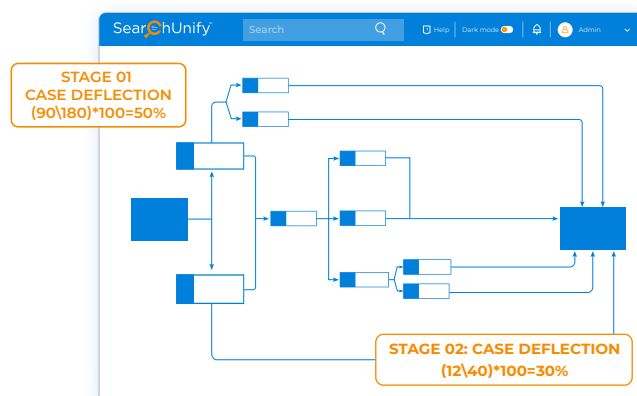


## Elevate Engagement in Your Community with an AI-powered Community Bot

SearchUnify's Community Helper is an 'always on' bot for your Vanilla community that keeps an eye on new discussions and threads and provides meaningful responses 24x7.

## Drive Value from Your Community with Enhanced Case Deflection

Measure self-service success and prove your community ROI by keeping track of customer service KPIs like case deflection and engagement to leverage the full power of your content.



## Inform Your Content Strategy & Make Smarter Decisions with Search Analytics

Leverage search analytics to fill content gaps and make strategic decisions to increase participation and convert active community members into advocates.

