

SearchUnify® |  zendesk support

SearchUnify's Unified Cognitive Platform for Zendesk

Save Time, Lower Costs, & Drive CSAT with
SearchUnify for Zendesk Support

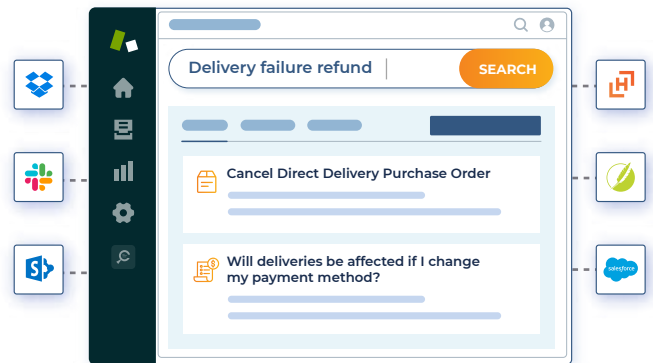
www.searchunify.com

SearchUnify & Zendesk Support work in tandem to deliver superior experience to agents. SearchUnify offloads a big chunk of work for your support reps by indexing and integrating disparate content sources, thus allowing them to better handle tickets and provide proactive service. Additionally, the cognitive platform gathers customer data & turns it into actionable insights to infuse relevance and personalization.

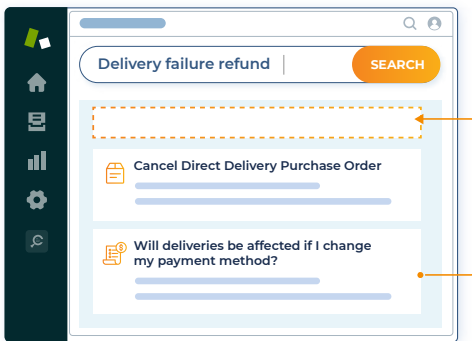
If you want to understand how this bonafide duo works together to steer the ship towards organizational success, then continue reading:

01. Reduce AHT with Unified Discovery of Information

With SearchUnify's OOTB connectors, cross-system integration becomes a no-brainer. The end result is a cohesive experience that empowers agents to get access to case resolving information without leaving the Zendesk Support console. This enables quick resolution of incoming cases, thereby plummeting average handle time and boosting peak performance.



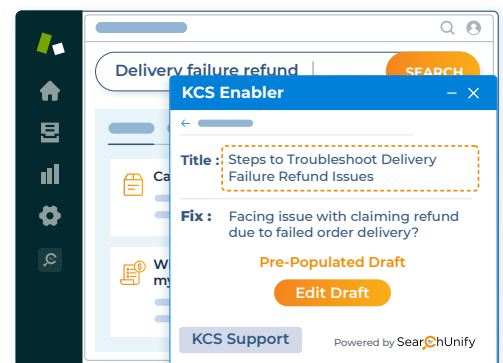
02. Improve Time to Resolution with AI-Powered Relevance



SearchUnify relies on NLP algorithms to read, understand, interpret, and analyze the context of queries. It also helps automatically and manually tune the agent experience for populating case resolving information at the top. Agents also get the ability to attach knowledge to conversations from within the Zendesk Support console. That helps them resolve more queries in less time.

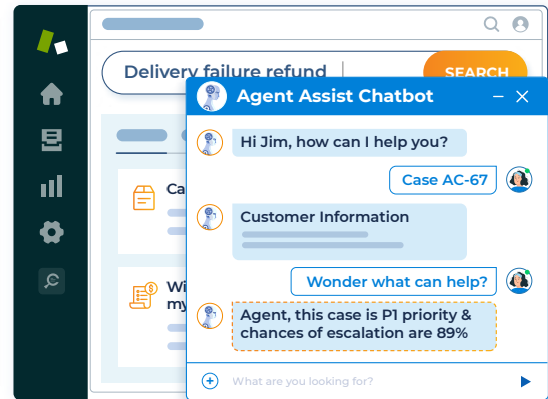
03. Drive Knowledge-Centered Service

SearchUnify's KCS Enabler is a KCS v6 aligned app for Zendesk that accelerates knowledge creation. It saves your agents from reinventing the wheel by auto-populating knowledge articles on pre-defined templates as a by-product of agent's resolutions for unknown issues. It also provides rich insights to gauge content efficacy and quantify KCS success.

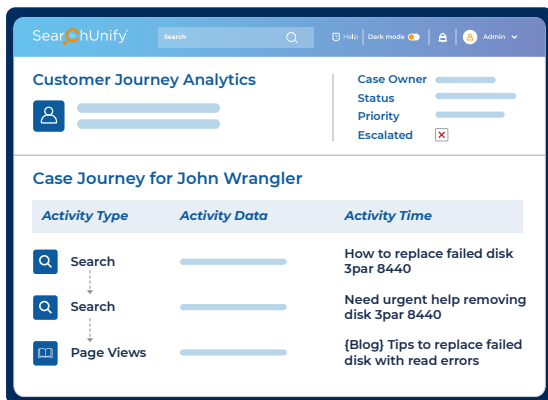


04. Supercharge Agent Efficiency with Intelligent Chatbot

SearchUnify's agent assist bots can provide smart suggestions and infer customer intent after correlating customers' profiles, ticket history, CRM data, etc. This information enables the agents to fast-track case resolution while personalizing and customizing conversations, thereby improving their productivity and lowering MTTR.



05. Improve FCR with Insights into Customer Journey



Every user interaction leaves a trail of data in the form of search queries, page visits, user journeys, etc. SearchUnify renders valuable insights into user behavior and sentiments, consolidated from different channels to personalize and keep responses within context. This results in nailing first call resolutions every time.

06. Bridge Content Gaps with Deep Analytics

SearchUnify's robust analytics offers granular reports into the content that is working, such as Unsuccessful Searches, and Searches with No Results, hence uncloaking content gaps. What's more, SearchUnify also assists support managers in creating relevant articles and optimizing existing content to plug these gaps, guaranteeing a superlative support experience.



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 TECHNOLOGY & SERVICES INDUSTRY ASSOCIATION

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

Other Supported Platforms



And More...