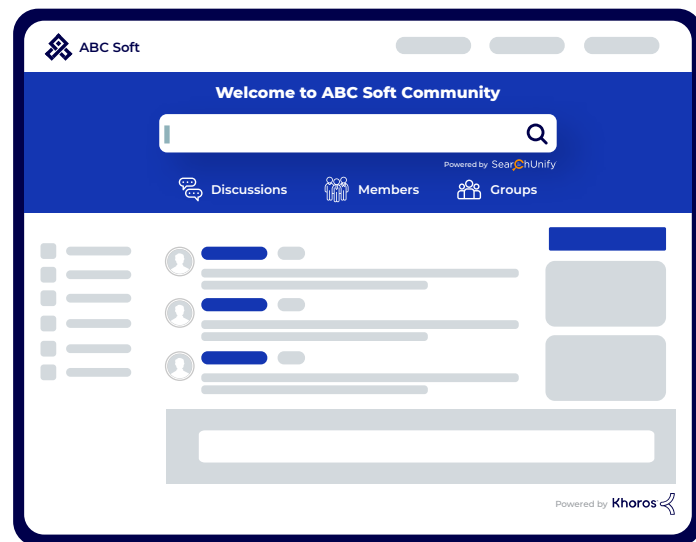









Transform Your Community Engagement Experience with SearchUnify for Khoros

Khoros is a global leader in enterprise software for digital customer service, online brand communities, and social media management. Organizations worldwide leverage online brand communities powered by Khoros to bring people together, by giving their community a home where they can interact, share ideas & answer questions.



SearchUnify delivers a unified information discovery experience for the community members and visitors in your brand community powered by Khoros, hence taking the community engagement and experience up a notch. Fueled by machine learning, cognitive technology, and an insights engine, SearchUnify's unified cognitive platform enables community members to find relevant information quickly and easily whether that information is residing within or outside of your Khoros community. It might be in your help center or shared in another social network/community (Reddit/StackOverflow/GitHub/YouTube, you name it.) Make all that content easily accessible and deliver relevant answers to your community members' questions right inside the community with SearchUnify.

Why SearchUnify is the Perfect Complement to Khoros to Boost Engagement and Self-Service Success

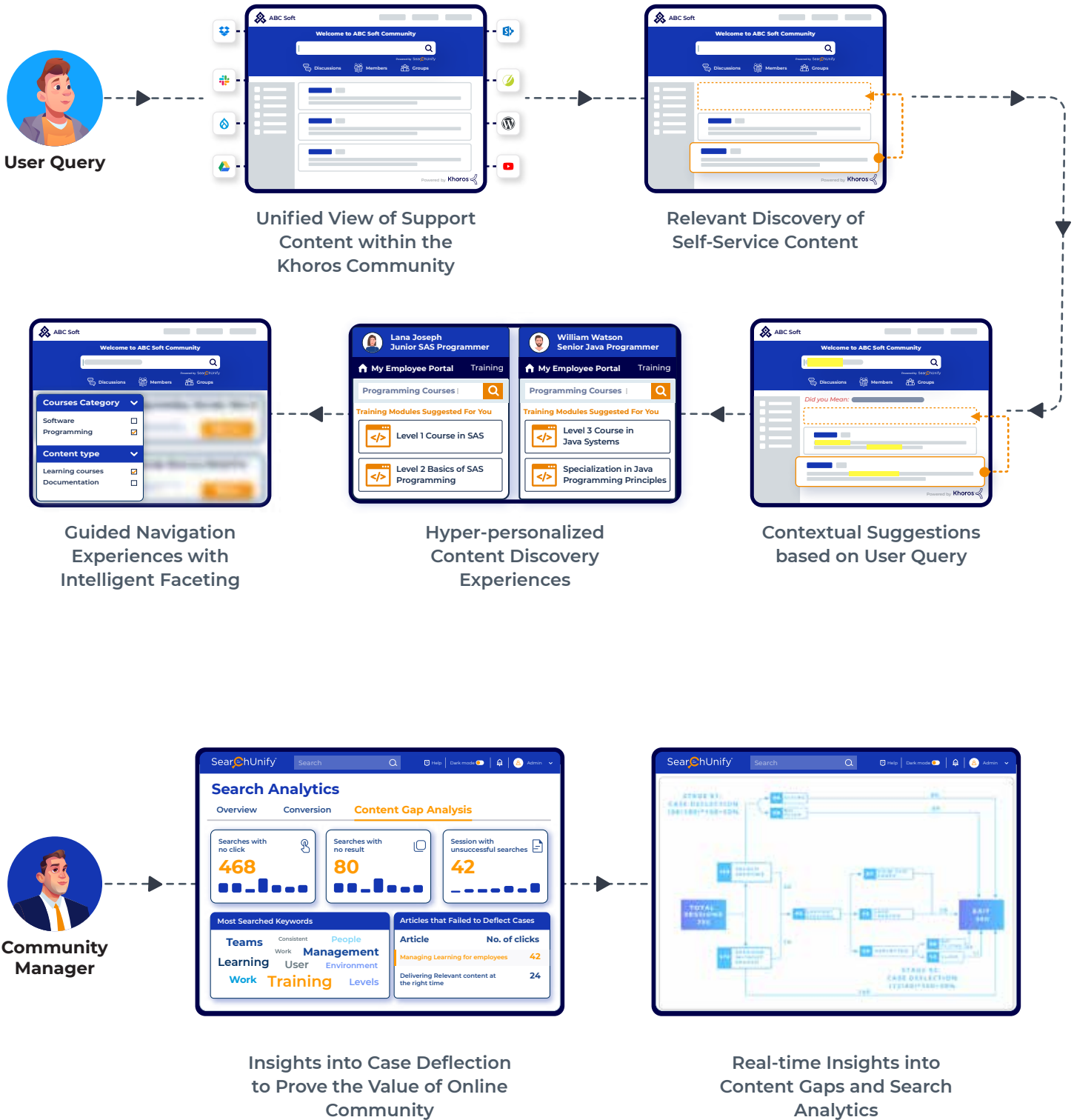
-  Integrate all your repositories and retrieve the best answers to community members' questions.
-  Manually tune results to boost the latest and most relevant answers above others or older content.
-  Add keyword synonyms showing relevant results even if the members don't know how to search well.
-  Gain insights to identify and plug content gaps by analyzing the member engagement on search results.
-  Leverage AI & machine learning algorithms to display the answers which best solve a member question.
-  Track and improve customer self-service using queries that prevent members from logging a ticket.
-  Analyze what members are really looking for and use that information as product and services feedback.

Key Features of SearchUnify's Unified Cognitive Platform for Khoros

Out-of-the-box Connectivity Across Enterprise Platforms	Instantly index multiple content repositories & provide community members access to relevant knowledge answering their questions inside your Khoros-powered community
AI-Powered Relevance	By learning which answers or search results helped resolve member queries, SearchUnify auto-tunes content so that the most helpful result appears at the top.
Augmented Intelligence and Manual Tuning	Help power a relevant self-service 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 community recommendations based on factors like 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 right on the Khoros community search results page.
Real-Time Support Analytics	Real-time insights into key community performance metrics like case deflection, engagement, community sentiment, content gaps, and more, facilitate proactive decision making.
Secured Data Access to Cross-Channel Information	SearchUnify protects digital data using TLS 1.3 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.
Faster Time-To-Value	SearchUnify's unified cognitive platform for Khoros is out-of-the-box ready and can be implemented in 2-4 weeks.
AI-Powered Self-Service Applications	Next-gen applications including Community Helper, and Intelligent Chatbot help elevate community engagement and experience for members.



Self-Service Workflow with SearchUnify for Khoros



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



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



Named Leader in G2's **Winter 2022 Grid® Report** for Enterprise Search, seventh quarter in a row



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

Microsoft Dynamics 365

Drupal™

mindtouch

YouTube

Dropbox

slack

higher logic

Google Drive

And More...

