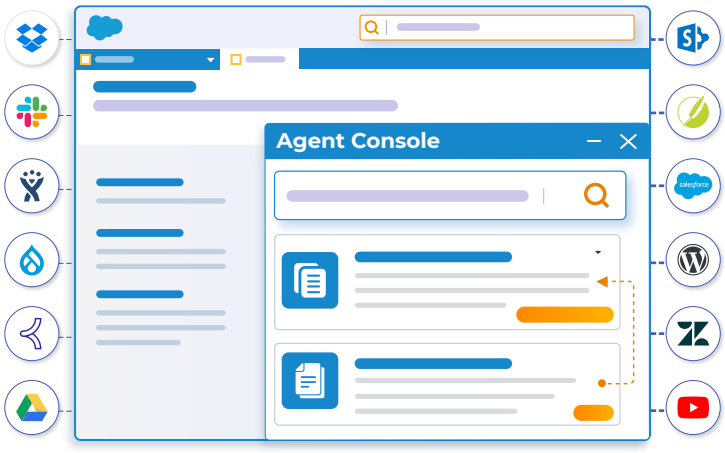
SearchUnify | salesforce service cloud

SearchUnify's Unified Cognitive Platform for Salesforce Service Cloud

Salesforce Service Cloud makes connecting one-to-one with every customer effortless. This way, organizations can treat them as individuals rather than just numbers on a screen.

However, help content is often scattered across platforms. It means your support engineers have to toggle between silos to find relevant content. That is where SearchUnify enters the picture. It works with Salesforce Service Cloud to optimize interactions and build long-lasting relationships.



The platform bundles 50+ connectors that help create a unified discovery experience within your service rep's console for improved findability, relevance, and support outcomes.

Why SearchUnify is the Perfect Complement to Salesforce

- 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

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Compendium of SearchUnify's Capabilities for Salesforce Service Cloud

Prioritize & Assign Cases Intelligently

SearchUnify's Escalation Predictor proactively analyzes user sentiment to prioritize incoming tickets. Then, it facilitates intelligent ticket assignment by factoring in query type, severity, and user sentiment to connect the customers to the most suitable SME right off the bat, thereby curtailing costly escalations.

Reduce AHT with Unified Discovery

Integrate any (or all) of your content repositories, including Khoros, Jira, MadCap Flare, etc., with SearchUnify's out-of-the-box connectors. Quash the swivel chair effect by enabling agents to retrieve relevant information in a jiffy without leaving the Salesforce infrastructure, consequently axing the average handle time.

Improve Time to Resolution with AI-Powered Relevance

Backed by potent technologies like NLP and NLU, SearchUnify's real AI boosts relevance by offering customized and personalized results to every user. The algorithms retrieve accurate content by demystifying context and intent based on the user's profile, preferences, historical searches, etc.

Boost FCR and Promote Intelligent Swarming

Put an end to the incessant ticket routing with SearchUnify's Agent Helper. It not only facilitates collaboration but also promotes intelligent swarming (IS) by suggesting your top SMEs for every query to prevent escalations. And once the app assigns the case to the best-fit agent right off the bat, it boosts First Call Resolution(FCR) by extension.

Drive Knowledge Centered Service

SearchUnify's AI-powered app makes KCS a part of workflows by automatically populating new articles as a by-product of agents' resolutions for undocumented issues, hence elevating knowledge discovery. What's more, the app also provides intel on the performance of KCS-generated content to help you quantify its efficacy.

Leverage Rich and Real-time Insights

You cannot deliver an effortless support experience overnight. To achieve that nirvana, you must understand your customers and their specific needs. SearchUnify's insights engine can help with that. It provides rich and actionable insights into your users' journey for identifying and bridging content gaps.

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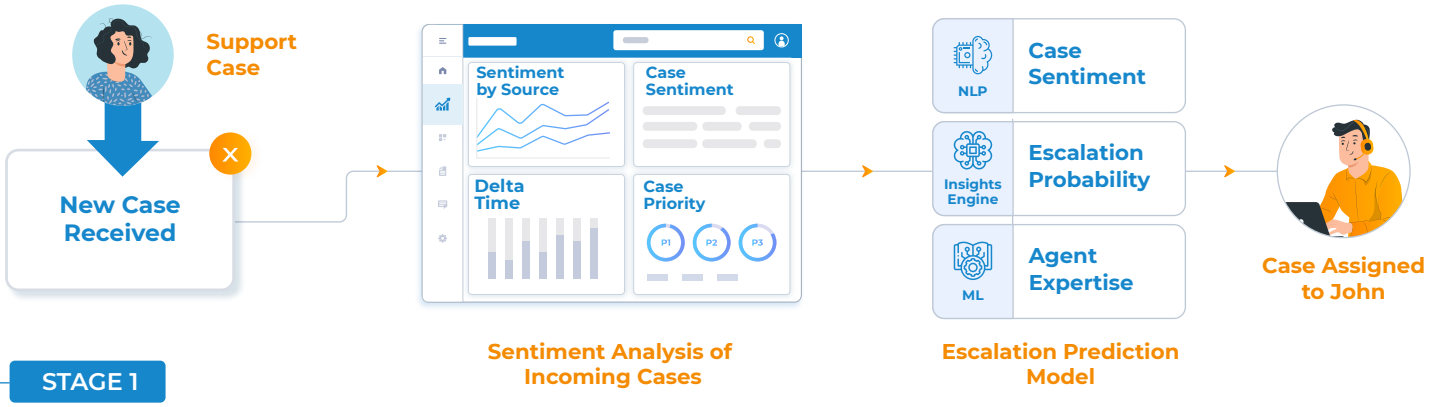
Customer Service Workflow with SearchUnify for Salesforce



Sentiment Analysis of Incoming Cases

Escalation Prediction Model

STAGE 1

Incoming Case within Salesforce

Intelligent Salesforce Prioritization and Assignment with SearchUnify's Escalation Predictor

STAGE 2

Access to Relevant Information with SearchUnify's Intelligent Search

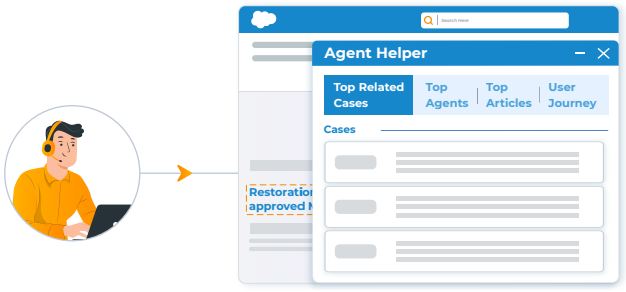
Unified View of Case Resolving Information

AI-Powered Relevance for Improved Productivity

Attach to Case within Console for Faster Resolution

STAGE 3

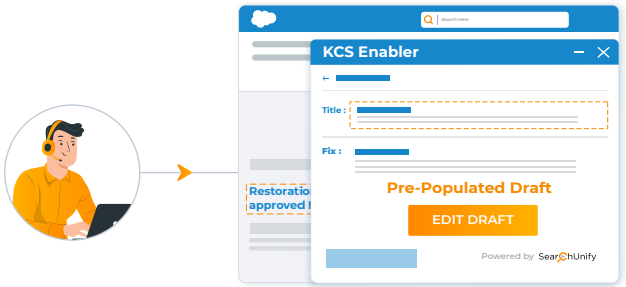
Unified View of Case Resolving Insights with SearchUnify's Agent Helper



- 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

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Elevating Support & Self-Service Outcomes for Leading Enterprises

Namely

50% Reduction in Support Ticket Volume

SEARCHUNIFY IMPLEMENTATION

Salesforce Service Cloud, Community Cloud & Internal

idaptive

15% Increase in Agent Productivity

SEARCHUNIFY IMPLEMENTATION

Salesforce Service Cloud & Community Cloud

rubrik

20% Increase in Case Deflection

SEARCHUNIFY IMPLEMENTATION

Salesforce Service Cloud & Community Cloud

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

G2

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

tsia TECHNOLOGY & SERVICES INDUSTRY ASSOCIATION

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

Microsoft Dynamics 365 | zendesk | servicenow | SharePoint | skilljar

WordPress | Khoros | Drupal™ | Thought Industries | YouTube

Dropbox | slack | higher logic | Google Drive | And More...