

COGNITIVE SEARCH FOR COMMUNITIES

Online communities are a platform where you can interact with your customers and identify trends and problems your customers are facing. But all of this is true only if your community actively engages its members. Cognitive search hits the bull's eye by providing relevant & personalized results to community visitors and delivers actionable insights, which subsequently help in creating a product roadmap to feed your customers' ever-growing wants.

Key Features



Unified Experience

Leverage OOTB connectors to integrate enterprise-wide data and robust API to turn your community into a one-stop-shop for information discovery. Bridge data silos to provide a seamless, cohesive community experience to all users.



Enhanced Case Deflection

Measure case deflection when users come to search different queries on your community as well as on the case creation portal, where relevant content is suggested based on the issue description they type. This helps in improving brand loyalty.



Personalized Results for Higher Engagement

Deliver the most relevant content to all the community users—employees, customers, and partners by leveraging AI that self learns by taking into account user behavior, search history, and access permissions.



Faceted Search for Easier Knowledge Discovery

Drive users faster to what they're looking for with nested facets and sub facets. And in case these facets aren't used, you also have auto facets that pre-select categories based on product/versions your customers own.



Search-Fueled Chatbots for Self-Service and Onboarding

Provide accurate responses on the fly by employing chatbots aided by search and NLP that detect intents behind a question/utterance. These chatbots frame responses based on user behavior and maturity with the product and help in enhancing UX manifold.



'Always on' Bot for Auto-Responses and Discussion Merging

Keep an eye on your community discussions with Community Helper bot. It scans different content repositories to generate responses for queries using sentiment adaptive templates. It also lowers the burden off community managers' shoulders by identifying and merging duplicate threads.



Bridge Content Gaps With Analytics

Are community visitors unable to find relevant content? Take the bull by the horns and fill content gaps using reports such as top searched keywords, successful searches, unsuccessful searches, etc. And if the relevant articles are already there, you can tune them so that they appear on top.



AI-Fueled Widgets & Proactive Suggestions

Search-powered widgets recommend relevant content, such as articles, top discussions, user groups to join, based on a user's past behavior. Send support content such as KB articles proactively to your customers based on community search behavior and participation in discussions to lower support tickets.

WHAT OUR CUSTOMERS SAY



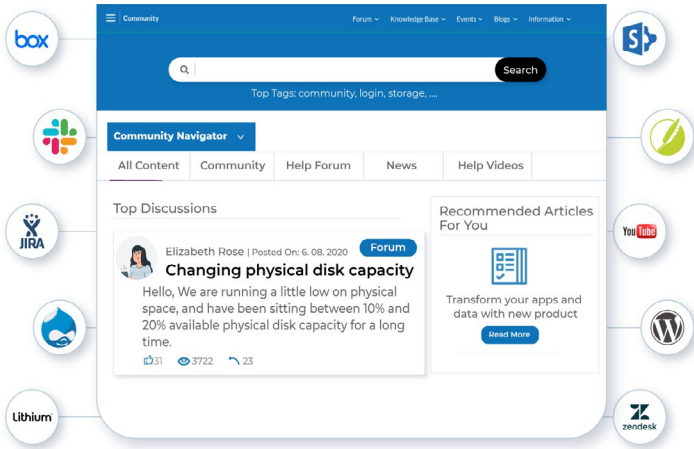
“The level of metrics detail that SearchUnify provides for me in the administrator dashboard is impressive and useful.”

Lana Lee

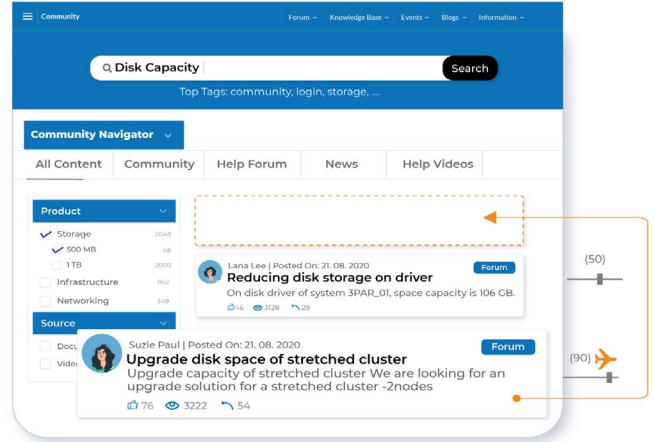
Senior Manager & Strategist, Zuora Community

A Closer Look at SearchUnify

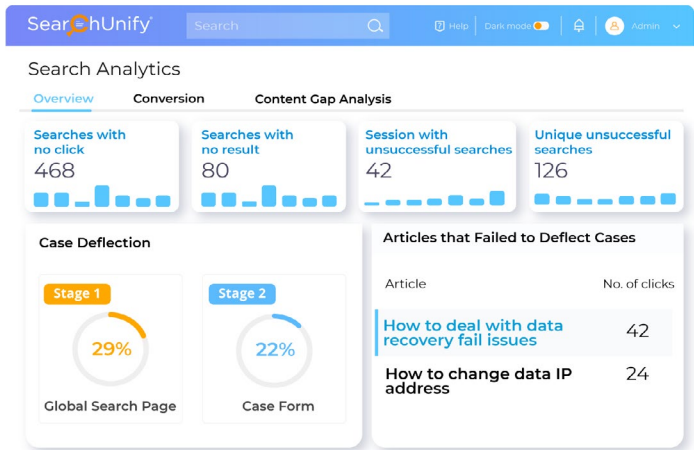
Unified Community Search Experience



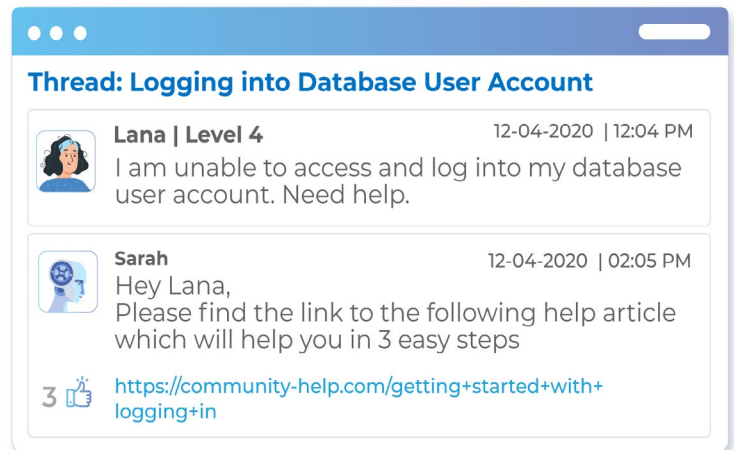
AI-Powered Relevance for Community Engagement



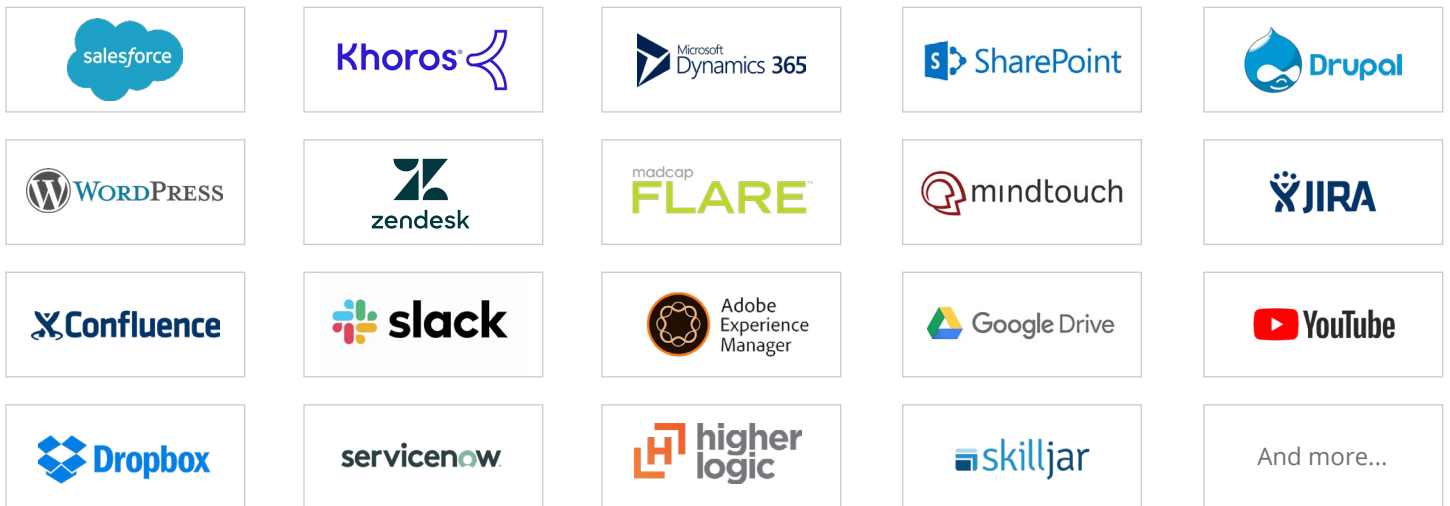
Real-Time Insights for Proactive Decision Making



“Always-On” Community Bot for Auto-Responses



Supported Platforms



About Us

SearchUnify is a unified cognitive search platform that revolutionizes information discovery, fuels an insights engine, and makes for a robust platform for AI-based apps like customer-facing and agent-assist chatbots. Its AI powers relevant and personalized search results for customers, prospects, and multiple teams across verticals including high-tech, e-commerce, banking, insurance, pharmaceuticals, and education.