SearchUnify® | salesforce service cloud

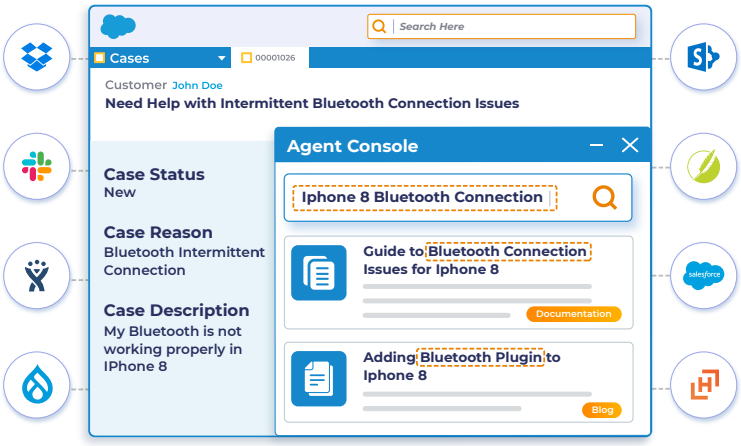
DATASHEET

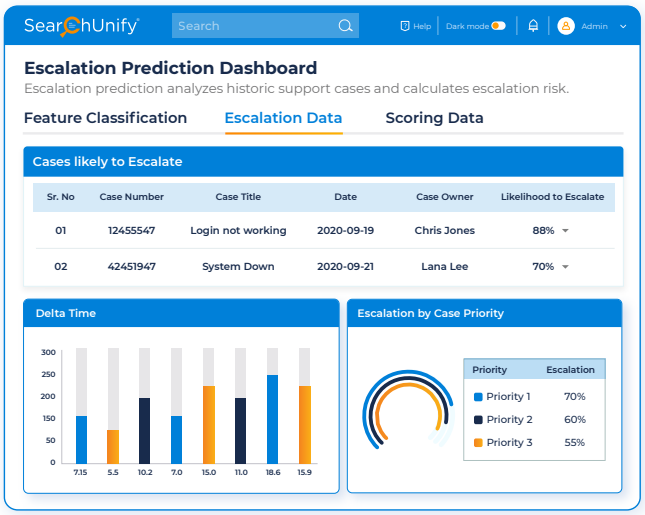
SearchUnify for Salesforce Service Cloud

Empower agents to access case-resolving content faster with Agentic AI, thus enabling increased productivity and elevated CSAT

1. Breaks Down Data Silos with Unified View of Information

SearchUnify's 65+ native connectors index content from Khoros, Jira, MadCap Flare, and more, enabling support agents to find answers instantly within the Salesforce Service Cloud console, eliminating data silos and boosting response times.



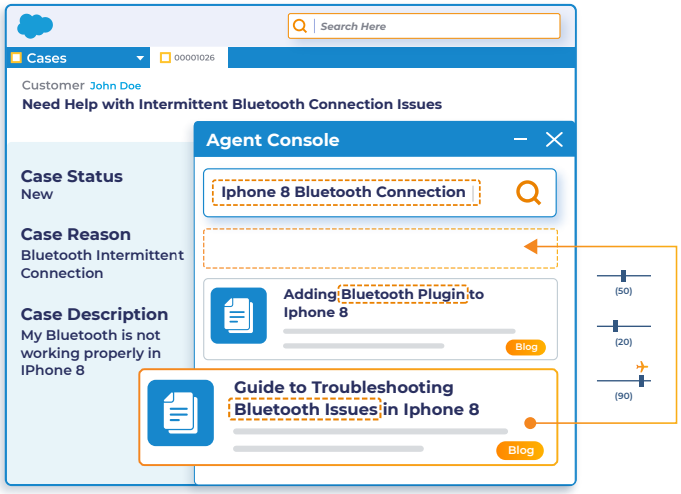


2. Facilitates Case Prioritization with Agent Helper

Escalation Predictor analyzes case data to gauge customer sentiment, type of issue, and the likelihood of escalation within the Salesforce Service Cloud instance. Afterward, the app prioritizes and routes the ticket to the best agent. This reduces Turnaround Time (TAT) and Average Handle Time (AHT).

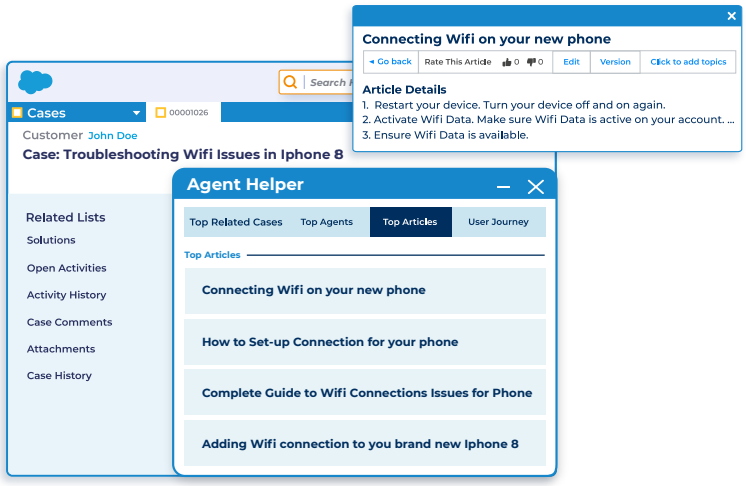
3. Boosts Time to Relevance with AI-powered Relevance

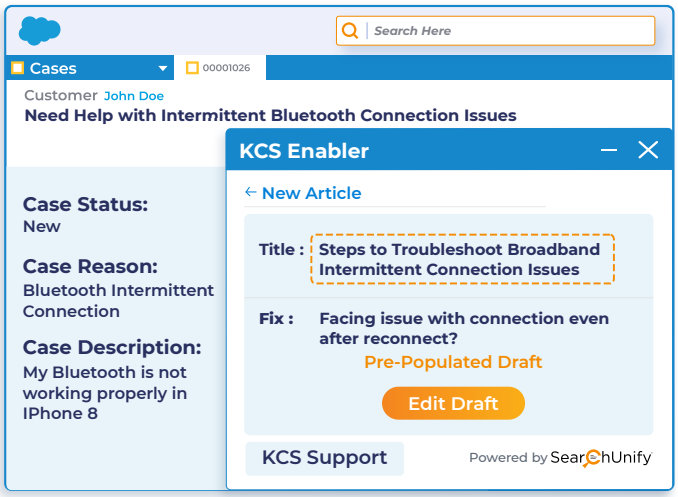
SearchUnify's algorithms analyze search query context within the Salesforce Service Cloud, displaying the most relevant content atop SERPs. Manual result boosting by keywords, synonyms, and popularity enhances the experience, leading to improved Time to Resolution (TTR) and user satisfaction.



4. Enhanced Agent Collaboration and Efficiency with Agent Helper

Agent Helper boosts engagement by generating detailed case summaries, aiding with precise first responses. Additionally, it prioritizes cases based on urgency. In complex cases that need expert input, it facilitates real-time collaboration with SMEs on platforms like Slack, all within the Salesforce Service Cloud console.



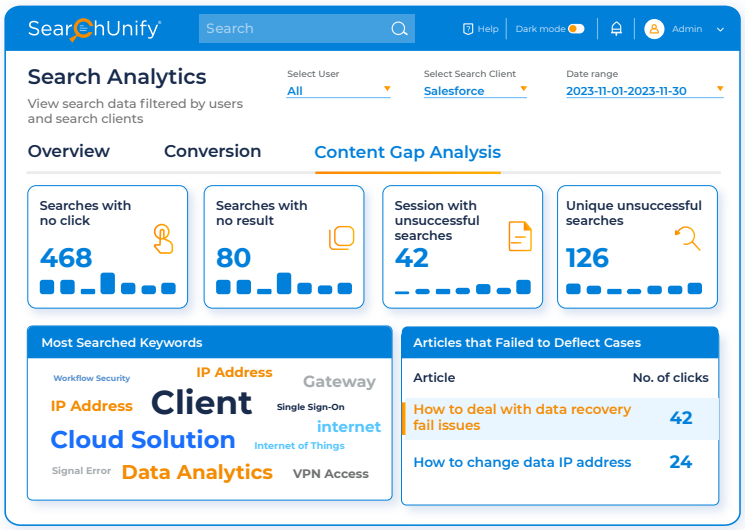


5. Up the Content Health Game with Knowbler

Knowbler enhances Knowledge Management and accelerates knowledge creation by automatically generating new articles from resolved cases using KCS-recommended templates. It also provides in-depth reports that deliver actionable insights, enabling you to track content effectiveness, identify knowledge gaps, and analyze contributor performance.

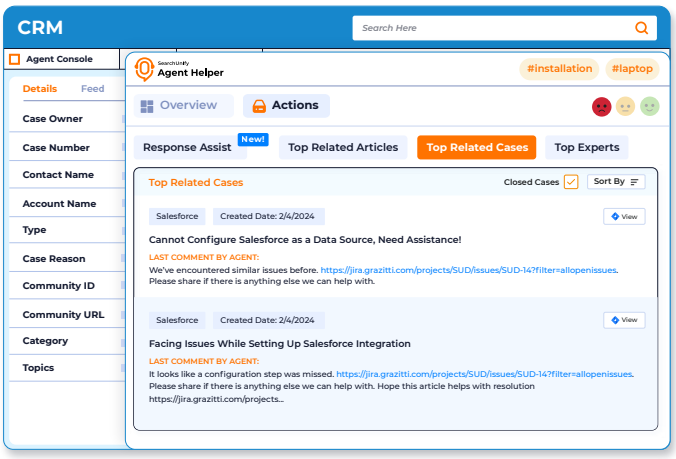
6. Hit the Road to Proactive Support with Real-time Insights

Real-time Analytics track KCS metrics—such as the number of times a knowledge article was attached to a case and the number of agents utilizing it. This data helps assess article relevance and usage, enabling informed decisions to enhance customer satisfaction (CSAT) and improve overall customer experience (CX).



7. Get Real-time Information with Dynamic Case Recommendations

Search results dynamically refresh with updates to case comments or notes, ensuring agents receive timely, relevant recommendations. By adapting to new information in real time, agents are equipped with the most pertinent resources for efficient issue resolution.



Ready to Experience the Power of SearchUnify for Salesforce Service Cloud?

Request a Demo

About Searchunify

SearchUnify is an enterprise agentic platform by Grazitti Interactive, built on a machine learning and insights engine. The platform boasts a suite of AI-powered products,including **Agentic Self-Service Hub**, **Cognitive Search**, **SearchUnify Virtual Assistant (SUVA)**, **Agent Helper**, **Knowledge Enabler (Knowbler)**, and **Community Helper**. Leading enterprises globally rely on SearchUnify for revolutionizing information discovery and elevating support outcomes.

LET'S CONNECT

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