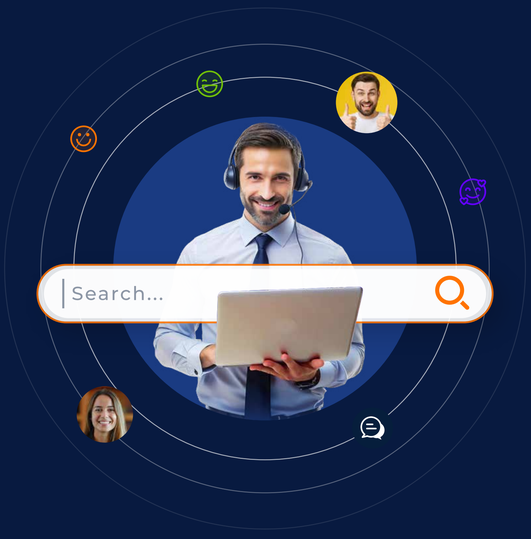
SearchUnify

5 Support Problems Enterprise Search Helps You Overcome



How Enterprise Search Solves It	Pain Point	Business Impact
Unified indexing across systems with semantic understanding— so customers and agents find answers instantly.	Fragmented Knowledge Sources	Breaks down silos to reduce search time, drive support efficiency, and deliver faster, more consistent CX.
Generative Answering synthesizes clear, context-rich answers from your knowledge sources.	Inconsistent Support	Delivers instant, accurate answers that enhance self-service, reduce support costs, and elevate customer satisfaction.
Search Analytics uncover content gaps, usage trends, user behavior, and intent —surfacing insights that reveal missed opportunities.	Limited Support Analytics	Helps leaders identify gaps that hinder self-service and resolution speed, while optimizing support ROI.
Auto-tuning & Relevance uses ML to learn from customer behavior and feedback, continuously refining result relevance.	Irrelevant Search Results	High search relevance improves user experience, reduces support load, and boosts overall operational efficiency.
With personalization & permissions, users see only relevant, role-based content tailored to their job and access level.	Generic Search Experience	Provides faster access to relevant data, improving agent productivity and reducing operational support costs