



# Intelligent Search for Microsoft Dynamics 365

Use Cognitive Search to Tap into the Knowledge and Intelligence Already in Your Dynamics 365 system

SearchUnify is an AI-powered enterprise search solution that seamlessly integrates into your Dynamics 365 platform and enables you to instantly index multiple content sources to present the most relevant results to your support agents.

Built on best-in-class artificial intelligence, SearchUnify learns from users' interactions with the search engine and optimizes results for relevance. The semantic solution enables agents to access information scattered across enterprise platforms without leaving Dynamics. It helps deliver stellar customer service and support efficiency.

“ For us, technology is just one piece of the puzzle while the vendor and its attitude makes up for the rest. If a vendor doesn't have the responsiveness or desire to actually look beyond the product and think of a solution, the vendor-customer relationship may be short-lived. This is where the SearchUnify team delighted us with its agility and responsiveness. ”



**Giri Iyer**

SVP - Global Customer Support & Success  
Rubrik

## Key Features



### Discover Seamlessly with Unified Search

Instantly index content from enterprise platforms like Lithium, SharePoint, JIRA etc. with out-of-the-box connectors or a robust API.



### Optimize Results with Machine Learning

Empower agents to resolve cases faster with AI-powered tuning capabilities that put the most relevant search results at the top.



### Fill Content Gaps with Deep Analytics

Discover and fill content gaps much faster with rich insights into how your agents search for and use case-resolving content.



### Enable Contextual Conversations with NLU\*

Make it easier for agents to find answers by leveraging the search engine's understanding of context in each query.



### Drive Knowledge-Centered Support

Empower agents to access the company's knowledge base & quickly attach case-resolving articles to conversations from within the Dynamics console

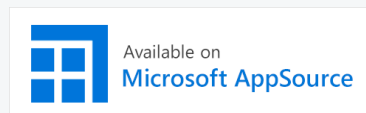


### Deploy in Less than a Day

Set up search in as little as 24 hours and make external and Dynamics content discoverable with minimal development effort.

Find SearchUnify on Microsoft AppSource

Get Started



# A Closer Look at SearchUnify

## Out-of-the-Box Connectors

SEARCH POWERED BY SearchUnify

Delivery Failure Refund

FILTERS | ADVANCED SEARCH

< ALL CONTENT HELP CENTER STACK API CRAWLER

Cancel Direct Delivery Purchase Order  
by Zendaya in Cases  
Date: 07-13-2016 Type: Case No. AT-67G7

Will deliveries be affected if I change my payment method?  
Chris in FAQs and Knowledge Base  
Date: 09-18-2018 Type: FAQs and Knowledge Base

Processing Refunds for an Incomplete Delivery  
by Amir in Help Center Articles  
Date: 09-18-2018 Type: Help Center Article

## Relevance Optimization

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## Actionable Insights



## Customized Faceting

Sources

- Cases (20)
- FAQs (19)
- Knowledge Base (13)
- Help Center Articles (10)
- Reports (08)

Created Date

- All Day (01)
- Past Day (04)
- Past Week (13)
- Past Month (64)
- Past Year (70)

## 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 customer support and self-service. It indexes disparate content repositories, makes relevant content easily discoverable and provides advanced insights into user search behavior, content usability, and content gaps.