



UNIFIED COGNITIVE PLATFORM FOR MICROSOFT DYNAMICS 365

SearchUnify's unified cognitive platform, built on the core of cognitive technology, machine learning and an insights engine, seamlessly integrates with your Dynamics 365 instance to empower agents with relevant, unified view of case resolving information within their console and rich insights into customer journey and content gaps for improved customer support outcomes.

WHAT OUR CUSTOMERS SAY



“ SearchUnify provided responsive project management, high technical acumen and timely communication throughout our deployment. ”

Leo Daley

Director, UKG Kronos Community

Key Features



Reduce Average Handle Time with Unified Discovery

SearchUnify's unified cognitive platform enables you to instantly index multiple content sources like Khoros, Jira, MadCap Flare, etc. and many more to enable your agents to search them all without leaving their Dynamics 365 console.



Fuel Personalized Support with Customer Journey Insights

Rich insights into customer journey enables support teams to visualize user journeys across all touchpoints, seeing in real-time the pages they visit before & after conducting a search. This helps agents personalize customer interactions.



Improve Time to Resolution with AI-Powered Relevance

SearchUnify leverages NLU algorithms to understand the context of the query and automatically ranks case resolving content at the top. You can also boost search results manually based on keywords, popularity, etc.



Proactively Fill Content Gaps with Rich Search Analytics

SearchUnify's robust analytics offer rich insights into what agents are looking for, what they do and don't find useful, making it easier to identify content that needs to be created or modified.



Improve UX with Intelligent Facets

Guide your support agents to relevant results faster with intelligent auto-facets that personalize the search experience based on query and search history.



Drive Knowledge-Centered Service

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

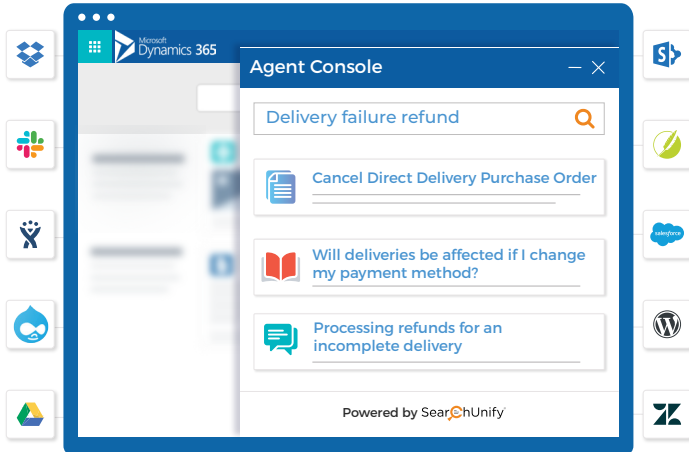
SearchUnify and Microsoft Dynamics 365 Transform Enterprise Support

Learn how a leading IT services company leveraged SearchUnify to reduce its average TTR by 62 percent and increase agent productivity by 15 percent

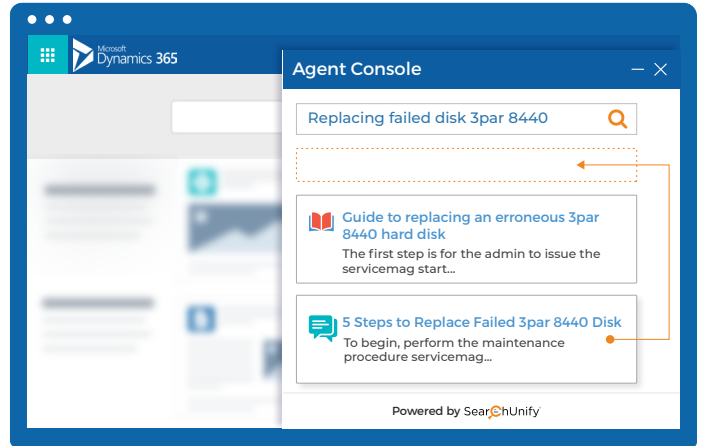
[Read Case Study](#)

A Closer Look at SearchUnify

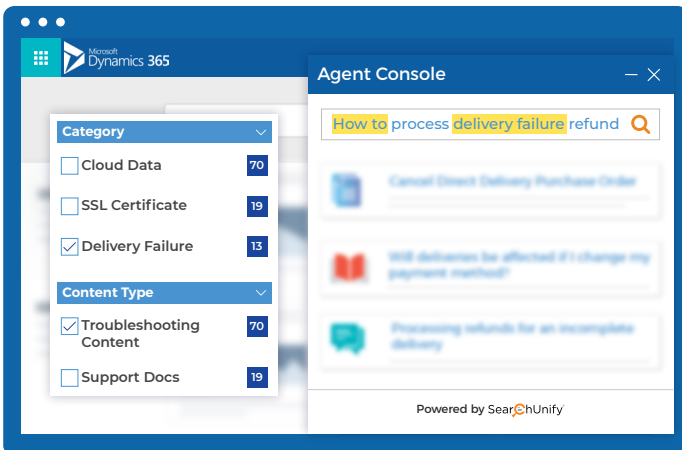
Offer Unified View of Case Resolving Information



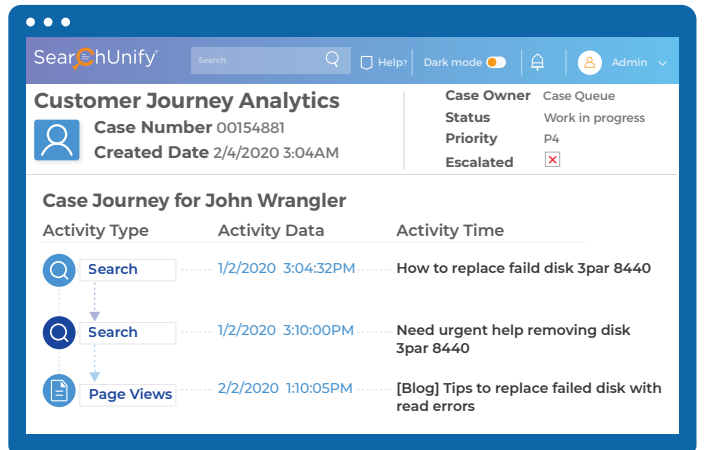
Improve Time to Resolution with AI-Powered Relevance



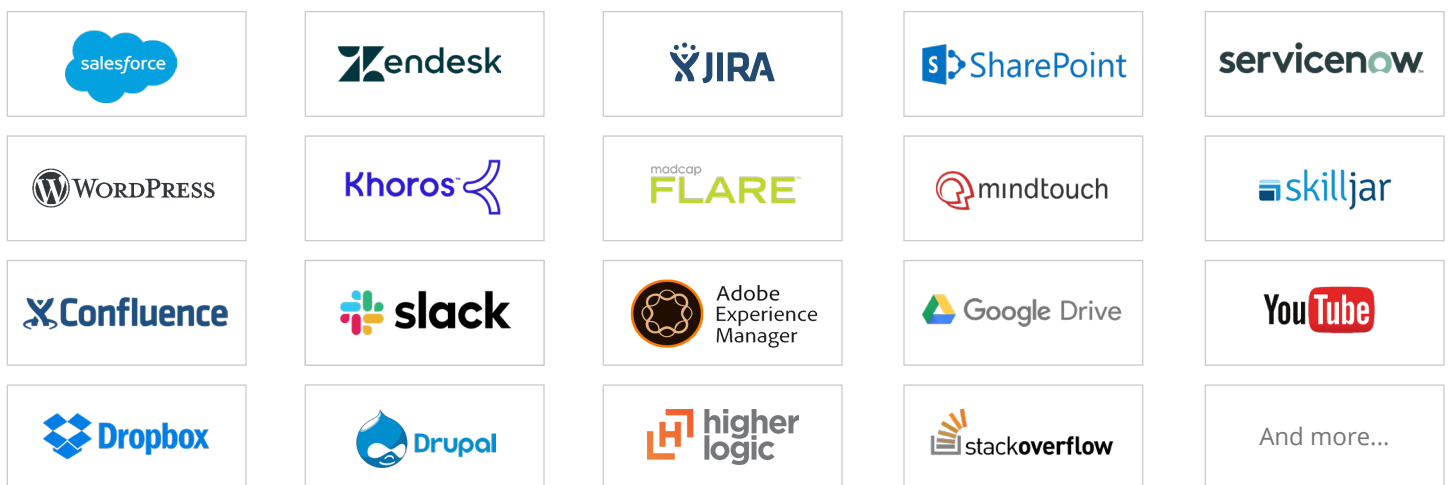
Improve UX with Intelligent Auto-Facets



Fuel Personalized Support with User Journey Insights



Other Supported Platforms



About Us

SearchUnify is a unified cognitive platform built on a core of cognitive technology, machine learning and an insights engine. It powers an intelligent search engine & AI-based applications that help elevate customer support & self-service. Learn more about SearchUnify's unified cognitive platform on [Microsoft AppSource](https://www.microsoft.com/appsource).