

A Unified Cognitive Platform for Elevating Customer Support and Self-Service Experiences



Who We Are

SearchUnify, by Grazitti Interactive, is a leading unified cognitive platform for elevating self-service and customer support outcomes. The platform powers a suite of next-gen products, including Cognitive Search, SUVA (SearchUnify Virtual Assistant), Knowbler, Agent Helper, Community Helper, and Escalation Predictor.

With its industry-first robust LLM Integrations across its suite of products, coupled with the retrieval augmented generation (FRAG™) framework, our products deliver contextually appropriate support and self-service experiences.

Who We Help



Support Leaders

Drive support ROI and measure the success of self-service and knowledge-centered support initiatives.



Knowledge Workers

Simplify, improve, and keep the process of creating, improving, linking, and managing knowledge within existing workflows.



Community Managers

Drive self-service success and increase engagement in brand communities by fueling high-quality conversations at scale.



Customer Success Managers

Enable personalized onboarding, improved feature adoption, and customer expansion with predictive analytics.

Ride the LLM Wave with SearchUnifyFRAG™



Enhance CSAT with Direct Answers

Leverage LLMs for generating concise, precise, and direct answers to queries, thereby improving customer experience.



Provide Effective Case Resolutions with NER

Deploy LLMs to extract entities and automate and streamline information extraction from customer queries.



Drive Hyper-Personalized CX with Sentiment Analysis

Gain a deep understanding of customer sentiments and intentions to recommend more suitable and personalized content.



Expedite Knowledge Creation with Title & Summary Generation

Use LLMs to automatically craft captivating titles and descriptions for knowledge articles, taking a huge load off support agents.



Provide Contextual Support with New-Age Conversational AI

Harness LLM chatbots to provide support in a conversational manner, similar to how humans do, through contextual memory.



Boost the KB Quality with Content Standard Checklist

Ensure the accuracy and quality of your knowledge creation and management with LLM-powered Article Quality Index (AQI).

Elevating Self-Service Experiences with Cognitive Technology



Enable Intelligent Conversations with **SUVA**

Leverages GenAI, unsupervised ML, NLU, and auto-intent training to resolve LI queries with minimal human intervention.

Redefine Engagement with **Community Helper**

Monitors community discussions and auto-responds with personalized answers to open threads.



Improve Content Findability with **Cognitive Search**

Indexes disparate content repositories to power unified, relevant, personalized, and contextual results for users.

Augmenting Support Ecosystem with Cognitive Technology

Enable Smart Case Prioritization with **Escalation Predictor**

Analyzes the nature of incoming cases and enables agents to prioritize them based on sentiment.



Maximize Agent Efficiency with **Agent Helper**

Empowers agents with a unified view of case-resolving information including top cases, articles, experts, and user journeys.

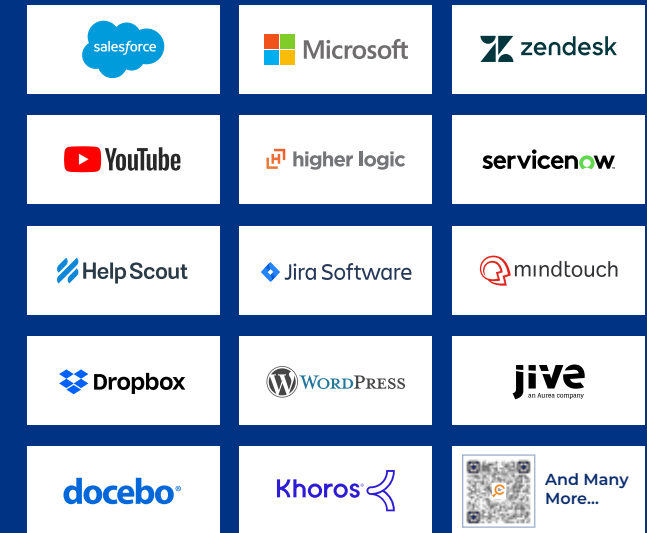


Accelerate Knowledge Creation with **Knowbler**

A KCS v6 Aligned, ML-fueled product to assist support knowledge generation and content health analysis.



Supported Platforms



Awards and Accolades



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