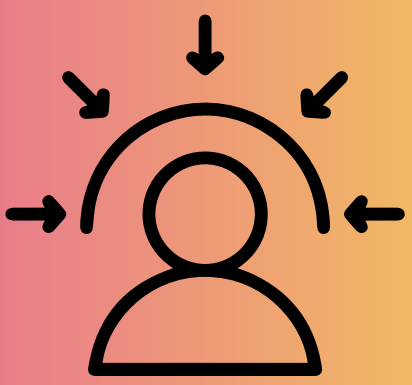




QUESTIONS TO UNLOCK DIGITAL SELF-SERVICE SUCCESS



IS YOUR SEARCH SOLUTION CUSTOMER-FOCUSED?

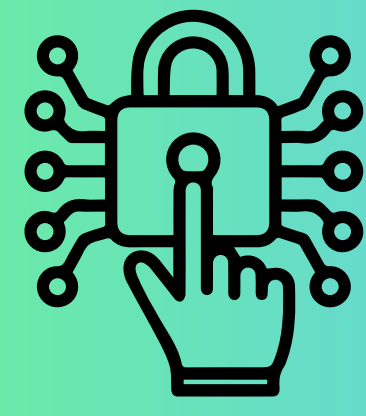
- Use AI to predict needs and deliver precise, relevant answers.
- Identify and fix content gaps with search analytics.

1

2

CAN CUSTOMERS EASILY ACCESS INFORMATION?

- Break silos with unified, AI-driven search across channels.
- Ensure quick access to manuals, FAQs, and support docs.



IS SEARCH A KEY ELEMENT OF YOUR UX DESIGN?

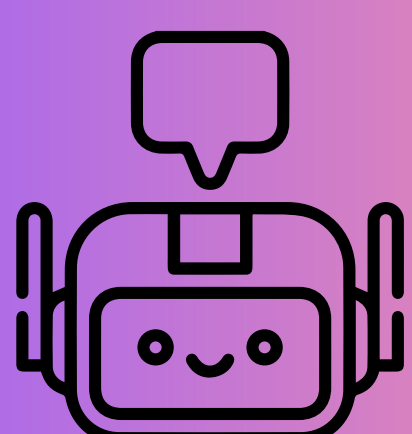
- Highlight the search bar for smooth navigation.
- Enable easy discovery to minimize frustration.

3

4

ARE YOUR RECOMMENDATIONS PERSONALIZED?

- Tailor suggestions using customer history and behavior.
- Offer proactive, time-saving solutions to enhance satisfaction.



ARE YOU LEVERAGING AGENTIC AI?

- Automate issue resolution with LLMs-driven real-time insights.
- Deliver smarter recommendations and lifelike chatbot interactions.

5

SearchUnify®



**QUESTIONS
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SELF-SERVICE
SUCCESS**
