

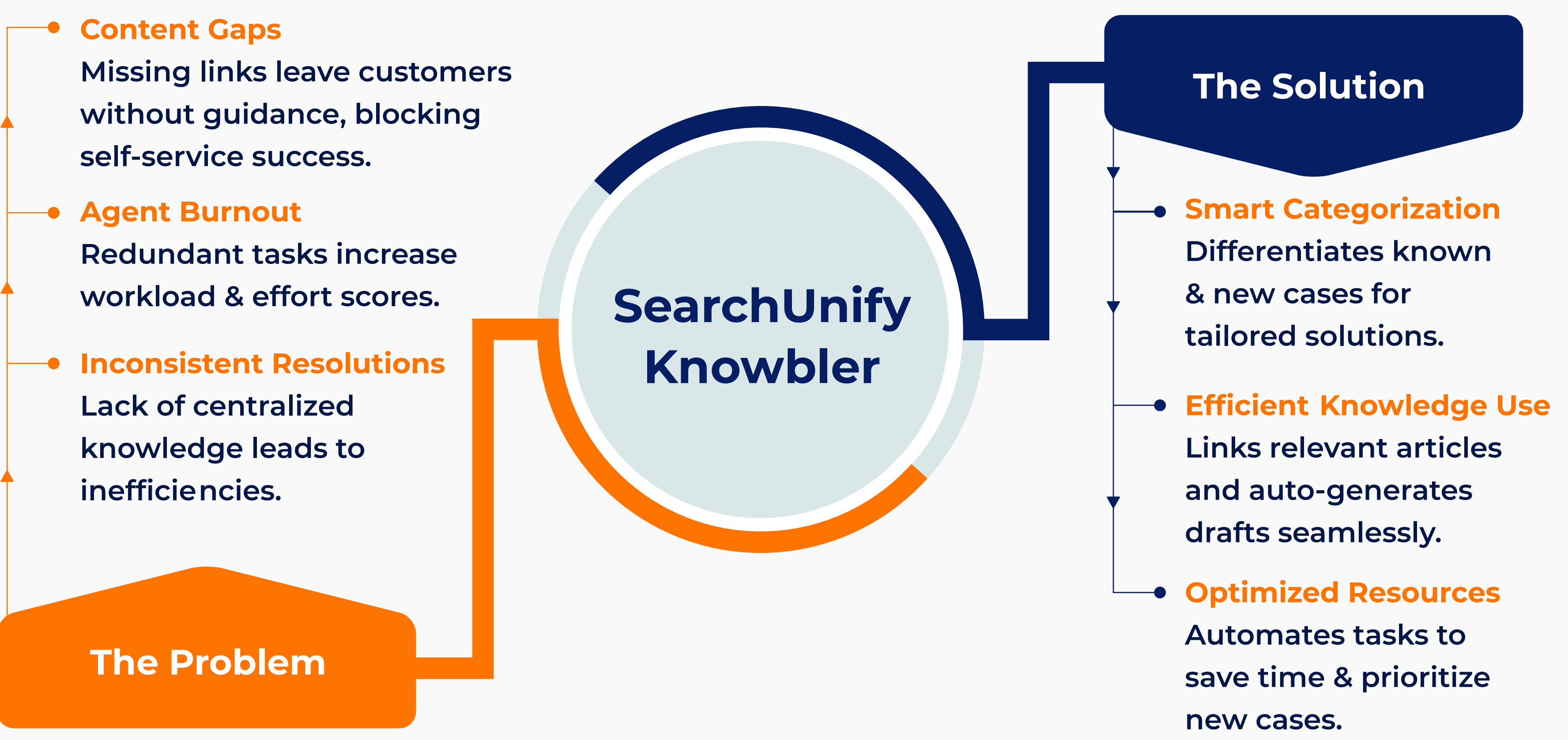
Say Goodbye To Support Chaos With SearchUnify Knowbler

THE CHAOS IN CUSTOMER SUPPORT

Key Challenges:

- 01 Outdated, scattered knowledge bases.
- 02 Time-consuming manual processes.
- 03 Inconsistent and inaccessible information.
- 04 Missed opportunities for knowledge creation and sharing.

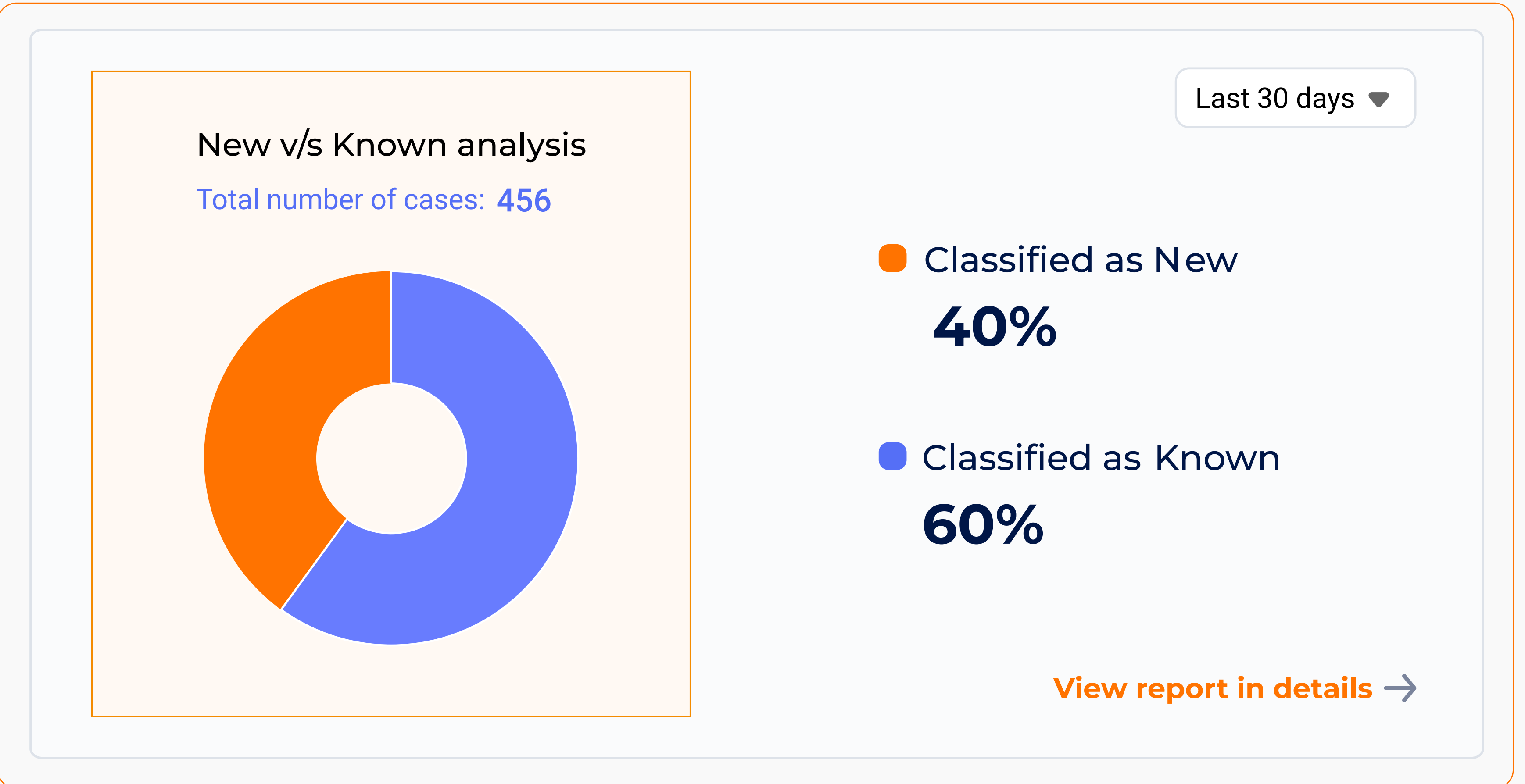
THE HIDDEN COST OF UNLINKED RESOLUTION ARTICLES



Clusters	Case ID	Case Subject	Case closure date	Article Linked	Linked By
SearchUnify (124)	51561561561644	Get network management and more with SolarWin	24/2/2022	Get network management and more with SolarWin	tanyadhar@grazitti.com
Searchclient (84)	56145615120122	Your success starts with the right	24/2/2022	Your success starts with the right	tanyadhar@grazitti.com
Content crawling (24)		What kind of changes can b monitored?	24/2/2022	What kind of changes can b monitored?	
SU Agent helper (24)		Get network management and more with Sola	24/2/2022	Get network management and more with Sola	
Permissions (84)		The Content Standard Checklist, To begin,	24/2/2022	The Content Standard Checklist, To begin,	
Data Categories (4)					
OTP Issue (12)					
Printer (18)					

HOW KNOWBLER ANALYZES CASES

- 01 **SBert Embedding**: Understands the context of cases by creating semantic embeddings, enabling grouping of similar issues.
- 02 **Case Clustering**: Groups related cases into clusters for organized knowledge and efficient retrieval.



KNOWBLER'S IMPACT: TRANSFORMING CUSTOMER SUPPORT

- 01 **Trend Analysis**: Spot recurring issues in closed cases to address problems proactively.
- 02 **Proactive Solutions**: Create articles for emerging issues, boosting long-term customer satisfaction.
- 03 **Continuous Improvement**: Refine processes and strategies to tackle recurring challenges effectively.
- 04 **Identify Gaps**: Pinpoint key contributors to case volume for smarter resource allocation.
- 05 **Self-Service Enablement**: Empower customers with quick, independent answers, reducing support dependency.