

# SEARCHUNIFY'S ESCALATION PREDICTOR

Organizations often become complacent with the absence of feedback or complaints. However, they miss the bigger picture. Nearly 91% of unhappy customers don't even give you a second chance — they switch brands without even filing a complaint. Therefore, it is crucial to tap into your existing complaint database and take preemptive measures to retain customers before things escalate out of control. This is where SearchUnify's AI-powered Escalation Predictor comes into play; by performing situational analysis and providing valuable insights into case sentiments, it helps you curtail unanticipated ticket escalations and streamline customer service delivery.

## 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



### Enable Customer Sentiment Analysis

An effective escalation management policy understands the context and sentiment of a complaint, then prioritizes it accordingly. SearchUnify's Escalation Predictor analyzes available case data to gauge customer sentiments and enable agents to resolve higher priority cases quickly.



### Automate Case Routing

By rummaging through user profiles and historical data, Escalation Predictor facilitates intelligent triaging to connect customers to your best agent right in the beginning. It picks out words and phrases from the cases/tickets to find the most suitable SME to diffuse the situation.



### Facilitate Root Cause Analysis

With SearchUnify's analytics module, you gain real-time insights into escalated cases. It provides their summarized view so that you can identify the origin of a problem and take necessary actions to reduce the likelihood of it leading to further escalations.



### Eliminate SLA Violations

By drawing agents' attention to important and unresolved issues, Escalation Predictor empowers you to stick to the predefined response timeline in your SLA. Resolve cases that carry a higher risk of escalation on a priority basis and refrain from SLA breaches.



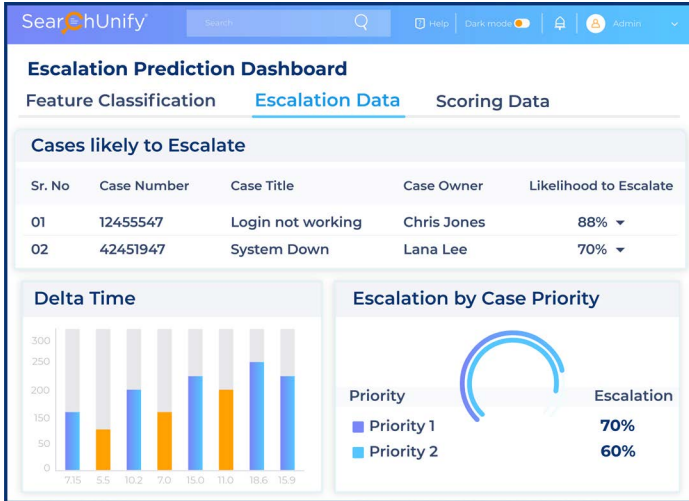
ASIA-PACIFIC  
STEVIE® AWARDS

**“Outstanding use of technology to develop the next gen tools to help centralise and improve the overall knowledge for better service of the customers”**

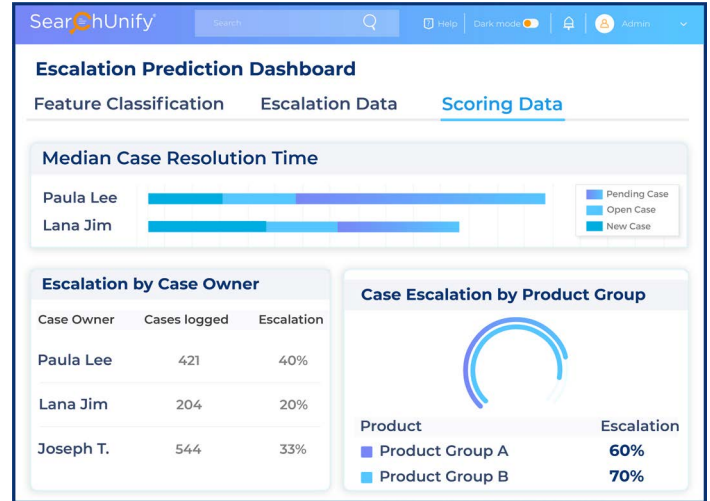
- Asia-Pacific Stevie® Awards 2020 for Innovative Use of Technology in Customer Service

## A Closer Look at SearchUnify's Escalation Predictor

### Proactively Analyze the Case Escalation Risk



### Keep Track of Median Resolution Time



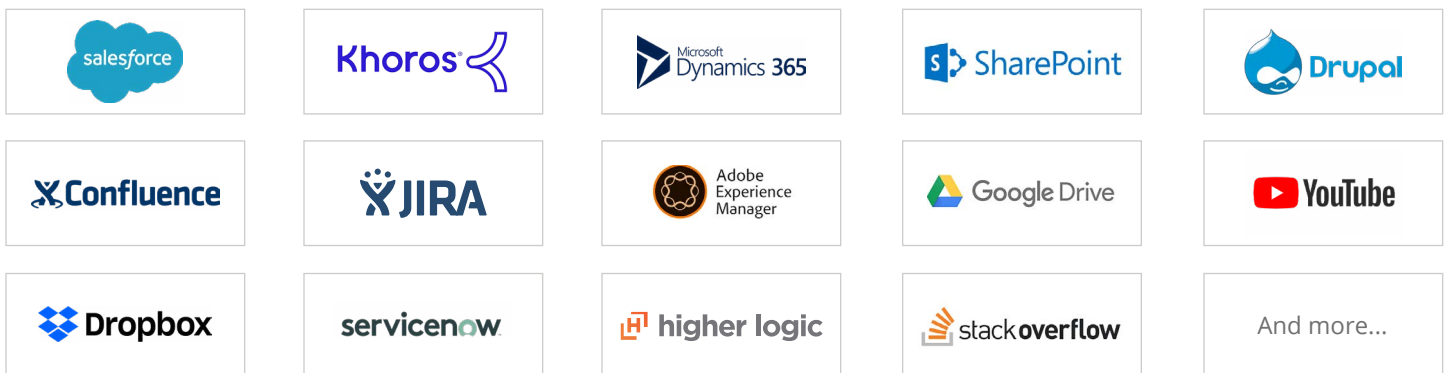
### Gauge Customer Sentiment for Personalized Service



### Facilitate Intelligent Case Assignment to Agents



## 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. Its AI powers relevant and personalized search results for customers, prospects, and multiple teams across verticals.