

SearchUnify for MadCap Software

MadCap Software is one of the most widely used authoring software. It lets you create projects and export HTML files. Then you can upload these files on a server and voilà, you have a website read. Now, whether you're using MadCap Software for providing online help, user manuals, or software documentation, your users are going to use its search function. That's where you can make a difference and provide a fast and outstanding user experience with a unified cognitive platform. From seamless information discovery to rich dynamic snippets, SearchUnify unlocks the true potential of your content & documentation developed with MadCap Software.

Maximize Content Findability and Usability with SearchUnify



Search Beyond MadCap-Generated HTML Files

SearchUnify integrates multiple content repositories across the enterprise with native connectors. Hence, your technical writers can search beyond the HTML files (eg: PDF, DOC, etc.), making information from disparate content sources available right in the search bar of your MadCap Software-generated website.



Choose From a Host of Facets for Better UI

SearchUnify extracts information from search queries to create the most relevant facets automatically, thus helping users to get to the right result faster. It categorizes your content at the back end and all an admin has to do is accept or reject facet suggestions.



Get More Relevant Search Results

Traditional search engines simply match keywords in topics but SearchUnify's unified cognitive platform is powered by AI algorithms that understand the intent of search queries. Additionally, it self-learns from user behavior, CTR, and pages viewed to suggest the most relevant result.



Leverage Rich Snippets for Quick Information

SearchUnify works behind the scenes to understand the interrelation between entities and populate rich snippets. It displays dynamic snippet content based on user query and content types and also unearths patterns in unstructured data to create relevant snippets.



Tune Search Results at the Toggle of a Button

SearchUnify allows you to manually tweak the ranks of search results based on a variety of criteria-keywords, content sources, solved (discussion status), popularity, age of the article, etc. With the ability to test your tuning, SearchUnify also offers a quick and easy method to test your tweaks.



Get Rich Actionable Insights

SearchUnify provides rich insights into the ways users consume content on your MadCap Software generated site with reporting and search analytics such as search behavior, engagement on populated results, content usability, etc. Technical writers can identify and fill content gaps and generate more useful documents

What Our Customers Say

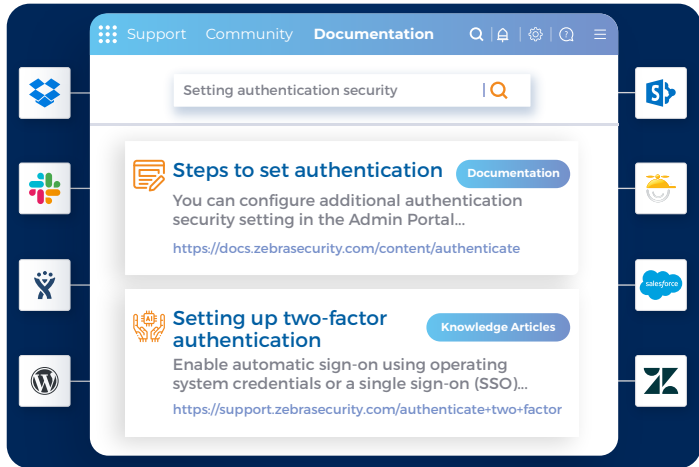
“SearchUnify is a vendor that you can treat as a partner. Our users can search across different platforms and we get better search analytics (content gap analysis and case deflection ratio)”

Heng Ma

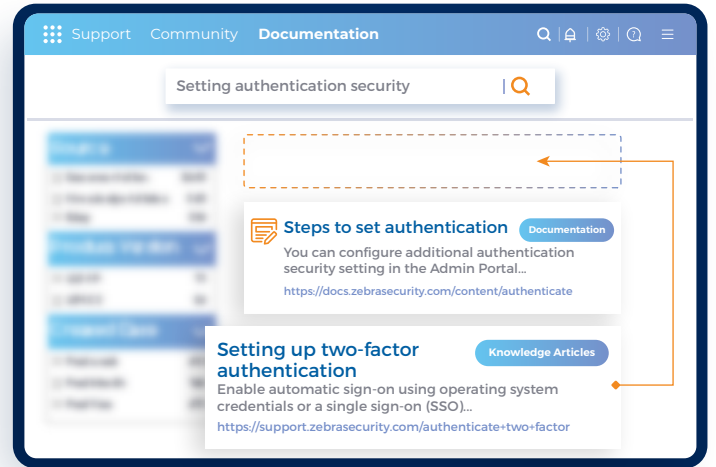
Principal Technical Writer, Zuora

A Closer Look at SearchUnify

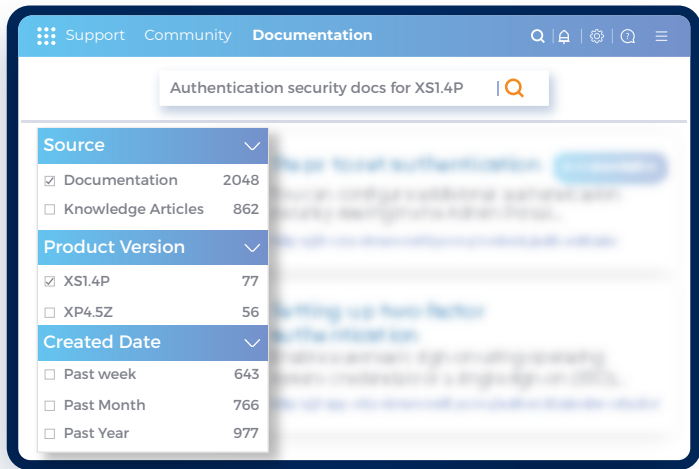
Unified View of Enterprise Information



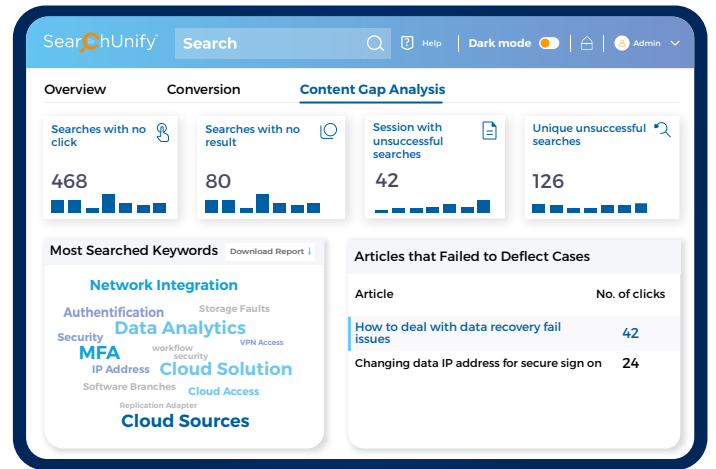
AI-Powered Relevance for Better Findability



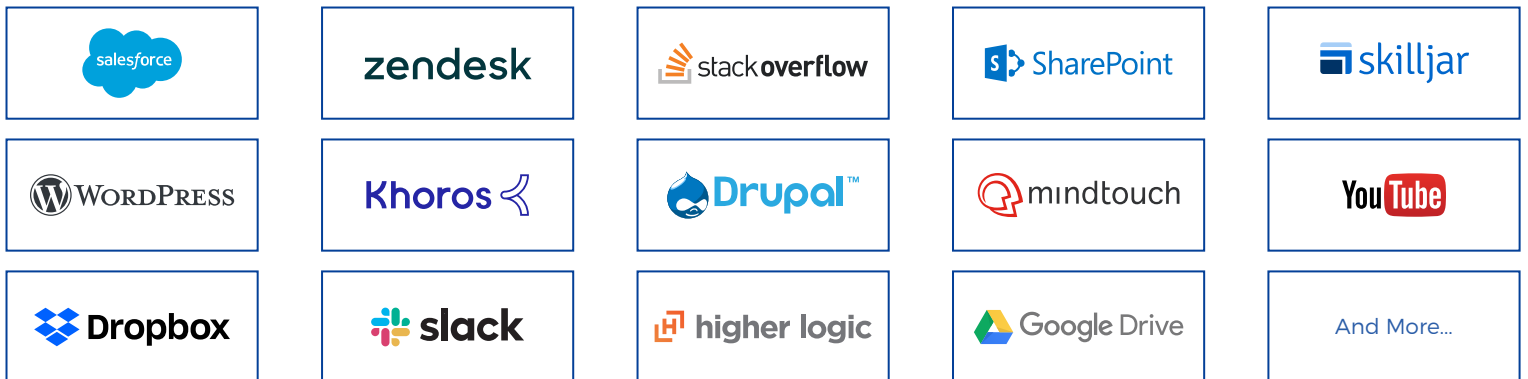
Intelligent User Navigation and Auto-Facets



Real-time Insights into Content Gaps



Other Supported Platforms



About Us

SearchUnify is a unified cognitive platform built on a core of cognitive technology, machine learning & 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.