



# Empowering Customer Support

Glean finds information across all your company's apps and assists employees at work with the power of generative AI that your company can trust. It integrates with your support tools and processes to drive faster call handling times and improved response accuracy which will result in higher customer satisfaction. Glean Assistant can use the power of generative AI to create answers from all of your company's content, enabling customer support teams to find the information they need across more than 100 applications including Zendesk, Freshdesk, ServiceNow, Confluence, Salesforce, Slack and Google Drive.

## How Glean can help:



### Engage customers with confidence and speed

With Glean, support agents will respond to tickets faster and more reliably. Rather than sifting through multiple data sources separately, and attempting to find the correct information to address a customer's question or issue, agents can go to Glean and search once to find all the relevant information they could need. Glean Assistant can also craft responses to customer tickets, synthesizing information across applications like Confluence, Jira, Salesforce, Slack, Zendesk, Freshdesk, and ServiceNow, making it faster and easier to answer even the thorniest questions.



### Streamline cross-functional collaboration

Support team members can use Glean to stay informed about product changes, engineering activities (feature builds, engineering designs, bug fixes, etc.), and other internal discussions & content that will help them gain context around issues. Agents can use Glean Assistant to summarize information about features, events, releases, and other critical knowledge, which they can then apply to their work with customers.

In addition, Glean enables internal stakeholders to self-serve information about support tickets, so agents can focus on solving customer issues.



### Bring Glean intelligent features to your customers

Glean's external search allows you to bring the power of intelligent search and generative AI to your customers. You can list trusted knowledge resources for customers to search for, and use AI answers and summarization to handle questions and common issues. External search can be easily integrated into your customer support portal to deflect issues and allow your agents to focus on tasks that require their intervention.

# Access points:

## Glean Chat

Glean Chat allows users to get help with their work from Glean Assistant by asking questions in an easy-to-use chat interface. Agents can use Glean Chat from their computers and smartphones to answer questions, synthesize information across datasources and summarize complex documents.

## Zendesk & Salesforce integrations

Glean meets agents where they already work with comprehensive integrations. Our Zendesk integration is a marketplace-approved application that brings our powerful search features and context-based recommendations to agents via the ticket application sidebar. Glean's Salesforce integration allows Glean to search from any Salesforce surface. Easily configured to appear in both ServiceCloud and Knowledgebase, the widget provides a personalized, relevance-based search experience to the agent.

## External search

Glean's External Search platform allows customers to configure trusted knowledge sources, including customer knowledge bases, external documentation websites, and partner/vendor-approved knowledge websites into a single search experience for your customers. Along with the Generative AI features for answer suggestions and document summarization, it will help you supercharge your support portal and generate ticket deflection by arming your customers with the knowledge to answer their questions and handle their issues via self-service.

## Slack and teams integration

Glean's Slack integration makes it easier for teams to share company knowledge as part of their conversations. Sharing search results is as easy as typing /glean. Users will get to see all of the results for their query and can share the information they find with their team with only one click. Glean Assistant can also proactively chime in to answer questions in specified Slack channels, so experienced agents can be freed up to focus on other tasks rather than answering FAQs.

## Customer support teams rely on Glean

