



grammarly

The right answers. When customers need them.

Who is Grammarly?

Grammarly helps people and organizations confidently navigate the evolving world with advanced communication assistance technology. The company's AI-powered writing support serves more than 50,000 teams and tens of millions of users, helping them communicate effectively every day.

How Glean helps.

Enables universal search.

Rather than having to switch between different applications, Grammarly employees can search across all of their needed applications using Glean. That means a customer support agent can find answers from Confluence, Slack, Zendesk and Google Drive, all in one place.

Saves time. Glean helps Grammarly's Product and Customer Support teams stay in sync by surfacing Slack conversations and Google Drive documents that may have been lost in the shuffle over time.

Avoids additional management. Glean works with all of the knowledge artifacts Grammarly's Customer Support team already has. That means there is no need for them to migrate or duplicate content that already exists. Any updates made to Confluence that lay out new procedures or feature updates will be automatically available across the team, along with all of the other data that agents are already used to.

"With Glean, I found many more documents with important product information than I even knew existed within Grammarly. Glean helps speed up the search for troubleshooting information, especially when assisting customers with complex problems."



Iryna Smyk
Customer Support
Manager
Grammarly

Know what your company knows, instantly.

Glean searches across all your company's apps to help you find exactly what you need and discover the things you should know.

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