



Present solutions from diverse sources on agent system of engagement

Enterprise knowledge is often fragmented across systems, and search tools can't speak to or fetch from all of them. Sainapse's unique approach ensures knowledge is institutionalized from diverse sources and rendered as relevance-ranked solutions in agent system of engagement.

Status Quo

As enterprises scale up, knowledge becomes increasingly disaggregated due to diversity of data sources, heterogeneous environments, varying data security, application trust levels, and the plurality of data viewing and navigation mechanisms. This is even more pronounced at enterprises that grow inorganically.

This results in tribal knowledge becoming the norm, rather than institutionalized knowledge. Efficiency and effectiveness of support become dependent on skills of individual support agents.

Bridging the Gaps

Current methods to address this are built around transforming enterprise knowledge to standardized formats and centralizing them in one or at best a limited number of sources. Support agents are trained on navigating these enterprise knowledge systems.

Adoption of these methods suffers because agents find it inefficient to move to different applications to access knowledge from where they are normally engaged in their support work. Additionally, this approach works only when enterprise knowledge is relatively static over time.

The Sainapse Edge

Sainapse targets the problem at its root - the generation of data at its varied sources - through a process of modeling abstract data that leverages any source such as emails, cases, or tickets in a CRM or ITSM tool, or documents of different formats. All these are ingested through consistent interfaces and data models. This normalization enables Sainapse to treat different information units in a homogenous manner.

Sainapse SAFE Companion enables knowledge from diverse sources and in diverse formats to be rendered on the existing user interface, obviating the need for agents to learn a new interface and thus accelerating adoption.

What it means for you

- Deliver unified & relevance-ranked solutions from diverse applications
- Transform CX and support by enabling all agents to perform at the level of the most experienced agent
- Institutionalize tribal knowledge

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