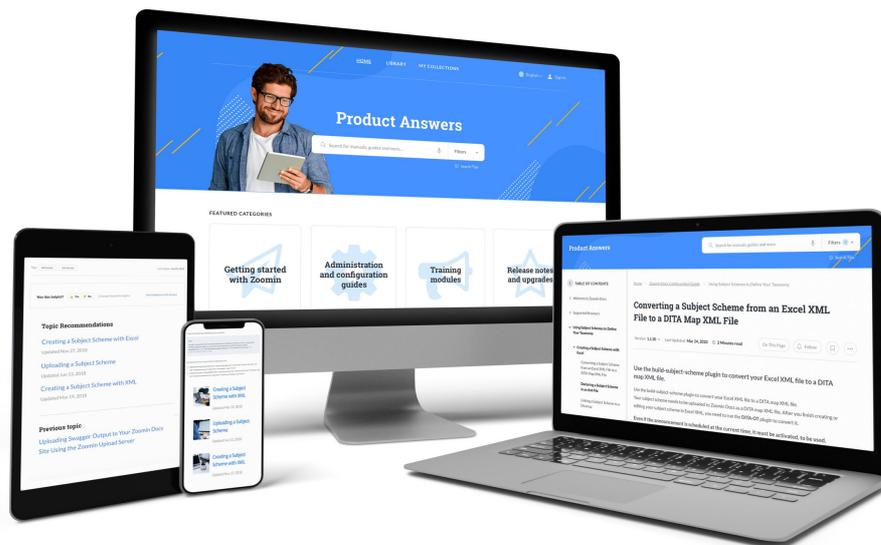


[ZOOMIN] DOCUMENTATION PORTAL[®]

Transform your content into a next-generation user experience

Provide personalized and up-to-date answers in one unified place.



Technical content is used extensively by customers and professionals, but most companies present it within static, outdated and inconsistent experiences. This makes it difficult for people to find the answers they need.

Zoomin solves this problem by unifying your content silos into a personalized and intuitive content experience – leading to happier customers, increased case deflection and greater internal productivity.

One central product content hub



Zoomin ingests all your content, from manuals to API docs to support articles, and delivers it as a unified and consistent source of Product Answers.



Free up precious resources

Zoomin's secure and highly customizable platform minimizes strain on IT departments while enabling you to streamline content efforts.

Enhance self-service and support



With relevant and easy-to-find answers, customers can self-serve more effectively, employees can work more efficiently, and agents can provide better support.



Same content, greater impact

You invest a lot into your documentation. Now you can increase its reach and impact by ensuring users find the content they need, no matter where it was authored.

Product Answers. Anywhere.

Create a unified content experience and make it easier for people to find the Product Answers they need, when and where they need them.

✓ Powerful search and filtering

Search across all your documentation and find information faster with features like faceted search, auto-suggestions, search clustering, search preferences and more.

✓ Personalized recommendations

Show users the most relevant content and provide proactive recommendations based on their profile, preferences, product version and past activity.

✓ Multiple content sources

Connect to any content source regardless of format or authoring tool, and deliver all your content within a consistent user interface.

✓ Real-time publishing

Changes made within any content source are automatically reflected in your documentation portal.

✓ Advanced analytics

By understanding how users interact with your content, what they're searching for, and what they're struggling to find, you can create a data-driven content strategy.

✓ Enterprise-grade security

Flexible permission models allow you to control access to content based on SSO and automated rule-based provisioning.

✓ SEO optimization

Zoomin optimizes your documentation so people can easily find information about your product through search engines like Google.

✓ Customization

Have full control over the branding, interface and features of your portal so it fits seamlessly into your existing digital presence.

RESULTS WITH IMPACT



Delight

18% increase in Net Promoter Score



Deflect

30% increase in case deflection



Retain

8% decrease in churn



Streamline

90% decrease in content turnaround



Zoomin has been named a Gartner Cool Vendor in CRM Customer Service & Support.

Supported Content Formats & Tools



..and more!

Platform Integrations



servicenow

zendesk



GitHub

GitLab

Lithium



..and more!

SCHEDULE YOUR DEMO TODAY

zoominsoftware.com/request-a-demo 646.216.8876