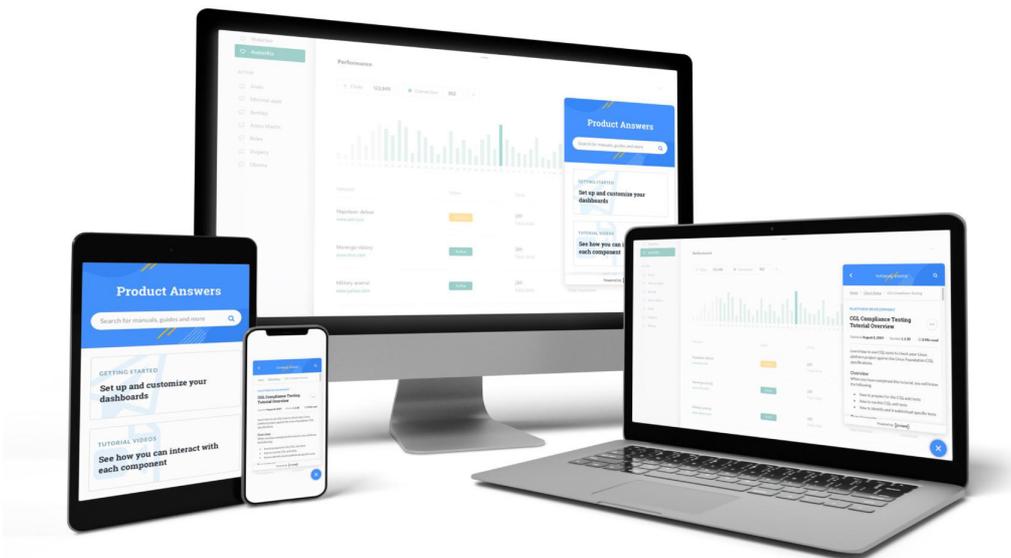


# [ZOOMIN] IN-PRODUCT<sup>®</sup>

## Deliver personalized answers right within your product

Keep users engaged and improve customer self-service by providing relevant content where it's most needed.



Most products fail not because they don't work, but because people don't know how to use them. How well you provide the information they need will ultimately determine the success of your product.

With Zoomin, you can engage customers, improve self-service and reduce churn by delivering consistent and up-to-date answers, without users ever needing to leave your product.



### Keep users in your product

Embed an in-app widget so users can get personalized answers and search across all your content in one place, without leaving your product.



### Improve customer self-service

Increase engagement and lower support costs by helping customers find the answers they need, precisely when and where they need them.



### Create a unified knowledge experience

Publish documentation from any source directly into your product to create a consistent and dynamically updated source of product information.

Product Answers. Anywhere.

Ensure customers find the answers they need by integrating all your technical content into widgets and tooltips within your web-based product.

 **Powerful search and filtering**

Intelligent search functionalities provide unified and convenient access to all your product documentation and support articles.

 **Real-time publishing**

Changes made to any content source, no matter the format or authoring tool, are immediately reflected in your product.

 **Personalized recommendations**

Serve up the most relevant content based on each user's profile, preferences, product version and more.

 **Actionable analytics**

Understand where users are struggling with your product so you can optimize content efforts and improve self-service.

## RESULTS WITH IMPACT



### Adopt

17% increase in returning users



### Deflect

30% increase in case deflection



### Retain

8% decrease in churn



### Delight

18% increase in Net Promoter Score



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

## Supported Content Formats & Tools



..and more!

# SCHEDULE YOUR DEMO TODAY

 [zoominsoftware.com/request-a-demo](https://zoominsoftware.com/request-a-demo)  646.216.8876