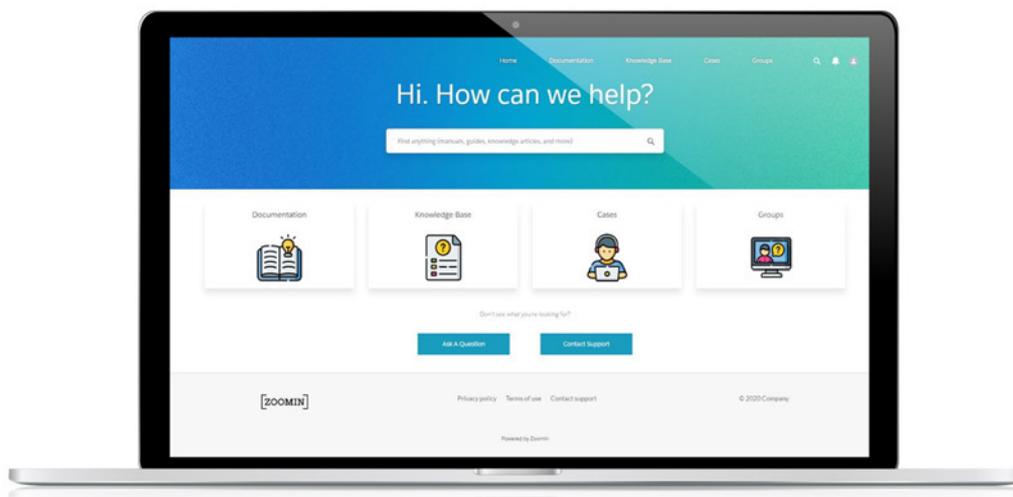


[ZOOMIN] FOR SALESFORCE®

Turn your technical content into a powerful self-service tool

Seamlessly integrate documentation so customers and employees can find the answers they need without leaving your Salesforce.



Salesforce is a powerful tool for managing customer relationships and helping your employees work smarter. But until now, a piece of the knowledge experience has been missing: product documentation.

Zoomin connects to all your content sources and integrates them into Salesforce so users can find Product Answers precisely when and where they're needed.



Powerful search across content

Empower users with the ability to search and filter across all of your product content, including documentation, knowledge articles, discussion groups and support cases.



Actionable analytics

Gather data-driven insights into your content and how it's being used to discover knowledge gaps, understand user behavior, and drive better self-service and case deflection.



A unified knowledge experience

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

Product Answers. Anywhere.

Empower customers with easy-to-find answers

Increase self-service and deliver a great customer experience by delivering content right in your Community Cloud.

✔ Deflect support cases

Self-service starts with accessible knowledge. With answers delivered right in your community, customers are better equipped to solve issues.

✔ Bring answers to your customers

Zoomin delivers consistent Product Answers right where customers need them - minimizing the effort spent on searching for information.

✔ Personalize knowledge experiences

Customers get the most relevant content and recommendations based on their profile, preferences, product version and past activity.

Empower agents to provide excellent support

Integrate documentation directly into your Service Cloud so agents can assist customers more effectively.

✔ Improve agent productivity

Zoomin unifies content silos so agents stop wasting time looking for answers and resolve tickets quickly and efficiently.

✔ Provide more accurate answers

Instant updates to official documentation means agents can be sure they're providing the most relevant, accurate and up-to-date answers.

✔ Speed up agent onboarding

Putting your company's entire trove of knowledge at your agent's fingertips means they can hit the ground running and start serving customers sooner.

RESULTS WITH IMPACT



Delight

28% increase in Net Promoter Score



Empower

15% decrease in Customer Effort Score



Retain

8% reduction in churn



Resolve

69% decrease in average handling time



Deflect

30% increase in case deflection



Save

18% decrease in support costs



Zoomin is a member of the Salesforce Partner Program for Independent Software Vendors.



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 646.216.8876