



Product Answers. Anywhere.

ZOOMIN FOR COMMUNITY CLOUD

Transform your online community into a one-stop-shop for your customer support.

Your customers are coming to your community in search of product answers. Zoomin enables you to bring documentation into your community cloud, allowing users to search and find answers across all content types, be it documentation, knowledge articles, discussion forums, and more. Increase customer satisfaction and lower support costs with Zoomin.

CREATE A ONE-STOP-SUPPORT-SHOP



Boost your online community by enabling customers to access product documentation, alongside other content, without leaving the community.

INCREASE SELF-SERVICE AND CASE DEFLECTION



Improve customer satisfaction and reduce support costs by using our case deflection widget to auto-suggest answers when customers open support tickets.

MEASURE IMPACT IN YOUR COMMUNITY



Unlock insights regarding how your content is being consumed and what content is most useful with our analytics tool.

RESULTS THAT MOVE THE NEEDLE



30%
Increase in
customer support
case deflection



18%
Lower
support costs



18%
Increase in
Net Promoter Score
(NPS)

[PRODUCT HIGHLIGHTS]



Agile content

Deliver always-updated, personalized product content to your users



Unified search

Provide users with a unified search across all of your product content and Salesforce objects - forums, knowledge-base articles, documentation, and more



Analytics

Track how your content is being used, including what content users search for and what answers they are struggling to find



Format variety

Publish from a variety of content formats, including structured content, directly into your community



Customization

Enjoy extensive branding options and dynamic PDF generation styled to your brand



Security

Apply enterprise-grade permissions and entitlements to ensure users access only the content they are permitted to see



Mobile friendly

Enable users to access your content from any device

Supported Content Formats include



AuthorIt®

