

Search

OVERVIEW

Inbenta Search is a unique AI-based enterprise search solution that matches the intent of searches with the best possible results. Using natural language technology (NLP) and neuro-symbolic AI, Inbenta's Search is able to fetch results based not on keywords, but on context and meaning.

Plus, with Inbenta Search, you can pull data from across your customer relationship tools – websites, FAQs, help center, legacy sources, and partner sites like Salesforce or Zendesk, etc. – to centralize results.

“Our clients were struggling with finding our resources because they had to search two separate sites. We implemented Inbenta’s federated search to display search results together.

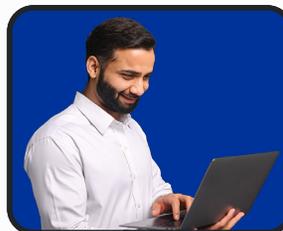
Within the 1st week, the number of users and visits to our community forum increased by more than 100%. After one month we saw YOY visit growth to our community of over 500%.”



10:1
Self service
ratio



95%
Correct results
rates



90
Languages
available



Provide faster
results

Increase
conversion

Improve CX

Reduce
internal costs

Analyze search
data

FEATURES



Federated search

Bring different content sources under one single search box and facilitate search across all your environments.



High indexibility

Implement search on your website or eCommerce site and search product catalogs of up to 15 million items with great detail.



Faceted search

Refine your search results using facets or filters to narrow down the options to the most relevant piece of content or product.



Test & debug search

Test your search in a controlled environment and use our debug tools to understand the matching process behind any search query.



Detailed search dashboards

Automatically groups user questions by topics (query clusters) and helps you identify which topics are most frequently unanswered.



Spell check & disambiguation

Identify contents even if they contain spelling mistakes and enjoy our disambiguation process for words with several meanings.



User & language detection

Set user types to define the type of content you want to serve to visitors depending on who they are or the language they speak.



Tailored look & feel

Personalize the appearance of your search box to match your brand image and fit into your website styles with very little configuration.



Supports multiple formats

Index contents in different formats, from your knowledge base, using our web crawlers, or even by just uploading your JSON files.

IMPLEMENTATION

1 Search API

Leverage our API to:

- Connect your domain to the search instance
- Get access to NLP search from your site
- Track search sessions and performance

2 Search SDK

Using a JavaScript call, it generates a default search box on your site. You can set certain parameters and modify specific CSS styles to tune it to your specifications. Elements include:

- Create a standard Inbenta search interface
- Configure its components to your specifications

INTEGRATIONS

Quickly and easily pull searchable content from different data sources and integrate Search with your existing applications.

