



AI that delivers results across customer service

Glean helps your customer service teams resolve tickets faster, centralize knowledge retrieval across systems, improve customer experiences through personalized responses, and accelerate onboarding and skill upleveling.



01

New demands,
old systems

Customer service teams are juggling rising expectations, growing complexity, and outdated tools that often make delivering great customer experiences difficult.

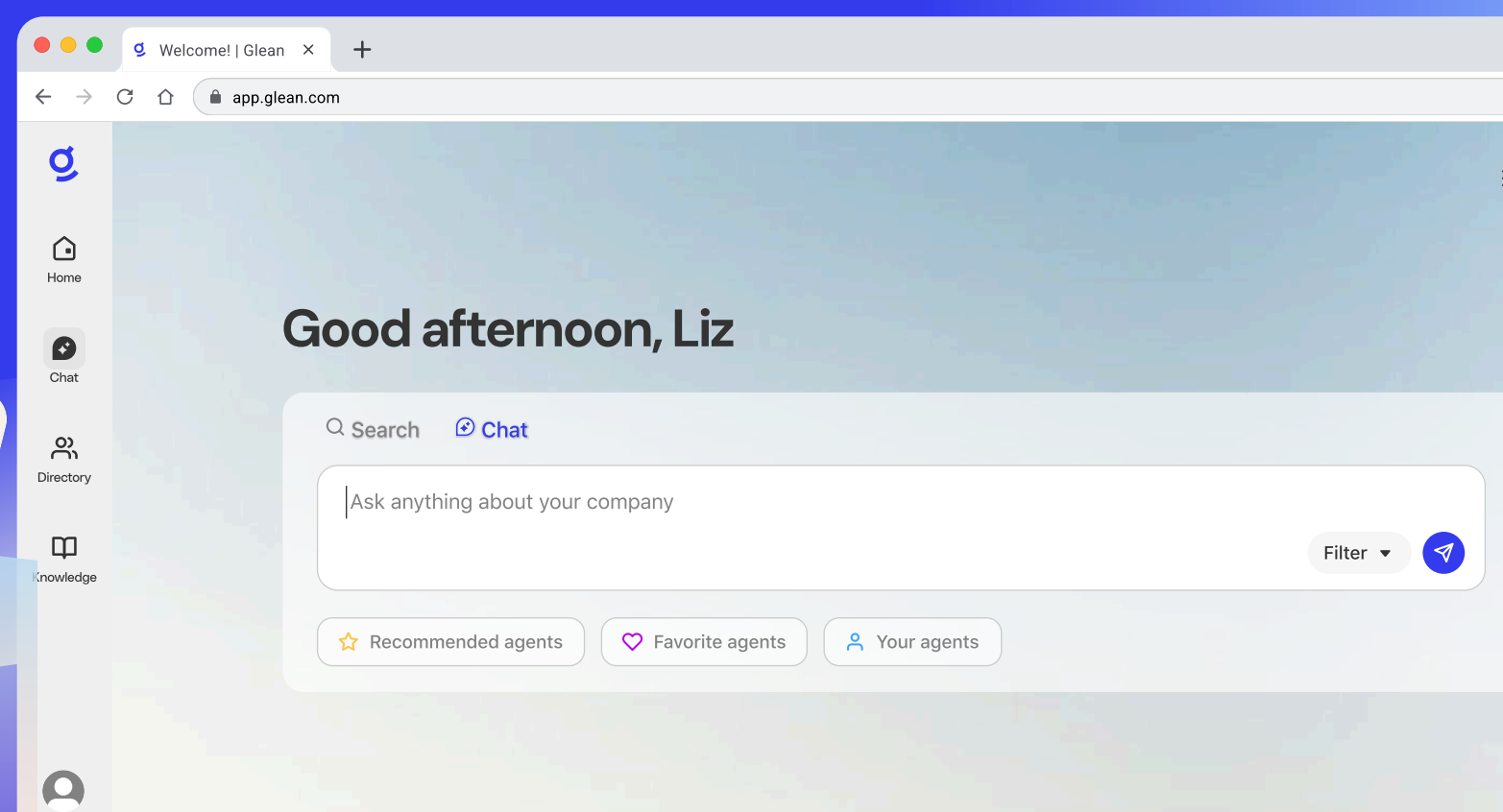
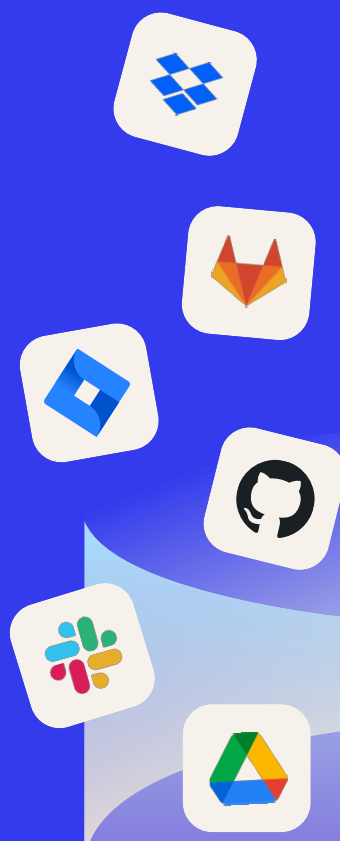
- Customers expect 24/7 omnichannel support with accurate answers delivered in minutes
- Accessing the most recent and relevant information across all applications is difficult
- Too much time is spent on gathering and assessing troubleshooting info, as well as deciding on next steps
- Investing in new hires is expensive, especially with considerable turnover rates

02 - 03



Work AI that works.

Glean is the Work AI platform that connects and understands all your enterprise data to generate trusted answers and automate work grounded in company knowledge.



02 How Glean helps customer service teams work smarter

Glean connects your tools, systems, and institutional knowledge so employees can find answers, take action, and serve customers more effectively.

- **Decrease customer churn by improving customer satisfaction:** Faster, more personalized customer service with context-aware answers that are pulled from every relevant source helps satisfy customer needs efficiently.
- **Reduce escalated support tickets:** Improved information access boosts efficiency by reducing the need for junior staff to consult senior colleagues. This frees up senior staff and engineering to stay focused on addressing higher priority tasks.
- **Better onboarding, improved retention:** Faster onboarding and better tools for new support staff reduce costs, improve employee satisfaction, and lower turnover rates.

03 Secure and comprehensive

Glean was built from the ground up by an experienced team, with security, privacy, and compliance prioritized from day one. Designed to protect company data, customer service teams can move and work confidently with AI they can trust.

- Zero trust security model
- Strong authentication practices
- Principle of least privilege
- Security integrated into design, development, and operations



SOC 2 Type 2
Certified



GDPR
compliant



HIPAA
compliant



Secure
encryption
of data

Why Glean

Help your teams move faster, stay up to speed, and focus on delivering the best possible customer experiences.

[Get a demo](#)