



AI that delivers results across customer service

Glean equips every support team with a trusted AI coworker.

Resolve issues with full support context, help every agent perform like your best agents, and turn support data into recommendations that improve the customer experience.

01 New demands, old systems

Customer service teams are under pressure to deliver fast, accurate support across channels while handling growing complexity across tickets, systems, policies, and handoffs.

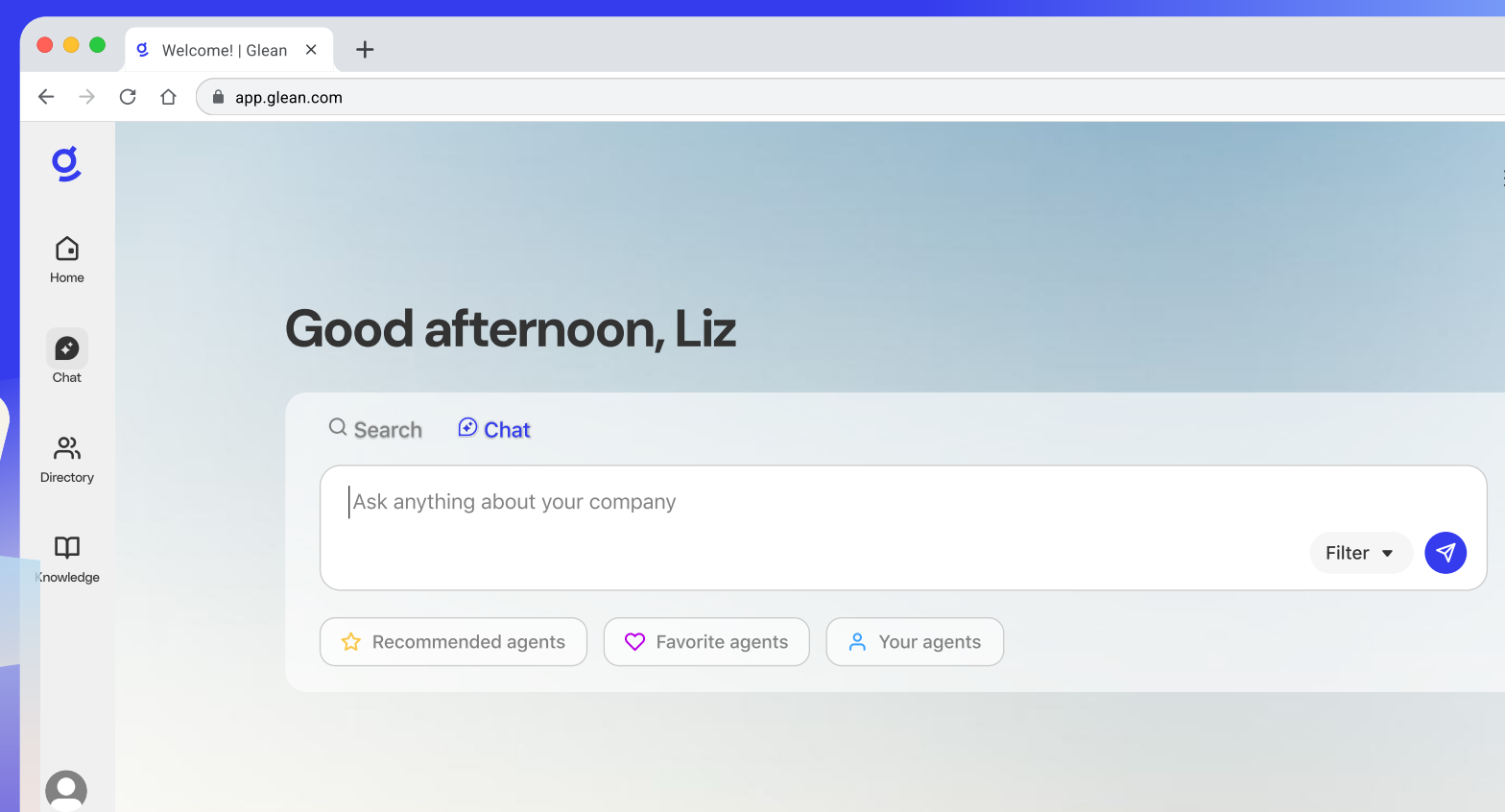
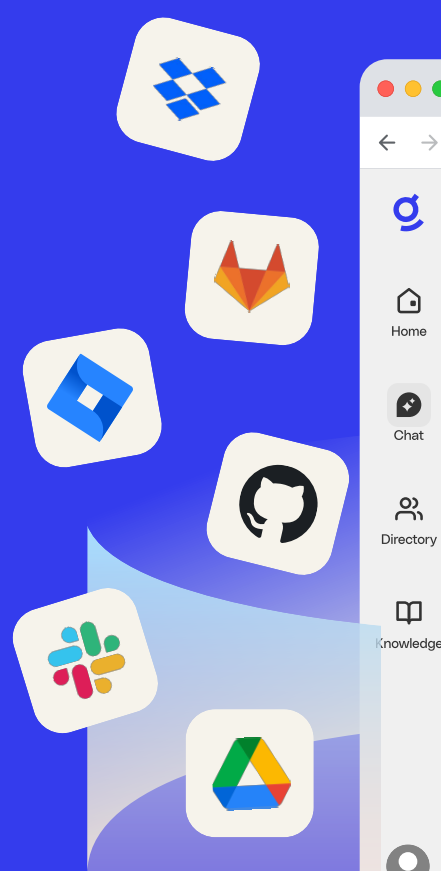
- Customers expect 24/7 omnichannel support with accurate answers delivered in minutes
- Critical context is scattered across ticketing systems, docs, chats, and systems of record
- Agents lose time gathering troubleshooting details, validating processes, and deciding what to do next
- Support leaders need AI they can trust to improve quality and consistency without adding risk

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.

- **Decrease customer churn by improving customer satisfaction:** Bring together ticket history, knowledge, prior cases, and cross-functional context so agents can understand the issue faster, follow the best troubleshooting path, and draft grounded responses with recommended next steps.
- **Reduce escalated support tickets:** Help agents follow the right process, stay on top of commitments, and learn from how experienced teammates handle edge cases. It can also keep knowledge fresh by turning resolved work into reusable guidance.
- **Turn support data into better products and services:** Analyze support signals across tickets, conversations, and trends to identify recurring issues, highlight likely root causes, and generate recommendations across product, documentation, and process.

03 Secure and comprehensive

Glean is built to help customer service teams move faster with AI they can trust.

It brings together enterprise context with permissions-aware security, governance, and controls built in, so teams can draft responses, recommend actions, and move work forward without compromising privacy, compliance, or oversight.

- 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](#)