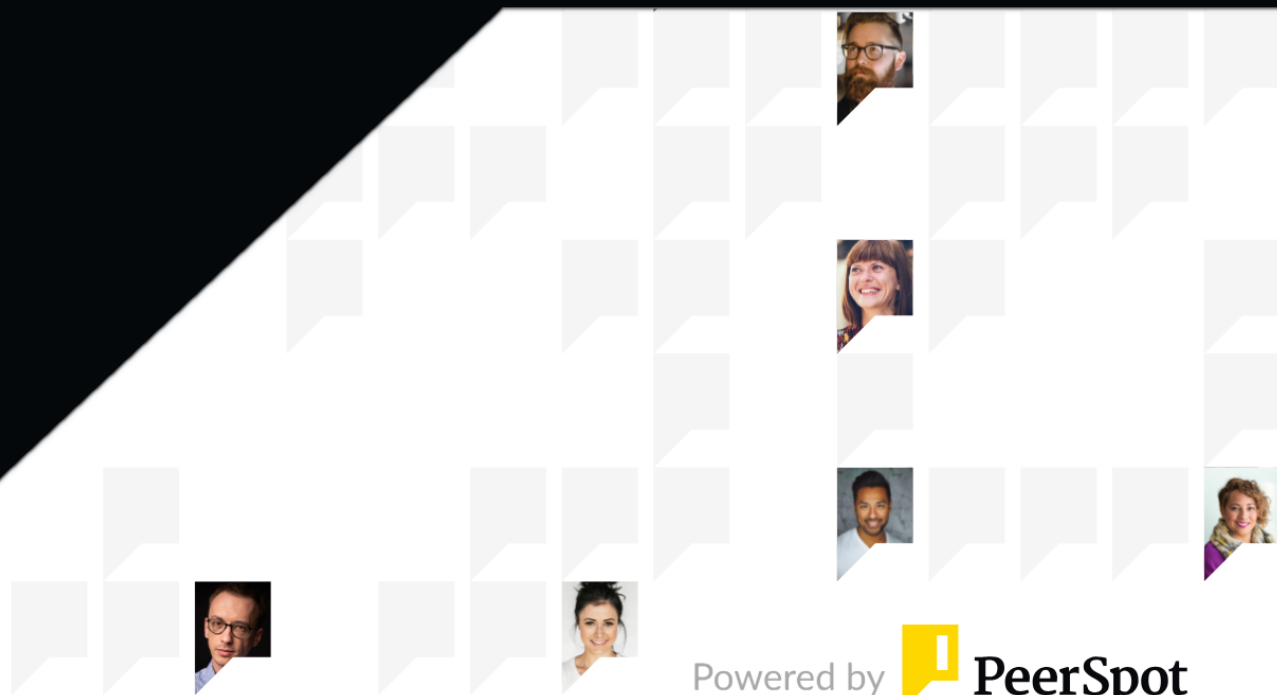




Glean Platform

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 14

Other Solutions Considered..... 15 - 16

ROI..... 17 - 19

Use Case..... 20 - 26

Setup..... 27

Customer Service and Support..... 28 - 30

Other Advice..... 31 - 33

Trends..... 34 - 35

About PeerSpot..... 36 - 37

Product Recap



Glean Platform

Glean Platform Recap

Glean Platform harnesses cutting-edge technology to empower organizations, bridging data access gaps and enhancing productivity through its advanced search and knowledge capabilities.

Glean Platform transforms how organizations operate by integrating powerful search functions with intelligent knowledge management tools. It empowers users to locate and utilize information efficiently, fostering a more connected work environment. Its dynamic capabilities provide seamless integration, enabling users to access critical data swiftly, thus driving informed decision-making processes within teams. Designed for scalability, Glean Platform adapts to varying enterprise needs, ensuring customized solutions that align with business objectives.

What features does Glean Platform offer?

- **Intelligent Search:** Delivers precise search results tailored to user queries.
- **Knowledge Graph:** Visualizes connections between data for better insights.
- **Seamless Integration:** Works with a wide range of existing tools and applications.
- **Security Controls:** Protects data with robust security features.

What are user benefits and ROI?

- **Increased Productivity:** Reduces time spent searching for information.
- **Enhanced Collaboration:** Facilitates knowledge sharing across teams.
- **Scalability:** Grows with the organization's evolving needs.
- **Improved Decision-Making:** Provides access to real-time information.

In industries like finance and healthcare, Glean Platform aids in streamlining operations by offering tailored data solutions that adhere to specific compliance standards. By facilitating efficient information retrieval, it supports critical tasks such as data analysis and regulatory reporting.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The major impact that I have noticed is how business users are now being impacted and they are using the platform because they understand it easily.”



Verified user

Analyst at a financial services firm with 1,001-5,000 employees



“I have used many solutions, but Glean Platform is the best, and I would truly appreciate it if everyone considers this platform.”



Ananya BI

Data Analyst at Capgemini



“Productivity has really skyrocketed.”



Ambsingh Singh

Senior Technical Program Manager at LinkedIn

- ✓ “Glean Platform has positively impacted my organization by speeding up a lot of repetitive tasks and making it easier for people outside of support to understand what kind of issues impact the support groups.”



Verified user

Sr Support Engineer at a computer software company with 501-1,000 employees

- ✓ “The best features Glean Platform offers include the ability to create my own agents, for example, I created a self-service agent for my stakeholders, so rather than email me, I sent them a link to an agent where the agent asks them questions and drills down to exactly what they need, and then I get a qualified response from them.”



Zeeshan Safdar

Subscription services representative at Pure Storage

- ✓ “When I searched for internal information spread across different systems, Glean Platform did centralize and retrieve that data for me effectively, giving me eighty percent accuracy.”



Kavita Khandhadia

Senior Partner - Global Alliances at a computer software company with 1,001-5,000 employees



“Glean Platform has positively impacted our organization, especially in terms of productivity for both us and our customers.”



GonuguntlaGopi

Principal Architect at a tech vendor with 10,001+ employees

What users had to say about valuable features:

“I am currently working on an important HSBC use case, which primarily focuses on orchestration. Glean Platform helps in handling daily tasks with NLP and organized workflow, which branches out through the architecture. It fills up missing details, keeps track of context, automates the workflow, and assists with orchestration. Glean Platform places emphasis on security features, has full visibility and debugging support, integrates easily with APIs, and efficiently handles agents through orchestration..”

Ananya BI

Data Analyst at Capgemini

[Read full review](#)

“The best features Glean Platform offers include the ability to create my own agents. For example, I created a self-service agent for my stakeholders, so rather than email me, I sent them a link to an agent where the agent asks them questions and drills down to exactly what they need, and then I get a qualified response from them. That is my favorite use case.

Setting up my own Glean Platform agent was manageable; it took a bit of getting used to, but I used Glean Platform AI itself to help me navigate through the various steps and set up a sequence. It was very useful.

Glean Platform has positively impacted my organization as I have noticed improvements in productivity. To be fair, I am the only user in my team that uses it regularly. I did get some emails initially when Glean Platform was rolled out because my files were indexed, so someone would randomly message me saying they came across my document about something and ask me about it. However, that was in the early days of Glean Platform rollout, and I have not had anyone contact me recently who has come across my documents..”

Zeeshan Safdar

Subscription services representative at Pure Storage

[Read full review](#) 

“The best feature that Glean Platform offers is definitely agents. It is very easy to create agents in Glean Platform, and I love that feature. Its Slack integration makes it much more useful than any other model that we have. Gemini and Claude hit their limitations when it comes to Slack, but Glean Platform takes it to another level. For example, we have a few channels in Slack. If somebody posts any question, Glean Platform first tries to answer with the previous documentation and previous chats related to that, and if it is not able to provide the answer, then it goes to the documentation team and effectively finds out if the question is being asked and if help is needed. Agents is the most beautiful and incredible feature that Glean Platform offers along with its seamless integration with Slack.

Glean Platform has increased productivity by at least one hundred hours per week for my organization. The reason is having an agent on top of it to cut down any and all support. In terms of metrics, we see a significant reduction in support queries, which directly relates to customer satisfaction with our customers. Our customer-facing team just needs to rely on Glean Platform, as it can accurately provide the answers..”

Verified user

Product Manager at a tech vendor with 51-200 employees

[Read full review](#) 

“Glean Platform's best features include a chat and search function. Glean Platform is built inside the company, so whatever I want to check within the company, I can simply type it in the search or chat. It pulls from Gmail, Drive, Slack, Confluence, Salesforce, Gong, and multiple other tools. It retrieves everything and provides a complete summary instead of me needing to ask multiple people about things I do not know inside the company. It provides complete information for whatever I need to ask.

Glean Platform has positively impacted my organization by building an agent that has automated most of the tasks from SDRs. As I mentioned, this agent finds personas. Previously, SDRs had to go to multiple tools like LinkedIn, company websites, and read news just to find the right persona. Now, within two minutes, by simply adding the customer name and information about the product they want to pitch, they can find the right personas instead of doing it manually. That is something very nice and helpful on a day-to-day basis. Glean Platform is impactful in my company because it saves a lot of time and enables automation. People can focus more on selling the product instead of manually doing all these processes..”

Verified user

[Read full review](#) 

Senior Data Analyst at a tech vendor with 1,001-5,000 employees

“In my opinion, the best features Glean Platform offers are workflow agents and autonomous agents, and I have been a power user and I am a fan of these agents.

Workflow agents and autonomous agents are easy to build, taking fifteen to twenty minutes to build an agent, and they can save you up to five hours a week or more. I have built agents that have saved people three days of work and the agent does it in five minutes. Autonomous agents help you figure out things even if you do not know exactly what you're building, so you can give it an overall prompt that works for everything and it figures things out on its own. I have built a few agents that are autonomous and they work really well.

The research in Glean Platform is really good, and if you combine the research's output with any of the agents, it's really helpful.

Glean Platform has positively impacted our organization in a lot of ways; we have had fewer questions in our office hours for most of the things because people prefer using Glean Platform instead of asking people about random things or questions that they have. The first thing they do when they have a query is ask Glean Platform. If Glean Platform cannot answer it, they go to people, so it has reduced a lot in the time and resources people use to cater to internal users or employees, allowing that effort to actually be put into external clients, which saves us a lot of time and effort..”

Verified user

AI Ops Analyst at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

“I received positive feedback from users. Glean Platform also offers an ability to track user usage. I went on the platform and kept track of the analytics and noticed that many people were using this chatbot very effectively. The agent was helping them save a lot of time. The feedback noted from users was typically that the agent saved a lot of time and simplified complex concepts for them. It saved time reading large document files that they would have done originally. The agent also served them a unique purpose where they were able to get curated responses based on their queries and not have to read the entire document itself.

I also built out custom actions in order to reference internal sources. These custom actions were connected to sources that Glean Platform can then read. Custom actions are very useful in that they allow me to connect to sources and fetch data from those sources that I initially could not do and expose it to an AI agent.

Glean Platform has a lot of various kinds of connectors and actions that they have in place. Glean Platform offers actions pertaining to data sources. Glean Platform offers actions pertaining to sources like Snowflake. They also have connectors for HCM platforms like Workday, where they allow interfacing with Workday and providing data from the platform. Glean Platform can also read data from Snowflake using Snowflake actions and offer structured insights on that. What I really appreciate is its ability to chain actions one after the other and also reference an output of a previous action in the next step. The main action that I found particularly useful for Glean Platform is the ability to read emails based on the actions that they have built in. This is very helpful. Also, what I found useful is the GUI interface that Glean Platform offers that allows users to intuitively build out agents based on a GUI interface. The branching logic and looping is done very well in Glean Platform.

The GUI has been very helpful for me because building out agents in an IDE or an integrated development environment is good from a developer perspective, but from the perspective of a user or a business side user who can intuitively just draft links and create branches, the experience is much better. Once these are secured by credentials, then fetching data from these platforms becomes very simple and intuitive. Glean Platform does a very good job at understanding and coagulating

data and making sure that all of the data is populated correctly. The GUI makes things simpler and reduces the time to market effectively.

One thing that I noticed that was very good about Glean Platform as well is its ability to have actions from previous steps put into the next step. I can just quote an action of a previous step, and the output from that step is brought into the next step. In this manner, this is like writing a code script, but in a low-code manner. What I really appreciate about Glean Platform is the low-code, no-code interface that it offers. I can reference the platform very well, build out agents, reference previous steps, and I do not have to have a dependency on a code script. I can reference steps, get their outputs, put them into new steps, and the agent can then think and respond in a correct manner. What I have noticed is the reliability that these agents offer is very good.

Glean Platform has been very positive when I am using it in the organization. The major impact that I have noticed is how business users are now being impacted and they are using the platform because they understand it easily. It is so easy for business users to understand that the users are taking up ownership and building out agents. I have noticed that the number of agents on the platform has skyrocketed since its pilot earlier in the year. The feedback from the business has been very great, considering the fact that they mentioned that reading complex documents, getting analysis, building out, and streamlining their workflows is very good. This is the way I have seen a positive impact on the organization. A metric that I can note is that the number of users using the agents has been increasing substantially every single day. The number of users who are being educated about the platform and are building agents because of its simplicity is very good and it is increasing on a day-to-day basis. The footfall on the platform has increased substantially and this is one of the major metrics that I have noticed in order to see the adoption of Glean Platform throughout the organization.

I use Glean Platform's analytics dashboard. That has been very helpful in order to track usage across the platform as well as the different agents that have been built on the platform. Glean Platform's analytics dashboard has led to an increase in adoption of the platform because I can streamline and notice where more

enhancements are required and add connectors or build agents accordingly. The major impact or productivity gains that I have seen is on the business side, where users have noted substantial productivity gains in repetitive tasks that they used to perform. For example, reading emails and generating insights or filling out manual documents that they used to do is now done by agents, and this has been very helpful for the users. In terms of productivity gains, this has been a boon for the users in my company.

I have noticed a lot of time saved using Glean Platform. Many manual processes that required substantial time to be invested by employees now have massive time saves. What I have noticed is that these repetitive processes have been automated and the times have reduced from substantial hours or days to a matter of minutes..”

Verified user

Analyst at a financial services firm with 1,001-5,000 employees

[Read full review](#) 

Other Solutions Considered

“I used an in-house solution at my previous company, and it used to work well, but it was not as well integrated with all the APIs or data sources as Glean Platform is..”

Verified user

AI Ops Analyst at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

“I never tried a different solution before using Glean Platform. This is something people wanted to have inside our organizations. That is when it started, but I never used a different solution before..”

Verified user

Senior Data Analyst at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

“I noticed a lot of time saved using Glean Platform. Many manual processes that required substantial time to be invested by employees now have massive time saves. What I have noticed is that these repetitive processes have been automated and the time has reduced from substantial hours or days to a matter of minutes..”

Verified user

Analyst at a financial services firm with 1,001-5,000 employees

[Read full review](#) 

“We had many other options such as DeepSeek, Claude, ChatGPT, Copilot, and Gemini model. However, this feature is very rare because Glean Platform is an overall 360-degree product that helps from A to Z, rather than addressing only specific areas..”

Ananya BI

Data Analyst at Capgemini

[Read full review](#) 

ROI

Real user quotes about their ROI:

“I have already appreciated this platform and have given a demonstration of this project to my colleagues and friends. They are using it end-to-end daily..”

Ananya BI

Data Analyst at Capgemini

[Read full review](#) 

“I have seen a return on investment with Glean Platform in that it helps me find information more easily. However, in terms of return on investment, I cannot speak definitively because I think I am the only one that uses it on my team regularly..”

Zeeshan Safdar

Subscription services representative at Pure Storage

[Read full review](#) 

“I do not have a specific number because I never thought about it in those terms. I realized that if I could have completed the same task for an entire day, I did it in two hours, so you can say nine hours versus two hours..”

Kavita Khandhadia

Senior Partner - Global Alliances at a computer software company with 1,001-5,000 employees

[Read full review](#) 

“I have seen a return on investment with Glean Platform because time is saved and many people are using it, which saves a lot of time. For example, if someone is spending one or two hours a day just researching or gathering information about anything, it is actually being done very quickly, and everyone is getting it within two minutes. Time is saved..”

Verified user

Senior Data Analyst at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

“I would say our turnaround time for supporting our teams has been reduced by ninety to ninety-five percent. Additionally, the productivity of employees has increased by at least twenty percent by using Glean Platform. These are metrics which have been calculated and approximated to the nearest whole number. We have not been able to reduce the number of employees, but we have been able to ensure that they now spend time on things that are more important than just going through documents or answering questions..”

Verified user

Product Manager at a tech vendor with 51-200 employees

[Read full review](#) 

“Since I have joined, I have built around ninety agents with Glean Platform, and it has saved our organization around twenty-seven hours a week for each user, and it has also positively impacted our ARR.

We have saved up to twenty-seven hours a week in regards to time saving, and we have saved a lot of time, a lot of resources as well as in people, so whatever was done by a team of ten is now being done by a team of three..”

Verified user

AI Ops Analyst at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

Use Case

“My main use case for Glean Platform is to search for information regarding company policies. I typically use it to search documents and emails. I have also started to use some Glean Platform agents as well.

A quick specific example of how I've used Glean Platform to find something important recently is when I was looking for the disciplinary procedure and the code of conduct for disciplinary procedures within my company. I searched for disciplinary procedure and it took me to the relevant HR website where the disciplinary document and the code of conduct were loaded.

I do not have anything else to add about my main use cases for Glean Platform or unique things I have done..”

Zeeshan Safdar

Subscription services representative at Pure Storage

[Read full review](#) 

“I use Glean Platform for creating agents for different kinds of use cases. I built out agents using actions and custom actions. Actions pertain to the ones that Glean Platform already exposes or has. Glean Platform usually has connectors pertaining to connections with various HCM platforms or can read email inboxes. I create agents based on this and ensure that using these actions, I am able to accomplish the desired outcomes.

One of the major problems that I encountered is that there are a lot of policy documents in place that people usually need to read. These documents are very long and may pertain to employee benefits and other topics. Because these documents are extensive and it becomes difficult for an employee to read all of them, I built out an agent that goes through these documents, refers to them, and drafts structured responses based on the queries that users input. The agent is divided into various branches that can read documents pertaining to benefit policy, absences, leaves, and can respond with a structured response and provide accurate descriptions to the user..”

Verified user

[Read full review](#) 

Analyst at a financial services firm with 1,001-5,000 employees

“I use Glean Platform as an enterprise search tool and I am a power user of agents, so I mostly use this on a day-to-day basis for random searches that I need to do about a company, a website, or if I need to use canvas with company information included in it. I also use it to create agents and I have a lot of them scheduled, so they're also part of my daily routine.

I have built one agent that gives me an end-of-week review, so whenever I have to do a one-on-one with my manager, I run that, and it sends a summary of whatever I've done to my manager as well as me, so that we can talk about it in our meetings. I also use it to generate next step or going forward emails to send out after our meetings, so those are the two agents that I use on a daily basis.

I have recently started using Glean Platform's Prism as a beta user and I also really like the task section that we have, so it adds a lot to my productivity.

Glean Platform is deployed on-premises in our organization..”

Verified user

AI Ops Analyst at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

“My main use case for Glean Platform is to support the sales team in my role as a data analyst. Most of the challenging aspect for the sales team is finding new prospects and identifying the right persona from different companies or customers. That was the use case that led me to start building an agent inside Glean Platform. This agent will definitely help Sales Development Representatives. When SDRs input a company name and ask for a persona to help sell a product to that company, the agent searches across the web and internal documents, reviews internal data, and provides the right persona.

I can add that for Glean Platform, we implemented some automation. For example, SDRs need to know about customers. If they need to know about a specific customer, they want to understand whether the customer is active, churned, or a new prospect, how much revenue they generated, how many open pipelines exist, and basic customer history. Instead of manually going to multiple data platforms like Salesforce to check account information, then checking opportunity information, and then checking revenue information, I built a base table in Snowflake that contains complete customer information at the account level, including opportunity details, revenue details, and customer details. I pull the data from the Glean Platform agent. When sales representatives or leaders upload a list of customers or two or three customers inside Glean Platform as input, the agent pulls all this data and provides a proper response in table format. The response shows customer revenue, active status, revenue from the last 90 days, the number of active products, whether the customer is churned or a new prospect. This information was very useful for SDRs because it saved considerable time by eliminating the need to go to different tools and check for data manually. Instead, they can get the data within two minutes by simply inputting the information..”

Verified user[Read full review](#) 

Senior Data Analyst at a tech vendor with 1,001-5,000 employees

“I had a hackathon integrated with Capgemini, through which I gained access to Glean Platform and became familiar with the agents, architecture, and workflow, which was straightforward to understand. Since then, I use Glean daily for my queries and various solutions more than ChatGPT. It provides me with excellent assistance, deep analysis, and research answers that are unique to this platform and straightforward to build any agent that we require.

The hackathon project involved building a healthcare agent, but I am currently working on AI agent orchestration, which keeps my system in sync.

I have used all the major cloud providers including AWS, Azure, and GCP. I prefer to stick with AWS and GCP because they are thriving and the majority of AI implementations are choosing to be part of these cloud ecosystems. This is where AI expands across territories. There are already numerous implementations in these cloud providers. In AWS, I have used Bedrock, SageMaker, Lambda, and S3 buckets, which are already implemented and help when entering the world of AI. With GCP, I have been in a project and used the Agent Development Kit (ADK), which is very similar to Glean Platform and helps build AI with the agent kit. I have also used Vertex AI, which is impressive through their workflow..”

Ananya BI

Data Analyst at Capgemini

[Read full review](#) 

“I have been using Glean Platform for one year now, and I primarily use it to ask questions about the documentation that we have uploaded on Glean Platform. I use it to create small projects.

One instance where Glean Platform was particularly helpful was when I needed to quickly create a presentation for a customer with very little time available. Glean Platform helped me create those presentations by going through my company's documents, configuration guides, screenshots that I uploaded via chat, and transcripts from previous calls with customers. With all this context and presentation templates, Glean Platform was able to provide me with text and a transcript of the content that I needed to present to the customer.

Glean Platform is something that we use to scan through documents and other apps. We do not use it to ask very specific mathematical questions, as we usually do that with Gemini. However, Glean Platform is very good with documentation and works well with agents. We have developed a couple of monitors in a Slack channel to create presentations in Slack once we provide the documents.

I use agents in two main ways. First, I use it as an agent that scans through the entire public Slack and provides answers based on the documentation that is available. The second agent that I frequently use is to create enablement documents and release notes. As a product manager, I need to create those documents, which are very time-consuming to create manually. I have created a Glean Platform agent that has the template we need to cater to, and I have configured it to ask all the right questions. For example, it asks about product area, Jira epics and stories, Confluence page links, onboarding documents, strategic themes, gaps and workarounds in the feature, or any other documentation links. The agent then gives you a release document and enablement deck which I can create in five to ten minutes and roll out.

Another important feature is the ability to collaborate and share agents. This way, the entire organization can increase its productivity. Sharing the agent makes it a duplicate of that agent, which is a good feature. I can ask my teammate if they have a better agent, and once they share it, I can make improvements and share it back

so that together we can find an improved version and increase productivity. However, I would reiterate that the integration is what makes Glean Platform unique and useful, especially its integration with applications like Slack. No other agent or AI model offers that level of integration, and it is helpful when you have hundreds of customers and hundreds of customer-facing employees asking questions. You can also send out notifications to certain groups, which is a very important feature for any organization to boost its productivity. In the future, if such agents can be added to Teams, I believe it would be game-changing for the entire industry.

Glean Platform has increased productivity by at least one hundred hours per week for my organization. The reason is having an agent on top of it to cut down any and all support. In terms of metrics, we see a significant reduction in support queries, which directly relates to customer satisfaction with our customers. Our customer-facing team just needs to rely on Glean Platform, as it can accurately provide the answers.

Let me take a simple use case. If a customer has a question, the customer would ask the question through the customer-facing teams. These teams would have to ask that question in a Slack channel or reach out to someone. This communication takes time, and they were getting the answer in one day and probably the next day would talk to the customer and give them the answer. Now, with Glean Platform agent in a particular group, the customer-facing team can just post the question there. If the question can be answered by Glean Platform, in ninety to ninety-five percent of the cases, Glean Platform is able to answer it, and then they can take that answer and present it to the customers without waiting for one or two days. If the question is answered incorrectly or if Glean Platform is not able to answer it at all, then a product manager or a technical manager or the documentation team comes in and tries to answer that, and Glean Platform takes that input, tests it, and becomes better prepared for those questions next time. As we continue to use Glean Platform, the agent keeps learning. Therefore, the ninety to ninety-five percent will one day become ninety-nine or one hundred percent in the future, and Glean Platform can automatically provide answers to almost all questions..”

Verified user

Product Manager at a tech vendor with 51-200 employees

[Read full review](#) 

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The pricing, setup cost, and licensing were all free for us because it was a hackathon and the company came down to our campus for the event. We were the winners of the challenge they provided..”

Ananya BI

Data Analyst at Capgemini

[Read full review](#) 

“Setting up my own Glean Platform agent was manageable; it took a bit of getting used to, but I used Glean Platform AI itself to help me navigate through the various steps and set up a sequence. It was very useful..”

Zeeshan Safdar

Subscription services representative at Pure Storage

[Read full review](#) 

Customer Service and Support

“Customer support is amazing. It starts with AI, and if I have a query that requires connecting with customer support, it is always available and accessible..”

Ananya BI

Data Analyst at Capgemini

[Read full review](#) 

“I have not personally reached out to customer support, but my team has. Based on my team's experience, I would rate the customer support of Glean Platform as sufficient, giving it a rating of nine..”

Verified user

Librarian at a university with 1,001-5,000 employees

[Read full review](#) 

“Glean Platform support has been really helpful, and whenever I have needed help from them or if I have had an issue, for example, at one point, Glean Platform was erroring out a lot and I wanted some support there, so I had a really detailed call with the support team and they solved it right away..”

Verified user

AI Ops Analyst at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

“Customer support for Glean Platform is good. Most people are using it because when Glean Platform was introduced six months ago inside my organization, there were only two hundred people using it. Right now, there are four thousand five hundred people using Glean Platform on a day-to-day basis. I can say customers are really happy with the product and happy with the outcome that Glean Platform is giving. Customer support is really good..”

Verified user

[Read full review](#) 

Senior Data Analyst at a tech vendor with 1,001-5,000 employees

“I have interacted with Glean Platform's support team. The experience is very positive. They are very prompt to give responses and it is a very great process interacting with them. I would rate the customer support a solid 4 out of 5. They have been very great in helping out with problems regarding custom action configurations and also building out specs for the custom actions. In that manner, Glean Platform's support team has been very good. They are also very knowledgeable and are prompt in their responses. This makes it a real breeze in order to develop on the platform because of the prompt support. I am very happy with the support and I would really recommend it..”

Verified user

[Read full review](#) 

Analyst at a financial services firm with 1,001-5,000 employees

“For customer support with Glean Platform, we have an internal Slack channel, a Glean Platform support channel, or we can create a Jira ticket if we are stuck or need more features. Normally, it is very responsive. I do not think we are interacting directly with any Glean Platform customer support representative because we work for an enterprise that has its own internal Glean Platform support team. They might be interacting with the Glean Platform support team directly in case they are not able to solve anything. As an employee of my current organization, we do not directly interact with Glean Platform customer support. It is mostly through our internal customer support, and it is really good..”

Amb Singh Singh

Senior Technical Program Manager at LinkedIn

[Read full review](#) 

Other Advice

“I have nothing specific to add regarding how I have used Glean Platform, how it fits into my workflow, or anything unique I have noticed. I have no advice to offer to others looking into using Glean Platform. I would rate this review an overall eight..”

Verified user

Librarian at a university with 1,001-5,000 employees

[Read full review](#) 

“I would say there's a lot you can do in one platform if you get Glean Platform, so you should use Glean Platform more. If you can build agents here, you can build automations here, you can schedule things, you can use it as your [Notion](#) notebook, you can use it as your enterprise search tool, and you can use it as your ChatGPT, so it's a very good all-in-one solution. My review rating for Glean Platform is nine out of ten..”

Verified user

AI Ops Analyst at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

“I think Glean Platform is a very capable platform and that the enhancements it offers and the way it is structured is very helpful. I believe that it is capable and it really enhances the user experience a lot by the user-friendly GUI that it is offering. Also, the ability to create agents that streamline business processes is a real aid in my opinion. I would highly recommend Glean Platform for usage in your company. I gave this review a rating of 8 out of 10..”

Verified user

Analyst at a financial services firm with 1,001-5,000 employees

[Read full review](#) 

“After using Glean Platform, it does not give me any irrelevant answers or leave me with second thoughts. Instead, it provides very well-structured and on-point answers to my queries. The main factor is that every token is very costly and each token is very impactful. With less context switching, it helps me implement the queries I have or the routine tasks that exist.

A key area for improvement is that they can implement more models. However, there is always room for improvement because AI does not evolve over a decade but rather evolves every second, every minute, and every day. I rate this product a 9 out of 10..”

Ananya BI

Data Analyst at Capgemini

[Read full review](#) 

“I think sometimes the underlying LLM depends on the organization. Because I am quite used to using the latest version and Claude AI or a latest version of GPT, my organization has not enabled that in Glean Platform. I find myself using [Gemini](#) or,

if it is something else non-work-related, I would use my own Claude account or ChatGPT.

My advice for others looking into using Glean Platform is to go online and find out what the best practices are for searching for files. Also, find out how to define your workflows so you can enable agents or create agents to help you with your workflows..”

Zeeshan Safdar

Subscription services representative at Pure Storage

[Read full review](#) 

“My advice to others looking into using Glean Platform is to never turn back from it. Start using Glean Platform and try to explore more about it. It really works in the chat and search function, and the main best part is agents. When you build an agent, you can build anything for yourself and your own work to save your time. You can also save a lot of time for other people. Start using Glean Platform. It is simple, handy, and straightforward. It is all about writing the prompts inside the agents, but it is very scalable and seamless. Life became so easy when we started using Glean Platform. I wanted to make my life very easy, so I built many agents in my day-to-day work just to make my life better. It is going really well and very nicely. Glean Platform is an amazing platform that everybody can use inside their company and save lots of time. I would rate Glean Platform an eight out of ten..”

Verified user

Senior Data Analyst at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

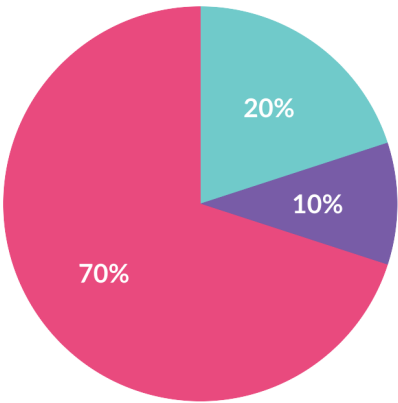
Top Industries

by visitors reading reviews

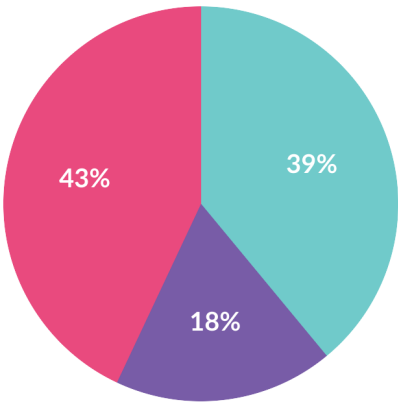


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsize Enterprise  Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

About PeerSpot

PeerSpot is the leading review site for cloud, AI, and business software. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944