

Coveo 7.0 Delivers Insight

Coveo 7.0 with Multi-Channel Text Analytics brings the power of high-scale, high-performance text analytics to the most flexible Enterprise Search 2.0 platform, providing Insight from vast amounts of unstructured and structured data, within the enterprise and across social media.

Coveo 7.0 with Multi-Channel Text Analytics provides customers with advanced tools to deal with “Insight Deficit” – the inability to leverage important business information within always-expanding, unstructured data which is siloed by systems, departments, geographies and type. The inability to get at the right information creates negative business impacts ranging from costly mistakes to dissatisfied customers to longer sales cycles and delayed time to market with new products.

Multi-Channel Text Analytics leverages the Coveo Index to provide insight across vast amounts of data concurrently in disparate enterprise systems and social channels. Coveo 7.0 enables users to discover information relationships across diverse sources of data, behind the firewall and in the social arena, to better serve customers, increase product innovation and quality, and support decisions made across the enterprise.

- ▶ Allows the discovery of related themes and entities within both unstructured and structured content, consistently across disparate information sources, to create insight – from virtual chaos.
- ▶ Highlight trends before they become pervasive issues, enabling more nimble business operations, innovative products, and better customer service.

Use cases for Coveo’s Multi-Channel Text Analytics include:

- ▶ Customer service teams gain better insight into their customers, through automatically discovered themes expressed by customers across all interaction channels, from chat to social media. At the same time, CSRs



understand customer issues, products and product issues, helping them to better serve customers and increase satisfaction; executives are able to spot trends across the entire customer base as well as obtain complete views of individual customers, allowing for more proactive engagement and problem solving.

- ▶ With Coveo 7.0, organizations can combine, for example, what customers are saying about a new product release on Twitter, with the support cases being logged on that product and any product defects issued from an engineering database, enabling them to head-off potential product issues, build-in fixes to current issues, and gain a deeper level of product insight across all channels.
- ▶ R&D and engineering teams can leverage actionable insight from current and past projects across teams, geographies and product lines, as well as gaining insight into expertise. They can better determine where knowledge exists, how it can be used and how it can be captured – mitigating loss of intellectual capital when employees leave. These abilities speed time to market with more innovative products and identify product issues before they become pervasive.

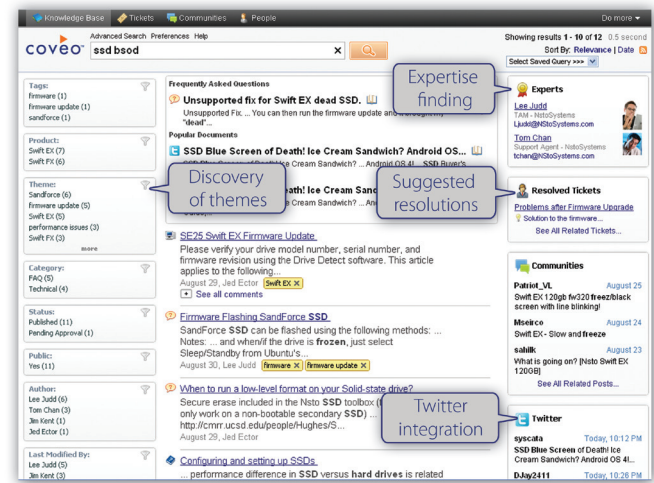
New and Updated Connectors include a new connector to Twitter, allowing companies to consolidate product, brand, and sentiment information from the social channel with other enterprise information to identify issues and trends and proactively take steps to resolve them; and JIRA, a bug and defect tracking system for engineering. Updated connectors include ODBC, for databases, and Salesforce.com, for CRM and collaboration. Coveo's connectors pull information from virtually any system into the unified index which enables unified insight. Coveo connectors provide superior functionality and integration, including integration with the native security model of each system.



Coveo's Self-Optimizing Index continually defragments itself without requiring administrative intervention. This optimizes the footprint of the index by up to 50%, minimizing the required hardware resources, ensures rapid query responses and enables accurate 24x7 access to billions of pieces of data.

Advanced SmartFacets™ navigation now provides even more intuitive refinement of information in role-based Insight Consoles by allowing searching within facet values, improved multi-select capabilities, breadcrumbs showing navigation paths, and more.

Multi-Role Administration allows multiple administrative roles to be segmented according to the tasks required for each administrator, providing finer-grained governance of these privileges. These include content, interface, and usage administrators.



Coveo Insight consoles leverage Text Analytics to uncover and correlate themes from unprecedented amounts of unstructured and structured data from virtually any system, within the enterprise or in the cloud, including social media.

Java User Interface and Components allow companies to leverage Java development resources, providing more flexibility for user interface and component development as well as easier integration with Java-based enterprise infrastructure.

Coveo 7.0's Security Framework provides an out-of-the-box security layer that increases integration with secure repositories, offering additional flexibility to ensure users access only the content their permissions allow, including the ability to leverage Active Directory and LDAP users and groups to easily access these role-based permissions.

Additional language support: Coveo 7.0 offers support for indexing and searching 45 languages and includes stemming, which automatically broadens search queries by associating additional forms of search terms.

See Coveo Insight Solutions in Action

With Coveo Insight Solutions users discover information relationships across diverse data sources, behind the firewall and in social channels, to better serve customers, increase product innovation and quality, and support decisions made across the enterprise. Contact Coveo today for a demo. Call Coveo at 1.800.635.5476 or email info@coveo.com.