

What's New in 6.1

The Coveo Enterprise Search Version 6.1 release extends the Coveo Enterprise Search Platform to provide exciting new interfaces, industry-leading performance, new connectivity, and important analytics capabilities.

New user interfaces enable users to “search where they work”

Integrated Outlook Sidebar

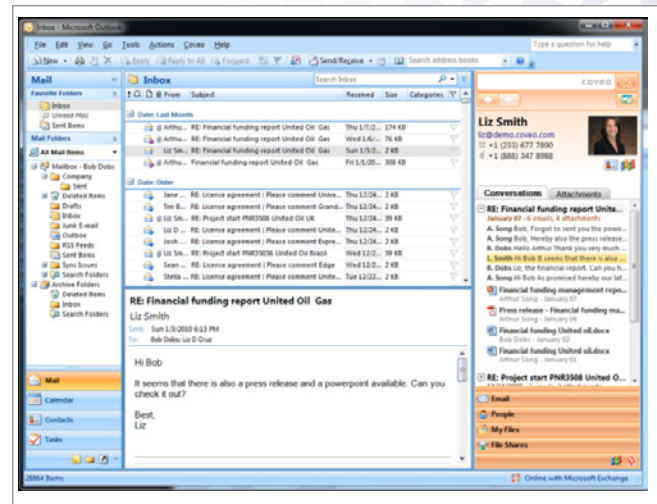
This interface, providing intuitive information access directly from MS-Outlook, enhances productivity by enabling users to quickly pinpoint information in emails and attachments, as well as across any integrated system or repository – without ever leaving Outlook. Features include:

- ▶ Select an email to easily view all email conversations and attachments exchanged with that contact, as well as contact details from multiple systems, such as Active Directory and Salesforce.com
- ▶ Folding conversation threads allow you to view extended email conversations
- ▶ Showing location, photo, phone contact and even availability helps geographically distributed colleagues feel more connected
- ▶ Contextual facets refine scope and focus results
- ▶ The ability to seamlessly extend search to other systems and repositories, without leaving Outlook, helps to increase productivity
- ▶ Expand results in Desktop Searchbar interface (see below), with a single-click, to leverage capabilities of that interface

Desktop Searchbar

Effortless accessibility via a single mouse-click or hotkey, the Desktop Searchbar floats on top of any Windows application and provides unified information access across any or all integrated systems and repositories. Features include:

- ▶ Easily accessible without switching or opening a new application
- ▶ Search in any or all integrated systems and repositories through a single interface



The Coveo Outlook Sidebar increases the productivity of email-centric workers.

- ▶ Provides all the same great features as the Web UI, including context summaries, faceted navigation, folding email conversation threads and document Quickview

Enterprise 2.0 elements ensure just-in-time access to actionable information

Dynamic Information Mash-ups & Dashboards

Combining both structured and unstructured data from virtually any enterprise system into the central, unified index layer allows Coveo to produce composite views of information that can help to provide new, actionable perspectives on many business processes, from customer service to sales and overall corporate governance. Such just-in-time, composite views and unique juxtaposition of key metrics and information improve decision-making and operational efficiency.

Search Analytics

Search Analytics provide valuable insights into the usage, relevance and completeness of the knowledge within your company, allowing search processes to be evolved and the most relevant content to be promoted correctly.

Social Search Elements

Support for indexing Enterprise 2.0 social networking platforms – such as Jive and Confluence, combined with the ability to unify that content with existing enterprise systems, improves information access with rich social interaction.



Coveo 6.1 enables the creation of information mash-ups and dashboards that can provide just-in-time analytics

Coveo Connectors provide highly integrated functionality

Desktop Connector

This Coveo Connector allows indexing of local files, email and attachments (in local PST and OST files) from desktop and laptop computers – making this information accessible even when the laptop/desktop system is offline. This is particularly relevant for users regularly in the field/on-the-go, who can access the information via the Coveo Mobile interface.

The centralized index of desktop information can also aid in compliance initiatives and in carrying out internal investigations.

Jive – Clearspace Connector

Integrate content from the Jive Enterprise 2.0 community/social networking platform into your unified search results – including spaces, projects, documents, etc.

Exchange 2007 – Live Indexing Enhancements

By deploying the new Coveo Exchange Callback Service, live indexing performance can be optimized by leveraging Exchange's push subscription mechanism to index changes on user mailboxes and public folders.

Exchange 2010 Beta

Beta support for MS Exchange 2010 is currently available, with GA scheduled for Q1 2010.

Lotus Notes

The Lotus Notes email search capability remains the industry's optimal solution and now supports indexing of local Notes archives located on desktop and laptop machines.

OCR – New Library and Cache

Our new OCR library provides a number of benefits:

- ▶ Improved performance – faster, multi-threaded OCR engine and improved caching (only re-indexes changed docs)
- ▶ Better character recognition results
- ▶ Improved quality in document Quickview
- ▶ Support for broader range of input image files
- ▶ Support for latest versions of PDF files
- ▶ Multilingual support – 20 languages

Performance enhancements set industry standards for speed and accuracy

Coveo is focused on continuous enhancements, as well as innovation. To that end, we continue to enhance our industry-leading performance with regards to indexing, processing and querying speed and accuracy. Version 6.1 includes configurable mirror-to-mirror synchronization for geographically dispersed deployments.

Performance enhancements included in Version 6.1 further enable even faster:

- ▶ Sorting on non-string custom fields, such as numbers or dates
- ▶ Handling of parallel queries, enabling even faster average response time during periods with a high load of concurrent queries on a given instance
- ▶ Email conversation folding
- ▶ Exact phrase matching in queries
- ▶ Indexing of large repositories (> 5M documents), +35% increase in speed