

Monday, June 19

PRE-EVENT TRAINING

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| 9:00 | <p>Developer Fundamentals Overview BEN CARROLL, COVEO 9:00 AM - 10:00 AM Olympic Room</p> | <p>Coveo Basic Analytics LAUREL POERTNER, COVEO 9:00 AM - 10:00 AM Concordia Room</p> |
| Break | | |
| 10:00 | <p>Content Management & Your Coveo Index BEN CARROLL, COVEO 10:00 AM - 11:00 AM Olympic Room</p> | <p>Coveo Basic Analytics Continued LAUREL POERTNER, COVEO 10:00 AM - 12:00 PM Concordia Room</p> |
| 11:00 | <p>Building Search Interfaces BEN CARROLL, COVEO 11:00 AM - 12:00 PM Olympic Room</p> | |
| Lunch | | |
| 1:00 | <p>Advanced Content Management & Coveo Indexing Tools BEN CARROLL, COVEO 1:00 PM - 2:00 PM Olympic Room</p> | <p>Coveo Intermediate Analytics LAUREL POERTNER, COVEO 1:00 PM - 3:00 PM Concordia Room</p> |
| 2:00 | <p>Advanced Interface Development Concepts BEN CARROLL, COVEO 2:00 PM - 3:00 PM Olympic Room</p> | |
| Break | | |
| 3:00 | <p>Custom Analytics & Leveraging Machine Learning BEN CARROLL, COVEO 3:00 PM - 4:00 PM Olympic Room</p> | <p>Coveo Intermediate Analytics Continued LAUREL POERTNER, COVEO 3:00 PM - 4:00 PM Concordia Room</p> |
| Break | | |
| 5:00 | <p>Welcome Reception 5:00 PM - 7:00 PM MaSo Restaurant, Park Central San Francisco</p> | |

Pre-Event training is only available to Impact Attendees who are specifically registered for these sessions. Please see the registration desk for more information.

Tuesday, June 20

SESSIONS

7:30

Breakfast

9:00

Welcome

9:10

Keynote: The Relevance Revolution

LOUIS TETU, COVEO
9:10 - 10:30 AM | Metropolitan I & II Room

Break

10:45

Keynote: The Present & Future of the Coveo Platform

LAURENT SIMONEAU, COVEO
10:45 AM - 12:00 PM | Metropolitan I & II Room

12:00

Lunch

1:00

How Intelligent Search Across the Enterprise Improves Customer Experience

JAMIE BATTIN, ELLUCIAN
1:00 PM - 1:45 PM | Olympic Room

Coveo in the Microsoft Ecosystem: Innovation & New Use Cases

NICOLAS BORDELEAU, COVEO
1:00 PM - 1:45 PM | Civic Room

Looking Ahead: Coveo for Salesforce Roadmap

SAWAN DESHPANDE & GREGORY LAPORTE, COVEO
1:00 PM - 1:45 PM | Concordia Room

2:00

From On-Prem to Cloud: Leveraging the Coveo Cloud Platform

PATRICIA LEINO, TYLER TECHNOLOGIES
2:00 PM - 2:45 PM | Olympic Room

Web Site Search Best Practices

SIMON LANGEVIN, COVEO & ANDY UZICK, ARKE SYSTEMS
2:00 PM - 2:45 PM | Civic Room

Getting the Most from Coveo in the Salesforce Service Cloud

ADAM PALMER & GREGORY LAPORTE, COVEO
2:00 PM - 2:45 PM | Concordia Room

2:45

Break

3:15

Connecting a Global Dealer Network with Intelligent Search

JASMIN BOUDREAU, BRP
3:15 PM - 4:00 PM | Olympic Room

DIY: Learn to Build Your Own Push Connector

BEN CARROLL, COVEO
3:15 PM - 4:00 PM | Civic Room

Demystifying Coveo Machine Learning

RICHARD TESSIER, COVEO
3:15 PM - 4:00 PM | Concordia Room

4:15

Panel: Creating Contextually Relevant, Proactive Experiences

SCOTT ANDERSON, SITECORE, GREG OXTON, CONSORTIUM FOR SERVICE INNOVATION, MARK FLOISAND, COVEO & STEPHEN TYNES, PERFICIENT
MODERATOR: JENNIFER MACINTOSH, COVEO
4:15 PM - 5:15 PM | Metropolitan I & II Room

Break

6:00

Customer Appreciation Event

6:00 PM - 10:00 PM | One Kearny Club

Wednesday, June 21

SESSIONS

7:30

Breakfast

9:00

Keynote: Scaling Customer Support & Success with Relevance

ATUL NANDA, SALESFORCE & MIKE RALEY, COVEO

9:00 AM - 10:00 AM | Metropolitan I & II Room

10:00

Break

10:15

The Virtuous Cycle: Creating Great Customer & Worker Experiences with Coveo

HARRY WEST, APPIRIO

10:15 AM - 11:00 AM | Olympic Room

Intelligent Websites: An Early Look at Coveo for Sitecore 4.1

SIMON LANGEVIN &
NICOLAS BORDELEAU, COVEO

10:15 AM - 11:00 AM | Civic Room

Coveo for Salesforce: Leveraging Context for Personalization

SAWAN DESHPANDE &
GREGORY LAPORTE, COVEO

10:15 AM - 11:00 AM
Concordia Room

11:15

A Framework for Self-Service Success with Unified, AI-Powered Search

KEN THOMAS &
DREW CLAYBROOK,
EXTREME NETWORKS

11:15 AM - 12:00 PM | Olympic Room

Getting the Most from Coveo Machine Learning

RICHARD TESSIER, COVEO

11:15 AM - 12:00 PM | Civic Room

The Coveo Lab: Discover Interesting & Innovative Use Cases

GAUTHIER ROBE, COVEO

11:15 AM - 12:00 PM
Concordia Room

12:00

Lunch

1:00

Q&A with Coveo

LOUIS TETU, CEO, LAURENT SIMONEAU, PRESIDENT & CTO
MARK FLOISAND, CMO, & JENNIFER MACINTOSH, VP, CUSTOMER SUCCESS, COVEO

1:00 PM - 2:00 PM | Metropolitan I & II Room