

# Pre-Event Training - Day 1



# Agenda - Day 2

07:30

## BREAKFAST

09:00

### KEYNOTE: THE RELEVANCE REVOLUTION

Coveo leadership and invited guests will share their thoughts and experiences with AI-powered search and how relevancy impacts business outcomes, today

**SPEAKER: LOUIS TETU, CEO, COVEO**

10:00

## BREAK

10:15

### KEYNOTE: THE PRESENT AND FUTURE OF THE COVEO PLATFORM

Hear about all the exciting innovations in the Coveo relevancy platform and have a sneak peek at what's to come

**SPEAKER: LAURENT SIMONEAU, PRESIDENT AND CTO, COVEO**

12:00

## LUNCH

13:00

### HOW INTELLIGENT SEARCH ACROSS THE ENTERPRISE IMPROVES CUSTOMER EXPERIENCE

JAMIE BATTIN, ELLUCIAN

### COVEO IN THE MICROSOFT ECOSYSTEM:

Innovation and new use cases

### COVEO FOR SALESFORCE LOOKING AHEAD: ROADMAP AND OUR NEW FAMILY OF PRODUCTS

14:00

### FROM ON PREM TO CLOUD:

Leveraging Coveo Cloud Platform

PATTY LEINO, TYLER TECHNOLOGIES

### COVEO FOR SITECORE:

Web Site Search best practices

### COVEO IN THE SALESFORCE SERVICE CLOUD:

How to maximize adoption of your Agent Insight Panel

15:00

## BREAK

15:15

### CONNECTING A GLOBAL DEALER NETWORK WITH A DIGITAL EXPERIENCE POWERED BY INTELLIGENT SEARCH

JASMIN BOUDREAU, BOMBARDIER RECREATIONAL PRODUCTS

### DEMYSTIFYING QUERY SUGGEST, AUTOMATED RELEVANCE AND RECOMMENDATIONS

### DEVELOP FOR COVEO:

Learn how to build your own push connector, UI and advanced queries

16:15

### PANEL: CREATING RELEVANT, PROACTIVE EXPERIENCES

How to engage customers with predictive, relevant information that meets their expectations, every time and everywhere.

**SPEAKERS: SCOTT ANDERSON, CMO, SITECORE**

**GREG OXTON, EXEC. DIRECTOR, CONSORTIUM FOR SERVICE INNOVATION & MARK FLOISAND, CMO, COVEO**

18:00

### CUSTOMER APPRECIATION @ ONE KEARNY CLUB

Join us for an evening event as we celebrate Coveo customers in the heart of San Francisco.

# Agenda - Day 3

07:30

**BREAKFAST**

09:00

**KEYNOTE: TRANSFORMING CUSTOMER SUPPORT WITH RELEVANCE**  
ATUL NANDA, SVP, GLOBAL CUSTOMER SUCCESS, SALESFORCE

10:00

**BREAK**

10:15

**THE VIRTUOUS CYCLE:**  
Creating Great Customer and Worker  
Experiences with Coveo  
HARRY WEST, APPIRIO

**EARLY LOOK AT COVEO  
FOR SITECORE 4.1**

COVEO FOR SALESFORCE:  
**LEVERAGING CONTEXT  
TO PERSONALIZE COVEO  
MACHINE LEARNING**

11:00

**A FRAMEWORK FOR  
SELF-SERVICE SUCCESS  
WITH UNIFIED, AI-  
POWERED SEARCH**  
KEN THOMAS &  
DREW CLAYBROOK,  
EXTREME NETWORKS

COVEO MACHINE LEARNING:  
**GETTING THE MOST  
FROM COVEO MACHINE  
LEARNING:**  
Pipelines, A/B testing and  
Personalization

**THE COVEO LAB:**  
Discover Interesting and  
Innovative Use Cases

12:00

**LUNCH**

13:00

**FIRESIDE CHAT:**  
An intimate session with Coveo leadership and Impact attendees.  
Ask questions, share insights and discuss experiences .