



AI-Powered Search for Salesforce

Coveo for Salesforce is the intelligent search application that powers support experiences for some of the biggest, most innovative brands in the world. Harnessing AI-powered search and machine learning at the core, Coveo delivers relevant content to your customers, partners and employees while boosting case deflection and maximizing agent productivity.



UNIFY ALL OF YOUR CONTENT SOURCES

More than 50 secure search connectors, including Salesforce Knowledge, Dropbox, Box, Gmail, Google Drive, and push APIs.



CONTINUOUSLY IMPROVE RESULTS

Integrated machine-learning analyzes what helps your users self-serve, then automatically optimizes the search experience for future users.



UNDERSTAND WHAT DRIVES SUCCESS WITH ANALYTICS

Admins can quickly identify trends, content gaps and measure KPIs like case deflection

COVEO FOR SALESFORCE - APP CLOUD

Deliver all the content your employees need, right at their fingertips.

Help them become more proficient by turning your app into the hub for all your enterprise knowledge, and by suggesting the best information available based on their own context.

COVEO FOR SALESFORCE - SERVICE CLOUD

Give support engineers access to all the content they need, wherever it resides, within their Service Cloud console.

Upskill your employees by offering them proactive recommendations based on the case-at-hand.

COVEO FOR SALESFORCE - COMMUNITY CLOUD

Equip your community members to self-serve and automatically deliver proactive recommendations to make other members even more successful.

Empower members with Intelligent Search across all content sources to maximize self-service and case deflection.

With the Free Edition, Coveo now delivers a fast, barrier-free onramp to infusing self-learning technology and an intuitive user interface into any Salesforce Community. The Coveo for Salesforce Free Edition searches all of your Salesforce content and delivers insights for continuous improvement.



A COVEO EDITION FOR EVERY BUSINESS NEED

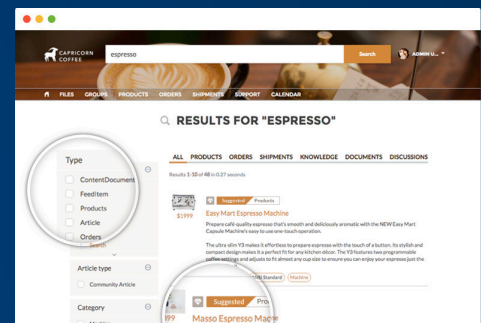
All Coveo for Salesforce editions are built on the same cloud-based intelligent search platform with Coveo Machine Learning at its core and offer a full range of AI-powered search solutions to fit every customer support need regardless of business size, complexity or industry.

This enables users of the Free Edition to have the option to seamlessly upgrade to the Pro and Enterprise Editions with no business disruptions or strain on IT. Using simple drag and drop tools, Coveo for Salesforce Pro Edition customers can add cloud-based content from various sources.

What sets AI-powered search apart? See for yourself.

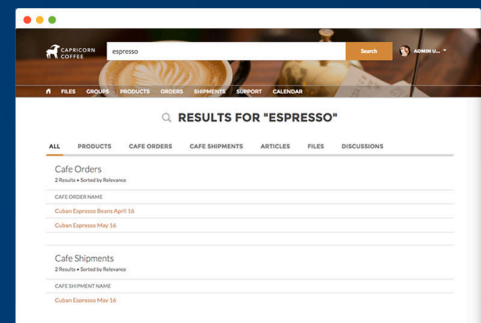
OUT-OF-THE-BOX SALESFORCE SEARCH ON COMMUNITY CLOUD

- ✗ Lacking filtering of results
- ✗ No preview of results content
- ✗ No machine learning for future searches
- ✗ Separate result sets



COVEO FOR SALESFORCE

- ✓ Faceted search to refine results
- ✓ Rich-media search results
- ✓ Machine learning for best results
- ✓ Unified result list



Learn how Coveo brings Intelligent Search & Insights to Salesforce at coveo.com/salesforce

