



Training Services

Unlock the power of AI-powered Coveo search solutions to help your business get value, fast! Choose a learning path based on your specialty in the format that matches your learning style. Our advanced courses include hands-on exercises for a rich training experience and can also be taught in a classroom environment. Our self-paced training videos help you learn feature-specific topics in bite-sized units, on-demand.

Learning Paths & Profiles

To get the most value out of your investment in Coveo, we recommend the following courses for each member of your project team:

Learning Specialty	Basic 100 Level	Core 200 Level	Advanced 300 Level
<p>Business Users</p> <p>Anyone participating in a Coveo implementation project and is responsible for the ongoing maintenance of the solution; Business experts who define analytics, manage search optimization and relevancy in alignment with business objectives; Domain experts who identify data sources, requirements and design UI search experiences.</p> <p>Business Driver: Deploy a simple, efficient and relevant search experience for all stakeholders of the organization within the project timeline while satisfying all core business requirements.</p>	<p>Coveo Fundamentals (required)</p> <p>Coveo Basic Analytics</p>	<p>Building Coveo Search Interfaces</p> <p>Coveo Intermediate Analytics</p>	
<p>Administrators</p> <p>Deploys the Coveo Platform to manage data sources, users and roles, and maintains the overall system health, using the Coveo Enterprise, Coveo for Salesforce or Coveo for Sitecore solutions..</p> <p>Business driver: Provide a stable and efficient search solution that the enterprise trusts will be constantly available to all stakeholders.</p>	<p>Coveo Fundamentals (required)</p> <p>Coveo Basic Analytics</p>	<p>Building Coveo Search Interfaces</p> <p>Coveo Intermediate Analytics</p>	<p>Platform Administration OR Coveo for Sitecore Administration</p>
<p>Developer</p> <p>Crafts and customizes the search experience leveraging the Coveo APIs and tools.</p> <p>Business driver: utilize current best practices to ensure a cost effective approach to developing a world-class search experience for all stakeholders in the organization.</p>	<p>Coveo Fundamentals (required)</p> <p>Coveo Basic Analytics</p>	<p>Building Coveo Search Interfaces</p> <p>Coveo Intermediate Analytics</p>	<p>Platform Administration OR Coveo for Sitecore Administration</p> <p>Coveo for Salesforce Developer Essentials OR Coveo for Sitecore Developer Training</p>



Courses

To support your team's learning on Coveo, we have developed and regularly offer the following courses.

▶ Basics - 100 - 2 hours of Instruction (Free - REQUIRED before taking all other courses)	
Coveo Fundamentals - Intro to Search	Learn the basic features of the Coveo platform including: cloud architecture, indexing, querying, search and usage analytics.
▶ Core – 200 – 4 hours of Instruction (\$250 per person)	
Coveo Basic Analytics	Understand how to measure the success of your Coveo search solution, monitor user behaviors and evaluate performance using Coveo Usage Analytics. Learn how to identify areas to optimize and improve the search experience.
Coveo Intermediate Analytics	Learn how to utilize the Analytics features to maximize user adoption and improve search success. This course covers more in-depth topics compared to the Coveo Basics Analytics course to help refine self-service success, agent adoption and content gap metrics and tuning search behaviors for more relevant results. You will gain the needed insights and skills to move your Coveo solution up The Coveo Relevance Maturity™ Model scale from being reactive to proactive to predictive.
Building Coveo Search Interfaces	Learn how to design a search experience using the Coveo Interface Editor without having to write code.
▶ Advanced – 300 – 8-16 hours of instruction (\$500/person/8 hrs)	
Platform Administration (8 hours)	Learn how to manage data sources and user roles within the Coveo platform. This class includes information on the different Coveo connectors, expression and ranking basics as well as a behind the scenes look at the converter API.
Coveo for Sitecore Administration (12 hours)	Building up on Coveo Fundamentals, this course empowers non-developers to leverage the features of Coveo for Sitecore and to help improve the search experience for their audiences. No coding required! In addition, this course will help you make the transition from the development team to operation team by ensuring the autonomy of the latter in the daily tasks of managing Coveo for Sitecore.
Coveo for Salesforce Developer Essentials (16 hours)	Review concepts from the Platform Administration course to help set up for developer training. Review the meaning of “Content into Context”, the definition of a Coveo Document and how it sustains a Search Experience. Review the tools to administer a Coveo instance including Indexing Pipelines that will allow you to get a firm grip on integrating content within the Index. Learn how to use the integration points within an Indexing Pipeline to customize a Coveo Document.

Visit our website or contact us to learn more:

www.coveo.com/training-trainingrequest@coveo.com

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▶ Other Important Details	
Access our Course Calendar	Access our Virtual Instructor-Led Training Calendar: https://attendee.gototraining.com/87n2t/catalog/5301031796957172736
Access our eLearning Video Library	Coveo Training Videos: Coveo eLearning Video Library
Access our page with training cost information	Coveo Training Page: http://www.coveo.com/en/support/training

Additional Information

- ▶ If you would like more information on our services, please click on this link:
<http://www.coveo.com/en/services/professional-services>
- ▶ Contact Your Customer Success Manager or Client Executive for any issues or questions about training.
- ▶ Contact our training department for any other training requests at: trainingrequest@coveo.com