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June 6 - 8 • 2018 | San Francisco, CA

Where Innovators Unite

Digital innovators use Coveo to deliver relevance at scale and fulfill their brand promises. Join them at the annual gathering of the Coveo community, an event that's designed to empower you to make the biggest impact possible with AI-powered search and relevance technology.

Meet the people who are changing the game. Discover new ideas to get the most from your Coveo investment. Walk away with new skills to bring your ideas to life.

Meet the People Who Are Changing the Game

Louis Têtu



CHAIRMAN & CEO,
COVEO

Laurent Simoneau



CO-FOUNDER, PRESIDENT & CTO,
COVEO

Leyla Seka



EXECUTIVE VICE PRESIDENT,
APPEXCHANGE, SALESFORCE

Jim Roth



SENIOR VICE PRESIDENT OF SERVICES
IT, DELL

Mark Floisand



CMO, COVEO

Jennifer Macintosh



VICE PRESIDENT, CUSTOMER SUCCESS,
COVEO

Richard Tessier



CO-FOUNDER, SENIOR VICE
PRESIDENT OF PRODUCTS,
COVEO

Jamie Battin



DIRECTOR OF CUSTOMER
COMMUNITY, ELLUCIAN

Gauthier Robe



VICE PRESIDENT, PRODUCTS,
COVEO

Sawan Deshpande



VICE PRESIDENT, SALESFORCE LINE
OF BUSINESS, COVEO

Hear Keynotes from Inspiring Industry Leaders

KEYNOTE	DESCRIPTION	SPEAKERS
Making Business Personal with AI-Powered Relevance	<p>Relevance and personalization drive business. Hear Coveo's vision for creating and extending greater personalization and relevance across the enterprise.</p> <p>Hear from special guests who will share their experiences using AI-powered search to create more relevant experiences for their customers, partners and employees... and why the technology is at the core of business' ability to remain relevant today.</p>	<p>Louis Têtu Chairman & CEO Coveo</p> <p>Jim Roth Senior Vice President of Services IT Dell</p>
The Present and Future of the Coveo Platform	<p>Innovation is at the core of what we do at Coveo and we've made significant investments to create a true relevance platform. Join our founder and CTO, along with our product leadership team, on a virtual tour of all of the exciting new Coveo developments, and get a sneak peek at our vision for the not-so-distant future.</p>	<p>Laurent Simoneau Co-Founder, President & CTO Coveo</p> <p>Leyla Seka Executive Vice President, AppExchange Salesforce</p>
Moving Forward: Digital Transformation in the Era of Relevance	<p>Digital transformation is not just a buzzword. An AI-powered insight engine equips your customers and employees with the most relevant information, for an exceptional end-to-end digital experience.</p>	<p>Mark Floisand CMO Coveo</p>
Unifying Customer Experiences Across the Enterprise	<p>This interactive panel of program leaders are infusing relevance across their customers' journey. Discover what goes on behind the scenes to deliver remarkable experiences.</p>	<p>Jennifer MacIntosh & Guests Vice President, Customer Success Coveo</p>

*More speakers will be added . All speakers and sessions subject to change

Learn How to Make a Bigger Impact with Coveo



Training & Certification

Our pre-event training provides hands-on learning, Q & A and best practice sharing with fellow customers and partners. Certain courses offer certifications too.

To maximize learning, class sizes are limited, so reserve your spot today.



Interactive Sessions

Coveo provides a core set of machine learning capabilities that can be beneficial across your business. In our series of sessions, our product team, customer success managers and expert users will join forces to help you understand Coveo Machine Learning better, but also use more of it, no matter what your use case.



Innovation Showcase

Think you know Coveo? Think again. Tour our Innovation Showcase and see cutting-edge use cases for Coveo's AI-Powered search from partners and Coveo's product team who made them possible.

Build Your Relevance Roadmap

INTERACTIVE SESSION	DESCRIPTION	INTERACTIVE SESSION	DESCRIPTION
Getting Started on your Roadmap to Relevance with Intelligent Query Suggest	Get started on charting your strategy to relevance with a deep dive into Intelligent Query suggest - the first stage of our Coveo Relevance Maturity Model. Learn how to use the CRMM to assess and define your relevance maturity.	Move from Unified Content to Unified Interactions	Today Coveo helps you unify your content. Now, as the number of communications channels increase, it's time to explore ways in which Coveo can help unify these interactions.
Optimizing Your Automatic Relevance Tuning and Recommendations	Discover practical tips and best practices for using ART and recommendations to improve your business outcomes, with a full walk through from planning to measurement and evaluation.	From Principles to Practice: How Change Management Impacts Agent Adoption	Learn why change management matters and how to use these practices to increase adoption and create value for employees.
Harness the Power of Intelligent Term Detection	Using Machine Learning to understand true intent allows for Intelligent Term Detection without the effort to build dictionaries or extensive manual model training. Learn how to implement and make this work better for your users.	Coveo on Coveo.com	What happens when the leader in insight engines applies our own technology to our website in order to deliver personalized, relevant experiences at scale? Find out in this case study of our own implementation of Coveo on Coveo.com
Simplifying Personalization with Machine Learning	Power your website personalization with machine learning, and find out how search-driven personalization has increased conversion rates and revenue.	Coveo KCS Roundtable	This is a continuation of our monthly roundtable webinar where we are tackle the big questions, challenges and strategies at each of the key milestones along the KCS journey.

Take Advantage of Training & Certification Opportunities

TRAINING	DESCRIPTION	INSTRUCTOR
Coveo Cloud Platform Administration	Learn the tools and technologies that define the Coveo Platform. Understand unified indexing and the components of a Coveo item. Configure indexing pipelines to integrate with the Coveo index. Class will include an optional certification and run two and a half days. REGISTER HERE >	Ben Carroll Senior Technical Trainer Coveo
Coveo Basic Analytics	Get an overview of the Coveo Platform's usage analytics tools. Gain an in-depth understanding of your visitors and the features you can then use to act on these insights. REGISTER HERE >	Frederic Cote Technical Trainer Coveo
Coveo Intermediate Analytics	Gain in-depth insights on how to improve Self-Service success by identifying, interpreting and fixing Content Gaps. REGISTER HERE >	Frederic Cote Technical Trainer Coveo
Coveo Advanced Analytics with Machine Learning	This class will provide you with in-depth information on how to set-up, maintain and analyze Coveo Machine Learning models to significantly improve user relevance and success with Coveo. REGISTER HERE >	Frederic Cote Technical Trainer Coveo
KCS® v6 Practices Workshop	The KCS® v6 Practices workshop is a class designed to teach participants about the Knowledge-Centered Service methodology with an optional certification exam at the end. This methodology was developed through the collective experience of members of the Consortium for Service Innovation. An optional certification exam will follow the two and a half days day workshop. REGISTER HERE >	Laurel Poertner Director, Training Services Coveo

Bring Your Ideas to Life in Interactive Sessions



Get the Inside Track

See how the Coveo platform will continue to innovate and help you bring your ideas to life and make business personal.

Get exclusive access to Coveo product teams, developers, executives, customers, partners and peers.



Build your Relevance Roadmap

Leverage the knowledge of the crowd.

Our customer success and product teams, with customers just like you, will share why relevance matters and how to build your own relevance roadmap.



Compete at the Hackathon

Join your peers in an exciting full day Hackathon, where you'll take all the great capabilities of Coveo, and race against the clock to build something special. You might even have a chance to showcase your results to other Impact attendees!

Get the Inside Track on What's New in Coveo

WHAT'S NEW	DESCRIPTION	SPEAKER
What's New with Coveo Machine Learning	This session will explore all the great features of Coveo Machine Learning that you might not even know exist. Understand how to make better use of them and get a sneak preview of what's coming next!	Richard Tessier Co-Founder, Senior Vice President, Products Coveo
What's New in Coveo for Salesforce	Join us for a preview of all the exciting new features in Coveo for Salesforce, including how the new Lightning console is radically improving the experience for both support agents and reps.	Sawan Deshpande Vice President, Salesforce Line of Business Coveo
What's New in Coveo for Sitecore	There are some exciting new features coming for Coveo for Sitecore later this year. Get a first glance at what they are and get an overview of the new Coveo Hive Framework.	Nicolas Bordeleau Vice President, Products Coveo
What's New in the Coveo AI-Search Platform	Our AI-Search Platform lets you leverage the power of Coveo virtually anywhere in your organization for any use case imaginable. Learn more about Coveo on Elasticsearch and what search can do for you!	Gauthier Robe Vice President, Products Coveo
What's New in Coveo for Microsoft Dynamics	We recently announced the official launch of Coveo for Microsoft Dynamics. We're taking a deeper dive into the capabilities of this new solution and it helps increase relevance for Dynamics users.	Nicolas Bordeleau Vice President, Products Coveo

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Register your team today!