

# Pre-Conference Agenda



**MAY 20** Pre-Conference Monday

**MAY 21** Pre-Conference Tuesday

**MAY 22** Pre-Conference Wednesday

	KCS® Training	KCS® Training	Coveo Academy Workshops		KCS® Training	Coveo Academy Workshops		
			UX/UI	CRMM		UX/UI	CRMM	Partner
Breakfast								
8:30 AM	KCS® v6 Practices Workshop	KCS® v6 Practices Workshop	The Journey Continues: Where to go after Go-Live	Personalization: Planning the Journey with Tales from the Field	KCS® v6 Practices Workshop	Think Outside the Search Box: Drive Navigation and Workflows with Relevance	Climb the CRMM: Leverage Contextual Relevance Tuning	Best Practices for Building Communities
10:15 AM			Secure, Unified, and Customized: Maximize the power of your indexing processes	Climb the CRMM: Build a Foundation for Relevance with Secured & Unified Content		Beyond the Web: Bringing Coveo relevance to features within OS-native applications.	Beyond Proactive Relevance: Create Machine Learning Design Patterns	Best Practices for Building Communities
Lunch					Impact 2019 Starts			
1:00 PM	KCS® v6 Practices Workshop	KCS® v6 Practices Workshop	Next-Level Navigation: How to Build on the JSUI	Climb the CRMM: The Core Mechanics of Content Navigation	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>KCS v6® Practices Workshop</p> <p><b>\$1500</b></p> <p><small>Become an expert in KCS® v6 with 2.5 days of workshops and an optional certification exam.</small></p> </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Coveo Academy Workshops</p> <p><b>\$499</b></p> <p><small>Join us for 1.5 additional days of hands-on technical workshops.</small></p> </div> </div>			
3:00 PM			Extending Analytics: Measure what Matters to You!	Climb the CRMM: Measure What Matters				
5:00 PM								

Hands-On Workshop

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## OUTSIDE THE BOX SERIES

### The Journey Continues: What's After Go Live

You've implemented Coveo. Now what? Hear common use cases beyond basic search, an overview of enhancements and improvements to make and the tools Coveo provides to ease the implementation of additional solutions.

### Secure, Unified, and Customized: Maximize the Power of Your Indexing Processes

It all starts with the index. Discover why and how you can implement advanced indexing techniques, as well as learn about metadata normalization, custom mapping and indexing pipeline extensions to power your advanced data manipulations.

### Next-level Navigation: How to Build on the JSUI

You've explored our JSUI in detail and have found that there are features you wish to implement beyond those included in the out-of-the-box solution. Now it's time to learn how to build a custom component that you can re-use throughout your implementation.

### Extending Analytics: Measuring What Matters to You!

Are you ready to go beyond our out-of-the-box analytics offering? Learn how to create custom events and augment existing events with custom metadata dimensions to make the most of your comprehensive usage data.

### Think Outside the Search Box: Drive Navigation and Workflows with Relevance

Relevance-driven workflows don't have to start with your search box. Find out how to use Coveo to create relevant and predictive content experiences wherever your users need them.

### Beyond the Web: Delivering Relevance in Your App with Coveo

With the Coveo platform, it's easy to expand the use of Coveo into native desktop or mobile apps. Watch a live demo of the building of a native iOS app, and take a tour of our REST API.

## CLIMBING THE COVEO RELEVANCE MATURITY MODEL™ SERIES

### Climb the CRMM: Leverage Contextual Relevance Tuning

A series of use cases and hands-on experiments will showcase the core mechanics behind the most advanced Query Pipeline features. Learn how to tune the experience for each user's context.

### Beyond Proactive Relevance: Machine Learning Design Patterns

Learn how to leverage the key design patterns and principles you need to know in order to achieve proactive relevance, as well as the mechanics behind Intelligent Term Detection and Recommendation.

### Personalization, Planning the Journey with Tales from the Field

Your personalization journey starts with a clear vision of what's ahead. Find out the questions you need to answer, along with a clear understanding of your progression towards personalization.

### Climb the CRMM: Build a Foundation for Relevance with Secured & Unified Content

The foundation of your relevance transformation is unified and secured content. Learn the core mechanics and the principles you need to consider as you move up the Coveo Relevance Maturity Model.

### Climb the CRMM: The Core Mechanics of Content Navigation

Your users experience personalization through the "canvas" of your content navigation. Learn the core mechanics behind it and the crucial understanding you need in order to feed your Machine Learning with quality data.

### Climb the CRMM: Measuring What Matters

Make the most of our out-of-the-box usage analytics. Learn the best practices and key insights for using the Usage Analytics Templates from the Coveo Platform.