# Self-Learning Search for Salesforce

Coveo for Salesforce is the intelligent search application Salesforce uses to deliver relevant results, allowing their support team to boost case deflection and maximize agent productivity. Fully integrated into Salesforce, Coveo recommends the best content to every customer, partner and employee, every time.

## Unify all of your content

Over 50 secure search connectors, including Salesforce Knowledge, Dropbox, Gmail, Google Drive, Lithium, Jive, Atlassian Confluence, Microsoft Exchange, Microsoft SharePoint and Web Crawler.

### Leverage automated learning to 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 powerful analytics

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

### 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 – 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.

**75% Increase in Same Day Resolution**

**3X Increase in Self-Service Success**

**2X Faster New Hire Time to Value**

KCS℠ ALIGNED v5

Gartner 2015

**Named most visionary leader in Enterprise Search 2 years in a row**
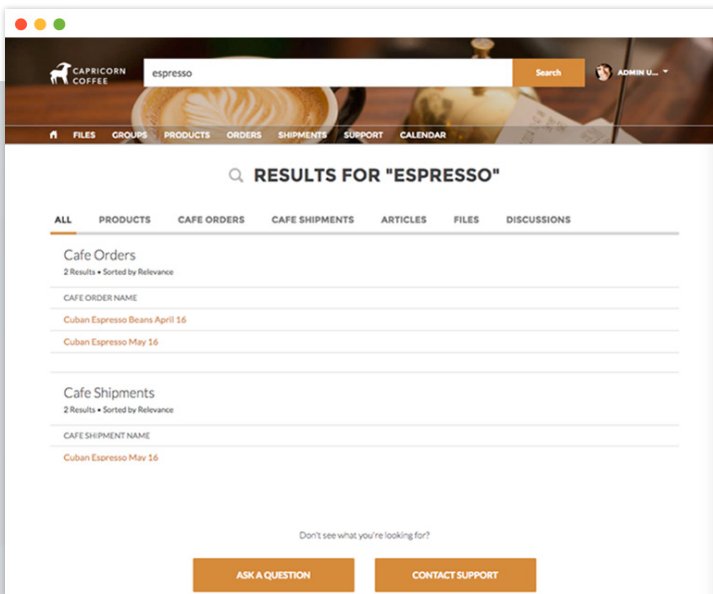
salesforce gold ISV partner

## 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 new Express Edition, Coveo now delivers a fast, barrier-free onramp to infusing self-leaning technology and an intuitive user interface into any Salesforce Community. Get started with a free version of Coveo that searches all of your Salesforce content and delivers insights for continuous improvement.

Use the Express Edition to build a foundation for a rewarding community experience that can expand into more organizational data sources over time.
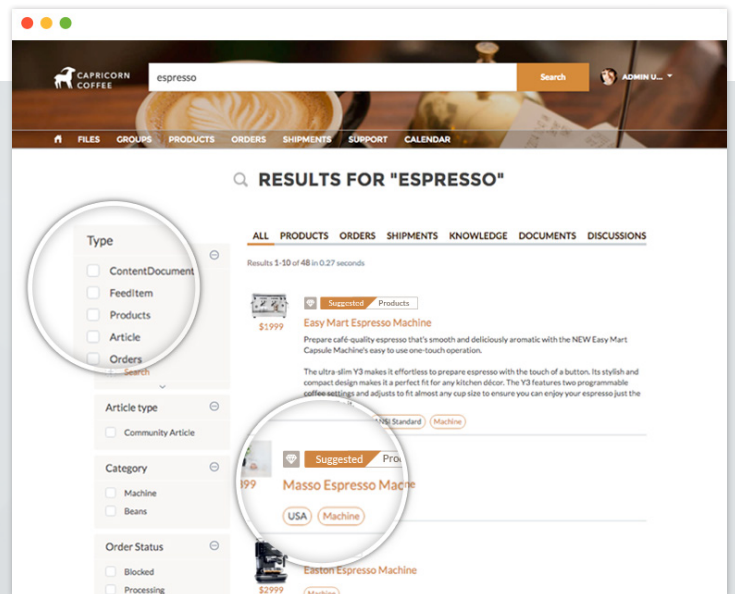
# What sets intelligent search apart? See for yourself.



Ouf-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 Express Edition

- ✔ 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**

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