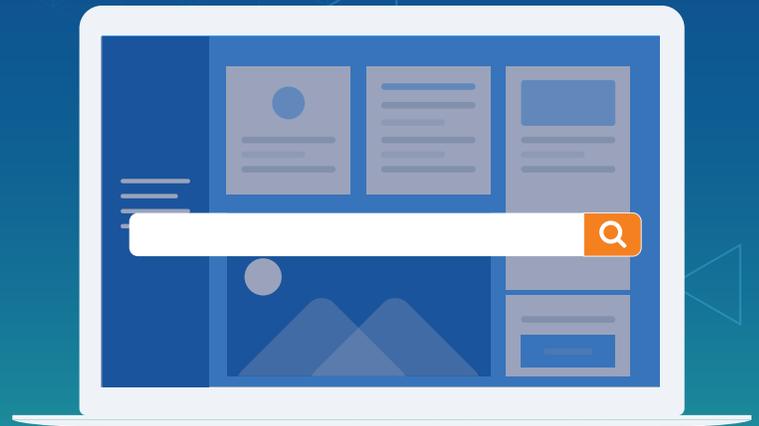


Bring the Enterprise into Microsoft Dynamics 365 with AI-powered Search

Create a transparent user experience with Coveo's AI-powered capabilities that are available directly from the Microsoft Dynamics built-in global search box.



Create a unified search experience for Dynamics regardless of where the content resides.

Search non-Dynamics content from within Dynamics with over 30 supported pre-built connectors including Sharepoint, OneDrive, YouTube, Lithium and more.



Personalize the search experience for users.

Create customized search layouts and tailor facets with a WYSIWYG editor. Tune results with a graphical user interface for ranking & boosting and defining featured results and thesaurus entries.



Improve the relevance of search results.

Leverage machine learning algorithms to predict and suggest the right content for users based on their search intent and past successful outcomes.



Understand user activity and behavior.

Access flexible visualization dashboards to explore data, gain insights to better understand what people are searching for and identify content gaps to drive continuous improvement.

"We're pleased to have been an early adopter of Coveo for Microsoft Dynamics.

Even though we've only been live with Coveo for a few months, we've already seen direct ROI from this project through measurable improvement of our first contact resolution."



PRIMARY USE CASES

- ▶ Customer Service
- ▶ Enterprise Search
- ▶ Community Portal

Increase the value of Dynamics with AI-powered Search and obtain results such as:

5%

increase in Customer Satisfaction Score

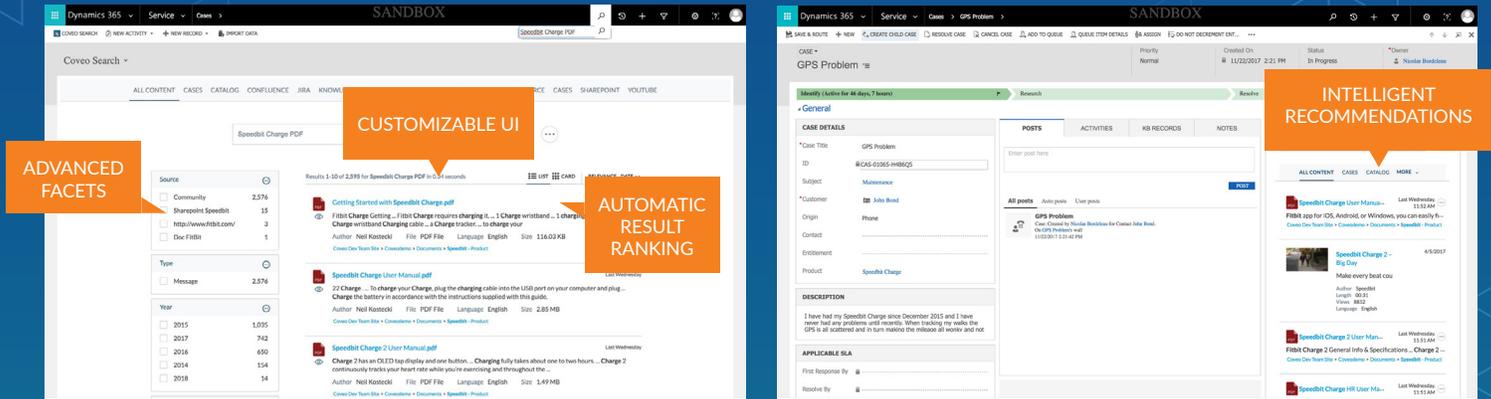
30%

reduction in time spent searching

25%

reduction in case resolution time

Coveo's AI-powered search is seamlessly delivered through Microsoft Dynamics 365.



Customizable UI integrated into the Dynamics user interface

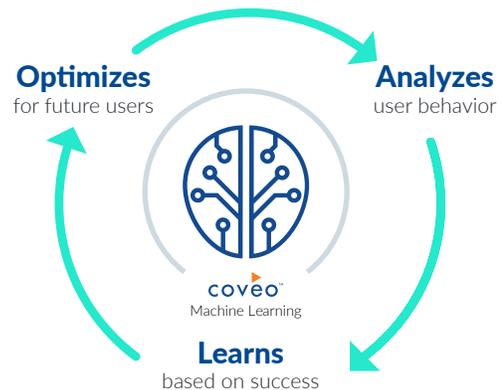
Contextualized Case Insight Console recommends content based on case details

Why Coveo for Microsoft Dynamics 365?

- ▶ Artificial Intelligence-powered search
- ▶ Flexible, easily customizable UI
- ▶ Powerful search usage analytics
- ▶ Query and indexing pipeline
- ▶ Out-of-the-box Machine Learning
- ▶ A library of pre-built 3rd party connectors
- ▶ User-level security across all knowledge systems and repositories

Coveo's Machine Learning automatically optimizes relevance

By helping customer service agents find what they need within Dynamics to effectively solve problems, Coveo helps organizations measurably increase customer and agent satisfaction and improve first contact resolution metrics.



Available free on AppSource: