

aws marketplace

Coveo

# Reviews, tips, and advice from real users



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# Product Recap



Coveo

# Coveo Recap

Coveo is dedicated to helping organizations upskill for growth by ensuring that every employee, support agent, customer, and website visitor can easily find more relevant information and people—enhancing their skills for the task at hand.

Coveo's intelligent search technology adds the value of rich content and insights to CRM, customer service applications, intranets and websites. Coveo securely connects with your legacy and cloud systems, and provides unified search, dynamic 360-degree views of information, and contextual, proactive recommendations of relevant content and experts using powerful analytics.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “I would highly recommend Coveo as it is smart, fast, relevant, and especially suitable for big sites and large e-commerce setups.”



**Rishabh Singh**

senior technical consultant UI at Adobe

- ✓ “AI-enabled query suggestions help users return more frequently and build trust in the search capabilities our site offers, allowing us to drive content towards users based on popular queries.”



**Verified user**

Technical Product Manager at a real estate/law firm with 10,001+ employees

- ✓ “Coveo provides AI-driven search results and proper recommendations based on customer interaction and context, which is very beneficial for us because it improves our order conversion rate, allowing customers to find the exact products they want and see similar products, greatly increasing upselling.”



**Verified user**

Senior Staff Engineer at a tech vendor with 10,001+ employees

## What users had to say about valuable features:

“One of the best features that Coveo offers is the AI-enabled query suggestions feature, which looks at user query patterns and suggests relevant queries when users revisit the site, driving engagement.

“AI-enabled query suggestions help users return more frequently and build trust in the search capabilities our site offers, allowing us to drive content towards users based on popular queries. Coveo offers a lot of analytics, including reporting on the most used queries and search relevance, which helped us consolidate various search hubs to improve end-user experience.

“Coveo has helped build trust among users, although we still have a lot to improve for the overall search experience. We measure trust or improvement in user experience through engagement metrics, looking at website visit frequency, users' success in finding what they're looking for, click-through rates, and how those convert into leads..”

### Verified user

Technical Product Manager at a real estate/law firm with 10,001+ employees

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“Coveo fits into our workflow as the core engine of our search, which makes our users' experience amazing by providing us with insights on what products are being sold more and what kind of customers in what regions understand or require what kind of products. Those minimalistic details are what Coveo has provided us with and improved our website interaction.

“The best features Coveo offers include the AI-powered search that analyzes the region, the user, specific products, or preferences and needs, automatically sharing that information. Additionally, the search it provides is extremely fast and features an auto-search option that gives users basic details, images, and offers in the search field itself.

“The AI-powered search actually helps our team by allowing users to search for products based on their preferences, with caching available that makes the search fast for users. This has increased our throughput time and the number of users engaged with our application, leading to more purchases.

“The biggest feature I would highlight about Coveo is the AI enhancements and advancements they have made. Beyond that, the website search for products is faster, and we use it for some of our internal employee search applications as well, making it an amazing tool to utilize..”

**Rishabh Singh**

senior technical consultant UI at Adobe

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“The best features Coveo offers include how easily a customer or client can manage their products. We indexed around 70,000 products in Coveo, creating a tailored pipeline for search, listing, and recommendations, which grants us full control over what is displayed in search results. Additionally, all customer interactions are captured through events using either out-of-the-box libraries or custom events, allowing Coveo to provide personalized search results that significantly improve user experience. Even on the order confirmation page, Coveo suggests complementary products based on order history, facilitating upselling and addressing customers' needs seamlessly.

“We use Coveo's search pipelines and event tracking features, which stand out due to their unique query pipeline structure that allows customization of search results. Coveo typically provides three pipelines: search query, listing query, and recommendation query pipelines. This structure enables us to implement synonyms and keyword redirection while managing filtering logic to enhance user searches and provide a seamless experience. Coveo also supports pre- and post-conversion processes during indexing, giving us the ability to tailor the search results effectively and allowing clients to boost or bury specific products easily. For event tracking, Coveo offers smooth integration with Google Tag Manager to capture ongoing events effortlessly, and their support for SAP Commerce integration streamlines the overall process.

“Coveo is recognized as a trusted partner with SAP, and its effective indexing process coupled with multiple integration sources allows us to enhance the customer experience continuously while offering insightful analytics on user behavior that inform our strategies to improve product relevancy and conversion rates..”

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Senior Staff Engineer at a tech vendor with 10,001+ employees

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# Other Solutions Considered

“Previously, we had our own on-premises systems built up, and we replaced them with Coveo, which has reduced our operational costs and increased performance and revenue..”

**Rishabh Singh**

senior technical consultant UI at Adobe

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“Previously, we used Solr, a standard SAP Commerce feature, but we switched to Coveo because of its limitations, which SAP itself recommended we overcome by integrating Coveo for a more effective solution..”

**Verified user**

Senior Staff Engineer at a tech vendor with 10,001+ employees

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“Coveo positively impacts our organization by resolving the personalization issue we faced with our previous solution, Solr, by enabling customers to find the right product at the right time based on their interests..”

**Verified user**

Senior Staff Engineer at a tech vendor with 10,001+ employees

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# ROI

Real user quotes about their ROI:

“In a general sense, we are not seeing a remarkable return on investment because maintaining Coveo for our search functionality is costly, and we have to balance investments in search versus other areas..”

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Technical Product Manager at a real estate/law firm with 10,001+ employees

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“We have seen a return on investment through Coveo, reflected in measurable growth in both product and content searches, which allows customers to easily find relevant information and products, enhancing their experience and providing valuable insights for our clients on customer behavior and conversion metrics..”

**Verified user**

Senior Staff Engineer at a tech vendor with 10,001+ employees

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# Use Case

“My main use case for Coveo is on one of my e-commerce websites where I have used it as a search platform that allows users to search for products, filter results, and view metadata and details. I have integrated Coveo into my web application.

“A specific example of how Coveo helps users on my e-commerce site is that it has streamlined website searches significantly. We have a large catalog of products, and each customer is categorized by certain preferences. Coveo has helped us identify those preferences and show specific products to specific users. It is AI-powered, and it is remarkable how it works behind the scenes..”

**Rishabh Singh**

senior technical consultant UI at Adobe

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“My main use case for Coveo is the search functionality that it provides on our website, which is heavily integrated with our content management system, enabling indexing of our content coming directly out of Sitecore, helping visitors discover content.

“In the commercial real estate domain, we operate applications that allow listing agents or property agents to list properties for sale or lease. Once they create a property listing, they push out the data to the content management system, which immediately triggers Coveo APIs to index all the pushed content, populating the search UI that visitors use to search and discover listings and other content.

“Coveo's primary usage is how it integrates with our marketing technology platform through its search functionality..”

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Technical Product Manager at a real estate/law firm with 10,001+ employees

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“My main use case for Coveo involves working on SAP Commerce technology where we built an e-commerce solution for one of our clients who faced issues while performing smart product searches on the site. Coveo provides AI-driven search results and proper recommendations based on customer interaction and context, which is very beneficial for us because it improves our order conversion rate, allowing customers to find the exact products they want and see similar products, greatly increasing upselling.

“A specific example of how Coveo helped solve the smart search issue for our client is that it offers personalized recommendations based on customer interaction rather than global recommendations. We send an event to Coveo, and based on that event for a particular user, Coveo sends personalized recommendations, which is crucial as customers searching for products receive recommendations based on what other similar users have purchased. Coveo's flexibility allows us to create recommendations based on strategies like recently viewed or most purchased products, and it integrates easily with SAP Commerce, making it straightforward for us to index all products in Coveo, which uses a machine learning model. We can configure a search result via a query configuration pipeline, which adds to the flexibility and intuitiveness of using Coveo as it continually updates with new features like real-time facet management that requires no technical knowledge to implement.

“Coveo greatly helps our customers, as we use it not only for product search but also for content search. Its indexing capabilities are versatile, utilizing various approaches like pull or push methods, and its AI model effectively responds to user interactions. Coveo enables us to configure all aspects of the search page, from facet ordering and priorities to sorting criteria, which can be done easily through the customer merchandising hub, enhancing workflow efficiency and increasing customer satisfaction as users receive relevant search results effortlessly..”

**Verified user**

Senior Staff Engineer at a tech vendor with 10,001+ employees

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# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“We have seen a huge return on investment, as users visiting our site have increased and product purchases have risen. After the initial integration, the maintenance required is very low, allowing us to save both time and money..”

**Rishabh Singh**

senior technical consultant UI at Adobe

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“We see an increase in conversion rates due to Coveo, but the primary benefit is the analytics it provides, enabling our clients to understand customer behavior better. They can now monitor events and identify profitable opportunities by accessing detailed metrics through the dashboard, ensuring they have clear visibility into their performance with ongoing support from Coveo's team..”

**Verified user**

Senior Staff Engineer at a tech vendor with 10,001+ employees

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# Customer Service and Support

“Customer support is fantastic. I appreciate how they engage with us by asking the right questions and providing timely resolutions and updates, ensuring excellent overall support from both customer service and the PS team..”

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“The customer support and technical team support has been amazing, providing assistance from the initial setup in our system and addressing all our questions.

“I would rate customer support a perfect score as it is remarkable how they support and answer all queries, helping us through every setup and system understanding. It is a great tool to use..”

**Rishabh Singh**

senior technical consultant UI at Adobe

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# Other Advice

“Coveo is deployed in a private cloud in our organization. I am not really sure specifically which cloud provider that is for our private cloud deployment. Anyone using Coveo should be aware that customizations will involve more work whenever changes or improvements are made. I would rate Coveo a six out of ten based on my experience..”

**Verified user**

Technical Product Manager at a real estate/law firm with 10,001+ employees

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“I would highly recommend Coveo as it is smart, fast, relevant, and especially suitable for big sites and large e-commerce setups. It is an enterprise-level solution that Coveo has provided, so it is definitely commendable from me and the team.

“I would say it is an amazing tool—reliable, fast, and AI-driven—definitely modern and should be utilized in any e-commerce site, making it a great experience to use and implement. I would give this product a rating of 9 out of 10..”

**Rishabh Singh**

senior technical consultant UI at Adobe

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“Coveo is stable with minimal downtime. While occasional issues arise, their excellent support team resolves them quickly based on priority, ensuring smooth

operations.

“Coveo's scalability is adept, allowing for growth aligned with the chosen plan and tier. With the ability to upgrade, higher tiers can support increased processing needs, reducing indexing time as product volumes grow.

“One area of improvement for Coveo is the size limitation concerning response results. Specifically, when grouping various variants under a parent product, the number of variations that can be displayed is restricted, which we mitigate through infinite loading techniques. Enhancing the response size capacity would be beneficial, although the newly introduced facet manager improves the configuration process, its limitation of 30 pin facets is somewhat restrictive, although it is a manageable performance consideration.

“While the documentation is mostly adequate, I believe it can be improved further. Certain valuable insights provided by the PS team are not always captured in the documentation, which can be a hurdle for new users during the integration process.

“My advice for those considering Coveo is to choose it if they are looking for enhanced, personalized search results that can significantly improve user satisfaction. I rated this review an 8 out of 10..”

**Verified user**

Senior Staff Engineer at a tech vendor with 10,001+ employees

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