



Coveo

Reviews, tips, and advice from real users



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Product Recap



Coveo Recap

Coveo delivers AI-powered search and relevance solutions, enhancing information retrieval and personalization across digital experiences. It leverages AI to ensure businesses provide highly relevant content efficiently.

Coveo integrates advanced AI algorithms to improve search capabilities, driving user engagement and customer satisfaction through personalized digital interactions. With its machine learning models, Coveo can dynamically tailor content suggestions, optimizing the user journey and boosting conversion rates. Widely adopted by enterprises, it supports customer service, e-commerce, and workplace search, offering insights that empower organizations to meet business challenges effectively.

What are Coveo's most important features?

- **AI-Powered Search:** Delivers precise and contextual search results using machine learning.
- **Recommendation Engine:** Offers personalized content and product recommendations based on user behavior.
- **Analytics Dashboard:** Provides insights into user interactions and search performance.
- **Ease of Integration:** Seamlessly connects with existing platforms and systems.

Why consider Coveo based on reviews?

- **Improved Engagement:** Increases user satisfaction through personalized experiences.
- **Higher Conversion Rates:** Boosts sales by recommending relevant products.
- **Operational Efficiency:** Reduces information retrieval times, streamlining processes.
- **Insightful Analytics:** Offers actionable insights for data-driven decisions.

Coveo is implemented across industries like retail and finance, enhancing customer interactions with tailored search functionalities and recommendations. It empowers healthcare with quick access to vital information and enriches the education sector by providing relevant learning resources, adapting to industry-specific requirements efficiently.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Coveo has positively impacted my organization by cutting down the number of no result searches from something like 15% to about 5%, which is huge, saving calls to call center people and probably preventing people from seeking out products from our competitors, so we get people to pages that they want more quickly and more effectively.”



Verified user

Web Project Manager at a university with 10,001+ employees

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



Rishabh Singh

Lead Engineer Senior Frontend Developer 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

- ✓ “After migrating to Coveo, it took less than 10 milliseconds to load all this data.”



BA4

Salesforce Developer at a tech vendor with 10,001+ employees

- ✓ “Coveo is scalable and I have not seen any latency issue.”



Pradeep Dubey

Solution Architect at Tata Consultancy Services

- ✓ “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

- ✓ “Before moving to Coveo, we had metrics of user clicks around two million, but after we went live with Coveo, user clicks and all view analytics jumped up over 3.5 million, which was a significant upgrade after implementing Coveo.”



Sanket Phating

Lead Software Engineer at a tech vendor with 10,001+ employees

What users had to say about valuable features:

“In my opinion, the best features Coveo offers are that it's quick, it's easy to navigate, and if you have something you want to know, Coveo is very helpful in helping you find out how to get the information that you need and sort the information that you need.

Of those features, the main thing I find myself appreciating the most in my day-to-day work is being able to find what I need without spending a huge amount of time. The speed and easy navigation are important; there are other tools that do the same thing, but finding what I need quickly really matters..”

Verified user

Web Project Manager at a university with 10,001+ employees

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“The best feature Coveo offers is that items imported into the master database of Sitecore get indexed in Coveo very quickly, probably under a minute, allowing those items to be visible on the search page promptly.

“The speed of Coveo's indexing helped our business users in many ways, specifically by ensuring their business campaigns and client expectations weren't negatively impacted due to slow search results.

“The integration of Coveo with Sitecore is very good, particularly regarding implementation, customization, widgets, maps, and facets..”

Verified user

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

“The best features Coveo offers include content recommendation, which is one of the best features. Additionally, the retrieval of data takes less time. It has moved from 300 milliseconds from our Salesforce data retrieval to less than 10 milliseconds in our Coveo retrieval. This is one of the other best features. The best thing is that we do not need to make an API callout for every communication between Salesforce and Coveo. I believe we are using headless communication, which is considerably faster. These are the best features I have observed.

“Coveo has positively impacted my organization primarily by reducing the waiting time from 300 milliseconds to 10 milliseconds. Coveo also provides us very high data storage. We store our Salesforce records directly into Coveo as well. It syncs, and it takes around one hour to have a sync between Salesforce and Coveo.

“Besides the improved speed and data storage, I have noticed increased productivity. Productivity has increased. The improvement is good, but I do not have the exact metrics of those details..”

BA4

Salesforce Developer at a tech vendor with 10,001+ employees

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“In my view, the best feature that Coveo offers is relevance, which is one of the strongest areas. You have more control than you would typically get with a basic search implementation, particularly through query pipelines and ranking configuration. The important thing is that good relevance still requires proper configuration and understanding of your content, so I would not expect the platform to solve every relevance problem automatically.

“I find query pipelines particularly useful because they give you a way to influence search behavior based on the context of the query without having to pull that logic into your application. For example, you can apply different ranking on query behavior depending on the situation, which provides a good separation between the application and search configuration.

“Recently, I have been exposed to working with Coveo Atomic while working on the headless Sitecore implementation, and I appreciate the Atomic library because it provides reusable search components, so you don't have to build every part of the search interface from scratch. It makes the front-end integration faster while still allowing the developer to customize the experience when needed..”

Sanket Phating

Lead Software Engineer at a tech vendor with 10,001+ employees

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“One thing that stands out to me about using Coveo for this process is that, as it is a cloud platform, it is very easy to integrate with your website as compared to other search options available.

“The best features Coveo offers are the machine learning models and Coveo API. What I like about the machine learning models is that they are very easy to integrate; you just need to create some settings in the cloud organization, and then when you start using the search, it automatically learns from those searches and provides auto-suggestion in the search box.

“Regarding Coveo's AI capabilities, I think its governance and security are good; as it is a cloud-based platform, the security is already very good as it uses SSO or login features. The accuracy and reliability of output from Coveo comes when the machine learning models learn from the searches that are done on your live site, so it becomes better over time, and I think those are reliable.

“In terms of integration capabilities with other platforms or tools I use, I think it is pretty good; integration is straightforward. I have done it with Sitecore as well, and it provides out-of-the-box packages to integrate it, so it is very easy. I would describe the user interface and overall user experience with Coveo as very good..”

Raghvendra Maheshwari

Solutions Architect at a tech vendor with 501-1,000 employees

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“Coveo is an enterprise-grade search and index platform that can be integrated with any CMS platform; in our case, it was Adobe Experience Manager. Since it is API-based, Coveo can also be used in other CMS platforms.

“We did not face challenges in the integration process with Adobe Experience Manager specifically. We went to Coveo platform, reviewed the API integration methods, and learned how to pass the key and authentication methods in the API. We configured the OSGi configurations, which is typically how AEM supports any kind of configurations. We used the OSGi configurations in AEM and configured these API endpoints and the authentication methods, OAuth tokens, and other security measures. We invoked that API in our code base; in our code, we have OSGi services and Sling Servlets which are invoking Coveo's APIs.

“Coveo is scalable and I have not seen any latency issue. The content immediately reflects the moment you index it, and in a couple of minutes, it is reflecting on the Coveo server. It is easy to use, easy to navigate, and you can easily find your content which is indexed on Coveo platform. Coveo is a specialized platform in the field of indexing and searching and is a known search platform. We seamlessly integrated and benefited, especially because indexing the content was taking too much time when we were indexing to other platforms such as Solr. However, in Coveo, we have not faced any latency issue and we were quickly able to index the content and search the content.

“Coveo is easy to integrate and it hardly takes a few lines of code that we need to write. There are not many complex configurations we have to write for integration. A small configuration for the API endpoint, the API payload, and the authentication methods allows us to write a few lines of code for an HTTP client to invoke these APIs. It is easy to integrate and we can easily maintain it. If there are any changes in the future, we can easily make these changes..”

Pradeep Dubey

Solution Architect at Tata Consultancy Services

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Other Solutions Considered

“We were earlier using Solr, which had limited capability. The UI was not good at all and it was a little bit cumbersome to use, so that is why we moved to Coveo..”

Verified user

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Senior software Engineer at a recreational facilities/services company with 501-1,000 employees

“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

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Lead Engineer Senior Forntend Developer at Adobe

“Before choosing Coveo, we evaluated other options; we usually used the Sitecore search engine before Coveo, but compared to Sitecore, Coveo is working well and giving better results, which is why we switched..”

Syogithreddy Threadi

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Sitecore Developer at a university with 201-500 employees

“Before choosing Coveo, there were other search engines apart from Coveo that we evaluated, such as Elasticsearch, but ultimately with the AI/ML capabilities and other features that Coveo has, we finalized Coveo as a final solution..”

Verified user

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Senior software Engineer at a recreational facilities/services company with 501-1,000 employees

“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

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

“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

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

ROI

Real user quotes about their ROI:

“I have seen a return on investment; it is a one-time implementation once we set it up, and we do not need employees to work on Coveo as we can automate it, so overall, it is good..”

Syogithreddy Threadi

Sitecore Developer at a university with 201-500 employees

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“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..”

Verified user

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

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“I have seen a return on investment in terms of time saved. From a money perspective, we have not come across all the metrics as of now. We will spend some more time. We have a contract for two years, and after completing that time, maybe we will be able to figure that out..”

Verified user

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Senior software Engineer at a recreational facilities/services company with 501-1,000 employees

“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

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

Use Case

“My main use case for Coveo is the search page. I use Coveo for my search page by creating sources in Coveo cloud organization and then providing it with data from our website and then displaying that search result on the search page..”

Raghvendra Maheshwari

Solutions Architect at a tech vendor with 501-1,000 employees

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“Coveo's main use case revolves around content indexing and search integration, primarily when working with Sitecore as a CMS implementation.

“In our Sitecore CMS implementation, we have very large content volumes, and Coveo helped us significantly with relevance through the use of indexing, query pipelines, and security features. Relevance was the most valuable feature for us. We were able to determine what content was shown to users and which was not, so Coveo provided substantial value from a relevance perspective..”

Sanket Phating

Lead Software Engineer at a tech vendor with 10,001+ employees

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“My main use case for Coveo is optimizing UX on the site, specifically search results and pointing people to what we think they need and analyzing web traffic.

A quick specific example of how I use Coveo to optimize search results or analyze web traffic is that people often search for things but don't spell them correctly, and they might search for a word using a foreign term for the product, disease, or treatment. We try to reconcile those misspellings to what it's clear that they're looking for and point them to the right page.

We use the thesaurus a lot of the time, and we also do regular web traffic reports, whether it is on-site search or external searches..”

Verified user

Web Project Manager at a university with 10,001+ employees

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“My main use case for Coveo was to index the search results on our search pages like insights, listings, articles, stories, and other content.

“One specific example of how Coveo worked for one of our search pages is when we had an external database managed by another team. We used to import those database items into a Sitecore master database, and while those items were getting published, they would also get indexed in Coveo, allowing us to search for specific items using their item ID or listing name, which would then appear in the search results managed by Coveo.

“I faced some challenges regarding the accuracy of the search results with Coveo. For instance, if we searched for properties, listings would appear based on the property names, but the search accuracy wasn't always perfect. Suggestions in Coveo, such as office spaces, would yield popular office options that were cost-effective..”

Verified user

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

“I used Coveo for content indexing and content search from AEM, and I have used it for multiple languages. The content was available in English language and Chinese language, so our requirement was to index the content and then search the content from Coveo.

“Coveo has a push API which indexes the content with a certain structure and JSON payload for the page properties that exist in AEM pages. For example, a page title, page description, page tags, and metadata properties from the page are indexed in Coveo with the help of Coveo push API. There are certain request headers such as UTF-8 encoding. We wrote an HTTP client which makes calls to Coveo push API to index the content. To search the content, we used the Coveo endpoint and the page ID as the path, basically the page path as a resource to pull the content from Coveo.

“We used Coveo for multiple languages with English language content and Chinese language content. We faced challenges initially because we had not added UTF encoding in the header, so the Chinese content was not properly indexed and instead showed question marks. We added the header with UTF-8 encoding, and after invoking the same API, we were successfully able to index the Chinese content. We fixed this issue and successfully indexed and fetched the Chinese content from Coveo..”

Pradeep Dubey

Solution Architect at Tata Consultancy Services

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“Our main use case for Coveo is to retrieve data efficiently. Before using Coveo, we stored this data in Salesforce itself, which took longer. We migrated our database to Coveo.

“A specific example of how we use Coveo to retrieve and store data is related to our website, which functions as a doctor's website. Previously, we stored all data related to our doctors' content in Salesforce directly. When a doctor searches for it on our website or opens our record page, content pages, or content landing pages, content loading time took around 300 milliseconds. While not a major difference, in terms of user experience, it matters. After migrating to Coveo, it took less than 10 milliseconds to load all this data. This is our main use case, and we also have other use cases, such as content recommendation to our doctors based on trending content and personalized content.

“Regarding the content recommendation use case, Coveo helps us personalize content for doctors with an ML-related feature. We send every detail of the doctor's viewing of pages to Coveo directly with the help of Google Analytics. First, we send the data from Salesforce to GA once a doctor views any particular content, and GA sends all this data to Coveo to train our ML models. With the help of those ML models, we see what the trending content is currently. Our doctors are specialized in 12 to 13 different specialties. Based on their specialties, we recommend content directly on the dashboard pages and on the content detail pages..”

BA4

Salesforce Developer 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.

“Coveo is deployed in my organization as a SaaS-based software, so you don't need to deploy it; it comes by default on a cloud and it basically will provide you an organization so you can log in and then work with Coveo..”

Raghvendra Maheshwari

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Solutions Architect at a tech vendor with 501-1,000 employees

“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

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Lead Engineer Senior Forntend Developer at Adobe

“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

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

Customer Service and Support

“I reached out to Coveo's customer support many times, and it was one of the best experiences I had with their support team. I would rate the customer support as a nine on a scale of one to ten..”

Verified user

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

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“I have already mentioned that the customer support is very good; when we reach out to the customer support team, the way they answer our questions and follow up is really well, so on a scale of ten, I will definitely give ten for this customer experience..”

Syogithreddy Threadi

Sitecore Developer at a university with 201-500 employees

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“I would like to add that their support team is awesome in responding to the technical queries we faced during integration. I would give Coveo five out of five for customer support..”

Verified user

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Senior software Engineer at a recreational facilities/services company with 501-1,000 employees

“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..”

Verified user

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

“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

[Read full review](#) 

Lead Engineer Senior Forntend Developer at Adobe

Other Advice

“It was great working with a product such as Coveo and integrating that product with our Salesforce. The experience has been good. I would rate this review a 9..”

BA4

Salesforce Developer at a tech vendor with 10,001+ employees

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“The quick indexing into the search results is the best scenario I faced with Coveo. In terms of accuracy and reliability of output, I believe Coveo is probably the best in market scenarios. Coveo is deployed in my organization as software as a service and integrates with my code base directly. I am not sure about Coveo's governance and security regarding its AI capabilities. I would rate Coveo an eight on a scale of one to ten..”

Verified user

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

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“I would rate Coveo overall a 10 out of 10.

I choose a 10 out of 10 because it is easy to use, can handle large data sets very quickly and effectively, and it is easy to learn how to do new things.

Regarding Coveo's AI capabilities, I have not used Coveo AI, but I think it's solid.

Coveo's AI accuracy and reliability of output have met my expectations.

My advice to others looking into using Coveo is to talk to Coveo itself; the people there are very helpful.

My overall review rating for Coveo is 10..”

Verified user

Web Project Manager at a university with 10,001+ employees

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“I would rate Coveo an eight out of ten. I chose eight out of ten because, as this is a cloud-based platform, there are some limitations, but overall it's a good tool.

“Coveo already has a very good e-learning platform with multiple courses to learn and certifications to achieve, so it is very good in terms of the learning curve for new users or developers working with it. The documentation and resources available for Coveo are helpful, and even if you are a new learner, you can go through the documentation and it covers everything related to Coveo.

“As far as I have used it, Coveo's performance and speed with large data sets is pretty good. I would advise others looking into using Coveo that it's a great product; just start looking into the documentation and utilize it well so your search page becomes better..”

Raghvendra Maheshwari

Solutions Architect at a tech vendor with 501-1,000 employees

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“I recommend starting with search requirements rather than starting with product features. [Understand](#) your content sources, security model, and relevance.

“So far, I haven't touched Coveo's AI-powered solutions, so I may not be able to

comment on that because my experience is mostly with integrating Coveo, but not with the AI-powered solution models. I haven't used those AI features much, so I cannot provide insight on the accuracy and reliability of output.

“I would rate Coveo an eight out of ten. I choose this rating because the platform is powerful, has strong relevance, and enterprise capabilities, but I deduct a couple of points mainly due to the learning curve and some areas that can take time to understand when implementing Coveo for the first time..”

Sanket Phating

Lead Software Engineer at a tech vendor with 10,001+ employees

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“Coveo is deployed in our organization on a public cloud with API integrations and authentication methods, and we call this publicly hosted Coveo platform on the cloud.

“We have used [AWS](#), if I remember correctly, because it was a long time ago, almost more than two to three years back now.

“There was a separate team actually accessing Coveo console and they were aware of that; we were using those APIs and the configurations as a vendor.

“If others are looking into using Coveo, I would advise that if they have a use case for scalable solutions for enterprise-wide search capability or indexing content, then Coveo is the right choice.

“I would rate Coveo a seven out of ten..”

Pradeep Dubey

Solution Architect at Tata Consultancy Services

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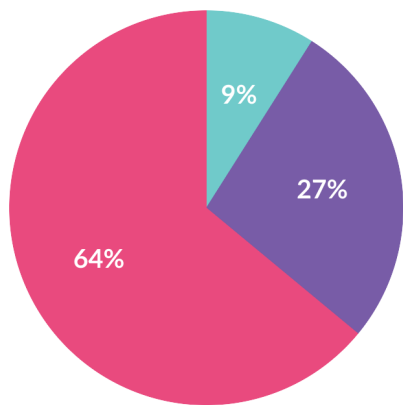
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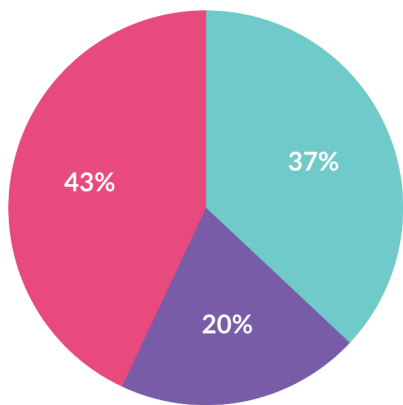


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsize Enterprise  Small Business

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