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Coveo Announces New Partnership with Genesys to Empower Contact Center Agents with AI Search, Recommendations, and Generative Answering

Coveo for Genesys Cloud is Now Available on Genesys AppFoundry®

MONTREAL and LONDON and SAN FRANCISCO, May 14, 2024 (GLOBE NEWSWIRE) -- [Coveo](#) (TSX:CVO), the leading enterprise AI platform that brings AI search and GenAI to every point-of-experience, enabling remarkable personalized digital experiences that drive business outcomes, today announced Coveo for Genesys Cloud is now available on the Genesys AppFoundry®, a marketplace of solutions offering a curated selection of applications and integrations that elevate customer and employee experiences.

Together, Coveo and Genesys®, a global cloud leader in AI-powered experience orchestration, will deliver superior customer and employee experiences through a native integration that empowers contact center agents with relevant insights and generative answers using Coveo for Genesys Cloud. Coveo for Genesys Cloud leverages AI search, AI recommendations, and generative answering technologies – running across multiple sources of complex issue-resolving content to help agents onboard and upskill quicker, reduce search-to-click time, increase first call resolution, and lower average handling time.

Enterprises with siloed content repositories risk overwhelming agents, as they must search multiple systems looking for answers. By combining the power of Coveo and Genesys®, enterprises can solve customer problems efficiently and effectively, with fast, easy and secure access to relevant knowledge embedded in the Genesys Cloud desktop. Using Coveo's best-in-class AI platform, agents start with recommended content personalized for the customer's situation and leverage AI search and generative answering as the conversation progresses without needing to switch screens. This partnership will help service leaders meet critical priorities for efficiency while creating remarkable customer experiences.

"Customer service agents are the heart of any enterprise and it's imperative to provide them with the tools to mitigate escalations and tackle new challenges that might come their way," said Patrick Martin, EVP of Customer Experience at Coveo. "We're excited to combine forces with the leading CCaaS (Contact Center-as-a-Service) platform and their strong track record of simplifying the agent experience. Together, we will improve the customer and agent experience by giving agents the personalized and relevant knowledge, now with generative answers, at the right time to improve both their workflow and deliver business results."

“Coveo is a Leader in two IDC MarketScapes, the IDC 2023 MarketScape for Worldwide General-Purpose Knowledge Discovery and the 2023-2024 IDC MarketScape for Worldwide Knowledge Discovery for Internal Use Cases,” said Hayley Sutherland, author of the reports and IDC Research Manager, Conversational AI & Intelligent Knowledge Discovery. “Customers have praised Coveo for its prepackaged, easy to use solutions that enhance both CX and EX. With Coveo’s GenAI backed features and advanced relevance, it should be a great fit with Genesys to enhance digital experiences in the Contact Center,” she said.

Coveo AI unifies enterprise-wide content into the Genesys® desktop, using AI search, recommendations, and generative answering to help support organizations with:

- **Unified Content:** Unify all relevant content into a single, central repository without moving a document.
- **Out-of-the-box AI:** Leverage a robust suite of AI models purpose-built for delivering on service objectives for agent productivity, customer experience, and first contact resolution.
- **Enterprise Tested GenAI:** Utilize secure, accurate, enterprise-ready generative answering embedded within the agent desktop.
- **Workforce Efficiency:** Scale without adding headcount to the contact center.
- **Frictionless Customer Experiences:** Allow agents to stay engaged with the customer, not the systems.
- **Always-on Content Feedback:** Continuously improve content with powerful user analytics.

Coveo for Genesys Cloud is [now available on the Genesys AppFoundry®](#). Visit Coveo at Genesys Xperience 2024 at booth SS6.

Understand the full power of the Coveo AI Platform™ now available within [Coveo for Genesys Cloud](#) with this detailed spec sheet.

About Coveo

We strongly believe that the future is business-to-person. That experiences are today’s competitive front line, a make or break for every business. We also believe that remarkable experiences not only enhance user satisfaction but also yield significant gains for enterprises. That is what we call the AI-experience advantage – the degree to which the content, products, recommendations, and advice presented to a person online aligns easily with their needs, intent, preferences, context, and behavior, resulting in superior business outcomes.

To realize this AI-experience advantage at scale, enterprises require a robust, spinal and composable infrastructure capable of unifying content securely and delivering AI search, AI recommendations, true personalization, and a trusted generative experience at every touchpoint with each individual customer, partner and employee.

Coveo is dedicated to bringing this advantage to every point-of-experience, using powerful data and AI models to transform the enterprise in commerce, customer service, website and workplace.

The Coveo platform is ISO 27001 and ISO 27018 certified, SOC2 compliant, HIPAA

compatible, with a 99.999% SLA available. We are a Salesforce Summit ISV Partner, an SAP Endorsed[®] App, an Adobe Gold Partner, MACH Alliance member and a Genesys AppFoundry[®] ISV Partner.

Coveo is a trademark of Coveo Solutions Inc.

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Forward-Looking Information

This press release contains “forward-looking information” and “forward-looking statements” within the meaning of applicable securities laws (collectively, “forward-looking information”). This forward-looking information is identified by the use of terms and phrases such as “may”, “would”, “should”, “could”, “might”, “will”, “achieve”, “occur”, “expect”, “intend”, “estimate”, “anticipate”, “plan”, “foresee”, “believe”, “continue”, “target”, “opportunity”, “strategy”, “scheduled”, “outlook”, “forecast”, “projection”, or “prospect”, the negative of these terms and similar terminology, including references to assumptions, although not all forward-looking information contains these terms and phrases. In addition, any statements that refer to expectations, intentions, projections, or other characterizations of future events or circumstances contain forward-looking information. Statements containing forward-looking information are not historical facts but instead represent management’s expectations, estimates, and projections regarding future events or circumstances.

Forward-looking information is necessarily based on a number of opinions, estimates, and assumptions that we considered appropriate and reasonable as of the date such statements are made. Although the forward-looking information contained herein is based upon what we believe are reasonable assumptions, actual results may vary from the forward-looking information contained herein. Certain assumptions made in preparing the forward-looking information contained in herein include, without limitation: our ability to capitalize on growth opportunities and implement our growth strategy; our ability to attract new customers, both domestically and internationally; the success of our efforts to expand our product portfolio and market reach; our ability to maintain successful strategic relationships with partners and other third parties; our future capital requirements; the available liquidity under our revolving credit facility; the accuracy of our estimates of market opportunity and growth forecasts; our success in identifying and evaluating, as well as financing and integrating, any acquisitions, partnerships, or joint ventures; our ability to execute on our expansion plans; and the future impact of the COVID-19 pandemic. Moreover, forward-looking information is subject to known and unknown risks, uncertainties, and other factors, many of which are beyond our control, that may cause the actual results, level of activity, performance, or achievements to be materially different from those expressed or implied by such forward-looking information, including but not limited to macro-economic uncertainties and the risk factors described under “Risk Factors” in the Company’s most recently filed Annual Information Form available under our profile on SEDAR at www.sedar.com. There can be no assurance that such forward-looking information will prove to be accurate, as actual results and future events

could differ materially from those anticipated in such information. Accordingly, prospective investors should not place undue reliance on forward-looking information, which speaks only as of the date made.

Moreover, we operate in a very competitive and rapidly changing environment. Although we have attempted to identify important risk factors that could cause actual results to differ materially from those contained in forward-looking information, there may be other risk factors not presently known to us or that we presently believe are not material that could also cause actual results or future events to differ materially from those expressed in such forward-looking information. You should not rely on this forward-looking information, as actual outcomes and results may differ materially from those contemplated by this forward-looking information as a result of such risks and uncertainties. Additional information will also be set forth in other public filings that we make available under our profile on SEDAR at www.sedar.com from time to time.

The forward-looking information provided in this press release relates only to events or information as of the date hereof, and are expressly qualified in their entirety by this cautionary statement. Except as required by law, we do not assume any obligation to update or revise any forward-looking information, whether as a result of new information, future events, or otherwise, after the date on which the statements are made or to reflect the occurrence of unanticipated events.

A video accompanying this announcement is available at <https://www.globenewswire.com/NewsRoom/AttachmentNg/01c8ab86-ee28-414d-904a-5d9d3cd1e3f0>



Source: Coveo Solutions Inc.