Using Salesforce's Einstein Bot
With Coveo's Add-on, Einstein Solves More Requests Without Redirecting To Live Chat

Coveo makes Salesforce's Einstein Bot better at solving your customer service requests.

With this beta feature, you can integrate tracking inside Salesforce's Einstein Bot.

Most chatbots can handle typical requests for help. But, what happens when a customer opens a live chat to resolve a problem that isn't cut and dry? Most chatbots have an option for an open-ended query. Typically, choosing this option triggers a redirect to a live support professional.

Enter Coveo. We increase the amount of problems your Salesforce Einstein Bot can solve on its own. This increases overall customer satisfaction and reduces the need for live support from a human. Your support professionals will get more bandwidth, enabling them to devote more time and attention to high-complexity requests.

How It Works
When a customer types in their question, the Coveo integration sends an immediate reply with several relevant help articles. If you have this add-on, your Salesforce Einstein Bot will be able to search your help article index. It matches their query to the top three articles containing the main keywords in their question.

This way, customers get answers fast. If their issue is resolved, your support team gains bandwidth. If they still need help, they'll be redirected to a live chat with a person.

Reply Instantly
This add-on expands your help repository to more than just one kind of content. In addition to standard help pages, stock your repository with the full power of Youtube tutorials about your product, instructional articles and webpages. Customers get instant replies with the top three relevant resources.

Enriched Data
On top of replying faster and increasing self-service, this add-on unlocks a new, rich source of data. With Coveo's integration into Salesforce, you can now follow your user's journey across multiple interfaces, from your chatbot to your support site, to your contact page.

Full documentation is available to integrate and customize Coveo, APEX and Salesforce. This integration is a beta feature. To check out the newest features, contact Coveo Sales.