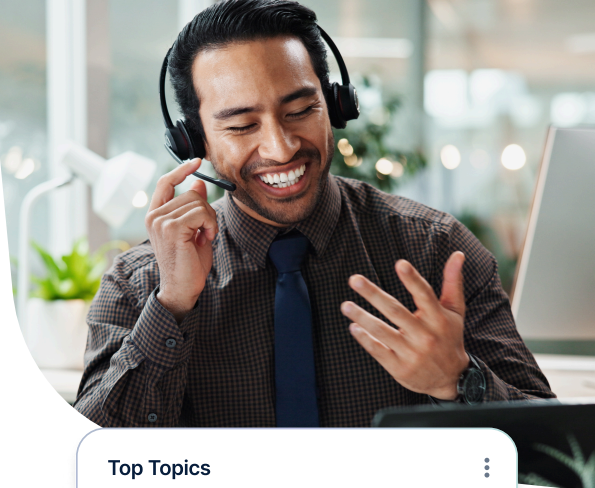


Medallia

# Medallia AI for Conversations

Conversational data isn't just for the contact center anymore

Conversational data is the missing link between customer experience (CX) and the contact center – your largest, untapped source of customer interactions. With Medallia AI for Conversations, analyze 100% of interactions instead of only 5-10% with surveys. Experience the full richness of omnichannel insights across your business with native, multilingual speech transcription and industry-leading conversational analytics to take data-driven actions at scale.



## Top Topics

Order - Refund Request	+21.0
Website - Login/ Password Reset	+13.7



**Gain richer insight into the root causes of experiences**



**Pinpoint concerns & streamline action automatically**



**Reduce cost to serve at every point of the customer journey**

## Work smarter with conversational analytics for all

### Built to scale, no matter where

Our conversational analytics and transcription are purpose-built to accommodate enterprise scale, multilingual experience management programs.

### Get the full story behind your KPIs

Medallia AI analyzes conversational data with all other signals for a holistic view of KPIs across the business to drive informed decision-making.

### Attack issues head-on

Pinpoint the most impactful trends and topics on KPIs to identify, prioritize, and resolve issues, backed by a clear understanding of the expected outcomes.

### Automate with humans in the loop

We empower employees to verify and alter the outputs of AI automations to ensure the highest quality of analysis and action without sacrificing speed.

### Farewell to repetitive tasks

From root cause analysis to post-call notes, Medallia AI eliminates low-value, repetitive tasks from every workflow using techniques tailored to your use cases.

### Speed up post-call work

Automate post-conversation notes, closed-loop responses, and more so agents can focus on handling calls and reduce time to serve.

### Make QA smarter, not harder

Intelligently prioritize calls with alerts and GenAI-powered conversational summaries to identify areas of concern in individual records in a minute or less.

Summary

Reason For Contact

Credit card cancellation

Was the Issue Resolved?

Yes

Resolution / Outcome

The caller's credit card was canceled, and they received a confirmation letter with their final payment. The agent also offered a 25% discount on a new credit card, but the caller was not eligible for it.

Details

The caller contacted Menlo bank to cancel their credit card due to a better offer from another bank. The agent confirmed the cancellation and informed the caller that they would receive a confirmation letter with their final payment in the mail. The caller also inquired about a 25% discount on a new credit card, but the agent informed them that they were not eligible for the promotion.

Is this summary accurate?

Yes

No

## Transcribe and analyze at scale, natively in Medallia

No matter where on Earth you have operations, Medallia can accommodate the global scale of your business. Apply industry-leading analytics to all conversations — no matter if they're transcribed in native language in Medallia or ingested as translated data. No problem! The same industry-leading analytics can also be applied to translated data. Our industry-leading analytics are available on translations and in 23 languages for native natural language processing (NLP).



**180+**

localization languages



**23**

languages for native NLP



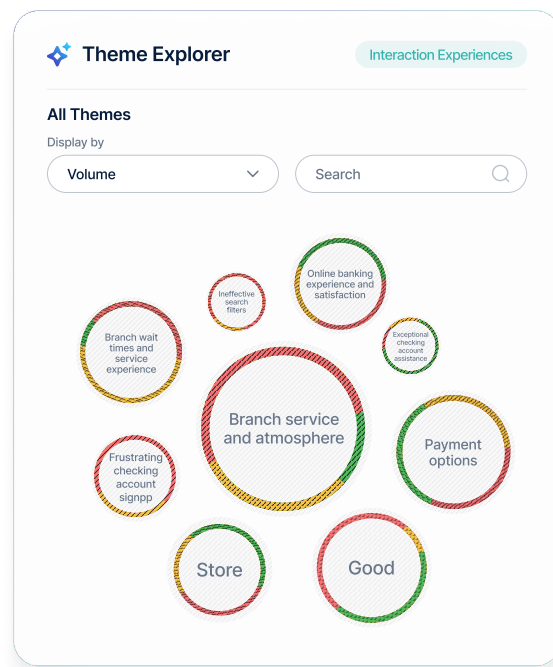
**100+**

languages for STT



**50+**

dialects



## Integrations that play nice with your CCaaS and systems of work

Medallia has integrations with the industry's largest CCaaS players. We can ingest and analyze almost any conversation data (including transcribing or pulling in transcriptions). With our library of 30+ out-of-the-box connectors and data export capabilities, Medallia is integrated as an essential part of your day-to-day processes.

Some of our many partners and integrations include:

**NICE®**

**GENESYS™**

**aws**

**Five9™**

**Amazon Connect**



### About Medallia

Medallia is the pioneer and market leader in customer, employee, citizen, and patient experience. Medallia Experience Cloud captures billions of experience signals across interactions including all voice, video, digital, IoT, social media, and corporate-messaging tools. Medallia uses proprietary artificial intelligence and machine learning technology to automatically reveal predictive insights that drive powerful business actions and outcomes. For more information visit <http://www.medallia.com>.

Learn more about Medallia  
AI for Conversations at

[www.medallia.com/  
conversation-intelligence](http://www.medallia.com/conversation-intelligence)