Medallia

Medallia for Contact Centers

Every conversation tells a story. We help you hear it — and act on it.

Your contact center is already having thousands (maybe millions) of conversations. What if you could tap into all of them — not just the ones you sample, survey, or stumble across?

Medallia is the only solution built to listen to all your customer conversations, at scale, across every channel — without disrupting your existing systems. This isn't just analytics: it's intelligence that drives real-world action.

Purpose-Built for Complexity and Trusted by Leading Brands

♥CVS pharmacy®	∞ Meta	PACIFIC LIFE	Johnson&Johnson	◀CHOICE HOTELS®	SEAT GEEK

Intelligence, coaching, and action — all built for scale.

Conversational Intelligence
Analyze 100% of your interactions — voice, chat, and messaging — to uncover sentiment, intent, and emotion in every language and channel. Spot churn risks, broken processes, and moments of delight, then act fast.

Agent Coaching & Recognition
Turn every interaction into a coaching moment. Capture real-time feedback, celebrate wins, and deliver AI-powered coaching plans that help managers lead and agents grow.

Smarter QA & Quality Management
Focus where it counts. Let AI surface high-impact conversations so you can coach with purpose, cut manual reviews, and drive real behavior change.

Intelligent Callback
Skip the hold music. Let customers schedule a time to connect, with seamless voice-to-digital handoffs that boost satisfaction, improve FCR, and ease pressure on your teams.

> "The program team was excellent in understanding our needs, and the commitment that Medallia could help Likewize launch quickly was a big selling point for us. This is only just the beginning of a long partnership together."
>
> BRIAN POWERS
> Chief Experience Officer, Likewize

With Medallia, Likewize achieved

60 days
to launch with Medallia

25%
decrease in calls per claim

25pt+
increase in Net Promoter Score

We play well with your tech stack.

We're the intelligence layer that makes your contact center smarter, integrating seamlessly with your existing stack — Genesys, NICE, Five9, Amazon Connect, even homegrown systems. We ingest and analyze data without disruption, and plug into your CRMs, BI tools, and data platforms, too.

Built for complexity, we support global operations with thousands of agents, multiple CCaaS platforms, and dozens of languages — helping enterprise teams move faster, coach smarter, and act with confidence.

Make your contact center a source of truth.

Enterprise-Ready
Purpose-built for large, distributed teams with layered org structures and high compliance standards.

True omnichannel
Voice, chat, email, or messaging — we make sense of it all.

Multilingual and global
180+ languages supported for transcription and localization.

Proven
Trusted by the world's leading brands to manage and improve millions of contact center interactions.

Ready to hear what your contact center's been trying to tell you?

Conversations are happening everywhere. Medallia helps you hear them all — and turn them into lasting impact.

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**.