MODERNIZE YOUR CUSTOMER EXPERIENCES WITH GENAI

Unleash the Power of AI in CX - now in Spanish

Medallia's GenAI capabilities enable customer-facing teams to instantly understand, respond, and act in the local language. From intelligent summaries to personalized responses, every interaction is transformed into actionable insights, accelerating issue resolution and maximizing satisfaction at every touchpoint. No more guesswork. Just precise intelligence and action, delivered directly in Spanish.

Intelligent Summaries™
Understanding exactly what's happening with customers has never been faster. Medallia GenAI generates automatic summaries of calls, chats, topics, and trends, delivered in seconds and in Spanish, saving hours of manual review and enabling faster action.

Root Cause Assist
Discovering the "why" behind every CX signal is easier with clear, explainable AI that provides root cause insights in Spanish. Teams get immediate answers they can understand and act on, reducing resolution times.

Smart Response
Automatically generates personalized, brand-aligned responses to customer comments, in Spanish, with a single click. It dramatically reduces response times, ensuring consistency, empathy, and relevance in every message.

Why Leading CX Teams Choose Medallia GenAI

- ✓ Resolve customer issues in less time
- ✓ Seamlessly integrate with workflows
- ✓ Configurable to fit your business needs
- ✓ Available in English and Spanish

Frontline teams
Respond 80% faster with personalized, on-brand replies

Managers
Uncover emerging issues instantly to reduce churn

CX Leaders
Get immediate, AI-powered insights behind score drops

Intelligent Summaries

400%
average time savings

Root Cause Assist

"Allows any user to quickly understand key focus areas without special training."

CX Manager

Smart Response

80%
reduction in response time

Medallia

Intelligent Summaries

Identify Issues Instantly
Get the right context without having to dig through calls, chats, or text analytics data.

Act on What Matters
Spend less time reviewing data, and more time driving meaningful outcomes.

✦ Theme Summary   💬 Phrases tagged

Respondents reported that the GoodHome app often stops responding after placing pickup orders. This has led to confusion among customers about when they can pick up their order.

Many commented that they are unable to confirm availability or make changes through the app, and that their online order gets stuck in the process.

Many customers have requested assistance from the contact center. This overlap between app performance issues and in-store pickup has led to delays, uncertainty, and negative feedback in the surveys.
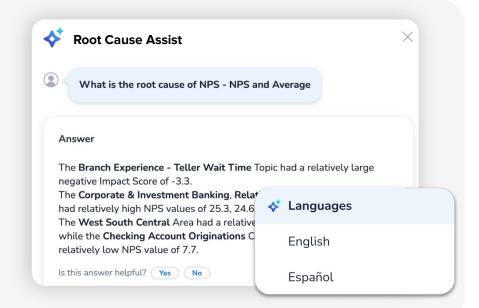

Root Cause Assist

Always Know the "Why"
Empower everyone to understand what's driving KPI shifts — no training needed.

Prioritize with Confidence
Pinpoint exactly where to focus, backed by clear, actionable insights.

✦ Root Cause Assist   ✕

👤 What is the root cause of NPS - NPS and Average

Answer

The **Branch Experience - Teller Wait Time** Topic had a relatively large negative Impact Score of -3.3.
The **Corporate & Investment Banking**, Rela... had relatively high NPS values of 25.3, 24.6...
The **West South Central** Area had a relative... while the **Checking Account Originations** C... relatively low NPS value of 7.7.

Is this answer helpful?   Yes   No

✦ Languages
English
Español

Smart Response

Respond Smarter, Faster
Auto-generate high-quality, personalized replies in seconds.

Save Time, Keep Quality
Boost productivity without sacrificing customer experience.

Compose Email

✦ B2C Smart Response

Subject: We appreciate your feedback

Dear John,

Thank you for taking the time to share your feedback with us. We appreciate your input as it is invaluable in helping us improve our services.

We understand that there might be areas where we could have done better, and we are determined to learn from this valuable insight.

Your feedback will help us identify opportunities to make necessary changes. Your satisfaction is our top priority.

▢ The content above is generated by AI. I confirm that I have personally reviewed and revised it if appropriate.