FRONTLINE-READY AI™ FROM MEDALLIA

From AI Hype to Frontline Action

Unlike general-use tools like ChatGPT or Gemini, Medallia's Frontline-Ready AI™ is designed specifically for non-technical, customer-facing teams. No prompt writing. No data risk. Just fast, reliable action-driven intelligence that fits seamlessly into your workflows.

Predictable and reliable

Uses only your company's data—no hallucinations, no guesswork.

Scalable and secure

Enterprise-grade performance across large teams with minimal training.

Fast and embedded

Instant insights and automation within your existing CX workflows.

Built for real users

No technical skills required—just smarter, faster action at the front line.

Enterprise-grade. Zero friction.

Secure. Scalable. Seamless.

- Only your data is used.
- Enterprise-grade security and compliance built-in.
- Rapid rollout with minimal training required.
- Aligned to role-specific access and permissions.

Smarter decisions. Faster action.
Real results.

Intelligent Summaries™

Instantly capture key takeaways from calls, chats, and themes.

Summary

Reason For Contact
Payment confirmation

Was the Issue Resolved?
Yes

Resolution / Outcome
The caller's issue was resolved, and they were satisfied with the outcome.

Details
The caller contacted Menlo Bank if their payment had gone through.

Is this summary accurate? Yes No

Themes with GenAI

Surface emerging trends in real time—no digging required.

✦ Themes Snapshot

Theme	Average NPS
Frustrating checking acct sign up	-98.8
Branch wait times & service experience	-57.3
Inefficient website search function	-86.8

Root Cause Assist

Cut through noise with direct, data-backed answers.

✦ Root Cause Assist ✕

What are the key drivers of Branch Satisfaction?

The Branch Experience - Teller Wait Time

Topic had a high percentage of negative responses, with 93.1% of respondents expressing dissatisfaction, indicating a negative experience in this area.

More details ⌄

Smart Response

No technical skills required—just smarter, faster action at the front line.

Compose Email

Email Template
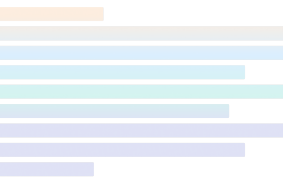Smart Response ⌄

To Maria Fuentes <mariafuentes@gmail.com> CC

*Subject Understanding Your Recent Experience

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

Real Results. Real Customers.

Frontline-ready means frontline wins.

THE VENETIAN RESORT
LAS VEGAS

Utilized Smart Response to respond to customer feedback quickly with personalized, on-brand messages.

92%
of responses accurately addressed all feedback

"

We're always on the lookout for technologies that help us improve quality and efficiency. Smart Response helped us follow up faster and with more context than ever before.

TERRY BYRNES
Executive Director Guest Experience
The Venetian Resort

"

Suddenly, I'm not combing the beach for hours, hoping to find something valuable. I am instantly pulled toward what matters most, even the things I didn't know were buried there.

In-Store Experience
Team Lead

National pet retailer

Found a hidden driver of attrition in hours using Themes with GenAI. Took immediate action—boosting retention and frontline morale.

Daily visibility
into issues with emerging themes

→ See Frontline-Ready AI in action.
Request a demo.

The best AI for CX isn't general,
it's Medallia.

Medallia