

Navigator Course Catalog Winter 2023



Navigator
by Medallia

At the heart of every successful organization is people. Equip your people with the skills they need to achieve your organization's strategic Experience goals. Medallia training professionals have extensive experience partnering with organizations and are committed to learner success and engagement.

Our Education experts can:

- Provide targeted course recommendations for individual roles
- Create focused training plans to support upcoming projects
- Deliver highly engaging and relevant training across geographies and modalities

To talk with us about your organization's training needs, email edsales@medallia.com.



GLOSSARY OF TERMS

Learning Path	A series of courses sequenced together to address a large topic or concept.
Course	Focused content covering a specific topic.
Section and Lesson	Within a course, content is divided into Sections and each Section has lessons. Lessons are short, online, self-paced materials, allowing learners to explore the larger topics in smaller pieces.
MEC	Medallia Experience Cloud
Medallia Admin	Medallia Admins may be responsible for different parts of the MEC environment. From Survey administration to Reporting, to setting up the MEC Organization, creating Digital forms, or maintaining Text Analytics.
Medallia Professional	Medallia Professionals use MEC to derive insights and take data-driven actions. Medallia Professionals may advise on program design and functionality, but do not administer the MEC platform.
Quick Hit Library	A collection of short videos, configuration steps, and job aides to enable Medallia Admins on the go.

NEW AND UPDATED COURSES LEARNING PATHS

Medallia Admins may be responsible for different parts the MEC environment! From Survey administration, to Reporting to setting up the MEC Organization, creating Digital forms, and even maintaining Text Analytics. Learning Paths are a curated series of courses geared toward helping Admins and other professionals learn and understand specific area of MEC.

Explore the new and updated courses and learning paths as of January 2023!

SPANISH AND ITALIAN COURSES

We are pleased to announce that many Navigator courses are available in Spanish and Italian! These include courses on Reporting, Surveys, Organization, Integrations, and many others

PROGRAM DESIGN FOR REPORTS

When designed well, MEC Reporting offers a powerful way to deliver actionable feedback to drive insights and derive actions for your end-users. When you are creating your reports it is vital to apply design techniques and strategies to create useful and usable reports. Explore best practices to Reporting Design and apply UI/UX design principles of your MEC Reports.

The ***Program Design for Reports*** learning path offers three new courses to help you understand how to design your MEC Reporting screens to best support your end-user. Start with the ***Introducing Medallia Reporting Design*** course where you will explore the basics of why designing your reports is crucial for maximizing engagement and effectiveness of your Medallia reporting.

Next, dive into the ***Performing Discovery for Medallia Reporting*** course where you learn techniques to assist you with the discovery process.

Finally, use the ***Designing your Medallia Reports*** course for detailed information on core design principles and specific guidelines for the design of your reporting tabs, subtabs, dashboards, reports, and modules.

BUILDING SURVEYS IN ADMIN SUITE

The ***Building Surveys in Admin Suite*** learning path has been updated to support three new courses focused on designing your surveys. Start with the Survey Design Fundamentals course that explains the basic elements of survey design and how to make surveys effective tools for capturing reliable and actionable feedback from customers.

Next, dig into the ***Applying Survey Design Best Practices*** course to explore best methods for survey design, from methodologies like designing with the end goal in mind to utilizing Medallia features and question types to best effect.

Finally, in the ***Survey Design Case Studies*** course you are presented with four case studies where you get to decide how to apply survey design best practices to the issues presented.

NEW AND UPDATED COURSES LEARNING PATHS

APPLYING THE FUNDAMENTALS OF EXPERIENCE CHANGE

Driving change and alignment across an organization to improve customer experience is a challenging task. Learn the fundamentals of customer experience change management, as well as implementing and evaluating an initiative.

This new learning path covers the fundamentals of Experience Change Management and shows you how to prepare for and evaluate an experience change management initiative. Once you understand the fundamentals, this learning path dives into the communication and training pillars of experience change management to show you how to build strong training and communication plans.

MEC SERIES - PROGRAM ESSENTIALS

Medallia Experience Cloud is a SaaS platform that empowers you to make smarter decisions with actionable insights. Learn about the essential program components and admin basics.

In this Learning Path you will explore how MEC users interact with the platform to interpret actionable insights and explore the foundations of the MEC platform to understand how it works. Finally, you will learn about featured functionality to help you manage your MEC programs.

Learning Path Content:

Duration: 5 hours

Admin Concepts

- Admin Concepts - Journey of a Record
- Admin Concepts - Navigating the Admin Suite UI
- Organization - Defining Units, Unit Groups, and Unit Types in Admin Suite
- Organization - Creating Roles in Admin Suite
- Organization - Creating Users in Admin Suite
- Admin Concepts - Exploring Types of Data Fields

Ad Hoc Surveys and Experience Programs

- Ad Hoc Surveys - Configuring Ad Hoc Surveys
- Experience Programs - Configuring Your Experience Programs

MEC SERIES - SURVEY ADMIN

Are you responsible for configuring and managing your MEC surveys? Delve into this series focused on survey administration with leading design principles using Admin Suite.

In this Learning Path you will learn how to use MEC Ad Hoc Surveys to quickly build a single survey program to collect feedback. Explore how to use MEC Experience Programs and Shared Assets to create a comprehensive survey experience and discover other leading design principles and functionality to enhance your survey program.

Learning Path Content:

Duration: 5 hours 10 minutes

Ad Hoc Surveys

- Ad Hoc Surveys - Configuring Ad Hoc Surveys
- Surveys - Building Your Survey

Experience Programs and Shared Assets

- Experience Programs - Configuring Your Experience Programs
- Surveys - Launching Your Survey
- Surveys - Creating Your Desktop and Mobile Survey Designs
- Surveys - Creating Your Invitation and Reminder Emails

Survey Program Design

- CX Fundamentals - Designing Your Surveys
- AskNow Docs Page
- Quick Start Docs Page

MEC SERIES - PROGRAM ADMIN

MEC program administration includes two key processes: signal collection and data analytics. Level up to an experienced Program Admin by learning how to configure survey signals and end-user reporting plus key admin concepts.

In this Learning Path you will learn how to configure MEC survey programs, from designing them according to branding guidelines, to writing web questionnaires, and setting up email invitations. In addition, you will explore various ways to visualize data, tailor dashboards for unique roles, and use translation tools to localize surveys and reports. By the end of the curriculum, you will be familiar with the various data processing tools within MEC, including how to run reports, and understand how sandbox environments are key to MEC.

Learning Path Content:

Duration: 9 hours 20 minutes

Survey Signals

- Surveys - Building Your Survey
- Surveys - Launching Your Survey
- Surveys - Creating Your Desktop and Mobile Survey Designs
- Surveys - Creating Your Invitation and Reminder Emails
- CX Fundamentals - Designing Your Surveys

End-User Reporting

- Reporting - Getting to Know Reporting
- Reporting - Exploring Report Types
- Reporting - Understanding Role-Based Reporting and Reporting Workflow
- Reporting - Creating Your Reports
- Reporting - Modifying Your Reports
- Reporting - Organizing and Publishing Your Reports
- Reporting - Customizing Your Report Control Panels and Filters
- CX Fundamentals - Designing Your Reporting

Language Translations

- Translations - Implementing Survey and Reporting Translations

Data Exchange

- Integrations - Processing External Data using Import Templates
- Integrations - Exporting MEC Data using Admin Suite

Sandboxes and Change Sets

- Sandboxes - Using the Sandbox Manager and Creating Change Sets

MEC SERIES - REPORTING ADMIN

Are you responsible for configuring and managing your MEC reporting? Delve into this series focused on reporting administration with leading design principles using Admin Suite.

In this Learning Path you will learn the foundations for data, roles, and reporting in MEC. Explore how to configure role-based reporting to present the right information to the right audience. In addition, you'll learn reporting design principles and functionality that will help you accentuate key data in your reports.

Learning Path Content:

Duration: 5 hours 35 minutes

Reporting Concepts

- Admin Concepts - Exploring Types of Data Fields
- Organization - Creating Roles in Admin Suite
- Reporting - Getting to Know Reporting

Configuring MEC Reporting

- Reporting - Exploring Report Types
- Reporting - Understanding Role-Based Reporting and Reporting Workflow
- Reporting - Creating Your Reports
- Reporting - Modifying Your Reports
- Reporting - Organizing and Publishing Your Reports
- Reporting - Customizing Your Report Control Panels and Filters
- Reporting - Using the Medallia Mobile and Voices Apps
- Integrations - Exporting MEC Data using Admin Suite

Reporting Program Design

- CX Fundamentals - Designing Your Reporting
- CX Fundamentals - Applying UI Design to Reporting
- Custom Exports for End Users

TEXT ANALYTICS SERIES - ADMIN

An experienced Text Analytics admin knows the importance of qualitative customer comment feedback. In this series, learn how to use Text Analytics and MEC together to derive actionable insights from unstructured data.

In this Learning Path you will focus on the foundations of Text Analytics and how it is set up on a program. Explore the ongoing maintenance and enhancement activities required to keep your TA program working effectively, while also learning how to run TA role-based reporting.

Learning Path Content:

Duration: 3 hours 55 minutes

Starting with Text Analytics

- Text Analytics - Getting to Know Text Analytics
- Text Analytics - Examining Starter Sets
- Text Analytics - Creating and Optimizing Text Analytics Topics

Managing a Text Analytics Program

- Text Analytics - Managing Your Text Analytics Program
- Text Analytics - Gathering Insights from Text Analytics

Configuring MEC Reporting

- Reporting - Exploring Report Types
- Reporting - Understanding Role-Based Reporting and Reporting Workflow
- Reporting - Creating Your Reports
- Reporting - Modifying Your Reports
- Reporting - Organizing and Publishing Your Reports

MEDALLIA FOR DIGITAL SERIES - ADMIN

An experienced Digital admin knows the importance of feedback about digital channel interactions. In this series, learn how to use Medallia for Digital and MEC together to uncover insights from digital customer experiences.

In this Learning Path you will focus on how Medallia for Digital enhances online experiences. Explore how to configure always-on, intercept, and embedded forms online, while also learning how to apply Medallia for Digital data to role-based reporting.

Learning Path Content:

Duration: 4 hours 5 minutes

Starting with Medallia for Digital

- Digital - Introducing Medallia for Digital

Configuring Medallia for Digital

- Digital - Building Your Survey Forms
- Digital - Designing Your Survey Forms
- Digital - Configuring Basic Targeting
- Digital - Creating Your Custom Parameters
- Digital - Creating Your Rules
- Digital - Launching Your Survey Forms

Configuring Reporting

- Digital - Viewing Your Medallia for Digital Feedback
- Reporting - Exploring Report Types
- Reporting - Understanding Role-Based Reporting and Reporting Workflow
- Reporting - Creating Your Reports
- Reporting - Modifying Your Reports
- Reporting - Organizing and Publishing Your Reports

FEATURED LEARNING PATHS

MEDALLIA CUSTOMER EXPERIENCE PROFESSIONAL CERTIFICATION

In this learning path you will explore the practices that leading organizations use to turn customer experience signals into actions that generate tangible business impact. Learn and apply the concepts through video lectures, interactive scenarios, and real case studies from Medallia clients. The full learning path prepares you for the Medallia Customer Experience Professional certification exam.

Learning Path Content:

Duration: 10 hours

Introduction: Learn about the Signals to Action Approach, illustrated through a multi-part video case study from Generali Group, a leading global insurance brand.

Signals: Apply practices that ensure your organization has a comprehensive view of key journeys, trustworthy data, and integrated systems that unify diverse data sources.

Insight: Generate insights that quantify the business impact of CX, inform organizational priorities, and anticipate customer behavior through predictive analytics.

Engagement: Align your teams around the customer by ensuring visible leadership, pervasive adoption of insights, and embedded practices that sustain a customer-centric culture.

Action: Embrace both small and large improvement actions through clear ownership, tailored responses to customer needs, and continuous product, process, and service innovation.

Review: Apply the Signals to Action Approach to your own customer experience efforts by creating a prioritized action plan that you can share with colleagues.

Certification: Take the certification exam. This timed, multiple-choice exam is based on concepts covered in the learning path. You have up to 3 attempts to pass. Required passing score: 70%

TOPIC SPECIFIC LEARNING PATHS

Explore Learning Paths focused on additional MEC topics and other Medallia products.

Exploring Sense360's Intelligence Dashboard

(35 mins)

Sense360 by Medallia is a real-time insights platform that combines billions of consumer transactions, visits, and surveys to provide a 360-degree view into the market, your competitors, and your customers. The result is a complete understanding of where, how, and why consumers spend their time and money. Learn how to utilize Sense360's Dashboards to reveal these insights.

Configuring Medallia Conversations

(1 hour 45 mins)

With Medallia Conversations, you can send and receive feedback through SMS and various messaging channels. Get an introduction to Medallia Conversations and explore the configuration components needed to create a conversation and its reporting within MEC.

Configuring the Medallia for Salesforce App for the SFDC Admin

(2 hours)

Are you a SFDC Administrator responsible for configuring the Medallia for Salesforce App? Learn about the App and how to configure the App in order to leverage the voice of the customer and closed loop feedback to extend the capabilities of both Salesforce Sales and Service Clouds. Note: This Learning Path explores introductory information about the App, installing and configuring the App, and explores leveraging the App within Salesforce.

Gathering Insights using Text Analytics

(90 mins)

Are you part of an Insights team needing to understand how Text Analytics (TA) can help you uncover trends, root causes, and impacts from your unstructured data? Do you need to understand how to manage and configure your TA program? Explore this Learning Path to get to know Text Analytics and understand how you can manage your program and gather insights.

Configuring and Managing Medallia Concierge

(90 mins)

Medallia Concierge offers a powerful way to communicate with customers via text or other mobile messaging channels. Explore Medallia Concierge features and learn how to setup Medallia Concierge and employ best practices to make the most of your Medallia Concierge platform.

Program Design for Closing the Loop

(1 hour)

Closing the loop describes the process by which an organization takes action on customer feedback. The inner closed-loop enables an organization to answer customer feedback in a timely fashion to resolve customer problems, acknowledge follow-up requests, and collect feedback from passive and promoter groups. The outer closed-loop leverages customer feedback to improve business processes and products, as well as gain insight to business issues. Explore the inner and outer closed-loops in this learning path.

Program Design for Reports

(2 hours)

When designed well, MEC Reporting offers a powerful way to deliver actionable feedback to drive insights and derive actions for your end-users. When you are creating your reports it is vital to apply design techniques and strategies to create useful and usable reports. Explore best practices related to Reporting Design and apply UI/UX design principles to your MEC Reports.



COURSES FOR MEDALLIA PROFESSIONALS

Featured content for Medallia Professionals enables you to understand the Medallia software environment.

Core Platform

Explore the core areas of the Medallia Experience Cloud platform.

- Getting Started with Medallia
- Admin Concepts - Journey of a Record

Change Management

Learn about Experience Change Management and explore a strategy for implementing an initiative.

- Thought Leadership - Introducing Experience Change Management
- Thought Leadership - Preparing for an Experience Change Management Initiative
- Thought Leadership - Evaluating an Experience Change Management Initiative
- Thought Leadership - Establishing a Communications Plan
- Thought Leadership - Establishing a Training Plan

Conversations

Medallia Conversations enables you to send and receive feedback through SMS and messaging channels.

- Conversations - Introducing Conversations

CX Profiles

CX Profiles brings together omnichannel signals to give you a full 360 view of a customer's experiences in one.

- CX Profiles - Introducing CX Profiles

Medallia Ideas

Medallia Ideas is a real-time ideation platform that can help to inspire innovation within your company.

- Medallia Ideas - Introducing Medallia Ideas

Reports

Reports are tools that help us interpret data to drive decisions and actions.

- Reporting - Getting to Know Reporting
- Reporting - Exploring Report Types
- Reporting - Using the Medallia Mobile and Voices Apps

Social

Use Medallia Social to collect and track public feedback from various sites and display it within MEC.

- Social - Introducing Medallia Social Media

Digital

Medallia for Digital gathers feedback from your digital channels, specifically web, mobile, and internet connected devices.

- Digital - Introducing Medallia for Digital

Medallia Concierge

Medallia Concierge is an enterprise messaging platform that enables businesses to communicate with customers via text and other mobile messaging channels for instant, on-demand customer service.

- Medallia Concierge - Introducing Medallia Concierge

Salesforce

Understanding your customer's operational, transaction, and experience data helps you gain insights into your customer relationships and drive closed-loop feedback actions.

- Salesforce - Getting to Know the Medallia for Salesforce App

Medallia Video Foundations

Medallia Video allows you to capture, analyze, and share video, audio, and images to provide rich insights and bring the customer voice to life.

- Medallia Video - Implementing Medallia Video Insights Suite
- Medallia Video - Implementing Medallia Video Experience Edition

Text Analytics

Medallia Experience Cloud Text Analytics helps you understand the “why” behind the numeric score.

- Text Analytics - Getting to Know Text Analytics
- Text Analytics - Gathering Insights from Text Analytics

Program Fundamentals & Thought Leadership

When well-designed, Medallia products and processes help provide reliable and actionable feedback to drive continuous experience improvements.

- CX Fundamentals - Designing Your Inner Loop Process
- Thought Leadership - Designing Your Outer Loop Process
- Reporting - Introducing Medallia Reporting Design
- Reporting - Performing Discovery for Medallia Reporting
- Reporting - Designing Your Medallia Reports
- Surveys - Survey Design Fundamentals
- Surveys - Applying Survey Design Best Practices
- Surveys - Survey Design Case Studies
- Thought Leadership - Realizing the CX Value Framework
- Thought Leadership - Establishing a Communications Plan
- Thought Leadership - Establishing a Training Plan



FEATURED QUICK HITS

Wondering how to perform a specific task in Medallia Experience Cloud? Get quick answers with short, how-to videos and configuration steps via the Quick Hit Library.

ADMIN CONCEPTS - DIFFERENTIATING OSAT, LTR, AND NPS

- Describes the fundamental differences between OSAT, LTR, and NPS while discussing how NPS is determined. (2 mins)

ADMIN CONCEPTS - NAVIGATING THE ADVANCED SETUP UI

- Are you new to Medallia's Advanced Setup? Learn how to navigate the main configuration areas of Advanced Setup. (3 mins)

SURVEYS - CUSTOMIZING TEXT AND VISUAL IMAGERY

- Discover ways to enrich your survey questions and answer sets with distinct text and imagery. (2 mins)

ALERTS - CONFIGURING BUSINESS DAYS IN ADMIN SUITE

- Learn how to specify days of the week that should not trigger alerts for your employees in Admin Suite. (1 min)

ALERTS - CONFIGURING HOLIDAY CALENDARS IN ADMIN SUITE

- Learn how to specify when alerts should not be triggered based on specific holiday days for your organization in Admin Suite. (2 mins)

ALERTS - CONFIGURING BUSINESS DAYS USING ADVANCED SETUP

- Learn how to specify days of the week that should not trigger alerts for your employees. (1 min),

ALERTS - CONFIGURING RAPID RESPONSE EMAIL TEMPLATES USING ADVANCED SETUP

- Learn how to create pre-configured email templates to help end users address alerts effectively and efficiently (2 mins)

ALERTS - CONFIGURING HOLIDAY CALENDARS USING ADVANCED SETUP

- Learn how to specify when alerts should not be triggered based on specific holiday days for your organization (3 mins)

SENSE360 - INTELLIGENCE - BRAND PERCEPTION DASHBOARD

- Learn how to create a Push Report and explore Push Report Content modules. (5 mins)

SENSE360 - INTELLIGENCE - RESTAURANT CUSTOMER EXPERIENCE DASHBOARD

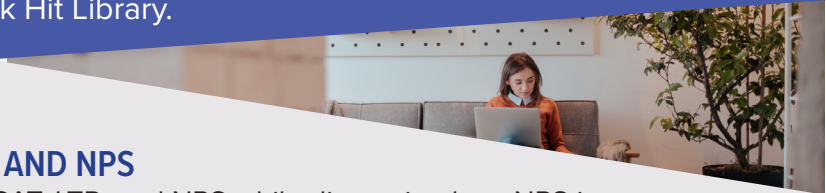
- Understand how your brand is doing compared to its competitors and any unique trends based on the Customer Experience dashboard in Sense360. (6 mins)

SENSE360- INTELLIGENCE CUSTOMER EXPERIENCE

- Understand how your brand is doing compared to its competitors and any unique trends based on the Customer Experience dashboard in Sense360. (6 mins)

AUTO IMPORTER - INITIALIZING YOUR AUTO IMPORTER

- Initializing your Auto Importer requires an understanding of the file options and processor types. Explore the initialization options in this short video. (3 mins)



FULL LIST OF COURSES

SYSTEM/PRODUCT: MEC

Product Area	Course Name
Admin Concepts	Admin Concepts - Journey of a Record
Admin Suite Programs	Ad Hoc Surveys - Configuring Ad Hoc Surveys
	Experience Programs - Configuring Your Experience Programs
Alerts	Alerts - Configuring Alerts using Advanced Setup (updated)
	Alerts - Configuring Alerts using Admin Suite (new)
Data Fields	Admin Concepts - Exploring Types of Data Fields
Conversations	Conversations - Introducing Conversations
	Conversations - Building Your Conversation
	Conversations - Configuring a Channel
	Conversations - Creating Reporting for Your Conversations Feedback
CX Profiles	CX Profiles - Introducing CX Profiles
Integrations	Integrations - Processing External Data using Import Templates
	Integrations - Exporting MEC Data using Admin Suite
	Integrations - Understanding how MEC Integrates with External Data
	Integrations - Exploring Web API Basics
Organization	Organization - Defining Units, Unit Groups, and Unit Types in Admin Suite [Updated]
	Organization - Creating Roles in Admin Suite [Updated]
	Organization - Creating Users in Admin Suite [Updated]
Reporting	Reporting - Getting to Know Reporting [Updated]
	Reporting - Understanding Role-Based Reporting and Reporting Workflow
	Reporting - Creating Your Reports
	Reporting - Modifying Your Reports

SYSTEM/PRODUCT: MEC CONT.

Product Area	Course Name
	Reporting - Organizing and Publishing Your Reports
	Reporting - Customizing Your Report Control Panels and Filters
	Reporting - Using the Medallia Mobile and Voices Apps
Sandboxes and Change Sets	Sandboxes - Using the Sandbox Manager and Creating Change Sets [Updated]
Social	Social - Introducing Medallia Social Media
Surveys	Surveys - Building Your Survey
	Surveys - Launching Your Survey
	Surveys - Creating Your Invitation and Reminder Emails
	Surveys - Creating Your Desktop and Mobile Survey Designs
	Surveys - Configuring Postconditions in Your Survey
Translations	Surveys - Configuring Additional Validation in Your Survey
	Translations - Implementing Survey and Reporting Translations

SYSTEM/PRODUCT: STRIKEDECK

Product Area	Course Name
Strikedeck	Strikedeck - Getting to Know Strikedeck
	Strikedeck - Integrating External Data within Strikedeck
	Strikedeck - Configuring Users and Roles
	Strikedeck - Building Tabs, Tiles, and Pods
	Strikedeck - Communicating via Email and Surveys
	Strikedeck - Automating CSM Tasks through Journeys, Playbooks, and Workflow Recipes
	Strikedeck - Configuring Health Scores, KPIs, and Metrics

SYSTEM/PRODUCT: STRIKEDECK CONT

Product Area	Course Name
Strikedeck	Strikedeck - Exploring Strikedeck (video)
	Strikedeck - Navigating Strikedeck (video)
	Strikedeck - Exploring the Customer 360 View (video)
	Strikedeck - Using Calendar, Timeline, and Support Tickets (video)
	Strikedeck - Understanding Health Scores (video)
	Strikedeck - Using Tasks (video)
	Strikedeck - Using Video (video)
	Strikedeck - Exploring Automation (video)
	Strikedeck - Using Strikedeck Reporting (video)

SYSTEM/PRODUCT: TEXT ANALYTICS

Product Area	Course Name
Action Intelligence	Athena - Getting to Know Action Intelligence
Text Analytics	Text Analytics - Introducing Text Analytics [Updated]
	Text Analytics - Gathering Insights from Text Analytics [Updated]
	Text Analytics - Managing Your Text Analytics Program
	Text Analytics - Creating and Optimizing Text Analytics Topics [Updated]
	Text Analytics - Examining Starter Sets
	Text Analytics - Identifying New Themes (video)
	Text Analytics - Comparing Two Data Sets (video)
	Text Analytics - Creating New TA Topics
	Text Analytics - Creating and Editing TA Topics
	Text Analytics - Exploring Prioritized Topics (video)
	Text Analytics - Using TA Filters (video)

SYSTEM/PRODUCT: TEXT ANALYTICS COTD

Product Area	Course Name
Text Analytics	Text Analytics - Investigating Specific Topics (video)
	Text Analytics - Investigating Topics in a Segment (video)
	Text Analytics - Navigating TA Reporting (video)
	Text Analytics - Getting to Know Text Analytics (video)
	Text Analytics - Comparing Topics and Themes (video)

SYSTEM/PRODUCT: MEDALLIA IDEAS

Product Area	Course Name
Medallia Ideas	Medallia Ideas - Introducing Medallia Ideas
	Medallia Ideas - Launching Your Community

SYSTEM/PRODUCT: MEDALLIA DIGITAL

Product Area	Course Name
Medallia Digital	Digital - Introducing Medallia for Digital
	Digital - Initiating Pre-Work and Technical Readiness
	Digital - Designing Your Survey Forms
	Digital - Building Your Survey Forms
	Digital - Creating Your Rules
	Digital - Creating Your Custom Parameters
	Digital - Configuring Basic Targeting
	Digital - Performing UAT and Launching Your Survey
	Digital - Viewing Your Medallia for Digital Feedback
	Digital - Implementing a Mobile SDK
	Digital - Configuring Medallia Digital for Connected Devices

SYSTEM/PRODUCT: MEDALLIA EXPERIENCE ORCHESTRATION (MXO)

Product Area Course Name

MXO MXO - Engaging for a Changing World (new)

SYSTEM/PRODUCT: MEDALLIA VIDEO

Product Area Course Name

Medallia Video Medallia Video - Implementing Medallia Video Insights Suite
Medallia Video Medallia Video - Implementing Medallia Video Experience Edition

SYSTEM/PRODUCT: SOLUTIONS

Product Area Course Name

Salesforce Salesforce - Getting to Know the Medallia for Salesforce App
Salesforce Salesforce - Installing the App for the SFDC Admin
Salesforce Salesforce - Configuring the Medallia for Salesforce App
Salesforce Salesforce - Leveraging the Medallia for Salesforce App

SYSTEM/PRODUCT: MEDALLIA CONCIERGE

Product Area Course Name

Medallia Concierge Medallia Concierge - Introducing Medallia Concierge
Medallia Concierge Medallia Concierge - Setting Up Your Service

CX PROGRAM FUNDAMENTALS AND THOUGHT LEADERSHIP

CX Program Area Course Name

Getting Started with Medallia Getting Started - Introducing Springboard and the Program
Getting Started with Medallia Getting Started - Working with Tarek, a Contact Center Agent
Getting Started with Medallia Getting Started - Working with Betty, a Contact Center Lead
Getting Started with Medallia Getting Started - Working with Gabriel, an Insights Manager
Getting Started with Medallia Getting Started - Working with Deven, a District Store Manager

CX PROGRAM FUNDAMENTALS AND THOUGHT LEADERSHIP

CX Program Area Course Name

Getting Started with Medallia Getting Started - Working with Deven, a District Store Manager
Getting Started with Medallia Getting Started - Working with Jackie, a VP of Sales
Getting Started with Medallia Getting Started - Working with Elaine, a MEC Administrator)
Getting Started with Medallia Getting Started - Finishing Up
CX Practices - The Signals to Action Approach
CX Practices - The Certification Learning Path
CX Practices - Develop a Comprehensive View
CX Practices - Ensure Trustworthy Data
CX Practices - Integrate Data and Systems
CX Practices - Quantify Business Impact
CX Practices - Prioritize Improvement Opportunities
CX Practices - Predict Experiences and Outcomes
CX Practices - Engage Leaders at Every Level
CX Practices - Make Customer Data Pervasive
CX Practices - Embed Customer-Centric Behaviors
CX Practices - Establish Clear Ownership for Actions
CX Practices - Tailor Responses to Close the Loop
CX Practices - Innovate Continuously
CX Practices - Medallia CX Certification Review
Survey Design Surveys - Survey Design Fundamentals (new)
Survey Design Surveys - Applying Survey Design Best Practices (new)
Survey Design Surveys - Survey Design Case Studies (new)
Reporting Design Introducing Medallia Reporting Design (new)
Reporting Design Reporting - Performing Discovery for Medallia Reporting (new)
Reporting Design Reporting - Designing your Medallia Reports (new)

CX PROGRAM FUNDAMENTALS AND THOUGHT LEADERSHIP (CONT'D)

Product Area	Course Name
Closed Loop Feedback Design	CX Fundamentals - Designing Your Inner Loop Process
	Thought Leadership - Designing Your Outer Loop Process
Experience Change Managemen	Thought Leadership - Introducing Change Management
	Thought Leadership - Preparing for an Experience Change Management Initiative
	Thought Leadership - Evaluating an Experience Change Management Initiative
	Thought Leadership - Establishing a Communications Plan
	Thought Leadership - Establishing a Training Plan
Deriving Insights	Thought Leadership - Realizing the CX Value Framework