

# Staying connected with employees when it matters most

How to use real-time insights to support employees now.

Today's workplace has transformed at unprecedented speed. From remote working models to safe re-opening of physical workspaces, organizations are reimagining a new work life. In fact, 67% of HR leaders are making employee experience a higher priority now than before the crisis. In a world that's increasingly changing, companies will need to ensure they're designing new experiences by engaging the voice of the employee when it matters most.

## Act at the speed of evolving employee expectations

With advanced capabilities like video feedback and AI-powered analytics, Medallia enables companies to engage employees in the moment—on their terms—to identify emerging trends and pressing issues. Every leader on your team, from CEO and CHRO down to front-line management, is empowered with actionable insights to transform employee experiences.

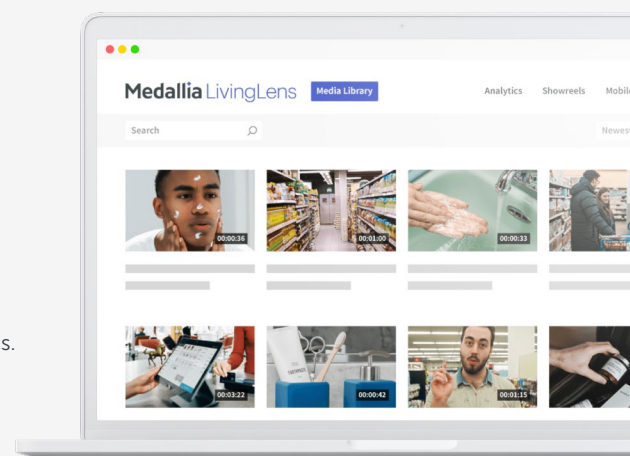
### The following solutions are designed to help providers address the needs of employees now:

(Select solutions can launch in days, and many are available for a free limited trial.)

## Quickstart Employee Micropulse: Know what's on peoples' minds at any moment

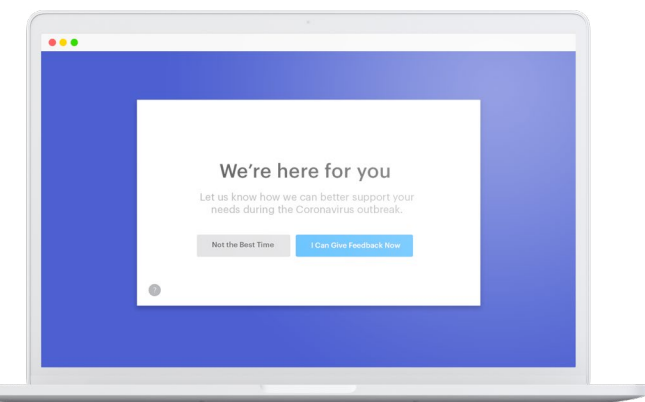
This all-in-one solution captures and analyzes continuous employee feedback with an always-on, three-question survey. Built to launch within 5-10 business days without any IT support on your end, the Employee Micropulse will help you:

- Make it easy for employees to share feedback their way—via text, audio, or video.
- Take quick action on emerging trends and issues surfaced by AI-powered Text Analytics.
- Focus on what matters most with a choice of five preconfigured solutions for topics like returning to work and employee recognition.



Leading companies that use Medallia





## \*Medallia Digital: Capture continuous and actionable employee feedback for HR, IT, Facilities and Workplace Services

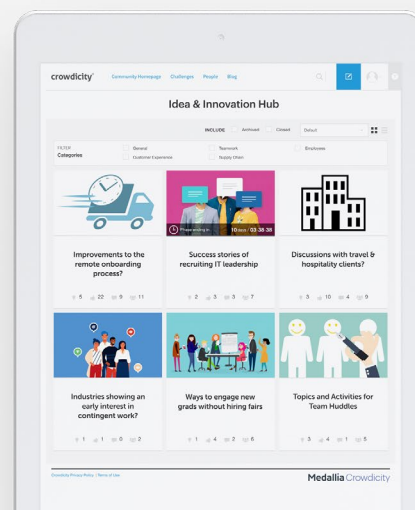
As companies prepare for safe return to work, IT, HR and workplace service teams will need real-time insights on effectiveness and support levels. Get in the moment feedback by interacting with employees before and after service transactions.

- Embed listening tools directly within service interfaces like ServiceNow, Slack, employee portals or mobile apps.
- Encourage employees to share what's on their minds anytime with always-on.
- Use closed-loop action for employee comments tied to an operation or service issue.

## \*Medallia Crowdcity: Innovate through collaboration

Unprecedented times may call for unprecedented measures but that doesn't mean management needs to come up with all the answers on their own. Your employees are a top source of creativity, especially those who are on the front lines of serving customers. Use Medallia Crowdcity to:

- Crowdfund ideas from your employees on how to approach new norms.
- Motivate your team by engaging them in problem-solving and brainstorming activities.
- Involve your entire workforce to vote on the ideas they like best and earn their trust by bringing those ideas to life.



## Medallia Zingle: Simplify Real-Time Candidate and Employee Communications with Text/SMS

With texting now a preferred method of engagement, talent and HR teams can use Medallia Zingle, a text/SMS messaging platform to automate two-way communication. Use texting for key moments like job interviews, onboarding and critical communication to deskless workers. With Medallia Zingle, you can:

- Send and receive messages with candidates, new hires and employees directly on their mobile devices.
- Engage with candidates on availability, interviews, offers and start dates.
- Simplify critical communications like pulse surveys to employees in the field or on the go.

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\*Free-trial not available