PowerUp

Listen to employees in the moment to power the best experiences at work

Medallia

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Agenda

01 Introduction
02 The World of Work
03 How Employee Listening is Changing
04 The Medallia Difference
05 Demonstration
06 Platform
NICE TO MEET YOU

Name
Sunita Khatri, Sr. Director of Product Marketing

At Medallia
Bring EX and CX products and solutions to life with killer messaging and content.

What I’m proud of
Serving HR & experience professionals.
97% of employers agree that employee expectations are evolving real-time — the future of work is here.
Employees play a role in how the future of work unfolds

- Aligning people to purpose
- Reducing friction
- Meaningful work
- Inclusive & safe environment
Better employee experiences link to tangible business outcomes

**eNPS**
Boosts overall employee net promoter scores

**Loyalty**
Creates a connection to company purpose & increases enthusiasm for their jobs

**Retention**
Decline in attrition as much as 50%

**Customer Experience**
1.3-point increase in customer satisfaction

**Productivity**
Impacts the ability for employees to get work done to a greater degree
Surveys are in the past

Annual employment survey versus other employee monitoring data. Percentage of other organizations using.

Source: Gartner 2018
The big moments of change

- Applies for a job
- First day at work
- On the job training
- Annual performance review
- Offboarding

and everyday experiences in the flow of work.

- Check email
- Attends department meeting
- Books and uses conference room
- 1:1 with manager over Zoom
- Checks employee portal for benefits info
- Calls HR Contact Center to get assistance
- Checks schedule for tomorrow

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Employees want a say that **counts**

- 67% of employees say
  “I believe the opportunity to provide feedback to my employer is a valuable use of my time.”

- 40% of employees say
  “I believe my feedback is acted upon by my employer.”
Employee listening is an enterprise-wide need

**Human Resources**
Business Partners, Shared Services, Talent Management, Recruiting

**Managers**
Front Line: Supporting work related needs

**Service Delivery**
HR, IT, Facilities: Collect and support everyday non-job related needs

**Training Ops**
Operationalizing enterprise-wide learning and development

**Customer Success**
Designing customers journeys with the absence of employee feedback

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HR & the enterprise is struggling to keep up

Incomplete views
Siloed and fragment views give an incomplete picture of employee behavior and actual experience, potentially missing key breakdowns across channels

Inaccuracy & data guesswork
By not knowing the real moments of truth in the employee experience, gaps remain unidentified or missed

Acting too late
Employees at work feel powerless when they can’t share in the moment and don’t feel heard
Signals power the holistic voice of the employee

**Direct Sources**
- Annual Surveys
- Pulse Surveys
- Knowledge Ratings
- Polls

**Indirect Sources**
- HR Systems
- In-House Technology Applications
- HR Call Center Interaction
- IT Help Desk Tickets
- Applicant Tracking System

**Digital**
- Mobile
- Employee Portal or Intranet
- Chatbot Conversation
- Productivity Tools (Slack)
- Video Conferencing
Agile HR will meet employees where they are and act at the speed of expectations

Traditional Approach
- Surveys only
- Data Silos, Fragmented View
- Snapshot in Time
- Tons of guesswork
- Action Sits with a Few

Active Experience Approach
- Millions of Signals Everywhere
- Holistic Employee View
- Continuous, Always-On
- AI-enabled Confidence
- Visibility for All
Medallia is the only experience platform designed for action in Live Time

Make it Easy for Employees to Have a Say
Always on feedback that goes beyond surveys for real-time opinions and sentiment

Use AI-Powered Analytics for Insights You’d Otherwise Miss
Embrace advanced AI/ML to make sense of the data, see patterns and know where to act

Get the Right Insights to the Right People to Act
Make employee voices count by responding in the moment, not after
Make it easier for employees to have a say, in the moment

• Meet employees on their terms
• Boost first impressions in a mobile-first world
• Turn transactions into great experiences
• Discover new ideas, faster
AI powered analytics provide insights you’d otherwise miss

- All signals in one platform
- Understand the employee journey
- See what matters most in the flow of work
- Understand the why behind the what
TAKE ACTION

Make every voice count by acting in the moment, not after

• Get the right insights into the right person
• Act quicker with proactive alerts and suggestions
• Plan for next steps
• Make EX and CX insights work better together
Make it Easy for Employees to Have a Say

Use AI-Powered Analytics for Insights You’d Otherwise Miss

Get the Right Insights to the Right People to Act
NICE TO MEET YOU

Name
Lisa Romaldi, Solution Consultant

At Medallia
Partners with organizations to help them accomplish their strategic CX and EX goals.
World-class Customer and Employee Experiences

Capture Every Signal
- Ask Now
- Conversations
- Crowdincity
- Digital
- IoT
- Social
- Email
- LivingLens

Understand and Predict Behavior
- Text Analytics
- CX Profiles
- CX Journeys
- Action Intelligence
- Insights Suite

Take Action
- Personalized Alerts & Reporting
- Medallia Mobile
- Voices
- Zingle
- Strikedeck

Experience Core
- Medallia Athena
- In-Memory Analytics
- Dynamic Org Sync
- Enterprise Grade Security

Systems of Record
- Workday
- Oracle HCM
- Tableau
- Zendesk
- ADP
- ServiceNow
Learn More

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Watch Other Sessions

Here are some additional topics you may be interested in:

- Crowdlicity
- Conversations
- Digital