Medallia Quickstart Solutions
Curated offerings that provide immediate value at a low price point

Medallia
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Safe Harbor

This presentation may contain statements regarding our plans and expectations for the development of new or existing products, features, services, technologies and solutions. We have based these statements largely on our current expectations and assumptions and on information available as of the date of this presentation. However, these statements are subject to known and unknown risks, uncertainties and other factors that may cause the actual development of new or existing products, features, services, technologies and solutions to be materially different from the plans and expectations set forth in this presentation. In particular, the feature sets and delivery dates set forth in this presentation are based on various assumptions and estimates and subject to change.
All businesses are either in **Rapid Descent** or **Hyper Acceleration**
“CX professionals are looking to **add immediate value** to their organizations by capturing, analyzing and reporting on today’s customer, employee and government experiences, then making real-time decisions based on that data. An ability to get customers **up and running in a matter of days** will help companies successfully navigate the realities brought by COVID-19 and into the future.”

Alan Webber  
Program Vice President, Customer Experience, IDC
What Are Quickstart Solutions?

Fast and Frictionless  
Powerful Insights  
All-In, Low Price
Analytical Horsepower

Fast and Frictionless

Powerful Insights

All-In, Low Price

Medallia Mobile 3  Ask Now  Text Analytics  LivingLens

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What We Heard

Employee Experience

“Everyone wants frequent two-way communication... 45% of people cited this as a top requirement. Surveys are just not specific enough for people to express their particular needs – so companies are being asked to open the aperture and let employees just talk, share a video, post a picture, or type.”

Josh Bersin
Founder and Dean, Josh Bersin Academy

Customer Experience

“Medallia is the only marketing program that has been approved to continue...[primarily] because of Ad-Hoc survey capabilities, along with TA and Digital for web. They want to survey their customer base to get feedback on how passengers’ expectations and requirements will likely change due to the COVID-19 experience once social distancing guidelines are lifted.”

Consumer Insights Division
Hospitality & Travel

Delivery/Fulfillment

“We were able to realign our business from brick-and-mortar to curbside pickup to ensure our customers felt safe. Our customers appreciate what our stores are doing to continue to be able to serve our communities during this time, and that positive feedback is highly motivating for those teams to continue to stay engaged.”

Kirtis Hill
VP market and business development
Batteries Plus Bulbs

2) “How Batteries Plus Bulbs pivoted to curbside pickup amid COVID-19”, Chain Store Age, Apr 20th 2020
Quickstart Solutions

**Employee Micropulse**
Capture continuous and actionable employee feedback to know what’s on employees’ minds in live-time

**Customer Micropulse**
Get the clearest picture of how customers are doing in the moment with two quick questions, video, and text

**Fulfillment Experience**
Retain customers and increase purchase frequency with optimized and consistent fulfillment experiences
Stay connected to employees during times of rapid change

- Know what’s on employees minds by sending a quick, 3-question pulse that’s always on
- Empower employees to share their feedback in-the-moment via text, audio or video
- Understand how employee sentiment is shifting with periodic pulsing
- Make employee voices count by taking meaningful action on AI-powered insights
Stay connected to the pulse of your customers with two simple questions

- Get in-depth answers to burning questions quickly and easily
- Make it easy for customers to share rich in-the-moment feedback with text & video
- Deliver AI-powered insights via pre-configured dashboards to resolve issues faster
- Be up and running in days
Understand emerging delivery & pickup experiences in real-time

- Make it easy for shoppers to share rich feedback in-the-moment with 3-5 questions via text & video.
- Gain AI-powered insights to optimize delivery and pickup experiences in real-time.
- See what topics are impacting the overall experience and which stores are performing best.
- Get up and running within days!
Demo
Learn More

Request a Follow-Up

To request a conversation with your account team, type “call me” in the Q&A box.

Watch Other Sessions

Here are some additional topics you may be interested in:

- Insights Suite
- Medallia LivingLens
- Bank of America Customer Story
Appendix