Discover Powerful Insights From Voice Interactions

Medallia

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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.
WHY SPEECH?

By 2023, customers will prefer to use speech interfaces to initiate 70% of self-service customer interactions

- Gartner (MQ for Digital Commerce - Aug. 2019)
Challenges of Analyzing Speech Data

- Trade off between speed, scale, and accuracy
- Insights limited to quality of transcript / speech attributes
- Speech analytics has been historically siloed
Surface actionable insights from every call center interaction

- Transcribe every call with high accuracy and speed, at scale
- Capture rich call metrics such as time, emotion, and gender
- See the end to end customer experience with unified, cross-channel reporting in Medallia
- Automatically understand why a customer called, where to focus first, and actions to take next
Powerful Use Case for Call Centers

- Derive insights from support and sales calls
- Integrate transcriptions into an enterprise text analytics program
- Improve coaching and training workstreams
Let’s Look at Some Use Cases...

Demo

Natalie
Call Center Lead

Mark
Call Center Operations

Jessica
Insights
Let’s Look at Some Use Cases...

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Call Center Operations

Jessica
Insights
Tying it all Together

Native integration seamlessly works with other signal data for cross channel insights

Audio & Call Data
- Sales Calls
- Tech Support
- Complaints
- IVR
- Roadside Assistance
- Employee Helpdesk
- Customer Care Calls
- Call Metadata
- Org Hierarchy

Medallia Speech
- Lightning fast processing on audio data that produces transcriptions + speech attributes

Medallia Experience Cloud
- Alerts & Follow Ups
- Text Analytics & Action Intelligence
- Self Service Capabilities
- Multi-Lingual Support
- Automated Import/Export
- Ad Hoc Insights & Data Loading
- Unlimited Users
Parting Thoughts

Only Medallia has fully native speech capabilities

Best in class -- unparalleled speed, accuracy, scale

Industry leading AI take your insights to the next level
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:

- Medallia Athena
- Medallia Social
- Medallia LivingLens