

# Reimagine the Employee Experience



Experiences in the workplace are often designed without knowing what employees really want. Organizations deploy annual surveys which are essential to monitoring engagement, but once-a-year tools lack the frequency needed to understand employees in their day-to-day work life. By not engaging employees in the moment, companies are at risk of acting too late on issues that have real impact. With 67% of HR leaders now making the employee experience a higher priority than ever before, organizations must reimagine how to listen to and act on the voice of the employee.

## How we help companies capture the voice of employee

Medallia elevates the employee experience by embedding rich and intuitive listening tools seamlessly throughout the employee journey, capturing real-time signals beyond just surveys. Modern feedback capabilities such as voice, audio, and video make it easy for employees to share feedback on their terms. Advanced AI-enabled analytics provides actionable insights from expansive structured and unstructured data sets, enabling organizations to build data-driven strategies that increase employee satisfaction, reduce turnover and strengthen company culture.

"Medallia has enabled us to pivot and engage our team resulting in immediate insight on how our team is doing and how we can improve."

**Craig Pintoff** | United Rentals  
Chief Administrative and Legal Officer

## Solutions that support employee feedback management

### Meet employees in the moment.

Don't wait a year to get feedback—give employees an easy way to surface issues as they happen by meeting them where they are, in the moment. Embed always-on listening tools in employee portals, intranets, and mobile apps. Engage in two-way dialogue via SMS/MMS messaging. Use real-time feedback to gain a clearer understanding of how the big and small moments at work are impacting employee sentiment.

### Recruit and retain the best talent.

Attract top talent with a seamless candidate journey. Connect with job seekers at key touchpoints for immediate insights into sourcing, application, and interview processes. Automate and engage in two-way communication to send interview details, reminders, and other messages directly to the candidate's mobile device. With the addition of real-time feedback and video-enabled pulsing, recruitment teams can actively transform candidate experiences in live time.

### Optimize for moments across hire to retire.

Give management teams across the organization deep insights into key employee moments, like onboarding, training and exiting. Spot correlations between high turnover and poorly rated onboarding experiences or low training scores and decreased customer satisfaction. Use these insights to design better programs and processes that improve the end-to-end employee experience.

### Improve HR, IT, facilities, and workplace employee services.

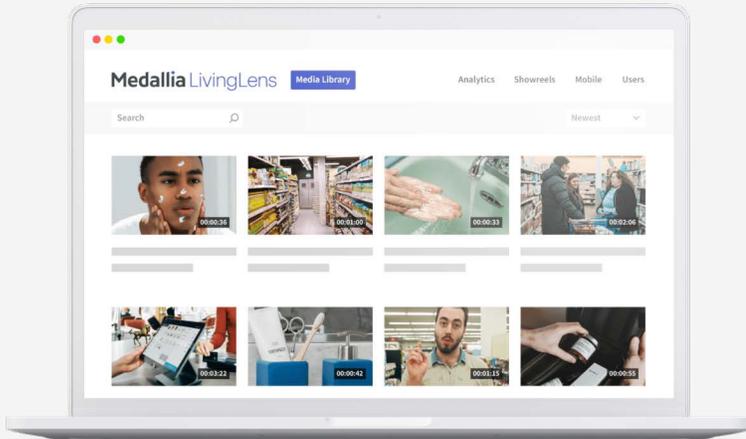
Drive higher employee satisfaction by embedding listening tools directly within service interfaces including service centers, employee hot lines, mobile apps, chats, or even messaging tools like Slack or SMS. Real-time feedback and alerts enable service owners to quickly close the loop when users indicate low scores, are dissatisfied, or need additional support.

Leading brands that use Medallia



## Medallia Voice of Employee Solutions

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



### Signal capture

- Text, voice, video, audio and surveys
- Signals beyond surveys, e.g. helpdesk tickets and chatbot logs
- Employee ideation
- Powerful HRIS integrations

### Intelligent Platform

- Lifecycle journey analytics
- AI-analysis on structured and unstructured data
- Feedback enriched with sentiment data

### Widespread action

- Role-based dashboards and reports
- Mobile and desktop alerts
- Suggested action plans
- Two-way SMS/MMS messaging

### Integrations



servicenow



zendesk

## Delivering real, measurable results

Medallia's voice of employee solution helps deliver business impact and value. Our customers have achieved:

### BOOST IN EMPLOYEE SATISFACTION

Achieved 20pt increase in NPS and satisfaction scores with regular employee pulsing.

- A U.S. Telecommunications Company

### REDUCTION IN CHURN

Saw a 50% reduction in employee churn across all call centers.

- A U.S. Telecommunications Company

### MAJOR COST SAVINGS

Reduced costs by 33% by using candidate feedback to streamline the interview process.

- Medallia

### DIRECT IMPACT ON CUSTOMER SATISFACTION

Found a significant relationship between satisfied employees and the happy customers they serve.

- Bank of America

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