Medallia

Engage customers on any connected device

Expand CX interactions to new digital frontiers.

Medallia Digital Anywhere

The ways customers experience your brand are evolving. Shouldn't your ability to understand the experience evolve, too?

The Internet of Things is changing the way products are used, and how your customers gain value from them. Medallia Digital Anywhere allows your brand to interact with customers directly through connected devices to understand and improve their experiences.

Medallia Digital Anywhere benefits

Be everywhere your customers are

Understand and act on your customers' experiences, no matter where they are. With Digital Anywhere, your CX program can keep pace with your innovation initiatives. You can engage your customers from any connected device, so you'll know what they are thinking at every touchpoint.

Humanize the digital experience

With Digital Anywhere, you can enrich machine generated data with feedback. By combining machine data and experience data, you can not only create better experiences, but you can systematically identify and resolve customer issues by making connections between device data and human feedback.

Enable self-service administration

Centrally manage survey elements, content and targeting logic. Whether you want to target a survey to business class passengers on an in-flight console, or a first-time bank patron at an ATM, Digital Anywhere gives you flexibility, customization, and control. Self-service administration means no third-party code, no external dependencies, live survey updates, and the ability to take action on feedback in real-time.

Add Field | Field Settings

Text Area

* Internal Name

OPEN_CMT

Question

Is there anything else you would like to do with diamond bank using Alexa?

From 0 to 10, how helpf was it for me to provide your spending through Alexa?

0   1

0=very unlikely | 10=very likel

Is there anything else y would like to do with di mond bank using Alexa

What sets Medallia apart

Medallia Digital Anywhere allows brands to reach customers in radically new ways, cutting through the noise of usage data, and showcasing what really matters. We support fully self-administered, dynamic, in-the-moment CX engagement programs that go beyond websites and mobile apps.

Feedback interactions can be rapidly implemented through a lightweight, self service interface. So you can build once and then deploy across all your connected devices.

Feedback data from Digital Anywhere can be combined with other feedback sources in Medallia Experience Cloud to create a unified view of customer experiences across all channels.

Medallia
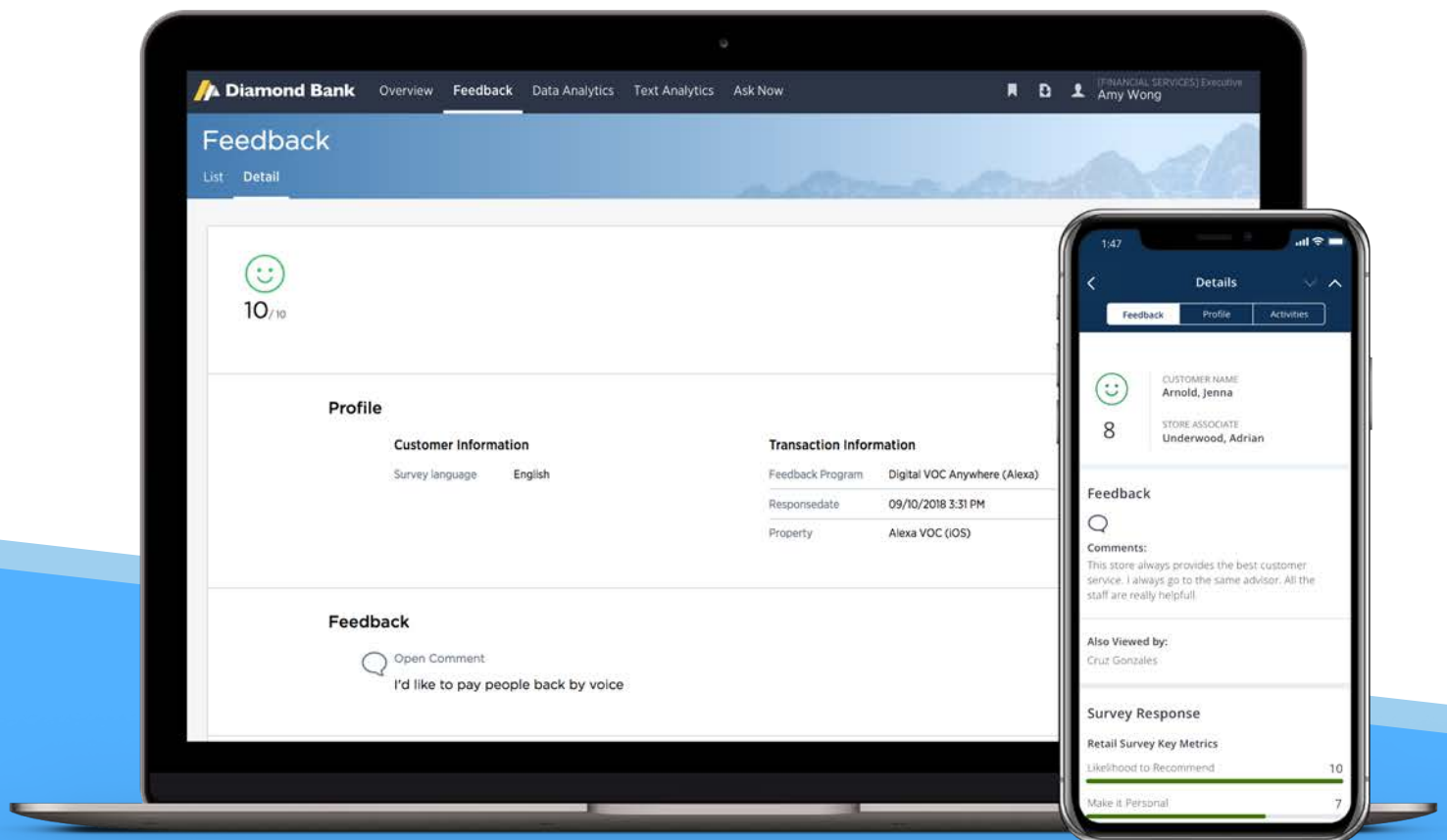
Key features

Capture the voice of customer from any connected device

Using Digital Anywhere's RESTful APIs, you can solicit feedback from any device in any user interface, whether third-party or homegrown.

Enrich device data analytics with feedback to gain insights

Pair behavioral usage data with candid feedback and start diagnosing problems preemptively with contextualized knowledge.

Enable advanced self-service control while maintaining security

Implementing Digital Anywhere requires no third-party code or external dependencies. Your app development and product teams have complete control over display customization while allowing CX teams a simple way to dynamically update survey content.

About Medallia

Medallia, the leader in Experience Management cloud technology, ranked #15 in the most recent Forbes Cloud 100 list. Medallia's vision is simple: to create a world where companies are loved by customers and employees alike. Hundreds of the world's largest companies and organizations trust Medallia's cloud platform to help them capture customer and employee feedback everywhere they are, understand it in real-time, and deliver insights and action everywhere—from the C-suite to the frontline—to improve business performance. Medallia has offices worldwide, including Silicon Valley, New York, Washington DC, Austin, London, Buenos Aires, Paris, Sydney, and Tel Aviv. Learn more at www.medallia.com.

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