

Medallia

Medallia Digital Suite



Delivering flawless online experiences has never been easier

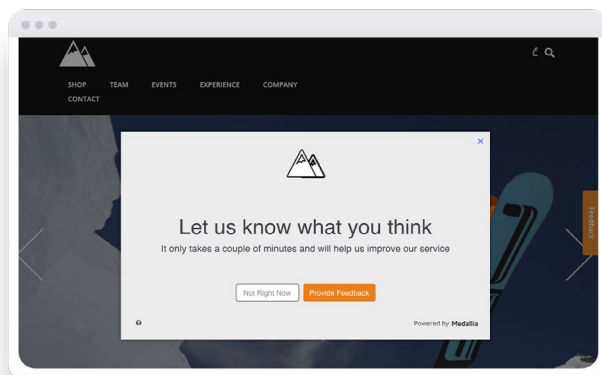
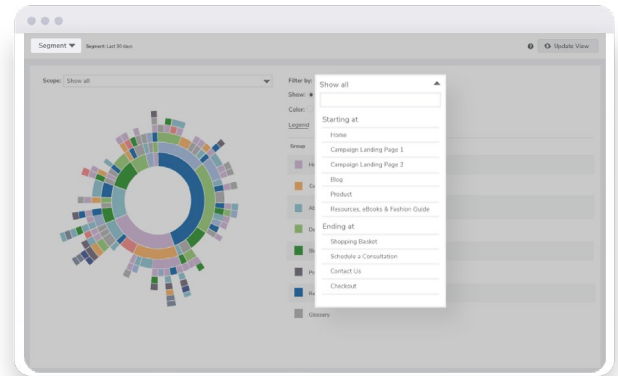
Today consumers expect more from their online experiences. In fact, 88% of customers say they are likely to switch brands after just one poor experience. But fixing poor experiences isn't enough—you also need to create great ones. Customers want their interactions with your brand to connect seamlessly across channels for consistent, personalized experiences.

Medallia Digital Suite helps your team create these experiences. Combining digital experience data with feedback, the Digital Suite provides full visibility into the customer experience while automatically surfacing actionable insights, helping your team empower impact at scale.

Benefits of Medallia Digital Suite

Understand Digital Experiences at Scale

Get complete visibility into every online experience. By unifying feedback and experience data across channels for every visitor, you can get to the root cause of issues faster and eliminate bottlenecks in key journeys.

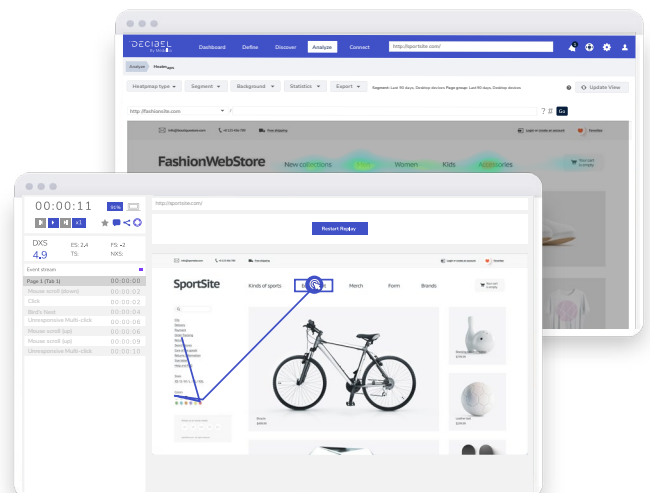


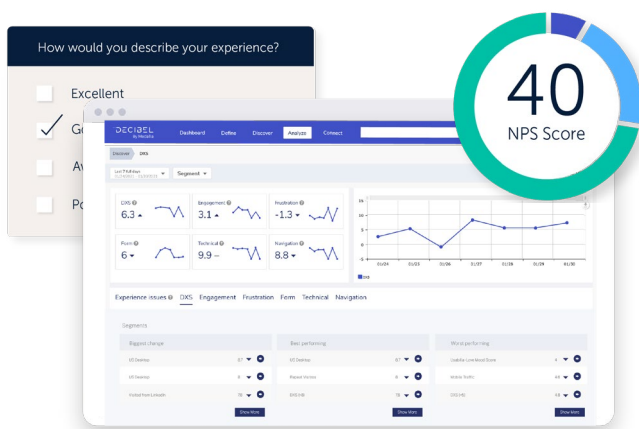
Collect Feedback in Real Time

Interact with online customers in real time. Trigger strategic in-the-moment actions, like abandonment surveys or chatbots, based on customer behaviors and feedback, to combat poor experiences and strengthen customer relationships.

Visualize Every Experience

Truly understand what your customers experience. Using forensic tools like session replay, heatmaps, and journeys, you can identify what online content most engages your visitors and replicate success across channels.



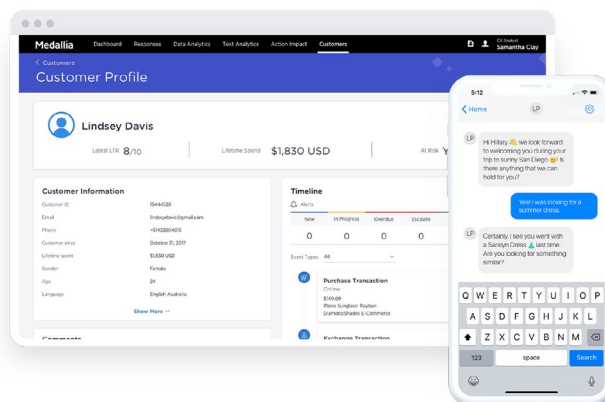


Quantify, Prioritize and Act

Resolve the most urgent CX issues and increase ROI. Using metrics like NPS, CSAT, and DXS, along with Medallia's Digital Suite, automatically surface the most critical issues impacting visitor experience, so you can resolve and drive impact at scale.

Personalize Customer Interactions

Seamlessly integrate digital data with your martech stack to create consistent experiences across channels. Then aggregate data to analyze behaviors and journeys to improve segmentation and personalize future interactions.



Delivering actionable results



"We focus on creating best-in-class customer experiences. Medallia Digital Suite helps us understand customer signals and friction while enabling us to act quickly at scale."

Edward Mackie, Senior Analytics & Optimization Manager, Vodafone UK