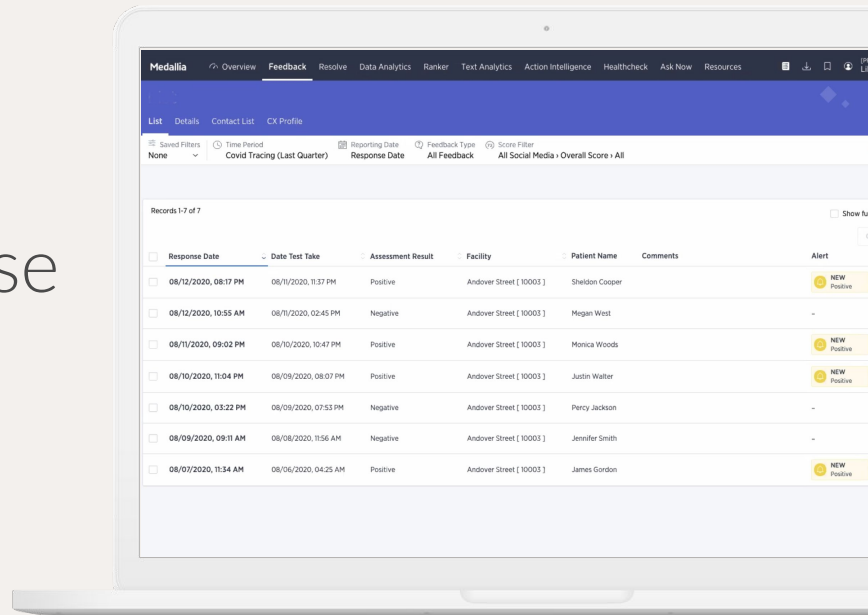




Emergency Response and Support

Getting the right information to the right people to act



End-to-end screening, tracing, and engagement solution to ensure public safety and workplace well-being

Addressing a positive test result or waiting to understand the impact of potential exposure can be emotionally trying. Without a consolidated view of data and feedback on well-being, many organizations fail to fully support their people despite doing their due diligence.

Medallia's Emergency Response and Support solution is different; it's about helping people, not just limiting liability. By analyzing screening, tracing, and engagement data in one platform, Medallia helps organizations meet customers', residents', and employees' unique emotional needs in addition to supporting public safety with robust contact tracing.

Emergency Response and Support includes:

- SMS, email-to-web, Digital, and QR code assessment deployment channels
- Secure integration capabilities
- Robust Text Analytics to parse open-text responses and trigger contact tracing workflows
- Dynamic assessment survey architecture with guided responses
- Real-time, workflow automation and dashboards
- Rapid response templates for post-assessment follow up



Guided Assessment
Via Mobile, Digital, QR Code, etc resulting in test directive



Ingest Data
Third-party testing or personal data



Compile Data
Role-based dashboards and personalized alerting



Take Action
Results trigger automated workflows

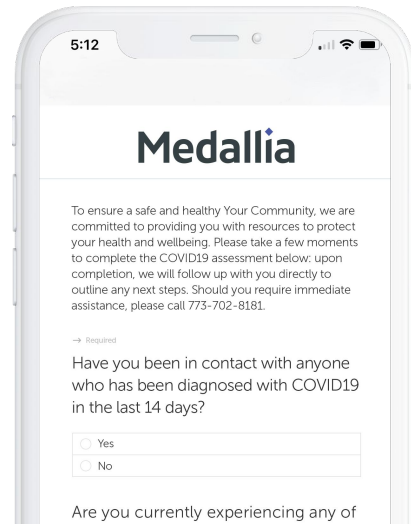


Give Support
Tailored engagements based on feedback

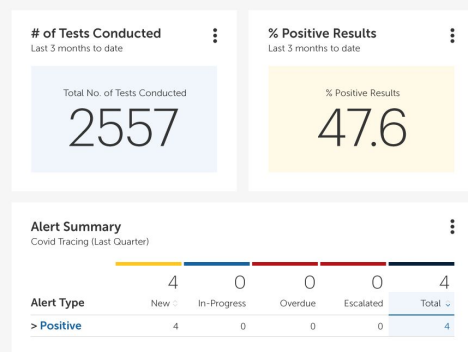
Everything you need in one platform

Symptom Assessment: Adaptive and user-friendly contactless screening

- Engage employees, customer, or residents on their preferred messaging channel - SMS, email-to-web, Digital, and QR code - to maximize response rate and ensure ease of use
- Automate next steps with built-in logic that directs the assessment taker to complete a contact tracing form, take a COVID-19 test, refer to a testing resource, or complete a custom action
- Leverage AI-powered Text Analytics to analyze open-text responses, enabling a richer understanding of context how, when, and where an exposure may have occurred



COVID Tracing



Contact Tracing and Command Center: Robust and secure tracing analytics

- Seamlessly and securely ingest data from employee or student directories, Workday or other HRIS technologies, third-party testing databases or other metadata necessary for effective tracing
- Provide tracing teams with aggregated dashboards to track key metrics across the organization, and detailed individual insights to ensure thorough and thoughtful follow up
- Leverage automated workflows to automatically flag symptomatic individuals and alert case managers
- Make following up with assessment takers easy with customizable rapid response templates

Community Engagement and Care Follow Up: Integrated wellness support workflows

- Protect the emotional well-being of impacted individuals by engaging them early and often to understand what unmet needs they have
- Create role-based dashboards and alerts for Employee Assistance Program (EAP) leaders to enable them to take swift action on feedback received
- Focus actions where they matter most by surfacing common topics and themes from open-text responses and analyzing their related sentiment
- Monitor process effectiveness by engaging low-risk, negative, and recovered respondents post-assessment to ensure that screening, tracing, and support processes are simple and effective



Why Medallia?

Best-in-class AI

Highly-trained machine learning algorithms automatically detect keywords and phrases, eliminating blind spots and highlighting trending responses.

Real-time data synchronization

Initiate data transfers at specific times, by events, or on-demand to ensure the latest testing or personal data is in Medallia when you need it.

Flexible reporting permissions

RESTful APIs, automated processes, and flexible data handling enable real-time data sharing across the enterprise.

Enterprise-grade Scalability

From thousands of records a day to millions – Medallia is ready for it.

Security is our highest priority

As the market leader in Customer Experience Management (CEM), we are trusted by the world's most revered companies to handle their data.

We know how critical data security is to our customers, so we make our entire suite of privacy and security measures available to customers, including premium features such as Masking and Field-Level Encryption.

Learn more about our data security and compliance at medallia.com/security



Medallia

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