

Empower employees to drive positive business outcomes



Employees are the face of the organization and hold the key to the ideas and innovations that can elevate the business. The right listening program not only surfaces areas that need to be improved; it can reveal root causes, as well as unlock new ideas and insights that further delight customers, boost productivity, increase revenue, and help organizations fulfill their brand promise to the world.

To unlock these benefits, listening must continue to evolve. Accessing those critical ideas, suggestions, and solutions from employees - on everything from frontline operations and product development to internal processes and technology - while applying insights for the greatest business impact requires **Employee Activation**. This means activation of both transparent insights from every layer of the business, and activation of key stakeholders to take meaningful action on the right insights that will drive better business outcomes across every level of the organization.

Empower employees to be catalysts for change and innovation.

Use the collective expertise and creativity of your employees to improve the customer and employee experience. With anytime feedback capabilities embedded across daily workflows, you can solicit contributions from your employees on undetected hurdles, ideas for new products, processes and services or how to improve your existing ones. Your people will feel empowered when they see their own ideas put into action - creating sustainable change for employees and customers alike.

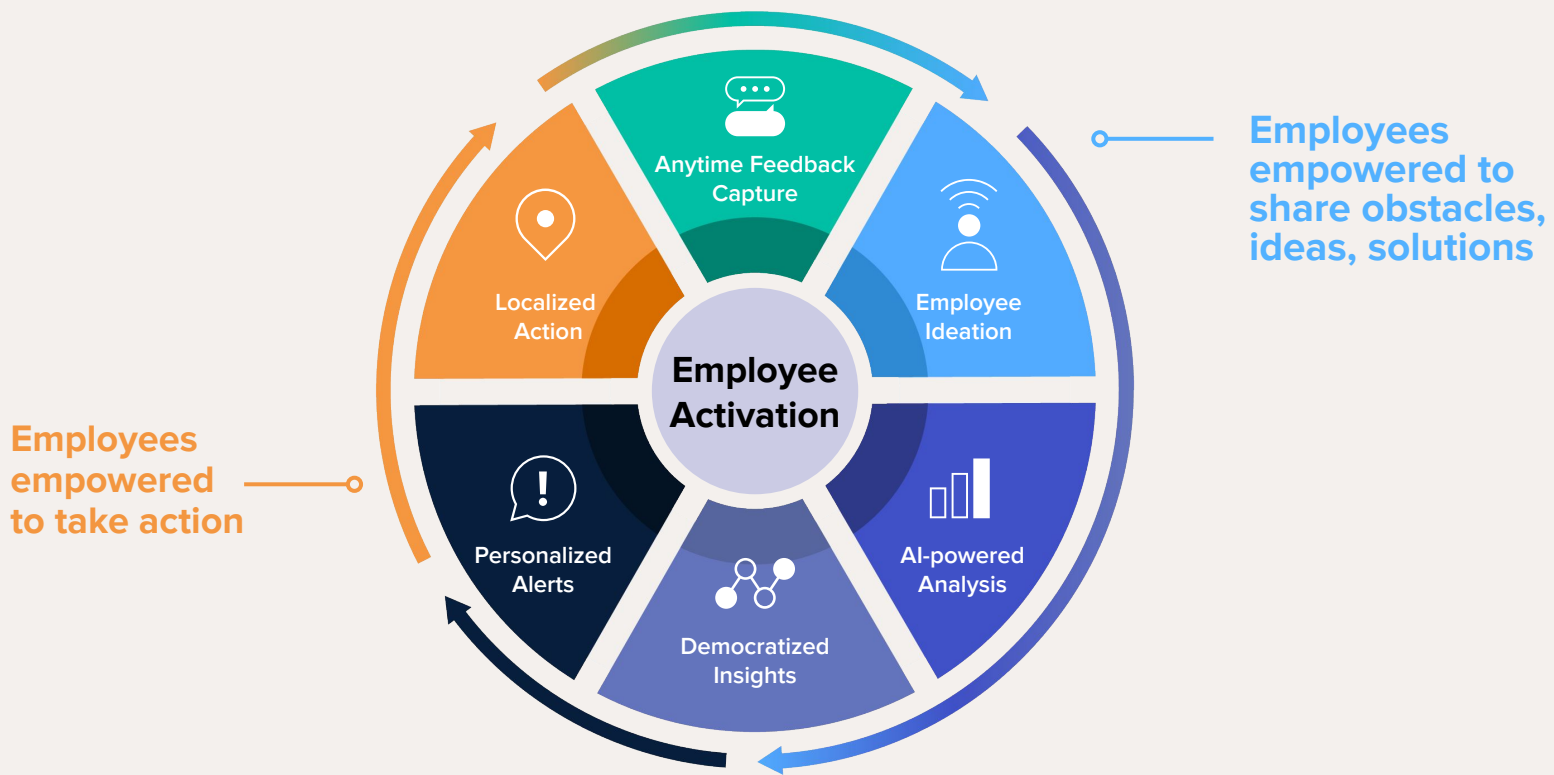
Enable action-taking at every level.

Mobilize key stakeholders to take timely action in targeted ways by surfacing key areas for improvement and revealing root causes of friction. Role-specific dashboards, insights, and trending topics are distributed at all levels on an ongoing basis to guide decision-making and problem-solving.

“With Medallia, we can really use employee voice to help solidify the strategy that we’re building to support our business.”

Silvana Battaglia, CHRO, Cencora

A Fully-Integrated Listening System

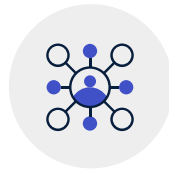


Driving Positive Business Outcomes



Grow Revenue

Employees' solutions to friction points and inefficient practices are a key driver to boosting sales.



Boost Productivity

Anytime listening ensures employees flag operational hurdles and suggest better ways to work.



Delight Customers

Activated employees feel ownership in finding better ways to deliver on the brand promise.

Leading Brands Trust Medallia's Employee Experience Suite

