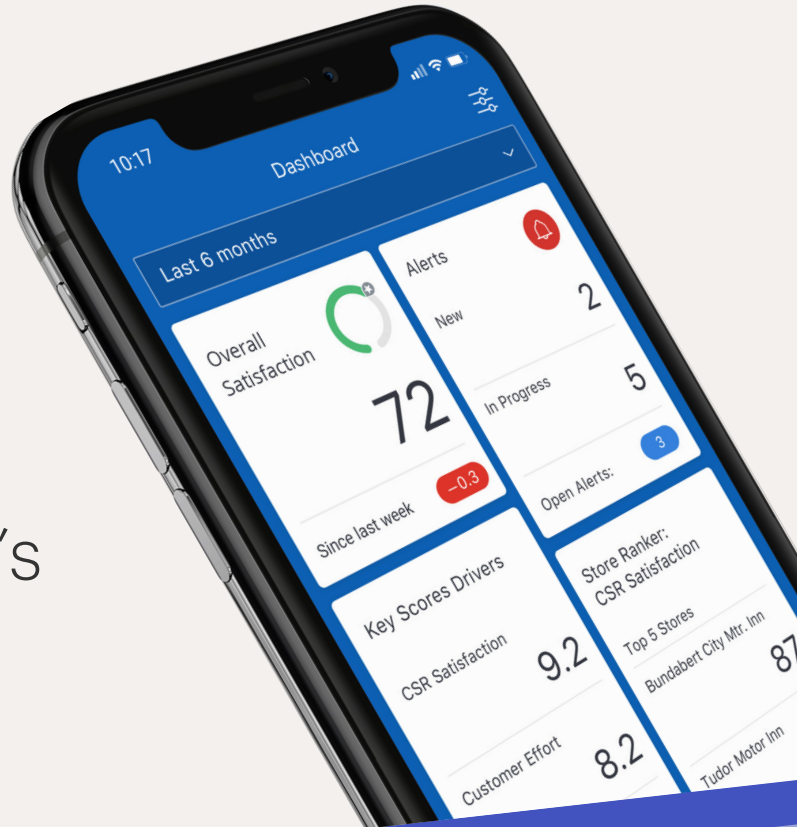


Medallia

Customer
experience insights
at your organization's
fingertips



Medallia Mobile Apps

Companies that actively listen and engage with their customers see higher customer satisfaction ratings and outperform their competitors. But it's not as easy as it sounds. It requires an ability to gather and thoroughly analyze customer feedback, and then make experience insights accessible and actionable throughout the organization.

Medallia Mobile and Medallia Voices connect your organization to the voice of your customers by bringing relevant, operational issues to people on the go, and engaging frontline employees and executives in real-time, so you can facilitate swift and direct responses to customer feedback.

Medallia Mobile

The voice of your customers in the palm of your hand

Activate your employees, anywhere

With Medallia Mobile, your employees get instant access to customer experience insights and alerts, with built-in workflow actions so your organization can rapidly respond and close the loop on customer issues.

Bring actionable information to every user

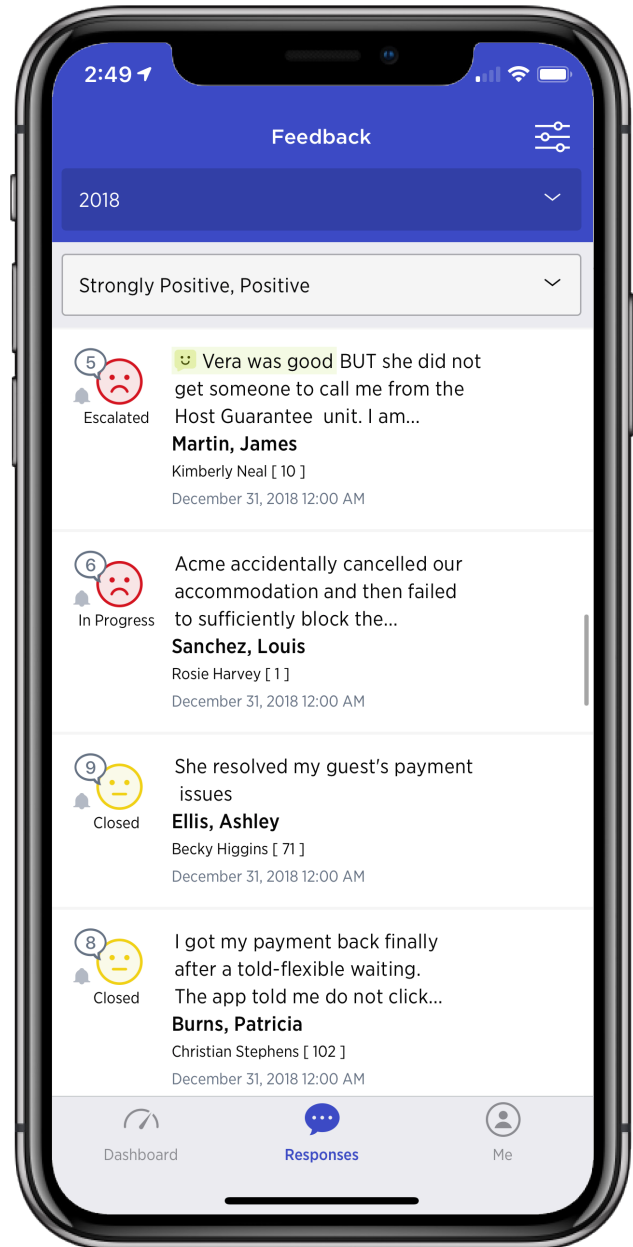
Medallia Mobile provides powerful role-based dashboards to help every employee align with your organization's most important customer experience metrics.

Users can view individual customer feedback and see the full context of the response, as well as any associated case management activities.

Make listening to feedback a habit

Medallia Mobile brings the customer experience to employees, with an intuitive interface and the ability to access this critical information anywhere, anytime. The app has been shown to have best-in-class user activity metrics by organizations that have deployed it for their users.

And with myMedallia Mobile, companies can customize the app with their logo, program name and brand colors to further drive adoption and usage.



Medallia Voices

Connect busy executives to the voice of the customer, every day

Stay connected to your customers

Medallia Voices makes it easy for executives to get a pulse of how their customers are feeling about their brand, products and services. Swipe through the latest 'headlines' of customer feedback and drill down into response cards to see more details, including any activities taken based on the feedback.

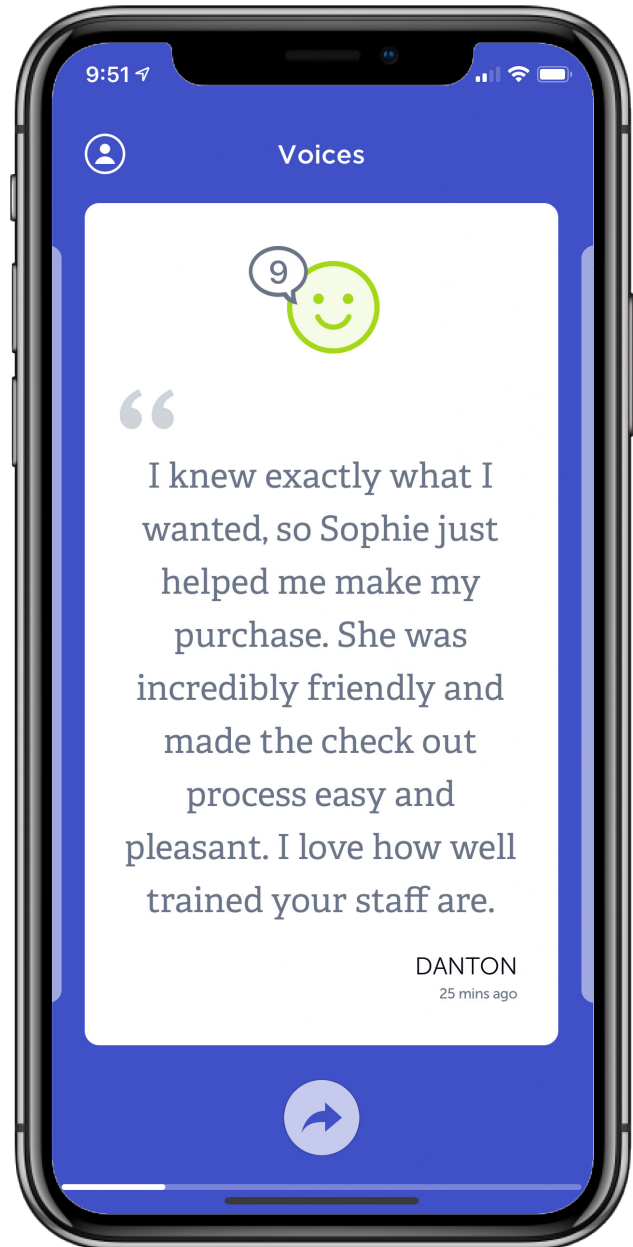
Quickly surface the most relevant insights for executives with customizable metric cards.

Motivate your employees to be customer obsessed

Medallia Voices makes it easy to recognize exceptional customer-centric behavior. Simply click the "Congratulate" button from within a response card—Voices will provide recommendations on who to include and embed the key feedback details that will be emailed to the recipients, along with any personal note to congratulate employees on a job well done.

Focus attention where it's needed

Medallia Voices also provides the ability to share feedback insights across the organization, in order to raise awareness of customer issues or concerns, and accelerate actions if needed.



myMedallia Mobile

Drive more program recognition and drive engagement across the company with a personalized app that can be optimized for both CX and EX

myMedallia allows you to customize the Medallia Mobile app with your logo, CX program name, brand colors, and then have it deployed to the Apple App Store & Google Play Store. This allows companies to reinforce your CX brand and drive employee adoption and a customer-centric focus across the entire company.

Enterprise Grade Mobile

Medallia Mobile and Voices applications bring the voice of the customer to every part of your organization. Medallia also allows access by employees as part of a broader mobile app portfolio, providing enterprise-grade access control and support for single sign-on through Enterprise Mobility Management platforms.

“Associates in every location have the information they need at their fingertips, 24/7, in an easy-to-use app.”

**CHIEF EXPERIENCE
OFFICER, SAM'S CLUB**

In addition, the Medallia Experience Cloud delivers a seamless user experience across mobile and web interfaces and includes support for multi-language reporting and user interface accessibility requirements.

About Medallia

Medallia is the pioneer and market leader in Experience Management. Medallia's award-winning SaaS platform, the Medallia Experience Cloud, leads the market in the understanding and management of experience for customers, employees and citizens. Medallia captures experience signals created on daily journeys in person, digital and IoT interactions and applies proprietary AI technology to reveal personalized and predictive insights that can drive action with tremendous business results. Using Medallia Experience Cloud, customers can reduce churn, turn detractors into promoters and buyers, and create in-the-moment cross-sell and up-sell opportunities, providing clear and potent returns on investment. Medallia has offices worldwide, including Silicon Valley, Buenos Aires, London, New York, Tel Aviv and McLean, Virginia. Learn more at www.medallia.com.

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