

TAKE ACTION ON FEEDBACK IN THE MOMENT

Medallia is an Oracle preferred partner for Voice of the Customer and Voice of the Employee

Voice of the Customer (VoC) and Voice of the Employee (VoE) solutions aren't just about surveys. Medallia understands the importance of every customer interaction and employee engagement and has partnered with Oracle to deliver excellent service and competitive advantage.

Medallia VoC and VoE go beyond traditional surveys and empower high-performing organizations with rich data dashboards that illuminate what their people need to drive positive business results. Paired with the deep operational expertise of Oracle, the timely and comprehensive insights harnessed, analyzed, and put into action by Medallia create an unstoppable, future-proof setup that enables organizations to take action on feedback in the moment.

Medallia and Oracle: Leading technologies become even better together

Medallia works with thousands of organizations and processes vast volumes of customer and employee-feedback comments. Our platform captures billions of experience signals across interactions, including voice, video, digital, IoT, social media, and corporate messaging tools. Medallia uses proprietary artificial intelligence and machine learning technology to automatically reveal predictive insights that drive decisive business actions and outcomes.

“Medallia’s leadership in experience management and engagement is impressive and so is the company’s vision for expanding globally.”

Dave Profozich
Senior VP, ISV Ecosystem, Oracle

Find Medallia solutions in the Oracle Cloud Marketplace

Best-in-class Oracle applications enhanced by Medallia’s experience signals

Once organizations understand what matters most to their customers and employees, they’re ready to act with confidence to drive demonstrable impacts in operating efficiencies, risk reduction, issue resolution, and more.

Medallia helps organizations to reduce churn, turn detractors into promoters, and harness insights to drive better business decisions—and higher ROI.

Medallia:

- Complements and extends Oracle’s Cloud Applications for ERP, HCM, and CX.
- Is certified on Oracle Cloud Infrastructure and available in the Oracle Cloud Marketplace.
- Enables organizations to integrate real-time feedback into Oracle workflows for unrivaled customer and employee insights.

Medallia’s alliance with Oracle is an extension of our collaboration with Oracle Advertising and Customer Experience announced in 2021 to help brands deliver better customer service engagements.

Request a demo at medallia.com

Medallia + ORACLE

Meet with a Medallia expert today to learn more →