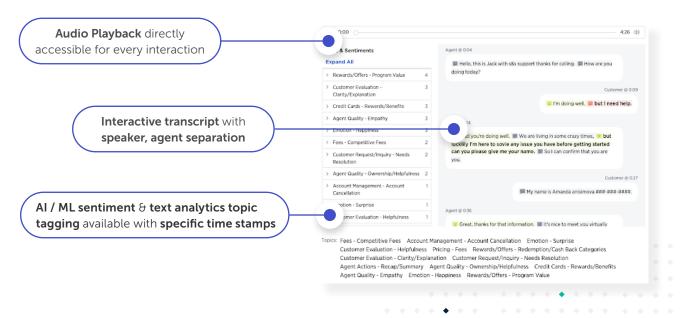## Medallia

Contact Centers

Empower every interaction to drive the best customer & agent experiences

Medallia captures 100% of customer and agent interactions, leveraging AI and deep learning to provide in-depth analysis and drive integrated learning via LMS or 1:1 coaching to front-line agents. Our easy-to-use end-to-end solution breaks down silos to seamlessly capture data, proactively highlight actions, and share learnings to improve customer and agent experiences that fuel loyalty, retention, and upsell.

Audio Playback directly accessible for every interaction

Interactive transcript with **speaker, agent separation**

AI / ML sentiment & **text analytics topic tagging** available with **specific time stamps**

Why Medallia

Capture 100% of Interactions

Native speech analytics, feedback capture, and advanced ETL capabilities bring in all customer service interactions regardless of channel and form.

Athena AI & Text Analytics

Stronger, native Text Analytics, AI, machine learning, and NLP trained on all data types with phrase-level and word-level filtering and tagging. View Text Analytics data across and in the same or different hierarchical structures.

Holistic Native Offerings

Medallia survey programs, native speech analytics in 30+ languages, AI-powered text analytics in 20+ languages, action intelligence, coaching & performance management, and QA are all native capabilities, allowing us to maximize the value of all signals extracted from every channel.

Actionable Results

Prioritize Key Opportunities

Prioritize issues with feedback, experience data, & all other digital metrics using comprehensive data across all channels and signals.

Orchestrate Decisions

Prioritize impact with a full view of all signals and orchestrate actions across every customer interaction to deliver targeted, personalized experiences at scale.

Continuous Improvements

Reduce call volume, retain customers and revenue, enhance quality assurance, increase advisor efficiency and streamline operations to improve organizations' bottom line and foster high-performing teams.

Why Medallia for Contact Centers?

1

Increase Opportunities

Capture all agent and customer interactions for a holistic view of key opportunities

2

Improved Decision Making

Advanced analytics enable smarter and faster decision making

3

Increase Customer Loyalty

Democratize the data across the org to proactively solve customer pain points

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Williams-Sonoma relies on Medallia to power service recovery and provide near-real time feedback to agents for a better agent and customer experience.

Before Medallia

- No streamlined way to motivate contact center staff or to deliver customized training
- Unable to provide real time agent feedback
- Low NPS

After Medallia

- $1MM savings in headcount costs
- 4x higher CSAT after service recovery
- 50% increase in NPS
- Streamlined means to identify and deliver customized training

> "
>
> The business case practically wrote itself—we could reassign our existing QA resources onto service recovery, which would deliver significant cost savings, while also improving our CX."

CRAIG BARNES
SVP Customer Care

WILLIAMS SONOMA

> "
>
> The employee experience starts and ends with IT, and it sets the tone for the employee's journey at J&J. We can provide a seamless user experience for our entire workforce."

ANTHONY PACITTI
IT Manager, End User Experience

Johnson & Johnson

Johnson & Johnson relies on Medallia as an "all-in-one service recovery program" to improve the employee and end-user experience.

Before Medallia

- Extensive time spent dealing with issues that were not solved on first call
- No visibility into issue themes that required a broader solution
- High ticket reopen rate

After Medallia

- 10% reduction in incident volume, saving employees up to 20 min per day
- 68% first contact resolution
- 3% reopen ticket rate

Medallia