

Every agent
empowered. Every
call an opportunity.

Medallia Solution for Contact Centers.

Actionable customer experience management.

You care about customer loyalty, but managing contact centers is complicated. Delivering uniform and exceptional service, with hundreds or thousands of agents (often in multiple locations and teams), is neither trivial nor commonplace. What you want is simple: passionate agents, united, engaged, and effective. We understand.

Medallia based its Contact Center solution on years of helping companies improve customer experience results. We empower everyone in your organization with access to meaningful insights, benchmarks, tools for exploration, and, most important, the ability to serve your customers' needs and concerns.

Monitor agents—in real time.

Make decisions and improvements that matter, exactly when they matter.

✓ Role-specific results.

Give managers, coaches, and agents a real-time view of each agent's survey results—including real scores and comments from specific customers.

✓ All your key dashboards. All in one place.

Benchmark your contact centers, teams, accounts, product lines, customer segments, and agents—all in one scorecard.

✓ Instant rankings.

By monitoring which agents are providing the best (and worst) customer experience, you'll be able to provide the right coaching to the right people at the right time.

✓ Updates on the move.

You'll get reports in real time, across all of your devices.

Technology for today's business complexity.

Change is a fact of life, and your contact center operation is no exception.

✓ One platform, fully capable.

We support multifaceted, high-volume programs across languages, geographies, and multiple points of contact.

✓ Organizational changes? No problem.

Medallia easily keeps up with changes in your team, including new agents, agent attrition, supervisor changes, skill changes, seasonal staffing peaks, and more.

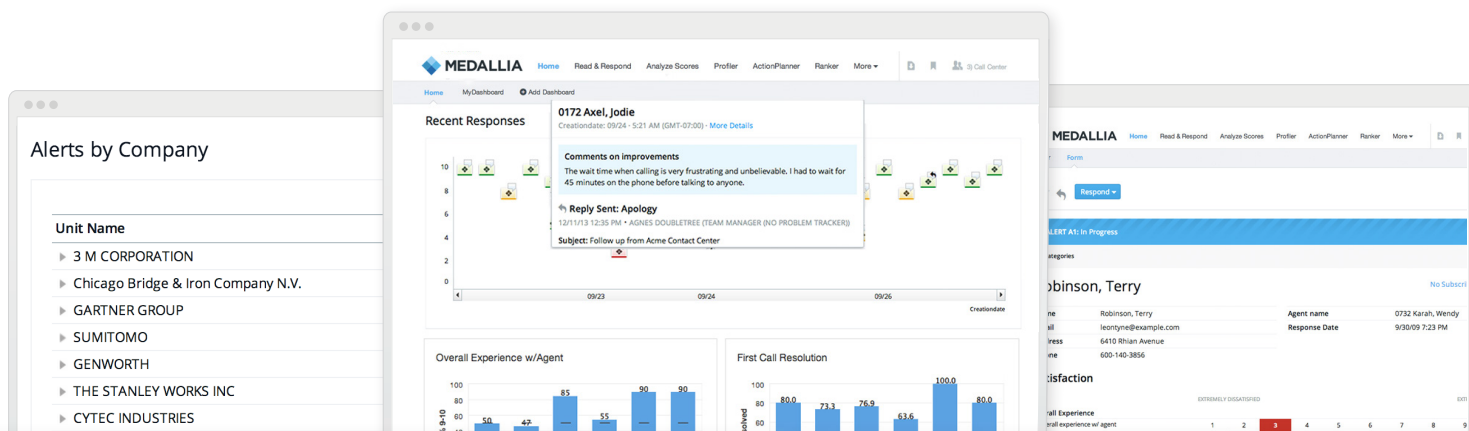
✓ Handles all data, structured and unstructured.

Medallia can collect customer experience feedback on your contact center through mobile surveys, web surveys, IVR surveys, even live outbound calls.



Close the loop. Recover at-risk customers.

Medallia's service recovery workflows help you keep valuable customers, even after a service problem.



Alerts.

See Alerts right on your Medallia dashboard.

Review.

Easily click down to see details on each customer alert.

Respond.

Respond to the customer right from within Medallia.

Integrates seamlessly with your CRM system.

Deepen insights and efficiencies with integration.

Survey customers automatically. Medallia can send web survey invitations immediately after a transaction. This speed will drive up response rates and allow your customers to give fresher, more detailed feedback.

Put feedback into agents' hands—right in their CRM account view. With Medallia, you can give agents a 360-degree view of the customer by embedding customer experience scores directly

into customer records. What's more, by using our single sign-on capabilities, you can enable agents to dive into Medallia with just one click.

Use CRM data to deepen insights and analysis. With flexible configuration options, the Medallia platform allows you to integrate nearly any data from your CRM system, including revenue data. Now you can turbo-charge your analyses to pinpoint which segments, geographies, or customer types need the most attention.

About Medallia

Medallia® is the Customer Experience Management (CEM) company that is trusted by hundreds of the world's leading brands, including Four Seasons, GE, Gold's Gym, Sephora, Verizon, and Zurich Insurance. We enable companies to survey and capture customer feedback across Web, social, mobile, and contact center channels, understand it in real-time, and take action to improve the customer experience (CX). We offer world-class engineering, technology innovation, a customer-centric services organization, and a Software-as-a-Service (SaaS) application that is accessed by all your employees, from the C-suite through to the frontline. Medallia helps companies create customers who love your business. Founded in 2001, Medallia has regional headquarters in Silicon Valley, London, and Buenos Aires. Learn more at www.Medallia.com.

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