

# Unlock a gold mine of insights from every call



## Medallia Speech: Rapid speech-to-text transcription and industry-leading AI applied to all voice interactions

Contact center volume is booming as customers adjust to new self-service options for technical support, service changes, and device or hardware purchases. As many providers struggle to effectively balance volume and complexity, shaping customer outcomes is taking a backseat to cost efficiencies - but with Medallia Speech it doesn't have to.

Medallia Speech adds real-time, best-in-class voice transcription, and speech analytics to 100% of contact center calls in order to unlock critical experience signals that provide a rich understanding of the end-to-end customer journey and improve agent performance with AI-powered insights.

“Using a speech analytics solution... to understand context and emotion at scale — [is] a critical differentiator when it comes to customer experience.”

Faith Adams | Forrester  
Senior Analysts

## Turn calls into actions across the entire enterprise

### Customer Care and Contact Center Operations

Improve first call resolution and reduce the cost to serve by uncovering common call drivers like billing issues, common troubleshooting, or service changes and systematically fixing them. Help agents sell more effectively by comparing call scripts to determine the language and behaviors that lead to higher conversion rates.

### Customer Experience and Insights

Leverage industry-leading AI to extract untapped experience insights from calls for a more comprehensive view of omnichannel journeys that go beyond what surveys could provide. Drive loyalty by integrating these speech insights with multi-channel feedback at scale to prioritize, address, and rapidly respond to customers with the highest risk of churning.

### Contact Center Quality Assurance

Spend more time on coaching, and less on call monitoring. Correlate rich call metrics with speech analyses from customers and agents to determine top areas for agent improvement such as empathy around financial hardship or technical knowledge, freeing up time to do side-by-sides or develop training materials.

### Digital Strategy and Experience

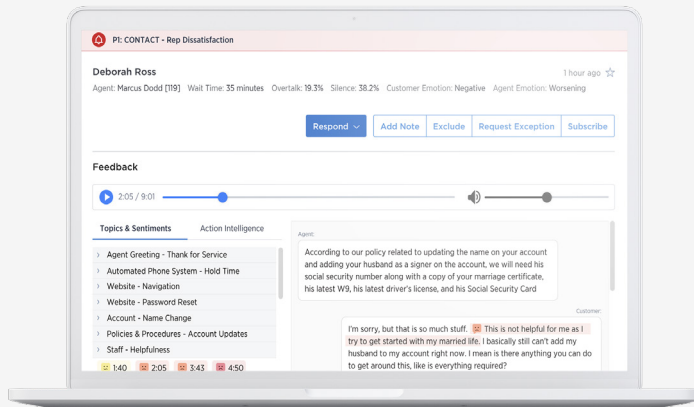
Identify why customers can't achieve desired tasks (e.g. plan upgrades, billing inquiries, or device purchases) via web, mobile, or in-app self-service. Use these insights to deflect call volume by fixing the friction points and functionality gaps customers call about.

### Retail Operations

Identify in-store pain points through the support interactions they stemmed from - or ended with - to create seamless sales and fulfillment experiences. Surface issues with safety precautions, curbside pickup logistics, inventory, or even store associate knowledge and services.

## Medallia Speech

The platform designed to make your contact center an epicenter for change.



### Broad signal capture

- Transcribe every call with high accuracy to capture a rich set of call metrics such as talk time, silence time, overtalk, and tone.

### Intelligent analysis

- Surface actionable insights from every call such as call reason, customer effort, churn risk, and suggestions.

### Widespread action

- Empower the entire organization to fix the issues driving calls to the call center with real-time, role-based insights.

### Integrations



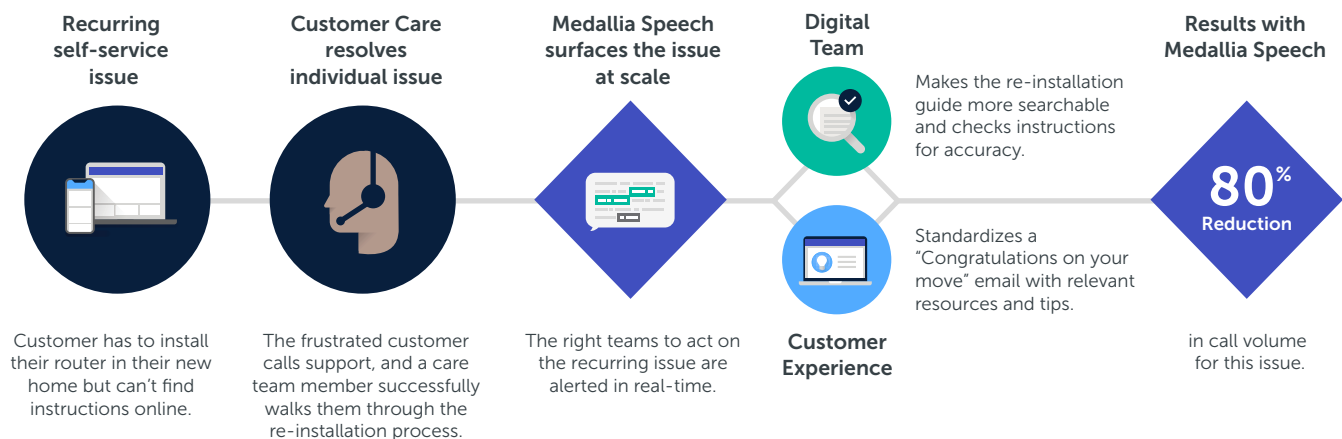
servicenow

zendesk

Jira Software

## Achieve service excellence while driving down costs across all channels

With scalable, accurate, and rapid speech-to-text transcription, teams across the entire organization can unlock critical omnichannel insights from the contact center. Here's one example of Medallia Speech at work.



Medallia

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