

Act on real-time signals to drive revenue and innovation



Technology companies today can no longer differentiate themselves based on products alone. To succeed, companies need to effectively engage with customers and partners across channels and throughout their journeys. From account management to implementation to support, customers and partners expect personalized and seamless experiences.

How we help technology companies

Medallia enables organizations to transform experiences and improve business outcomes. Our platform embeds rich and intuitive listening tools seamlessly throughout stakeholder journeys, capturing real-time experience signals from customers, employees, resellers, and systems integrators. Modern feedback capabilities such as voice, audio, and video make it easy for them to share feedback on their terms. Most importantly, tailored insights are shared directly with sales, product, and support teams so they can take the right actions.

“Medallia’s tools have transformed our focus on customers’ needs...for us, the verbatim customer feedback is gold.”

RingCentral

Empower all of your stakeholders

Exceed customer success goals with end-to-end insights

Medallia’s 360° customer success dashboard provides account teams with a unified view of the customer journey. With insights into satisfaction levels, renewal status, and ticket resolution, teams can be proactive to keep customers on track.

Create exceptional support and implementation experiences.

Real-time feedback and alerts enable supervisors to quickly close the loop with customers on outstanding issues and coach the team based on customer input.

Retain revenue and drive account expansion.

Advanced machine learning and deep analytics uncover key trends and themes to enable early actions that help save at-risk accounts. Use these insights to map potential opportunities for effective cross-sell and expansion.

Launch products that reflect customers’ needs.

Continuous feedback capabilities embedded throughout the customer journey help inform product improvement. Product managers can use our advanced research tools such as video to crowdsource ideas from customers.

Optimize partner satisfaction and productivity.

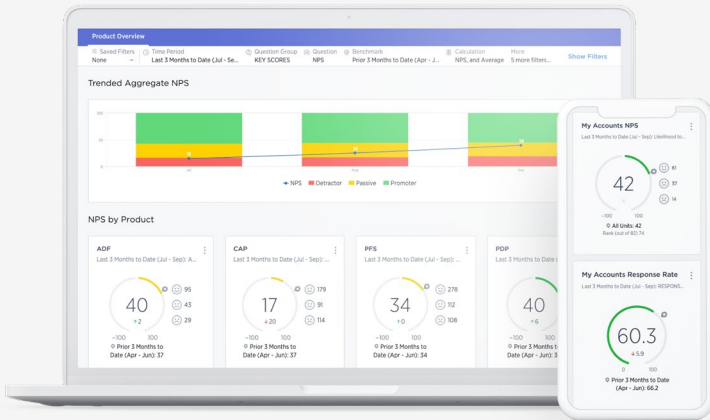
360° views of reseller and/or systems integrator profiles paired with real-time partner feedback indicates where experiences for partners fall short. Use insights to fix friction points and enhance how partners represent your solution to the market.

Leading brands that use Medallia



Medallia Experience Cloud for technology

The Experience Platform designed to help you know what your customers need in-the-moment.



Broad signal capture

- Feedback anytime, anywhere
- Text, voice, video, surveys
- On-demand video market research

Intelligent platform

- AI-analysis on structured and unstructured data
- Cross-channel journey analytics
- Advanced modeling on churn behavior

Widespread action

- Role-based insights
- Automated tasks and alerts for customer success
- Idea crowdsourcing

Pre-configured apps to get started

- Account management
- Implementation
- Support experience

Integrations



servicenow



Google



Delivering industry-leading impact

Medallia's experience management solution helps technology companies deliver business impact and value. Our customers have achieved:

BOOSTS IN CUSTOMER SATISFACTION

Achieved high NPS and satisfaction scores across all of its contact centers

- A Global Tech Company

EARLY DETECTION OF DETRACTORS

Predicted with 95% accuracy using Medallia Experience Cloud and its early warning system.

- A Fortune 500 Tech Giant

100% CLOSE-LOOP PROCESS

Attained a 100% follow-up rate with detractors in 24 hours.

- A Global Tech Company

MILLIONS IN REVENUE RETENTION

Saved \$198M in revenue by identifying and saving at-risk accounts

- Tech Company in Communications



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