Medallia

Activate Every Employee to Drive Positive Change

Every day, employees run into obstacles and barriers that make it difficult to deliver on the brand promise. Medallia for Employee Experience activates every employee with best-in-class software and support services to unlock and take action on real-time feedback, innovative ideas and creative solutions that improve business outcomes from retention and productivity to innovation and customer satisfaction. All brands make promises. Medallia helps the best organizations keep them.

How Medallia Helps Organizations Tap into the Heart of the Business for Better Results

Continuously listen to and respond to employees.

Meet employees where they are in the daily flow of work. Embed always-on feedback tools in employee portals, intranets, and mobile apps. Integrate real-time feedback signals to understand how lifecycle, everyday, and personal moments are impacting sentiment. Alert leaders with AI-powered insights to enable quick action and communicate back to employees with role-based dashboards.
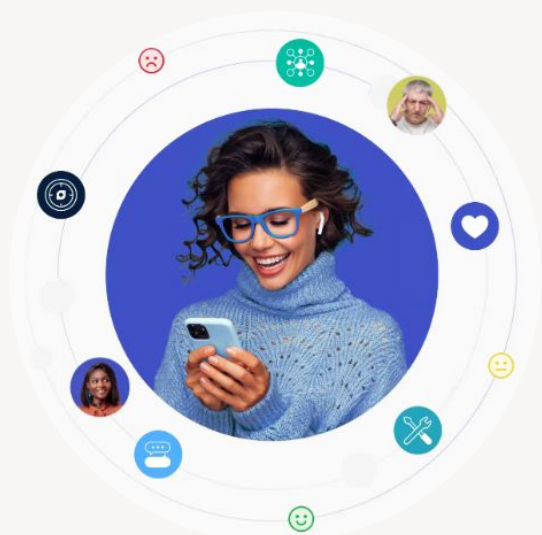
Attract and retain the best talent.

Leverage the power of feedback to attract, onboard, and engage employees to fuel your company's success. Connect with job seekers and new hires at key touch points for immediate insights into recruitment, onboarding, and talent development processes. Act fast to ensure new employees acclimate quickly to policies, workflows, and culture with real-time feedback analysis, automated-alert routing, and suggested action plans.

Spark unlimited innovation and productivity.

Unleash your team's greatest potential with tools that eliminate blockers and foster innovation. Pair data sources together to uncover obstacles and time-consuming workarounds that are inhibiting employees from getting their jobs done. Use AI-powered insights to see how well key initiatives like recognition or DEIB are motivating employees. Crowdsource innovative ideas and solutions.

Drive digital transformation.

Use real-time employee insights to uncover technology gaps, guide investments, and drive adoption and innovation. Embed always-on pulse surveys in intranet or software applications, making it easy for employees to provide feedback. Engage employees around key tasks or activities within these digital channels to gain valuable insight into how effectively your technology stack is performing.

Elevating the Employee Experience with the Power of Medallia

Purpose-Built for the Most Complex Organizations

Advanced technology ensures that the right information goes to the right people at the right time, no matter size or complexity.

Modern Listening

Continuously understand your people by capturing the most complete view of employees

In-House Expert Consulting

Partner with our team of people scientists, IO psychologists and industry experts to deliver best-in-class listening programs.

Unified Platform for End-to-End Experience Management

Get a holistic view of the total customer and employee experience to design programs that have the greatest overall impact.

Medallia Employee Experience Solutions

The only partner that can break through silos across employee, customer, and brand to improve your business
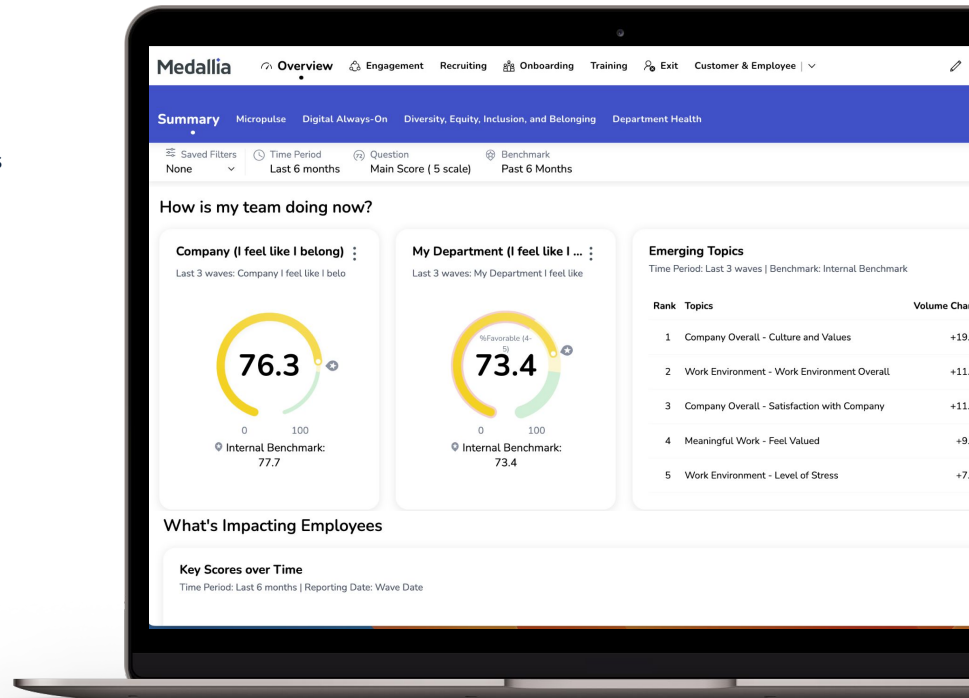
Empower employees
• Text, voice, video, audio
• Engagement, pulse, always-on and triggered surveys
• Feedback signals, e.g. helpdesk tickets, PTO patterns
• Crowdsourcing

Harness Signals
• Predictive analysis
• Effort scoring
• AI insights
• Powerful HRIS integrations
• Expert support team of IO psychologists

Democratize Change
• Role-based dashboards and reports
• Real-time alerts and nudges
• Action planning
• Real-time executive view
• Coaching intelligence

Start anywhere. Grow everywhere.

Annual Engagement and Pulse Surveys
Captures insightful and actionable employee feedback

Anytime / In-the-Moment
Capture insightful and actionable feedback in the flow of work

Candidate/Recruitment
Monitor and improve the end-to-end candidate-journey

Offboarding
Understand root causes for employee departures

Employee Experience

Training/Onboarding
Design flawless new hire and training experiences

EX + CX
Blend insights to identify gaps and areas of improvement

Employee Ideation
Tap into your best resource for innovative ideas and solutions

IT/Workplace Services
Improve employee experience with technology and services

Employee Activation
Uncover and solve challenges getting in the way of delivering on your brand promise

Medallia   **Get a Demo Today →**