

EXPERIENCE '25

# TRAINING & CERTIFICATIONS

Our pre-conference day on March 24 features in-person training and certification for Medallia customers only. These paid sessions have limited capacity and can be added during the registration process to secure your spot.

March 24–26, 2025  
The Wynn | Las Vegas

## PRODUCT TRAINING BADGES

AM Sessions | Monday, March 24 | 8:30am - noon

### Exploring MEC Data and Connections | \$250

You've taken a slew of Navigator courses or maybe you are Admin-certified. You've worked in Admin Suite, but are sometimes at a loss for how certain aspects relate to one another or where you should go to execute a particular request. In these 3.5 hours, you'll complete a number of hands-on exercises in a Medallia training environment to trace feedback data from intake to reporting, and even extraction for external use. You'll learn how to use conditions and logic to link various components, such as invitations and surveys, and to troubleshoot.

**Audience:** This course is best for those who are Admin-certified, or have at least a year's practice configuring MEC platforms holistically.

**Duration:** 3.5 hours

**Level:** Advanced

### Configuring Your MEC Reporting Dashboards, Filters, and Control Panels | \$250

Dive into the world of MEC Reporting during this hands-on, practical session at Experience '25. Learn how to create tabs, sub-tabs, dashboards, and modules to ensure your users get the information they need. Using a MEC instance pre-populated with data, you will focus on building the reports and modules, and ensuring that the correct data is displayed for different roles. Finish off the session by creating filters and control panels for the reports.

**Audience:** This course is best suited for people who are new to configuring and building their MEC reports.

**Duration:** 3.5 hours

**Level:** Foundational

PM Sessions | Monday, March 24 | 1:00pm - 5:00pm

## Advancing your MEC Surveys | \$250

Do you already know how to build basic MEC Surveys? Are you ready to take your MEC Survey administration to a new level? This hands-on, practical session allows you to advance your survey build skills through configuring features such as Medallia Video, additional validation, rank order, comment boost, hidden fields, nested dropdowns and other techniques. Practice pushing changes to live surveys and explore the downstream implications from retiring questions or changing wording. Grasp the similarities and differences between Experience Program, Ad Hoc and anonymous surveys.

**Audience:** This course is best suited for people who have experience creating MEC Surveys and want to expand their skills on the features and functionality of their surveys.

**Duration:** 4 hours

**Level:** Advanced

PM Sessions | Monday, March 24 | 1:00pm - 3:00pm

## Creating, Distributing, and Reporting Medallia Agile Research Surveys | \$175

Have you been curious about Medallia Agile Research – how you can incorporate it into your CX and EX management, how to build, distribute, and report on Agile Research feedback? In this 2-hour session, you'll learn when to use the platform and practice creating surveys and running reports. Come explore the world of Agile Research!

**Audience:** This course is best suited for people who are new to Medallia Agile Research and are excited to build Agile Research surveys.

**Duration:** 2 hours

**Level:** Foundational

PM Sessions | Monday, March 24 | 1:00pm - 3:00pm

## Configuring and Using TX Profiles to Build a Unified View of your Customers | \$175

As your organization matures in experience management, personalizing feedback responses becomes key. This individualization requires an understanding of one's past in order to enhance their future. With customers interacting across a multitude of channels, a single signal often doesn't tell their full story. TX Profiles combines an individual's past signal data in a unified view so that the full journey becomes clear. During this 2-hour hands-on session, you'll not only get a picture of why using TX Profiles enhances your programs, but you'll also learn how to configure and implement TX Profiles.

**Audience:** This course is best suited for people who are new to TX Profiles and want to learn how to configure and use this MEC feature.

**Duration:** 2 hours

**Level:** Foundational

For any questions, please reach out to [experience@medallia.com](mailto:experience@medallia.com)