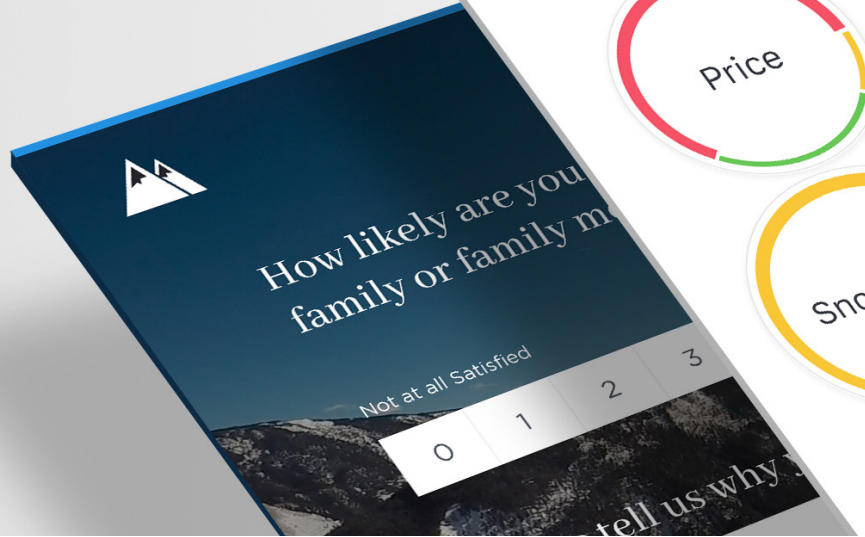




Medallia Experience Cloud™

Software that improves the
customer experience



Connect your customers to everything you do

Medallia Experience Cloud™, a software-as-a-service platform, uniquely fuses human and machine learning to reveal the most relevant customer insights, and makes them actionable to every role across your organization. By integrating opinions with operational data, employees are empowered to make smarter, more effective decisions.

Software that improves the customer experience

An open platform with unsurpassed scalability to embed the customer in every part of your operations, for thousands of your employees.

Feedback management

Engage in dialogue with your customers at the right time in every channel — mobile, email, web, social, and more.

Performance measurement

Measure the customer experience (such as NPS®) at all levels and across all functions, to pinpoint what's working and what's not.

Analytics and insights

Apply our native text analytics and machine learning engine to automatically find insights hidden in text across 40+ languages.

Company engagement

Optimize decisions at every level by distributing timely and relevant data to individuals, empowering them to make decisions that are good for customers and right for the business.

Action management

Take systematic action based on what you've learned and drive accountability at all levels, with capabilities such as Medallia's mobile apps, text analytics, and ad hoc tests.

Reputation management

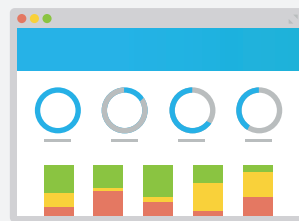
Shape your brand reputation by amplifying the voice of your most engaged promoters on social media.

How does our software drive business impact?



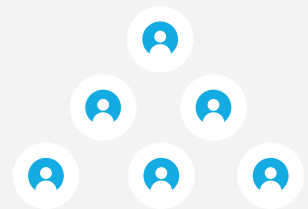
CONNECT

Feedback from all channels and touchpoints



ANALYZE

Machine learning to surface insights



ACT

Personalized dashboards for all employees

“

Medallia provides feedback on what our real customers are saying about us. The data is available for everybody. I literally look at it every day. As Net Promoter Score goes up, retention in our business has gone up. It's gone up about three points in the last three years, and that's about \$500m annually.

Jeff Dailey, CEO
Farmers Insurance

Medallia by the numbers

\$Billions

saved by identifying at-risk customers and improving operations

3 Million

users log in to Medallia regularly

100%

implementation success rate over 15 years

Leader

of The Forrester Wave™

Trusted by over 500 of the world's best-loved brands



Mercedes-Benz



FOUR SEASONS
Hotels and Resorts

About Medallia

Medallia's mission is simple: to create a world where companies are loved by customers and employees alike. Hundreds of the world's best-loved brands trust Medallia's Software-as-a-Service application to help them capture customer feedback everywhere the customer is (on the phone, in store, online, mobile), understand it in real-time, and deliver insights and action everywhere—from the C-suite to the frontline—to improve their performance. Founded in 2001, Medallia has offices in Silicon Valley, New York, London, Paris, Sydney, Buenos Aires, and Tel Aviv. Learn more at www.medallia.com.

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