Companies that actively listen and engage with their customers see higher customer satisfaction ratings and outperform their competitors. But it’s not as easy as it sounds. It requires an ability to gather and thoroughly analyze customer feedback, and then make experience insights accessible and actionable throughout the organization.

Medallia Mobile and Medallia Voices connect your organization to the voice of your customers by bringing relevant, operational issues to people on the go, and engaging frontline employees and executives in real-time, so you can facilitate swift and direct responses to customer feedback.
Activate Your Employees, Anywhere

With Medallia Mobile, your employees get instant access to customer experience insights and alerts, with built-in workflow actions so your organization can rapidly respond and close the loop on customer issues.

Bring Actionable Information to Every User

Medallia Mobile provides powerful role-based dashboards to help every employee align with your organization’s most important customer experience metrics.

Users can view individual customer feedback and see the full context of the response, as well as any associated case management activities.

Make Listening to Feedback a Habit

Medallia Mobile brings the customer experience to employees, with an intuitive interface and the ability to access this critical information anywhere, anytime. The app has been shown to have best-in-class user activity metrics by organizations that have deployed it for their users.
Stay Connected to Your Customers

Medallia Voices makes it easy for executives to get a pulse of how their customers are feeling about their brand, products and services. Swipe through the latest ‘headlines’ of customer feedback and drill down into response cards to see more details, including any activities taken based on the feedback.

Motivate Your Employees to Be Customer Obsessed

Medallia Voices makes it easy to recognize exceptional customer-centric behavior. Simply click the “Congratulate” button from within a response card—Voices will provide recommendations on who to include and embed the key feedback details that will be emailed to the recipients, along with any personal note to congratulate employees on a job well done.

Focus Attention Where It’s Needed

Medallia Voices also provides the ability to share feedback insights across the organization, in order to raise awareness of customer issues or concerns, and accelerate actions if needed.
Enterprise Grade Mobile

Medallia Mobile and Voices applications bring the voice of the customer to every part of your organization. Medallia also allows access by employees as part of a broader mobile app portfolio, providing enterprise-grade access control and support for single sign-on through Enterprise Mobility Management platforms.

In addition the Medallia Experience Cloud delivers a seamless user experience between the Medallia Mobile and Medallia Web interfaces, and includes support for multi-language reporting and user interface accessibility requirements.