Medallia

Improving resident experience with less work

Customers need quick answers to time-sensitive problems around Real ID, driver's licenses, vehicle registrations, etc.. and they're calling you more often. What does it take to maximize positive outcomes for your customers while also reducing your employee's administrative burdens?

Contact center interactions are central to customer experiences. Yet consumer satisfaction has declined as contact center hold times skyrocket. According to the latest Contact Center Satisfaction Index (CCSI) study, 72% of respondents say phone calls are still their preferred method for contacting customer service, and 27% of consumers polled report they are using contact centers more than ever. Contact centers face a daunting challenge with tradit
ionally high employee turnover rates now approaching 40%.

So many phone calls, so many insights, so little time!

Medallia for Contact Centers delivers a comprehensive solution that captures every customer and agent interaction to provide experiences that transform frustrated people into fans. Our easy-to-use end-to-end solution breaks down silos to seamlessly capture 100% of customer and agent interactions, leverage AI for in-depth analysis, provide personalized callback solutions, optimize agent efficiency, and drive integrated learning. Medallia's Contact Center Suite empowers contact centers to take action, maximize agent coaching and quality management, enabling a level of personalization historically absent from most contact center interactions.

The contact center is the ears of your department.

- **Immediate, actionable insights** - Understand precisely how and when to act on trending feedback and predict surges before they begin.

- **Empower frontline agents** - Personalized agent coaching that improves resident's experiences

- **Give your customer choices** - Create opportunities for customers to self-serve on their chosen platform and give customers control to engage with the call center on their terms.

- **Customer First** - Omnichannel call scheduling technology puts your customers in control when contacting the DMV, assuring that their needs will be met while providing a seamless experience

- **Proactively close the loop** -Improve service recovery efforts and make things right the first time to reduce redundancies and improve efficiency.

- **Reduce handle times and improve first contact resolution** - route the customer to the right agent at the right time and ensure the agent has all context needed to solve the customer's issue

Medallia

Meet with a Medallia Expert

[1] https://cfigroup.com/resource-item/contact-center-satisfaction-index-2022/