The pandemic has had a significant impact on the workforce with two in five adults experiencing anxiety, depression, and trauma.\(^1\) This is affecting employee well-being, changing how employees engage with customers, and influencing how organizations support social, emotional, and mental well-being initiatives. While implementing short-term “fixes” to address these challenges may have worked in the past, the long-term ramifications of this pandemic requires organizations to embrace a new and different approach for supporting mental health and well-being.

"Our ability to listen has a direct effect on our ability to understand and empathize with others." \(^2\)

**Hannah Hutchings**

“Active Listening: crucial for our mental wellbeing”

Exposure

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\(^2\) [https://exposure.org.uk/2020/03/active-listening-crucial-for-our-mental-wellbeing](https://exposure.org.uk/2020/03/active-listening-crucial-for-our-mental-wellbeing)
Medallia Mental Health and Well-Being Solutions

Listen to employees and customers in the moment to power the best experiences.

**Signal Capture**
- Text, voice, video, audio and surveys
- Signals beyond surveys
- Employee ideation
- Powerful HRIS integrations

**Intelligent Platform**
- Lifecycle journey analytics
- AI-analysis on structured and unstructured data
- Feedback enriched with sentiment data

**Widespread action**
- Role-based dashboards and reports
- Mobile and desktop alerts
- Suggested action plans
- Two-way SMS/MMS messaging

Delivering real, measurable results
Medallia’s solutions drive business impact and deliver outcomes. Our customers have achieved:

**BOOST IN EMPLOYEE SATISFACTION**
Achieved 20 point increase in NPS and satisfaction scores with regular employee pulsing.
- A U.S. Telecommunications Company

**INCREASE EMPLOYEE PRODUCTIVITY**
Saved employees up to 20 minutes per day and has reduced incident volumes by 10%.
- Johnson & Johnson

**MAJOR COST SAVINGS**
Reduced costs by 33% using candidate feedback to streamline the interview process.
- Medallia

**DIRECT IMPACT ON CUSTOMERS**
A continuous cycle of gathering feedback and implementing improvements strengthens and provides opportunities to grow and care for clients, teammates, and communities.
- Bank of America

2 [https://www.medallia.com/customers/johnson-johnson](https://www.medallia.com/customers/johnson-johnson)

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