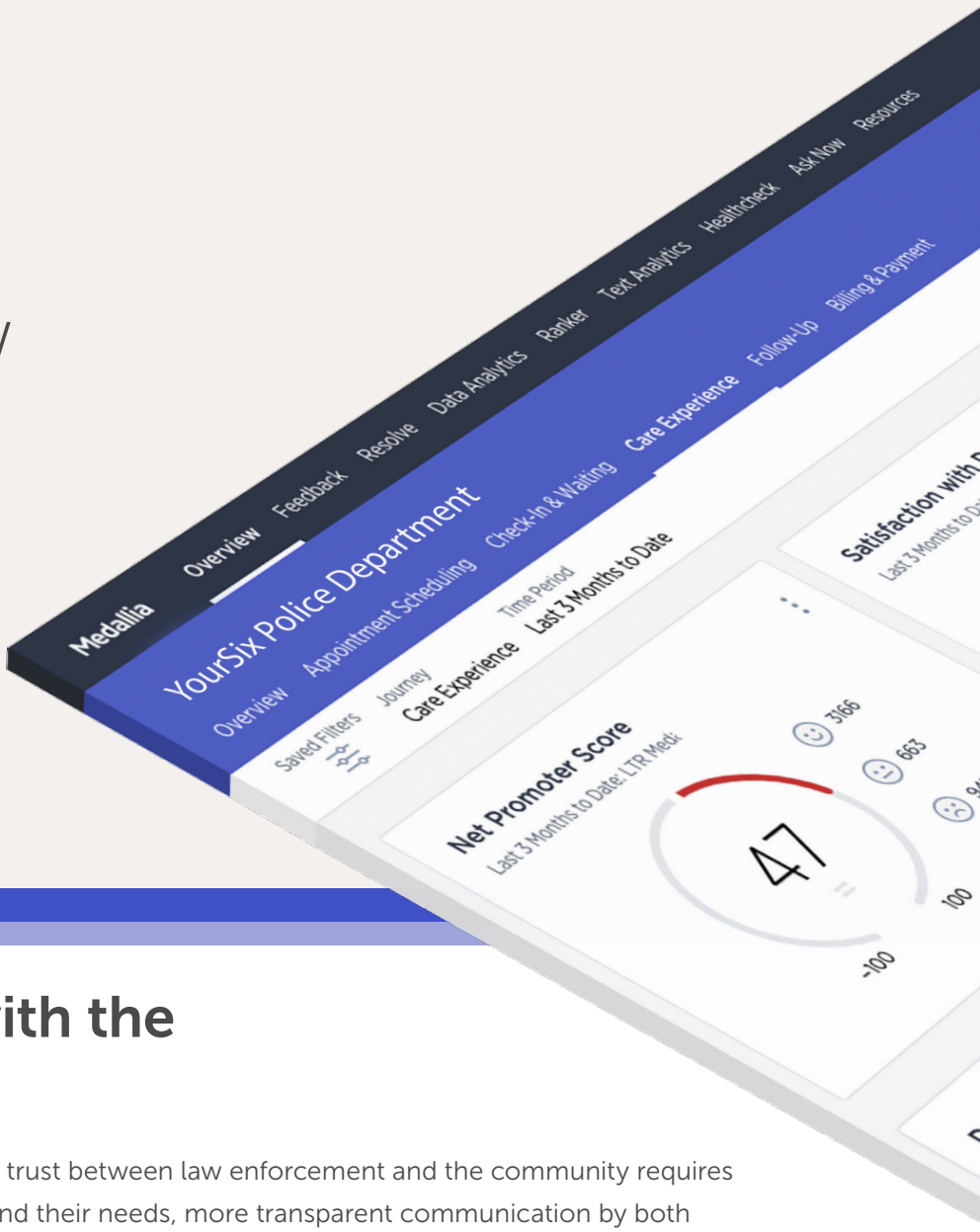
Medallia

Medallia for Law Enforcement

Transformation using real-time experience data



Rebuilding trust with the community

More than ever, building and maintaining trust between law enforcement and the community requires a deeper understanding of its residents and their needs, more transparent communication by both parties, and the reliable delivery of essential services. Despite the increasing adoption of communications technology that enables law enforcement to engage the public proactively, these investments often result in an increased number of data silos and fail to meet rising public expectations.

Medallia's Experience Cloud enables law enforcement to bring all of its listening and engagement data into a single platform to better understand, engage and coordinate action on behalf of the community, and better understand and enable its workforce to deliver on expectations, thereby strengthening trust amongst all parties. We do this through the use of interactive communication channels, including voice, video and text. Our solutions combine speed with ease and intelligence to bring you the clearest picture of how your officers and residents are doing in-the-moment.

Whether your goals are to recruit or retain officers, address behavioral health challenges, find patterns in 311 and 911 calls, meet the pillars of 21st Century Policing, or even to share stats on community support for law enforcement— your programs must be designed to rely on real-time engagement and provide thoughtful responses to the needs of your employees and communities.

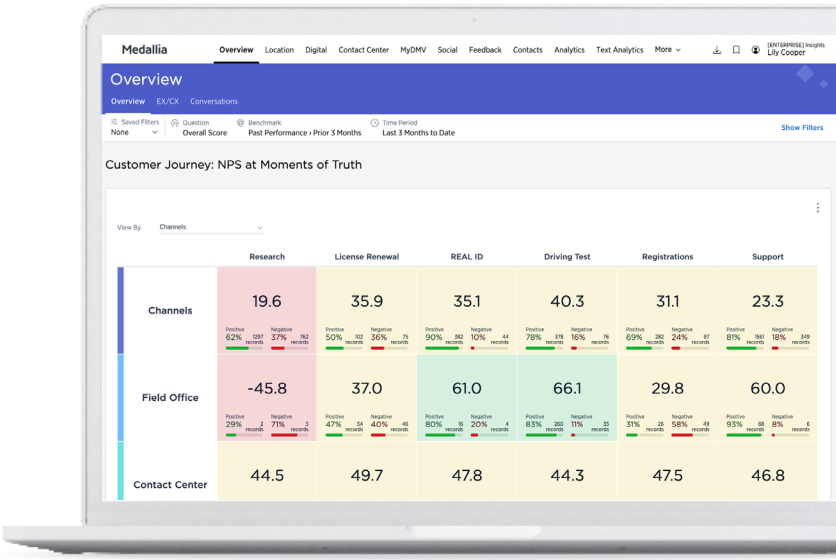
These interactions will set the tone for how residents feel about law enforcement by building and maintaining trust to strengthen the community's well-being.

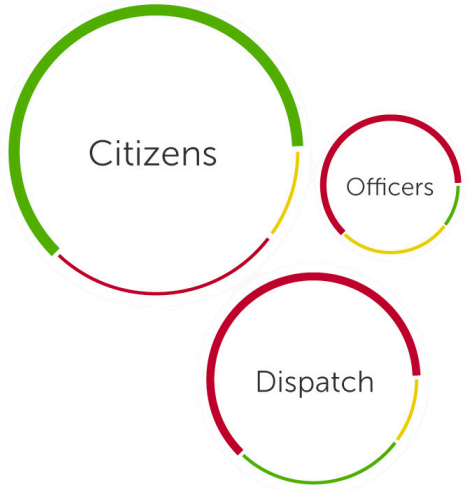
Why use Medallia to improve community experience?

One dashboard to view community sentiments

Medallia makes it easy for you to monitor your community experience across their entire journey by bringing together multiple data sources into one unified view. Solicited feedback, online reviews, IVR, sms/text interactions, and operational measures all come together in Medallia Experience Cloud™.

- Capture feedback
- Analyze to understand
- Act to improve



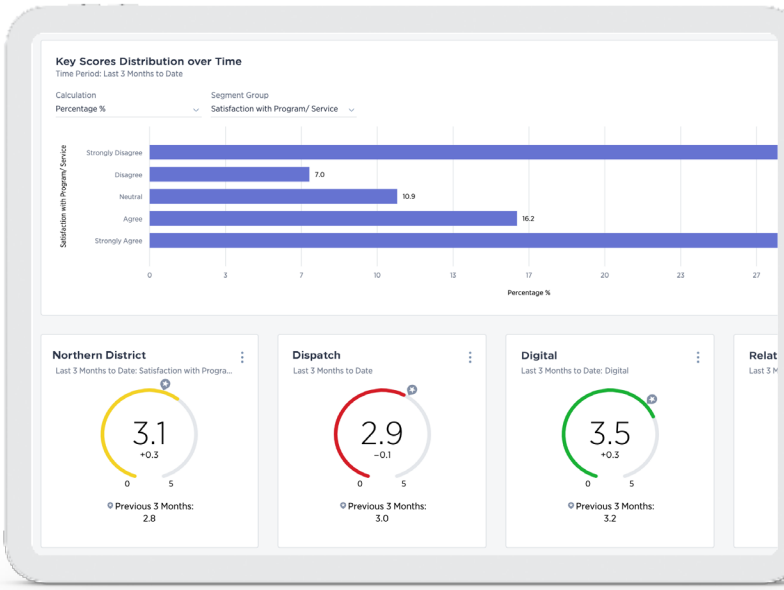


Improve operational performance

- Transform insights into action by making it easy to understand the "why" behind the response scores.
- Quickly understand your impact on improving officers and residents experience and related operational metrics.
- Improve system-wide processes and programs based on themes and trends.

Drive action with immediate, deep insights

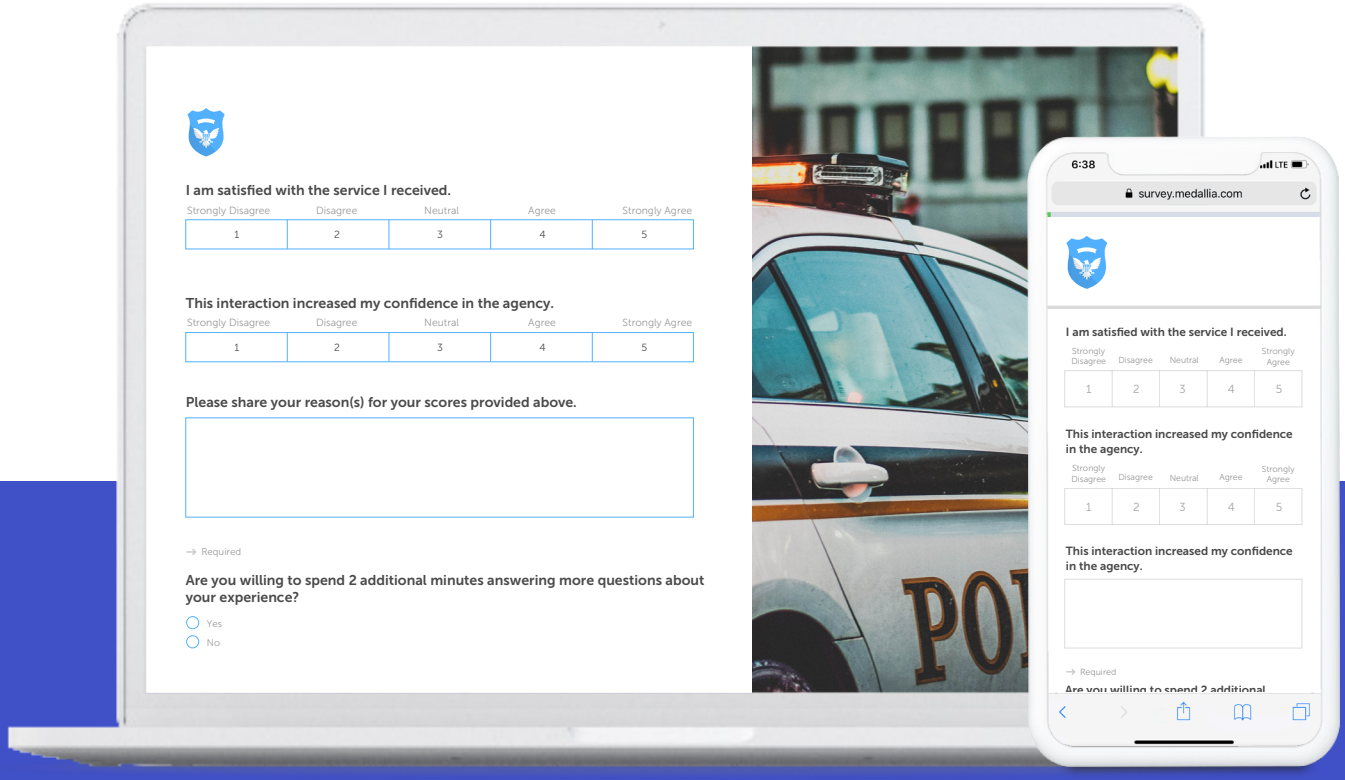
- Make it easier for stakeholders to engage with dispatchers, officers and commanders to provide experience feedback.
- Quickly understand the impact of changes on improving officers or resident's trust, satisfaction and related operational metrics.
- Anticipate the needs of residents, recruits and officers and proactively make the process and programmatic changes to improve the experience.



Key components of Medallia's solution

Key components include:

- **Scalable.** Able to meet you where you are today and can scale as you innovate and grow your program
- **Security.** FedRAMP JAB (DOD, DHS, and GSA) authorized.
- **Turn text feedback into smarter actions.** Residents communicate over a number of different channels. Uses machine and human learning to automatically analyze feedback, to understand what matters most to your residents and what you can do about it
- **Turn data into insights.** Combine experience signals and operational data to provide a rich context of how, when, and where to drive improvements.



Optional add-on starter features

Critical alerts

Critical Alerts use Medallia AI capabilities to instantly flag incidents that are critical to your communities, such as repeat visits or engagements without resolution of an issue, inability to complete epaperwork or applications, or time-sensitive requests for support.

Targeted services

Leverage powerful insights to drive targeted outreach to communities with the most need of reform.

Journey analytics

Leverage real-time behavioral data to power data science models that predict resident and dispatchers actions (e.g. churn, dissatisfaction) and uncover common paths and areas for improvement with powerful query and visualization tools.

Cost avoidance

Supplement community feedback, by giving your officers the ability to share what they are hearing in the streets from communities.

Interested in learning more?

You can get in touch with us anytime by sending an email to Government@Medallia.com

About Medallia

Medallia is the pioneer and market leader in Experience Management. Medallia's award-winning SaaS platform, the Medallia Experience Cloud, leads the market in the understanding and management of experience for customers, employees and citizens. Medallia captures experience signals created on daily journeys in person, digital and IoT interactions and applies proprietary AI technology to reveal personalized and predictive insights that can drive action with tremendous business results. Using Medallia-Experience Cloud, customers can reduce churn, turn detractors into promoters and buyers, and create in-the-moment cross-sell and up-sell opportunities, providing clear and potent returns on investment. Medallia has offices worldwide, including Silicon Valley, Buenos Aires, London, New York, Tel Aviv and McLean, Virginia. Learn more at www.medallia.com/government.

FedRAMP · AICPA SOC · ISO 27001 Certified · General Data Protection Regulation · ISAE 3000 CERTIFIED

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