Medallia

Medallia for Departments of Motor Vehicles

Improving the Customers Experience in Real-Time

Make experiences memorable for the right reasons

The employees of the Department of Motor Vehicles (DMV) play a significant role in delivering crucial services to citizens and residents. Your organization faces several critical aspects that range from driving tests; providing licenses and IDs; vehicle services, including towing and booting; and registering voters. Due to the high demand for these services, customers are easily frustrated with long lines, processes they perceive as bureaucratic, and the perception they are not heard even after multiple interactions.

Whether your goals are to transform the delivery of services by reducing "process and paperwork," or to optimize your shift to an e-services model, or even to increase first-contact issue resolution which reduces repeat visits — your programs must be designed to rely on engagement and provide thoughtful responses to the needs of citizens.

You can increase the trust citizens put in the DMV by optimizing service, delivery, increasing efficiencies in both front and back-offices, reducing costs, and improving internal culture. Through Medallia's FedRAMP authorized platform, the DMV can capture signals from everywhere customers are, understand them in real-time, and deliver insights and action across the organization to improve the Drivers Experience.

Why use Medallia to improve DMV Experience?

Voice of Your Customer on one Platform

Medallia makes it easy for you to monitor your customer's experience across the entire customer journey by bringing together multiple data sources (signals) into one unified view. Solicited feedback, online reviews, IVR, sms 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 citizens 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 offices, programs, and facilities to provide experience sentiments.

- Quickly understand the impact of changes on improving individuals satisfaction and related operational metrics.

- Anticipate the needs of drivers and proactively make the process and programmatic changes to improve the experience.

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Why Use Medallia's DMV Offering

Key Components include:

Scalable: Able to meet you where you are today and can scale as you innovate and grow your program to improve driver experience.

Security: FedRAMP JAB (DOD, DHS, and GSA) authorized

Turn Text Feedback into Smarter Actions: Customers communicate over a number of different channels. Uses machine and human learning to automatically analyze feedback, to understand what matters most to your customers and what you can do about it.

Turn Data Into Actionable Insights: Combine experience signals and operational data to provide a rich context of how, when, and where to drive improvements.

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Thank you for taking the time to tell us about your experiene with this DMV. How satisfied are you with the service you received?

Not At All Likely   Extremely Likely

0	1	2	3	4	5	6	7	8	9	10

Please tell us the reason for your score?

Begin Survey

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Optional Add-On Starter Features

Crises Alerts

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

Journey Analytics

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

Targeted Services

Outreach and leverage powerful insights to push targeted outreach that will empower drivers to manage the process to tailor it to what works for them.

Cost Avoidance

Supplement customer feedback and/or enable your employees to act as a proxy for the voice of the customer by sharing their observations and ideas.

Interested in Learning More?

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

About Medallia

About Medallia Public Sector Medallia, the leader in Experience Management cloud technology, was named a "Leader" in the most recent Forrester Wave for Customer Feedback Management and ranked #15 in the most recent Forbes Cloud 100 list. Medallia's vision is simple: to create a world where organizations are loved by their stakeholders and employees alike. Hundreds of the world's largest organizations and leading federal agencies trust Medallia's cloud platform to help them capture customer and employee feedback everywhere they are, understand it in real-time, and deliver insights and action everywhere—from the C-suite to the frontline—to improve organization performance and increase trust. Data security and privacy are of paramount importance to us. In addition to having enterprise grade platform and application security measures and functionality, Medallia, a FedRAMP Ready solution, has been prioritized to work with the Joint Authorization Board (JAB) for full FedRAMP authorization. Learn more at www.medallia.com.
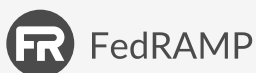
FedRAMP   AICPA SOC   ISO 27001   General Data Protection Regulation   ISAE 3000 CERTIFIED

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