Stella CONNECT

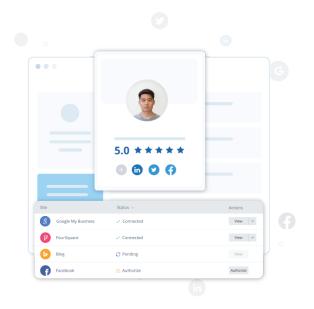
45

XM Platform Score

StellaConnect (recently acquired by Medallia) is a CX platform that focuses on driving behavior of front- line employees. Their methods give leaders real- time feedback, rankings and reporting. This creates a more engaged workforce and improves customer experiences. They are not a reputation provider and therefore do not use the CX data collected to help companies win online. Most of their customers are Call Centers. They are primarily focused on enterprise customers and charge a platform fee.

Experience Management Platform Score See How StellaConnect Stacks Up





Stella Connect is not a reputation management company and does not offer tools to manage your business listings, online reviews, sites, and profile pages to improve searchability.

	experience.com	* Stella CONNECT
EXPERIENCE MANAGEMENT	<u>e</u>	
Customer Experience		
Build customized surveys	<	\otimes
Every question type	<	
Conditional surveys with branching	<	
Personalized surveys with employee name and photo	<	
Automated survey delivery via SMS and Email	<	Ø
Widgets and APIs to map and share CX data	⊘	Ø
Multiple journey-based survey templates	<	O
Collects feedback at every meaningful moment (Journeys)	<	
Integrates with your point of sale for complete automation		
Automated reminders for incomplete survey		
Unhappy customer resolution workflows		
Marketing workflows to share happy sentiment	⊘	Ø
Collects interactions from social media sites		\otimes
Listens to calls and uses AI to detect sentiment	⊘	\otimes
Collects data from chat interactions	⊘	\otimes
Create consolidated reporting from omnichannel data		\otimes
Employee Experience		
Collect surveys from your employees	©	\otimes
Recruiting experience survey template		\otimes
Exit interview surveys	<	\otimes
Annual employee engagement surveys	⊘	\otimes
On-demand employee pulse surveys	<	\otimes
Integrates with your HR system (i.e. active directory)		\otimes
Tracks and escalates issues to relevant leaders		\otimes
APIs to share sentiment on recuiting sites and social media		\otimes
Creates 3rd party reviews on Glassdoor and Indeed		\otimes
Benchmarks team and department performance	<	\otimes
Product Experience		
Product survey templates		\otimes
Shopping integrations to survey based on product purchased	Ø	\otimes
Integrates with your point of sale / cart software	©	\otimes
Conditional and branching logic		\otimes
Workflows to escalate issues to product teams	⊘	\otimes
Shares happy customer reviews in marketing and social		\otimes

Partner with CX exports to design your CX program Partner with exery level of your organization Partner quartery and collect feadback at every meaningful moment Partner quartery and/or annual CX program audits Partner quartery and/or annual CX program Partner quartery and workflows at each hosel Partner quartery and workflows at each hosel of the herearchy Partner quartery and program audits Partner quartery and program audits Partner quartery and pertner program Partner quartery and pertner program Partner quartery and pertner pertner pertner pertner pertner pertner pertner pertner quartery and pertner pertne			
Integrate with every level of your organization Image in the every level of your organization While Glove Onboarding Image in the every level of your organization While Glove Onboarding Image in the every level of your organization While Glove Onboarding Image in the every level of your organization Perform quarterly and/or annual CX program audits Image in the every level of your organization Request free on-demand reporting Image in the every level of your organization CX EEHAVIOR AND ANALYTICS Image in the every level of your organization Consolidated data and benchmarks at each level Image in the every level of your organization CX social, and review signals in a single dashboard Image in the every level of your organization Employee Behavior Image in the every level of the hierarchy Builds a custom endivge scoceard to drive optimal behaviors Image in the every level integration Builds a custom endivge scoceard to drive optimal behaviors Image integration Builds a custom endivge scoceard to drive optimal behaviors Image integration Comprehensive CX/EX dashboards Image integration Logins and permission at very level Image integration Industry binch marks Image integration Complence monitoring on social media Image integration Sentiment analysis and reporting Image integration Industry binch marks Image integration Complence monitoring on social media Image integration Sentiment analysis and reporting Image integration </td <td>CX Consulting</td> <td></td> <td></td>	CX Consulting		
Inclusion of the Color Board and Collect feedback at every meaningful moment Image: Collect feedback at every meaningful moment White Glove Onboarding Image: Collect feedback at every meaningful moment Perform quarteriy and/or annual CX program audits Image: Collect feedback at every meaningful moment Request free on-demand reporting Image: Collect feedback at every meaningful moment CX BEHAVIOR AND ANALYTICS Image: Collect feedback at every meaningful moment CY BEHAVIOR AND ANALYTICS Image: Collect feedback at every meaningful moment CX BEHAVIOR AND ANALYTICS Image: Collect feedback at every meaningful moment CX BEHAVIOR AND ANALYTICS Image: Collect feedback at every meaningful moment CX BEHAVIOR AND ANALYTICS Image: Collect feedback at every meaningful moment CX BEHAVIOR AND ANALYTICS Image: Collect feedback at every meaningful moment CX BEHAVIOR AND ANALYTICS Image: Collect feedback at every meaningful moment Consolidated data and benchmarks at each level of the hierarchy Image: Collect feedback at every meaningful feedba	Partner with CX experts to design your CX program		O
any planet water and a loss of the planet water and any planet water and planet	Integrate with every level of your organization	Ø	
And concord of conception of a conc	Map journeys and collect feedback at every meaningful moment		
Request free on-demand reporting CX BEHAVIOR AND ANALYTICS CGanizational Hierarchy Full organizational Hierarchy Full organiza	White Glove Onboarding		
CX BEHAVIOR AND ANALYTICS Image: Comparison of the instruction	Perform quarterly and/or annual CX program audits		0
Organizational Hierarchy Image: Constraint of the sempaign Image: Constraint	Request free on-demand reporting		Ø
Full organizational hierarchy within a campaign Image: Consolidated data and benchmarks at each level Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level prover data at each level of the hierarchy Image: Consolidated data at each level prover data at	CX BEHAVIOR AND ANALYTICS	e -	e
Consolidated data and benchmarks at each level Image: Consolidated data and benchmarks at each level Image: Consolidated data and benchmarks at each level Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks at each level of the hierarchy Image: Consolidated data and benchmarks atench and	Organizational Hierarchy		
CX, social, and review signals in a single dashboard © Reporting and workflows at each level of the hierarchy © Employee Behavior © Builds a custom employee scorecard to drive optimal behaviors © Real-time employee rankings / reward integration © HR system integrations © Dashboards and Reporting © Comprehensive CX/EX dashboards © Logins and permissions at every level © (ie. User, Team, Location, Region) © Sentiment analysis and reporting © Industry benchmarks © Compliance monitoring on social media © Agency controls (manage unlimited companies in a single dashboard) © Report controls (manage unlimited companies in a single dashboard) © Reviews © © Create 3rd party reviews (sites like Google, Facebook, BBB) © © System integration to survey all customers automatically © © Report create we sharing (Facebook, Tweter, Linkedin) © ©	Full organizational hierarchy within a campaign		
Reporting and workflows at each level of the hierarchy Imployee Behavior Employee Behavior Imployee Sorecard to drive optimal behaviors Imployee Complexes corecard to drive optimal behaviors Real-time employee rankings / reward integration Imployee Complexes corecard to drive optimal behaviors Imployee Complexes corecard to drive optimal behaviors Real-time employee rankings / reward integration Imployee Complexes corecard to drive optimal behaviors Imployee Complexes corecard to drive optimal behaviors Real-time employee rankings / reward integration Imployee Complexes corecard to drive optimal behaviors Imployee Complexes corecard to drive optimal behaviors Dashboards and Reporting Imployee Complexes corecard to drive optimal behaviors Imployee Complexes corecard to drive optimal behaviors Comprehensive CX/EX dashboards Imployee Corecard to drive optimal behaviors Imployee Corecard to drive optimal behaviors Comprehensive CX/EX dashboards Imployee Corecard to drive optimal behaviors Imployee Corecard to drive optimal behaviors Complexend to and permissions at every level Imployee Corecard to drive optimal behaviors Imployee Corecard to drive optimal behaviors Complexend to and permissions and reporting Imployee Corecard to drive optimal behaviors Imployee Corecard to drive optimal behaviors Industry benchmarks Imployee Corecard to drive optimal behaviors Imployee Corecard to drive optimal behaviors Reporting controls (manage unlimited companies in a single dashboard) Imployee Corecard to drive optimal behaviors Individually customize managed accounts (products, workflo	Consolidated data and benchmarks at each level		
Employee Behavior Imployee score card to drive optimal behaviors Imployee cankings / reward integration Imployee cankings / reward int	CX, social, and review signals in a single dashboard		\otimes
Builds a custom employee scorecard to drive optimal behaviors Image: Comparison of	Reporting and workflows at each level of the hierarchy	⊘	
Real-time employee rankings / reward integration Image: Complex content of the system integrations HR system integrations Image: Complex content of the system integration Dashboards and Reporting Image: Complex content of the system integration of the	Employee Behavior		
HR system integrations Image: Comprehensive CX/EX dashboards Comprehensive CX/EX dashboards Image: Comprehensive CX/EX dashboards Logins and permissions at every level Image: Comprehensive CX/EX dashboards Logins and permissions at every level Image: Comprehensive CX/EX dashboards Logins and permissions at every level Image: Comprehensive CX/EX dashboards Sentiment analysis and reporting Image: Comprehensive CX/EX dashboards Sentiment analysis and reporting Image: Comprehensive CX/EX dashboards Industry benchmarks Image: Comprehensive CX/EX dashboards Comprehensive CX/EX dashboards Image: Comprehensive CX/EX dashboards Industry benchmarks Image: Comprehensive CX/EX dashboards Comprehensive CX/EX dashboards Image: Comprehensive CX/EX dashboards Industry benchmarks Image: Comprehensive CX/EX dashboards Comprehensive Compreh	Builds a custom employee scorecard to drive optimal behaviors	 Image: A start of the start of	
Dashboards and Reporting Comprehensive CX/EX dashboards Image: CX/EX dashboards Logins and permissions at every level (i.e. User, Team, Location, Region) Image: CX/EX dashboards Sentiment analysis and reporting Image: CX/EX dashboards Industry benchmarks Image: CX/EX dashboards Compliance monitoring on social media Image: CX/EX dashboards REPUTATION MANAGEMENT Image: CX/EX dashboards Agency controls (manage unlimited companies in a single dashboard) Image: CX/EX dashboards Individually customize managed accounts (products, workflows, pricing) Image: CX/EX dashboards Reviews Image: CX/EX dashboards Create 3rd party reviews (sites like Google, Facebook, BBB) Image: CX/EX dashboards Systems integration to survey all customers automatically Image: CX/EX dashboards Automatic review sharing (Facebook, Twitter, Linked)n Image: CX/EX dashboard	Real-time employee rankings / reward integration		
Comprehensive CX/EX dashboards Image: C	HR system integrations	⊘	\bigcirc
Comprehensive CX/EX dashboards Image: C	Dashboards and Reporting		
(i.e. User, Team, Location, Region) Image: Compliance monitoring on social media		Ø	•
Industry benchmarks Compliance monitoring on social media Compliance monitoring Compliance monitoring Co			Ø
Compliance monitoring on social media Image: Compliance monitoring on social media REPUTATION MANAGEMENT Image: Compliance monitoring on social media Agency Management Image: Compliance monitoring on social media Agency controls (manage unlimited companies in a single dashboard) Image: Compliance managed accounts (products, workflows, pricing) Individually customize managed accounts (products, workflows, pricing) Image: Compliance monitoring on social media Create 3rd party reviews (sites like Google, Facebook, BBB) Image: Compliance monitoring on social media Systems integration to survey all customers automatically Image: Compliance monitoring on social media Automatic review sharing (Facebook, Twitter, LinkedIn) Image: Compliance monitoring on social media	Sentiment analysis and reporting		
REPUTATION MANAGEMENT Agency Management Agency controls (manage unlimited companies in a single dashboard) Individually customize managed accounts (products, workflows, pricing) Reviews Create 3rd party reviews (sites like Google, Facebook, BBB) Systems integration to survey all customers automatically Automatic review sharing (Facebook, Twitter, LinkedIn) Scooperdagure integration (or utiliple citor)	Industry benchmarks		\otimes
Agency Management Agency controls (manage unlimited companies in a single dashboard) Image: Company of the single dashboard Individually customize managed accounts (products, workflows, pricing) Image: Company of the single dashboard Reviews Image: Company of the single dashboard Image: Company of the single dashboard Create 3rd party reviews (sites like Google, Facebook, BBB) Image: Company of the single dashboard Image: Company of the single dashboard Systems integration to survey all customers automatically Image: Company of the single dashboard Image: Company of the single dashboard Automatic review sharing (Facebook, Twitter, LinkedIn) Image: Company of the single dashboard Image: Company of the single dashboard	Compliance monitoring on social media	I	\otimes
Agency controls (manage unlimited companies in a single dashboard) Image (manage dashboard) Image (manage dashboard) Individually customize managed accounts (products, workflows, pricing) Image (manage dashboard) Image (manage dashboard) Reviews Image (manage dashboard) Image (manage dashboard) Image (manage dashboard) Create 3rd party reviews (sites like Google, Facebook, BBB) Image (manage dashboard) Image (manage dashboard) Systems integration to survey all customers automatically Image (manage dashboard) Image (manage dashboard) Automatic review sharing (Facebook, Twitter, LinkedIn) Image (manage dashboard) Image (manage dashboard))
in a single dashboard) Individually customize managed accounts (products, workflows, pricing) Reviews Create 3rd party reviews (sites like Google, Facebook, BBB) Create 3rd party reviews (sites like Google, Facebook, BBB) Systems integration to survey all customers automatically Automatic review sharing (Facebook, Twitter, LinkedIn) Secondary reviews charing (multiple cites)			
(products, workflows, pricing)NewReviewsSecondary reviews (sites like Google, Facebook, BBB)Image: Secondary reviews (sites like Google, Facebook, BBB)Create 3rd party reviews (sites like Google, Facebook, BBB)Image: Secondary reviews (sites like Google, Facebook, BBB)Image: Secondary reviews (sites like Google, Facebook, BBB)Systems integration to survey all customers automaticallyImage: Secondary review sharing (Facebook, Twitter, LinkedIn)Image: Secondary review sharing (multiple cites)		⊘	\otimes
Create 3rd party reviews (sites like Google, Facebook, BBB) Image: Create 3rd party reviews (sites like Google, Facebook, BBB) Image: Create 3rd party reviews (sites like Google, Facebook, BBB) Systems integration to survey all customers automatically Image: Create 3rd party review sharing (Facebook, Twitter, LinkedIn) Image: Create 3rd party review sharing (Facebook, Twitter, LinkedIn) Automatic review sharing (Facebook, Twitter, LinkedIn) Image: Create 3rd party review sharing (Facebook, Twitter, LinkedIn) Image: Create 3rd party review sharing (Facebook, Twitter, LinkedIn)			\otimes
Systems integration to survey all customers automatically Image: Constraint of the survey all customers automatically Automatic review sharing (Facebook, Twitter, LinkedIn) Image: Constraint of the survey automatically	Reviews		
Automatic review sharing (Facebook, Twitter, LinkedIn) Image: Constraint of the state of the	Create 3rd party reviews (sites like Google, Facebook, BBB)	⊘	\otimes
	Systems integration to survey all customers automatically		O
Secondary review sharing (multiple sites)			\otimes
	Secondary review sharing (multiple sites)		\otimes

Widgets and APIs to map and share reviews on your sites	\bigcirc	
Pull reviews in from review sites (i.e. Google, Facebook)	\bigcirc	\otimes
Read and reply to 3rd party reviews in-platform	\bigcirc	\otimes
Industry specific review site integrations	\bigcirc	\otimes
Unique URL for every review	\bigcirc	\otimes
Unhappy customer review escalation workflows		\otimes
Professional Reputation		
Profile pages for professionals with Reviews	\bigcirc	\otimes
Professional websites on company domains	\bigcirc	\otimes
Al Enabled Chat		\otimes
Location Reputation		
Business Listings Management		\otimes
Professional Practitioner Pages		\otimes
Voice Search Optimization	O	\otimes

*We make every attempt to keep this information accurate. In some cases, a company will have a part of a feature. In this circumstance, we show YES. The listed companies continue to add features and products to their platforms. As they do, we attempt to keep this information up to date. If you see inaccurate data, please report it immediately to Imckinley@socialsurvey.com so we can adjust.



Provide business listing to 100+ sites and apps to get your business found



Turn reviews into marketing fuel with auto-sharing to social and review sites



Create SEO-friendly profile pages to showcase your great service

See our platform in action

Drive intelligent CX feedback campaigns and use that feedback to amplify marketing, boost customer-focused employee behavior, all while building a strong brand reputation.

Schedule a personal demo with us today!

demo@Experience.com | (925) 553-4716