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Yext Wins Organization of the Year in the 2019 Excellence in Customer Service Awards

The award recognizes outstanding innovation to provide best-in-class customer service.

NEW YORK, May 9, 2019 /PRNewswire/ -- [Yext, Inc.](https://www.yext.com) (NYSE: YEXT) today announced it has been named Organization of the Year for the software category in the 2019 Excellence in Customer Service Awards presented by Business Intelligence Group. The annual business awards program recognizes those who are helping companies better communicate with their customers to provide a differentiated level of customer service.



"Providing great service to our clients is the backbone of Yext's success. We built the company from the beginning to be customer centric, and we are pleased to see our dedication recognized," said Wendi Sturgis, Chief Client Officer and CEO of Yext Europe. "We set out to create the best client success team in the business, and it is a true team effort across all of the teams at Yext around the world that touch the client experience. We couldn't be prouder."

This award recognizes the team approach of Yext's Client Services team, which is designed

to create a great experience across all aspects of the client journey. Client services at Yext is comprised of seven teams: Client Support, White Glove Services, Platform Services, Client Success Operations, Client Success Managers, Consulting Services, and Implementation Services, all working toward a common goal.

"Year after year the role of customer service plays a more important role in all of our lives," said Maria Jimenez, chief operating officer of the Business Intelligence Group. "We are thrilled to be honoring Yext as they are leading by example and making real progress on improving the daily lives of so many."

Yext is continually making improvements to its Client Services team as the company grows globally. In the past year, Yext launched a new and improved help center with advanced search functionality, debuted support for API implementations across 5+ languages, launched its White Glove Services team, and increased its client satisfaction scores, which were already well above the industry standard.

About Yext

[Yext, Inc.](#) (NYSE: YEXT) is the leading Digital Knowledge Management (DKM) platform. Yext's mission is to give companies control over their brand experiences across the digital universe of maps, apps, search engines, voice assistants, and other intelligent services that drive consumer discovery, decision, and action. Today, thousands of businesses including brands like Taco Bell, Rite Aid, and Steward Health Care use the Yext Knowledge Engine™ to manage their digital knowledge in order to boost brand engagement, drive foot traffic, and increase sales.

Yext has been named a Best Place to Work by Fortune and Great Place to Work® as well as a Best Workplace for Women. Yext is headquartered in New York City with offices in Berlin, Chicago, Dallas, Geneva, London, Paris, San Francisco, Shanghai, Tokyo, and the Washington, D.C area. For more information, visit www.yext.com.

About Business Intelligence Group

The [Business Intelligence Group](#) was founded with the mission of recognizing true talent and superior performance in the business world. Unlike other [industry award programs](#), these programs are judged by business executives having experience and knowledge. The organization's proprietary and unique scoring system selectively measures performance across multiple business domains and then rewards those companies whose achievements stand above those of their peers.



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