

Dyn365 Customer Voice Workshop

Dynamics 365 Customer Voice is a solution that makes it easy to gather critical customer feedback at scale, share feedback with stakeholders, make data-driven decisions, and create a customer-centric culture within your organization.



The Customer Voice Workshop is 2-day workshop designed to provide basic training on Dynamics 365 Customer Voice within the context of your business and process. After completing the workshop you'll have the knowledge to design, create, send, and analyze professional looking surveys. Attendees can expect a unique 1-to-1 learning experience, managed by a Microsoft certified consultant with years of experience helping companies grow and succeed.

Discovery

- Review survey business objectives and goals.
- Discuss survey sends in the context of Dynamics 365 process and flows.

Training

- Customer Voice function and application.
- Planning, designing, creating, sending, and analyzing surveys.

Guidance

- Advice on using surveys with Dynamics 365.
- Introduction to Power Automate connection for Dynamics 365 workflows.

A screenshot of a survey question in the Dynamics 365 interface. The question is "2. Do you agree or disagree with the following statements:". Below the question, there are five radio button options: "Strongly disagree", "Option 2", "Option 3", "Option 4", and "Option 5". At the bottom, there are two text input fields labeled "Statement 1" and "Statement 2".A screenshot of a survey question in the Dynamics 365 interface. The question is "1. Overall, how happy were you with how your case was handled?". Above the question are five smiley face icons representing a Likert scale. Below the question, there are three statements with radio button options: "The support rep was knowledgeable.", "The case was responded to in a timely manner.", and "The support technician was courteous and helpful." The response options are "Strongly disagree", "Somewhat Disagree", "Neither agree nor disagree", "Somewhat agree", and "Strongly agree".

Dyn365Pros is a Microsoft Dynamics 365 and Business Applications partner with 15 years of experience helping clients achieve and maintain excellence in sales, service, and marketing automation.