



DynamicsEdge

CLOUD SOLUTIONS

Customer Voice Survey Analytics D365 Customer Service: 2Day Workshop

Length: 2 Days

Collect, analyze, and track real-time feedback in an easy-to-use, scalable feedback management solution. Dynamics 365 Customer Voice is an enterprise feedback management application you can use to easily keep track of the customer metrics that matter the most to your organization.

Overview

Dive into the power of Dynamics 365 Customer Voice! This workshop includes hands-on activities for creating surveys with Dynamics 365 Customer Voice. Plan, capture, analyze, and act on customer and employee feedback.

Listen to your customers where they are. Capture feedback immediately across channels with personalized surveys to continuously track customers' perception of your services and products. Integrate data across your organization and Build unified customer profiles in your customer data platform to align team members on recommended engagement decisions across all channels.

Agenda:

Day 1 :

- Collect input Quickly
- Easily create personalized surveys
- Gather timely feedback across engagement channels
- Understand what matters most
- Uncover valuable insights
- Tailor future interactions

Day 2:

- Transform data management
- Share insights across applications
- Build unified customer profiles
- Accelerate response time
- Get automatic notifications
- Close the feedback loop

Deliverables:

Attendees will get a thorough overview of Customer Voice functions, navigation and setting options.

Multiple surveys created using enhanced templates. Surveys in the session will include all question types and custom properties like, branching and branding and more.