

Dynamics 365 Customer Voice

Customer Voice for Customer Service

Understand your customers better

Collect, analyze, and track real-time feedback in an easy-to-use, scalable feedback management solution

Listen to your customers for valuable feedback

Capture feedback immediately across channels with personalized surveys to continuously track customers' perception of your services and products.

Maximize insights for deeper connections with your customers

Uncover customer sentiment, trends, and the metrics that matter to your business to ensure complete understanding of your customers.

Integrate data across your organization for a complete view

Build unified customer profiles in your customer data platform to align team members on recommended engagement decisions across all channels.

Proactively engage and build customer relationships

Connect with your customers in the moments that matter with predictive insights, automatic alerts, and customized workflows. Opportunities
Tracking customer sentiment to drive business



Quick Capture

- Use Customized survey features
- Easy Out-of-the-box Templates
- Omnichannel Distribution and Collection

Simple-yet-powerful feedback management solution



Capture feedback instantly



Integrate data for deeper customer insights



Drive action with real time feedback

"Using Dynamics 365 Customer Voice, we were able to rapidly build a solution to survey our 84,000 team members in the early stages of the COVID-19 pandemic. With Power BI automatically updating survey results, we were able to make informed business decisions that allowed our team members to safely return to work building cars and trucks."



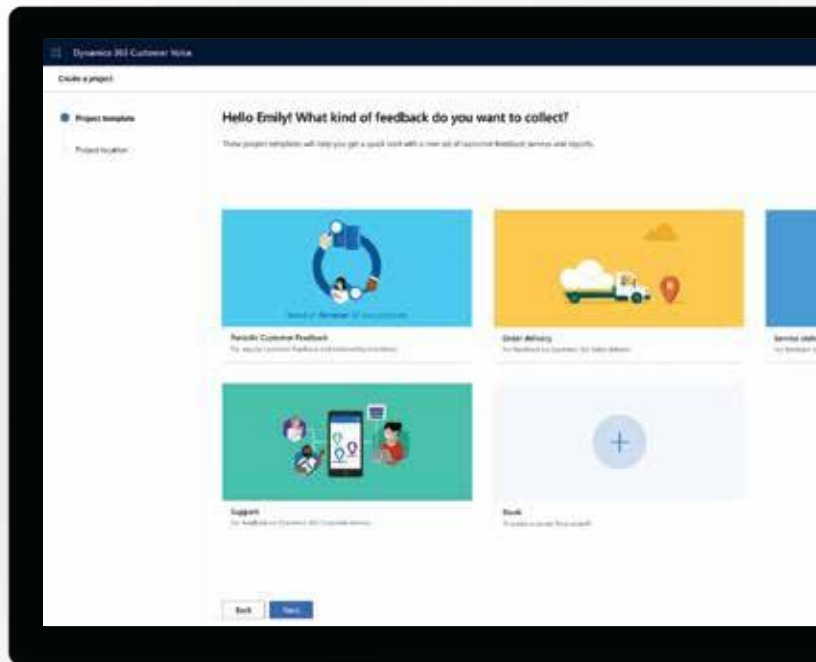
Dynamics Edge delivers Dynamics 365, Azure and Power Platform Solutions. Data Analytics, Power BI, Power Apps & Power Automate, Microsoft 365, Teams, Office 365 Productivity Solutions

Increased Understanding Improves Decision making

- Optimized satisfaction metrics
- Visualized insights in Dashboard display
- Integrated data across systems

Stronger Connections Yields Results

- Automatic alerts and triggers
- Customer management dashboard
- Real-time follow-up



Contact Us for More Information



DynamicsEdge
CLOUD SOLUTIONS