



# DynamicsEdge

## CLOUD SOLUTIONS

## Customer Voice Survey Analytics D365 Field Service: 2Day Workshop

Length: 2 Days

***Empower your organization to quickly collect and understand omnichannel feedback at scale to build better customer experiences. 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.

Uncover customer sentiment, trends, and the metrics that matter to your business to ensure complete understanding of your customers and Connect with your customers in the moments that matter with predictive insights, automatic alerts, and customized workflows.

### Agenda:

***In this workshop, you'll learn how feedback management solutions like Dynamics 365 Customer Voice give organizations a comprehensive way to learn from—and deliver on—customer wants and needs. You'll also learn the importance of:***

#### Day 1:

- Making customer experience an organization-wide priority.
- Staying agile enough to respond to customer needs quickly.

#### Day 2:

- Responding honestly and authentically.
- Meeting customers in the channels they expect.

**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.