



DynamicsEdge

CLOUD SOLUTIONS

Customer Voice Customers Feedback-1 Day Workshop

Length: 1 Day

Customer Voice and making a variety of Surveys for Customers, Employees and Vendors. We will review each survey option template available and create customer survey's including your organizations logo and graphics along with each question posted. Apply best practices for creating a meaningful survey and gather good responses.

Overview:

In this workshop, we will focus on the reporting tools and analytics included with Customer Voice. All attendee's need is to bring their own Windows operating system laptop with an internet connection. We will provide all sample data files.

Agenda:

- Access Customer Voice.
- Review Survey Templates available.
- Create Survey's using Existing Templates.
- Create a Survey using a Blank Template.
- Plan a Survey.
- Learn the parameters of Customer Voice.
- Identify all available Question Types.
- Add and configure Satisfaction Metrics.
- Customize Footer text and Post-Survey Message.
- Preview and Test a Survey.
- Work with Alerts
- Distribute a Survey:
 - a. Using Email, Power Automate or Embedded in a Webpage.
 - b. Using a QR Code, Link or from Dynamics 365
- Analyze Reports from Responses
 - a. Satisfaction Metrics Report

Workshop Review