

Dynamics 365 Customer Voice



Dynamics 365 Customer Voice has a built-in integration with Microsoft Office 365 and Dynamics 365. The data is stored in the Common Data Service (CDS), providing the ability to send out surveys based on triggers and actions from an organisations valuable data.

Megan V. Walker is the leading expert in Customer Voice, with a proven understanding of the concepts and functionality of this exciting survey platform. With decades of knowledge and experience in Sales, Marketing and Customer Service, Megan can provide a full consulting service from requirement gathering and delivery to education and training.

Contact Megan at MVW Consulting Ltd to discuss your needs. Number of days consulting dependent on requirements.

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|--|-----------|--|---------------------------|-----------------------------------|---------------------------|---------------------------|--|-----------------|---------------|
| = | | | | | | | Preview | हेंद्रे Collabo | irate |
| G Home □ All projects | | Product purchase | | | | | | | |
| Customer satisfaction | ~ | Resend V | | | | | | | < Cus |
| Product purchase | | Current flow run | Total invites 🛄 Details 🗄 | Responses 🛄 Details 🗄 | Not responded 🛄 Details 🗄 | Unsubscribed 🛄 Details 🗄 | Failed Details | | Customization |
| Market research New survey Reports Alerts Satisfaction metrics | ^ | Send a survey to customers periodically Flow runs: 6,999 Failures: 500 Status: On As of: 6 /17/2020 | 7,000 | 3,000 43% response rate | • Unread • Read • Opened | 500 7% of total | 500 7% of total | | ation |
| Product purchase | | Invite status | | | | | | | |
| Market research | | | In progress: 1,000 | | | | | | |
| | | Total invites: 7,000 | | Sent: 5,000 | Not responded: 2,000 | | Responded: 3,000 Opened: 1,000 | | |
| | | | | Not sent: 1,000 | | | Read: 500 Unread: 500 Unsubscribed: 500 Failed: 500 | | |
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