

D365 Customer Voice Consulting Offer

[This consulting offer will help in implementing D365 Customer Voice deeply integrated with D365 line of businesses to help achieve higher business goals]



About Customer Voice Consulting Offer:

D365 Customer Voice is a feedback management application to keep track of the customer metrics. By viewing real time survey responses from Dynamics 365 line of business applications, it becomes even more enriching for organizations complacent about customer experience.

Our expert team consists of certified Microsoft Dynamics 365 CRM consultants. We can help you in implementing customer surveys (D365 Customer Voice), sending out surveys directly from CRM, and viewing the survey results directly from Contacts/Accounts record in CRM.

What You Will Learn



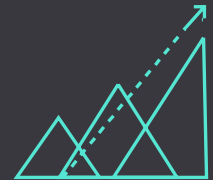
Send out surveys to multiple contacts in one click directly from D365 Customer Engagement. Administrators save time because they do not have to manage sending surveys from Customer Voice.



Single view of the customer with Customer Voice record visible directly in associated contact/account. Latest and historical survey records across surveys can be viewed at an account level directly from D365 CRM, depicting the customer's satisfaction over time.



Automatically send different thank you emails to customers on the basis of their response (passive, detractor, promoter)



Viewing survey analytics at an account level and at an overall business unit level so that managers can make informed decisions.

Key Takeaways:

- Provide an overview of D365 Customer Voice capabilities and possibility of integrating the responses with D365 CE
- Demonstrate D365 Customer Voice survey creation, sending out surveys from D365 Sales, viewing latest and historical records directly from Accounts in D365 Sales
- Discuss with our consultants on how the solution can help you achieve your business goals
- Discussion on how automation can help increase the chances of connecting with the customer at the most critical point of their customer experience

LEARN MORE

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