

Wipro's D365 Customer Voice Consulting Offer



Get the best consultative support on how D365 line of businesses can become the customer survey delivery touch point.



Why Wipro?



A customer satisfaction survey is a crucial tool for improving an organization's business by ensuring customers are loyal and satisfied.

Customer satisfaction surveys should create statistical data by analyzing different parameters like NPS that can be worked upon to better understand the customer's experience.

D365 Customer Voice is a feedback management application to keep track of customer metrics. By viewing real-time survey responses from Dynamics 365 line of business applications, it becomes even better 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.



D365 Customer Voice Consulting Offer Features

Sending survey emails from each business unit to their contacts directly from D365 CE on a single click

01

Latest and historical survey records across surveys can be viewed at an account level directly from D365 CRM, which depicts the customer's satisfaction over time

02

D365 Customer Voice Integration with D365 CE

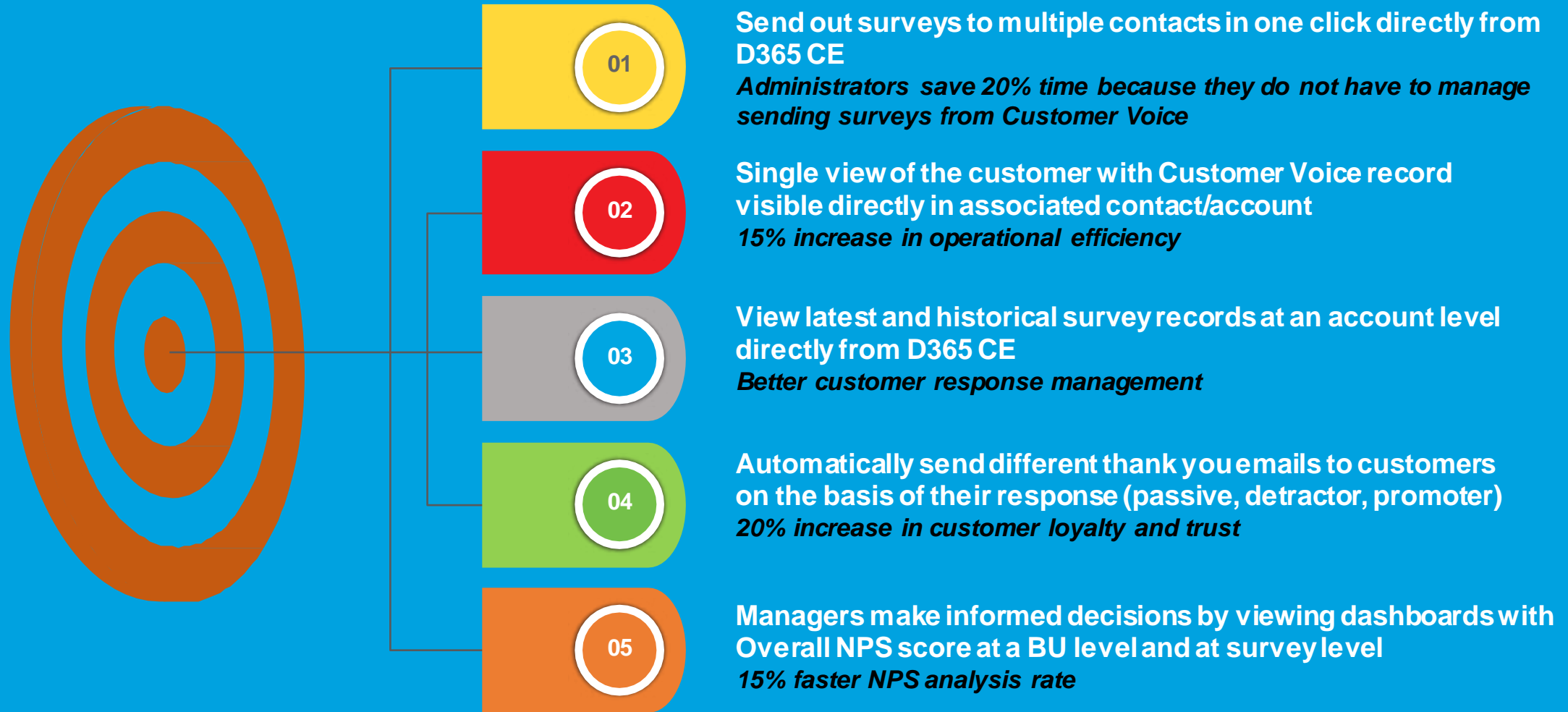
Sending thank you emails to customers on the basis of the category of their response (passive, detractor, promoter)

03

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

04

D365 Customer Voice Consulting Offer Benefits



Key Takeaways of the Consulting Offer

- Overview of D365 Customer Voice capabilities
- Help achieve your business goals
- Integrating survey responses with D365 LOB
- Discussion on how automation can help increase the chances of connecting with the customer at the most critical point of their customer experience.
- Demonstrate D365 Customer Voice survey creation, sending out surveys from D365 Sales, viewing latest and historical records directly from Accounts in D365 Sales
- Change strategy



Screenshots of the Solution

The screenshot displays a CRM interface for a 'Demo Account'. At the top, there's a header with the account name 'Demo Account - Saved', account number, primary contact 'Mark Test', and owner 'Kartik Saxena'. Below this is a 'Customer Life Cycle' progress bar with five stages: 1-Reach (52 D), 2-Acquisition, 3-Conversion, 4-Retention, and 5-Advocacy. The 'NPS Survey' tab is selected in the navigation menu. The main content area shows the NPS Average Score as 7 and the Customer Category as 'Passive'. Below this is a table titled 'NPS Survey Latest Record' with a 'New NPS Survey' button and a search bar. The table contains two survey records.

Name	Account	Survey Resp...	Customer Ca...	NPS Score	IsLatest	Overall Resp...	Survey
Survey 1	Demo Acco...		Detractor	6	Yes	Better UI N...	Survey 1
Survey 2	Demo Acco...	23/09/2021...	Passive	7	Yes	dfhdfh fgfgh	Survey 2

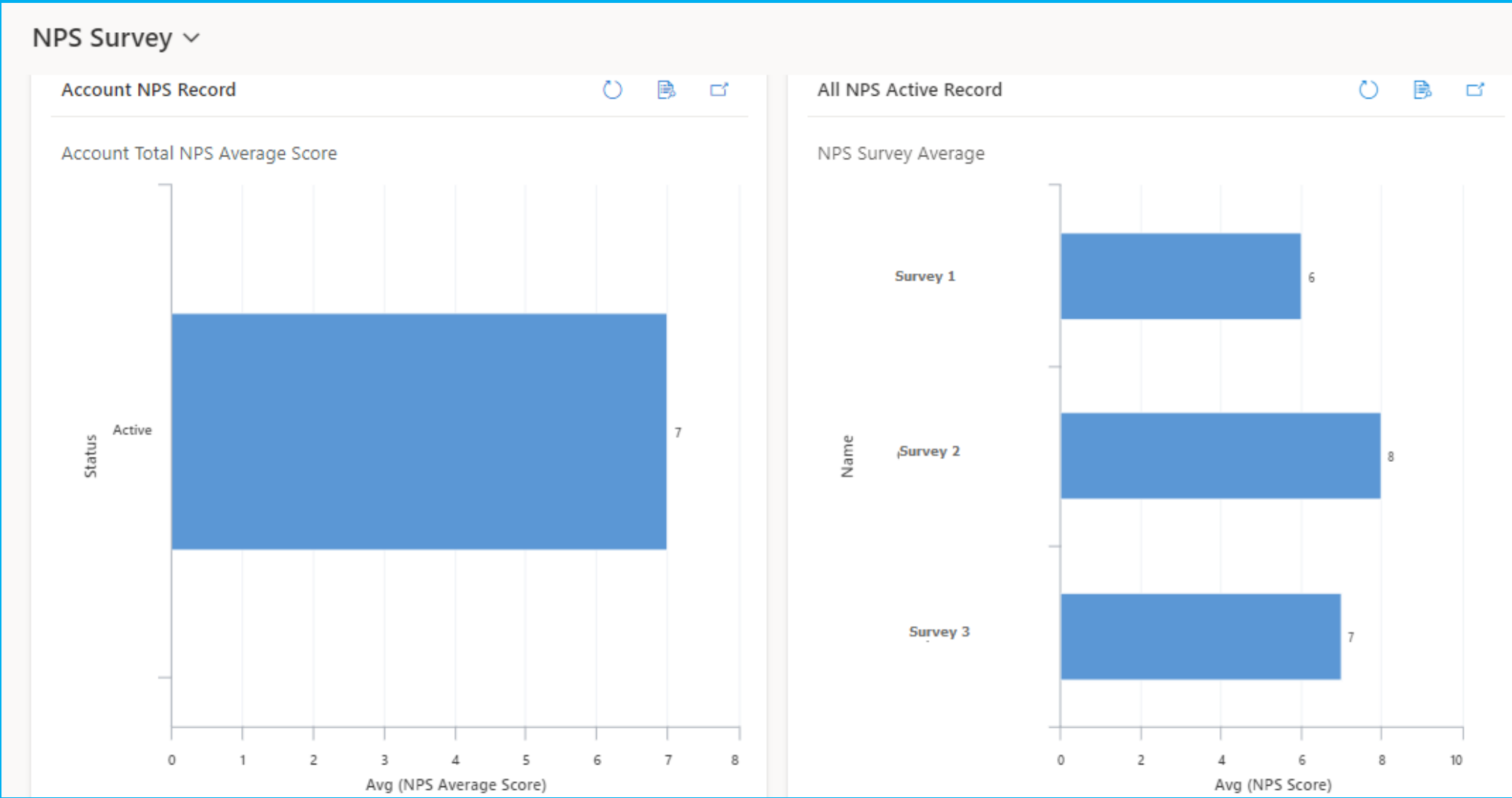


Screenshots of the Solution

The screenshot displays a CRM interface with a list of active contacts. The top navigation bar includes buttons for 'Show Chart', 'Edit', 'Activate', 'Deactivate', 'Delete', 'Merge', 'Add to Marketing List', 'Assign', and 'Share'. The main area is titled 'My Active Contacts' and shows a table with columns for 'Full Name', 'Email', 'Business Phone', and 'City'. Three contacts are listed: 'Kartik Test' (selected), 'Mark Test', and 'Robert Test'. A context menu is open over the 'Kartik Test' contact, showing options such as 'Email a Link', 'Follow', 'Unfollow', 'Flow', 'Survey', 'Send Survey', 'Run Report', 'Export Selected Records', 'Quick Campaign', 'Open Dashboards', and 'Create view'. The 'Send Survey' option is highlighted, and a sub-menu 'Send Survey Mail' is visible.

	Full Name ↑	Email	Business Phone	City
<input checked="" type="checkbox"/>	Kartik Test	kartik.saxena1@...		
<input checked="" type="checkbox"/>	Mark Test	kartiksaxena1991...		
<input type="checkbox"/>	Robert Test	krtksaxena820@...		

Screenshots of the Solution



Thank You!

