Customer Voice

Get better feedback, insights, and experiences

What is Customer Voice?

Microsoft Customer Voice is an enterprise survey capability that helps you easily obtain the real-time feedback and data-driven insights needed to elevate customer service, make smarter business decisions, and improve employee satisfaction. Powered by Microsoft 365 and Dynamics 365, the solution works seamlessly with your CRM, ERP, and HR systems.

Through customized surveys, data integration, real-time alerts, and AI and advanced analytics, Customer Voice can help you:

- Capture customer feedback instantly
- Access deeper insights
- Drive action based on customer experience
- Transform customer, product & employee experiences

Take Action

- I want to learn more about Customer Voice
- I'm aware of the basic benefits but not sure where to start
- I need to understand the impact on my business

The Value

- Expert guidance & advice
- In-depth training
- Assessment and discovery of current state
- Best practice knowledge transfer and training

The Outcome

- Improve your knowledge & skills
- Get hands-on experience
- Discover best bet opportunities
- Speed time to value

Our Customer Voice Enablement Service

Want to take advantage of Customer Voice but unsure how? Our Customer Voice Enablement service is the ideal place to start.

The comprehensive service goes well beyond typical Customer Voice training courses and includes valuable hands-on presentations, labs, and workshops designed to:

- Improve your knowledge of the Customer Voice application
- Provide a solid understanding of how Customer Voice works with CDS, D365, and Power Apps
- Analyze your existing processes and uncover the best business opportunities
- Give you the skills to create customized surveys and embed them in your existing processes
- Provide guidance for interpreting results and leveraging the insights

Partner with Us

Our trainers are highly-skilled and certified, embedding field-tested, best-practice methodologies and techniques in all classes and workshops. We also have an extremely close relationship with Microsoft and have acquired an unmatched depth and breadth of technical experience across the entire Microsoft ecosystem. We bring that expertise to you.

To learn more contact us at NA.marketing@hitachisolutions.com or +1 (888) 599-4332.

Hitachi Solutions