

Dyn365 Customer Voice Workshop

Whether you are a B2C business interacting directly with your customers or a B2B company doing business around the world, gauging customer satisfaction is fundamental to establishing a strategy for customer retention.



The Customer Voice Workshop provides businesses with a comprehensive method to learn and train on Microsoft Customer Voice. After completing this 2-day workshop you'll have the knowledge to design, create, and send professional looking surveys. Attendees can expect a unique 1-to-1 learning experience, managed by a Microsoft certified consultant with years of experience helping companies grow and scale.

Discovery

- Review survey business objectives and goals.
- Discuss survey sends in the context of Dynamics 365 process and flows.

Training

- Customer Voice function and application.
- Planning, designing, creating, sending, and analyzing surveys.

Guidance

- Advice on using surveys with Dynamics 365.
- Introduction to Power Automate connection for Dynamics 365 workflows.

Dyn365Pros is a Microsoft Dynamics 365 and Business Applications partner with 15 years of experience helping clients achieve and maintain excellence in sales, service, and marketing automation.

A screenshot of a survey form. The header is green with a logo and the text "Customer Satisfaction Survey (sample)". Below the header, there is a question: "1. Overall how would you rate your experience with our customer service? *". The question is marked as required. Below the question, there are five stars for rating.