

Dyn365 Customer Voice Workshop

Customer Voice is a survey solution from Microsoft that makes it easy to gather critical customer feedback, share that feedback with key stakeholders, and make data-driven decisions on how to manage your business.



The Customer Voice Workshop is 2-day workshop designed to provide basic training on Microsoft Customer Voice within the context of your business and process. After completing the workshop you'll have the knowledge to design, create, send, and analyze 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 succeed.

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.

	Strongly disagree	Option 2	Option 3	Option 4	Option 5
Statement 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Statement 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
The support rep was knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
The case was responded to in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The support technician was courteous and helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

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.