

# Dynamics 365 Customer Voice

2021 release wave 1

April 2021-September 2021

In this guide, you will be able to learn the most important things about this release wave.

## Top things to know

### What's new and planned

#### Simplified survey authoring

Enables business users to create and personalize surveys for each customer to improve survey response rates.

#### Collect feedback

Enables you to send personalized surveys to the right customers at the right time through the right channel.

#### Insights and follow-up

Enables businesses to define standardized customer satisfaction metrics and get insights including trends and specific follow-up actions to ensure that customer issues are addressed in a timely manner.

#### Survey administration

Tenant administrators can set up policies for how frequently a customer can receive a survey as well as customize a sender's email address according to the organization's communication policies.

### Read the release plan

Explore the entire set of new capabilities planned for 2021 release wave 1.

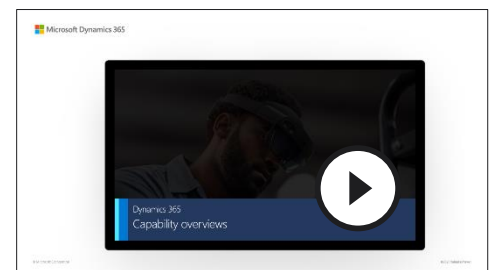
Visit: [aka.ms/Plan/2021RW1/CustomerVoice](https://aka.ms/Plan/2021RW1/CustomerVoice)



### Learn more about latest updates

Watch latest capability overviews in this wave.

Visit: [aka.ms/Updates/CustomerVoice](https://aka.ms/Updates/CustomerVoice)



### Join the Dynamics 365 community

Engage with experts and peers.

Visit: [aka.ms/Community/CustomerVoice](https://aka.ms/Community/CustomerVoice)

### Help us improve

Is this guide helpful?

Visit: [aka.ms/Overview/2021RW1/Feedback](https://aka.ms/Overview/2021RW1/Feedback)

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## Overview

Dynamics 365 Customer Voice is an enterprise feedback management application that enables you to infuse the voice of your customers into your day-to-day business decision-making. With an always-on customer feedback loop, you can easily keep track of the customer metrics that matter most to your business based on survey response data, and respond to the customers in a timely manner. With deep integration with the Dynamics 365 line-of-business applications, Dynamics 365 Customer Voice adds rich insights by feeding real-time survey data into customer records. Dynamics 365 Customer Voice provides an easy and friction-free experience from creating surveys to generating actionable insights based on customer feedback, with minimal setup time. It helps you to keep a pulse on what customers value, and how they view your products and services, and you can rest assured that your data is supported by Microsoft security and compliance policies.

## What's new and planned

### Simplified survey authoring

Enables business users to create and personalize surveys for each customer to improve survey response rates.

### Collect feedback

Enables you to send personalized surveys to the right customers at the right time through the right channel.

### Insights and follow-up

Enables businesses to define standardized customer satisfaction metrics and get insights including trends and specific follow-up actions to ensure that customer issues are addressed in a timely manner.

### Survey administration

Tenant administrators can set up policies for how frequently a customer can receive a survey as well as customize a sender's email address according to the organization's communication policies.

To learn more about the entire set of capabilities being delivered during this release wave, visit:  
[aka.ms/Plan/2021RW1/CustomerVoice](https://aka.ms/Plan/2021RW1/CustomerVoice)

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## For application administrators

### End-user impacting features to the user experience enabled automatically

End-user impacting features should be reviewed by application administrators. This facilitates release change management and enables successful onboarding of new capabilities released to market. For the complete list, look for all features tagged "End users, automatically" in the release plan.

### Features that must be enabled by application administrators

This release wave contains features that must be enabled or configured by administrators, makers, or business analysts to be available for their end users. For the complete list, look for all features tagged "End users by admins, makers, or analysts" in the release plan.



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## Get the most out of Dynamics 365

### Release plan

View all capabilities included in this release.

[aka.ms/Plan/2021RW1/CustomerVoice](https://aka.ms/Plan/2021RW1/CustomerVoice)

### Product updates

Stay up to date on latest product updates.

[aka.ms/Updates/CustomerVoice](https://aka.ms/Updates/CustomerVoice)

### Release calendar

Know important release milestones.

[aka.ms/Updates/Calendar/CustomerVoice](https://aka.ms/Updates/Calendar/CustomerVoice)

### Licensing

Improve your understanding of how to license Dynamics 365.

[aka.ms/Licensing/CustomerVoice](https://aka.ms/Licensing/CustomerVoice)

### Product documentation

Find documentation for Dynamics 365.

[aka.ms/Documentation/CustomerVoice](https://aka.ms/Documentation/CustomerVoice)

### User community

Engage with Dynamics 365 experts and peers in the community.

[aka.ms/Community/CustomerVoice](https://aka.ms/Community/CustomerVoice)

### Upcoming events

Find and register for in person and online events.

[aka.ms/Events/CustomerVoice](https://aka.ms/Events/CustomerVoice)

### Product trials

Get started with Dynamics 365.

[aka.ms/Trials/CustomerVoice](https://aka.ms/Trials/CustomerVoice)

