

100+ Dynamics 365 Customer Voice interview questions for recruiters

Questions

1. What is Dynamics 365 Customer Voice, in simple terms?
2. Imagine you want to know if your friends like your new toy. How would Customer Voice help you do that with a survey?
3. Can you name one thing you can do with Customer Voice surveys?
4. Have you ever used a survey online? Was it easy or hard? How could it be better?
5. What are the different ways someone can respond to a Customer Voice survey (e.g., email, link)?
6. Why is it important to ask people for feedback?
7. If you had a lemonade stand, what questions would you ask customers using Customer Voice to make your lemonade the best?
8. What does 'real-time feedback' mean, and why is it useful in Customer Voice?
9. How would you ensure a Customer Voice survey is easy for everyone to understand?
10. What is a 'response' in Customer Voice, and why do we care about them?
11. If you want to know what people think about a product, how would you use Customer Voice to find out?
12. What are the basic building blocks of a Customer Voice survey (e.g., questions, choices)?
13. Can you explain how to create a simple survey using Customer Voice (conceptually)?
14. What do you understand by 'customer satisfaction' and how does Customer Voice contribute to it?
15. Describe a scenario where using a Customer Voice survey would be more helpful than just asking people directly.
16. What is branching logic in a survey context, and how might it improve the survey experience for respondents?
17. Have you explored any free online resources or tutorials related to survey design or Customer Voice? If so, which ones?
18. Imagine you're collecting feedback after a class. What's one thing you would *not* ask in the Customer Voice survey to keep it relevant?
19. Why is it important to keep the design of a Customer Voice survey consistent with the branding of the company?
20. Let's say your survey gets very few responses. What steps might you take to improve participation rates using Customer Voice features?
21. How does using a tool like Customer Voice help make feedback more actionable compared to just reading emails or social media comments?
22. What are some potential challenges in getting honest feedback using surveys, and how might Customer Voice help overcome them?
23. In your opinion, what makes a 'good' survey question versus a 'bad' one, and how does Customer Voice help you create better questions?
24. What is Dynamics 365 Customer Voice, in simple terms?
25. Imagine you're talking to a friend. How would you describe a survey you made with Customer Voice?
26. Have you ever used a survey online? How do you think Customer Voice helps businesses make better surveys?
27. What do you think is the coolest thing about getting feedback from customers?
28. Can you explain what a 'response' is in Customer Voice?
29. If a customer is unhappy, how can Customer Voice help fix the problem?
30. What are some ways a company can use surveys to improve their products or services?
31. If you could ask customers one question about a new toy, what would it be?
32. What does it mean to 'analyze' survey results?
33. How can Customer Voice help a company know if its customers are happy?
34. What is a 'theme' in a Customer Voice survey?
35. What is Net Promoter Score (NPS) and how is it calculated?
36. Explain branching logic to a child.
37. What is the difference between a survey and a quiz in Customer Voice?
38. Tell me about a time you gave feedback to a company. How could Customer Voice have made that easier?
39. How can you share a Customer Voice survey with people?
40. How is Customer Voice different from other survey tools you may have used?
41. What do you understand by 'customization' in Customer Voice surveys?
42. Why do businesses care about customer satisfaction?
43. What is the difference between required and optional questions in a survey?
44. Have you ever created any type of survey and what tools have you used?
45. How can we prevent bots from filling out our surveys?
46. What would be your initial steps if you are asked to create a Customer Voice survey for an online store?
47. Do you know what a Likert scale is?
48. How can a company use Customer Voice to improve customer loyalty?
49. In your opinion, what makes a survey user-friendly?
50. How can Customer Voice integrate with other Dynamics 365 apps?
51. How can you personalize survey invitations in Customer Voice to increase response rates?
52. Explain how to use branching logic in Customer Voice surveys.
53. Describe the process of mapping survey responses to Dynamics 365 fields.
54. What are the different question types available in Customer Voice, and when would you use each?
55. How would you configure survey distribution settings to target a specific audience?
56. Explain the role of variables in personalizing Customer Voice surveys.
57. Describe how to embed a Customer Voice survey in an email or a website.
58. How can you use sentiment analysis in Customer Voice to identify customer pain points?
59. Explain how to create and manage survey templates in Customer Voice.
60. Describe the process of integrating Customer Voice with Power Automate.
61. How can you use Customer Voice to track customer satisfaction over time?
62. Explain how to set up alerts based on survey responses in Customer Voice.
63. Describe the methods for securing Customer Voice surveys and protecting data privacy.
64. How can you use Customer Voice to gather feedback on a specific product or service?
65. Explain how to create a multilingual survey in Customer Voice.
66. Describe the process of exporting survey data from Customer Voice for analysis.
67. How would you configure the survey completion experience in Customer Voice?
68. Explain how to use the Customer Voice reporting dashboard to track survey performance.
69. Describe how to use calculated fields within Customer Voice surveys to score responses.
70. How can you leverage survey data from Customer Voice to improve business processes?
71. Explain how to troubleshoot common issues with Customer Voice surveys, such as low response rates.
72. Describe how to use Customer Voice to gather feedback on customer support interactions.
73. How would you configure the survey invitation email to ensure it is not marked as spam?
74. Explain how to use Customer Voice to create a 360-degree view of the customer.
75. Describe how to use question weighting in Customer Voice to prioritize key feedback areas.
76. How can you use Customer Voice to identify trends in customer sentiment?
77. Explain how to embed variables from Dynamics 365 into a Customer Voice survey.
78. Describe the steps involved in setting up role-based access control within Customer Voice.
79. How have you used Customer Voice to integrate with other Dynamics 365 modules, and what were the benefits?
80. Describe a time when you had to design a complex survey in Customer Voice with multiple branching logic conditions. What challenges did you face, and how did you overcome them?
81. Explain how you would set up automated workflows in Power Automate triggered by Customer Voice survey responses.
82. How do you ensure data privacy and compliance (like GDPR) when collecting and processing survey responses in Customer Voice?
83. What strategies do you use to maximize survey response rates in Customer Voice?
84. Can you share an example of how you've used Customer Voice to identify and address a critical business issue or improve customer satisfaction?
85. How would you customize the look and feel of a Customer Voice survey to align with a company's branding guidelines?
86. Describe your experience with reporting and analytics in Customer Voice. What metrics are most important to track, and how do you interpret the results?
87. How have you used Customer Voice to gather feedback from different customer segments, and how did you tailor the surveys to each segment?
88. Explain how you would integrate Customer Voice with a customer relationship management (CRM) system to create a closed-loop feedback process.
89. How do you handle negative feedback received through Customer Voice surveys, and what steps do you take to resolve customer issues?
90. Describe your experience with using variables and personalization in Customer Voice surveys to improve the survey experience.
91. How have you used Customer Voice to measure employee satisfaction or gather internal feedback within an organization?
92. Explain how you would use Customer Voice to track customer satisfaction over time and identify trends.
93. How would you use the 'Net Promoter Score' feature of customer voice and customize it to suit business needs?
94. Explain how would you define survey cascade in customer voice?
95. How would you troubleshoot the issue, if the survey invites are not sent properly?
96. What is the maximum number of questions that you would recommend for a survey?
97. How would you use customer voice to evaluate a newly launched product?