



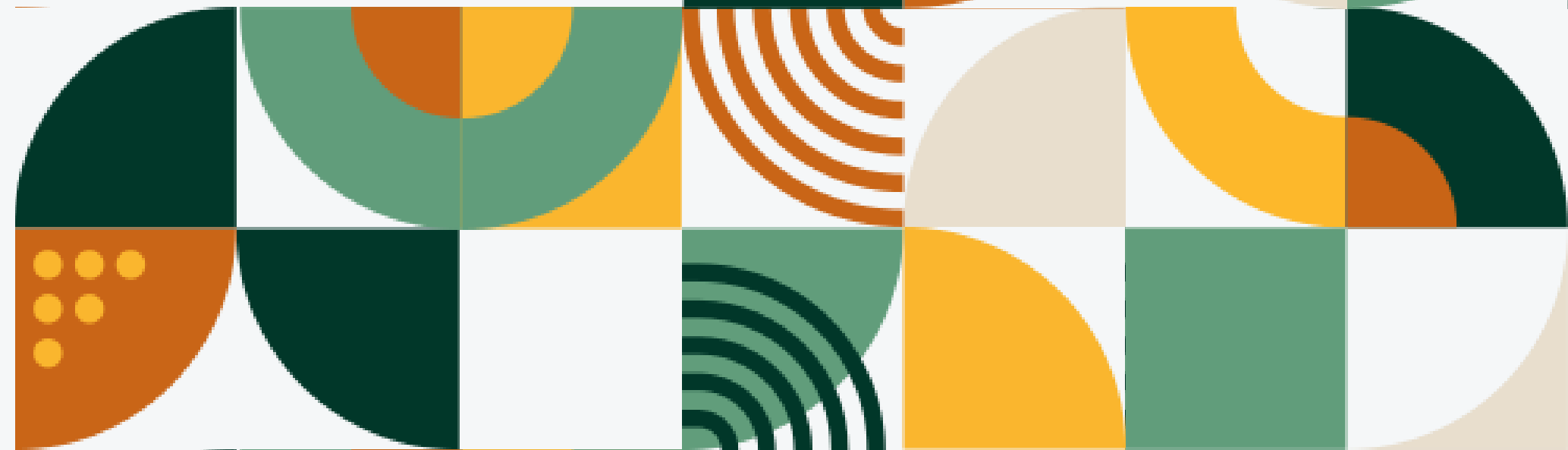
POWER STACK

# OFFICE 365

Transforming Customer Feedback into  
Action with SharePoint, Power Automate,  
Power Apps & Power BI

Prepared by:

**Maham Waseem**



# PROBLEM STATEMENT



## **Task: Customer Feedback App (Power Apps + Power Automate)**

Objective: Build an app to collect and analyze customer feedback.

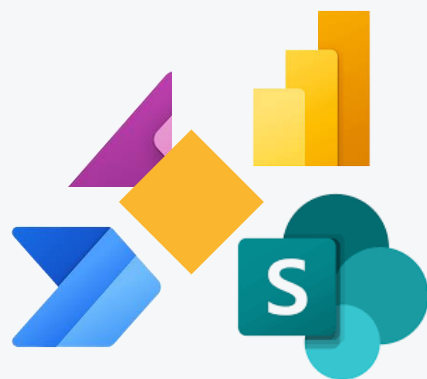
Steps:

- Design a feedback form in Power Apps (Name, Product/Service, Rating, Comments).
- Automate thank-you emails via Power Automate.
- Escalate low ratings (<3/5) to customer support.
- Generate weekly feedback reports using Power Automate.

Learning Outcomes: Implement a feedback system with automated notifications, analysis, and reporting.



# SHAREPOINT LIST



SharePoint

Search this list



## Customer Feedback App (Power Apps + Power Automate)

Public group ★ Following 2 members

Home

Conversations

Documents

Shared with us

Notebook

Pages

Customer\_Feedback

Customer\_Feedback\_R...

Support\_Tickets.

Site contents

+ Add new item

Edit in grid view

Undo

Share

Export

Forms

New

Automate

...

Manage access

Customer\_Feedback\_Rev\_1 ☆

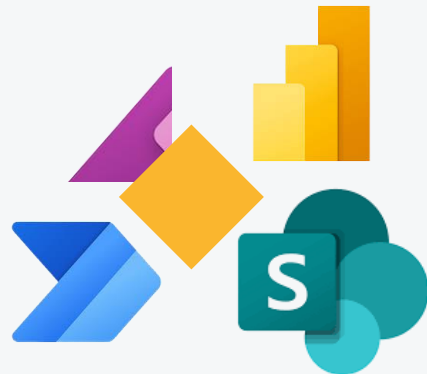


All Items

+ Add view

ID	Customer_Name	Product_Service	Ratings	Comments	Customer_Email	Submission_D...	Manag
1	Maham	Laptop	2	good	mahamwaseem316...	3/12/2025	
2	Maham	Smartphone	3	good	mahamwaseem316...	3/12/2025	
3	Fatima	Smartwatch	3	Good	mahamwaseem316...	3/12/2025	
4	Hooria	Headphones	5	excellent	mahamwaseem316...	3/12/2025	
5	Noreen	Headphones	3	good	mahamwaseem316...	3/12/2025	
6	Muhammad	Smartwatch	3	good	mahamwaseem316...	3/12/2025	

# POWER APPS-CUSTOMER FEEDBACK FORM



QUICKMART – SHOP FAST, LIVE SMART!



\*Customer\_Name



Product\_Service



Find items



\* Ratings



Submission\_Date



12/31/2001



Customer\_Email



Comments



Submit

CUSTOMER FEEDBACK FORM

Activate Windows

Go to Settings to activate Windows.

# POWER APPS-CUSTOMER FEEDBACK FORM



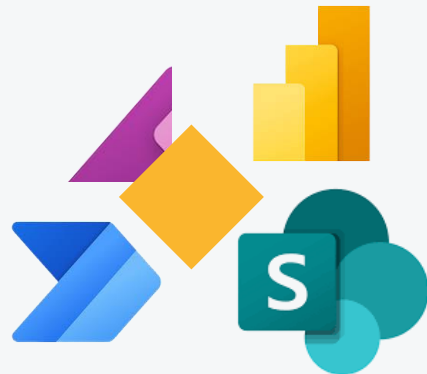
**QUICKMART – GET IT. LOVE IT. FAST!**



**THANKS FOR SUBMITTING THE FORM!**

Activate Windows  
Go to Settings to activate Windows.

# POWER AUTOMATE -THANK YOU EMAIL!



← Back

Customer Feedback Thank-You Email

↶ ↷

👤

🔗

💾 Save

🧪 Test

🤖 Copilot

New designer 

🔴

🔧

Send an email (V2)

Collapse

⏪

Parameters

Settings

Code view

Testing

About

To \*

Switch to Basic Mode

🔗 Customer\_Email x

Subject \*

Thank you For your Feedback

Body \*

↶ ↷

Normal ▾ Arial ▾ 15px ▾

**B**

*I*

U

Dear 

🔗 Customer\_Name x

,

Thank you for taking the time to share your feedback on 

🔗 Product\_Service V... x

. We truly value your opinion and are committed to continuously improving our services to serve you better.

As a token of our appreciation, here's a special discount code just for you:  
THANKYOU10 🎁 (Enjoy 10% off on your next purchase!)

When an item is created

+

Send an email (V2)

+

Activate Windows

Go to Settings to activate Windows.

# POWER AUTOMATE -THANK YOU EMAIL!



Maham Waseem  
To: Amna Shahzad

😊 ⏪ Reply ⏩ Reply all ➡ Forward 📎 📅 ...

Fri 3/14/2025 10:33 PM

Start reply with: Thank you! Thank you so much! I really appreciate it! Thank you. I appreciate that.

Dear Amna,

Thank you for taking the time to share your feedback on Headphones. We truly value your opinion and are committed to continuously improving our services to serve you better.

As a token of our appreciation, here's a special discount code just for you: THANKYOU10 🎁 (Enjoy 10% off on your next purchase!)

If you have any further suggestions or need assistance, feel free to reach out. We're always here to help!

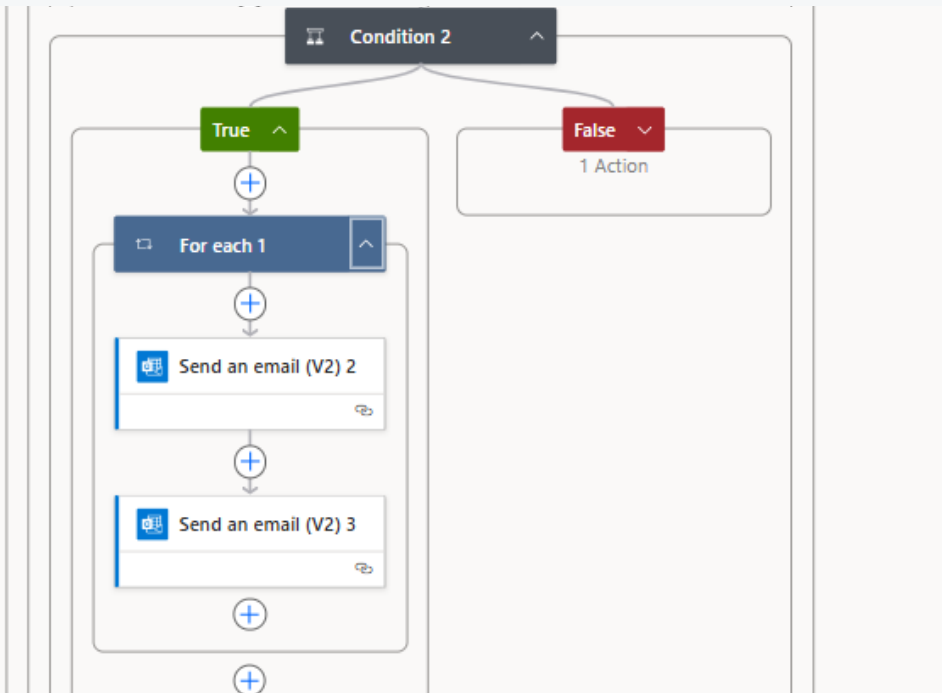
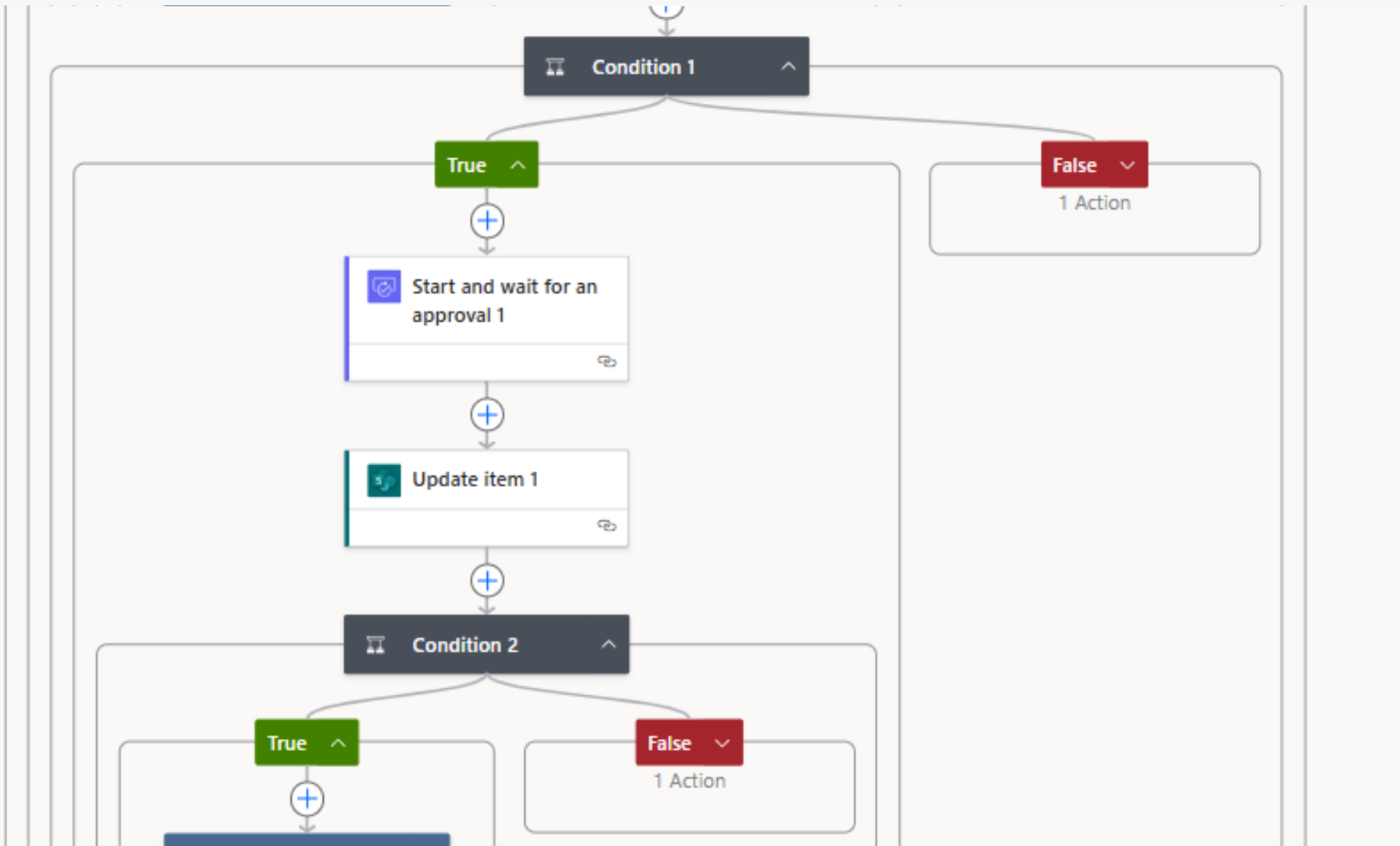
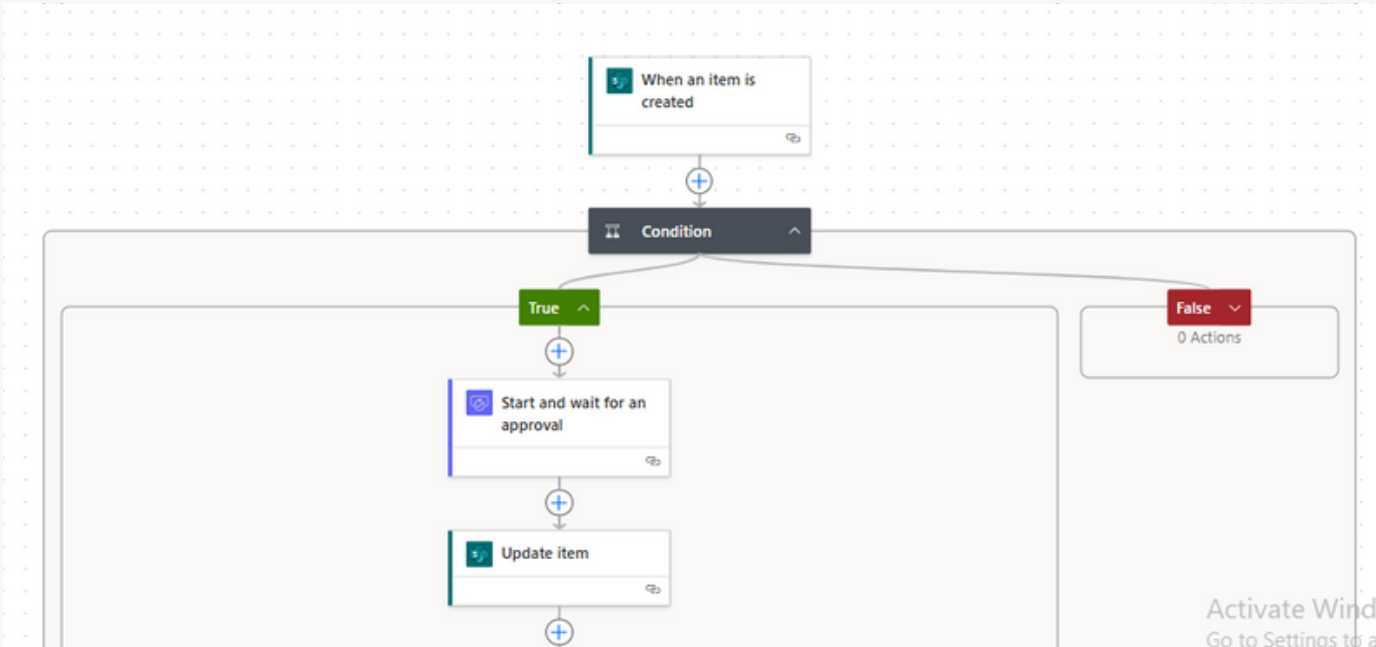
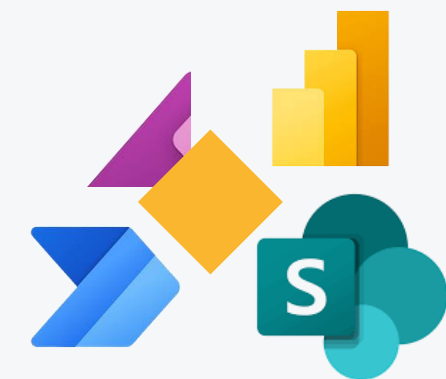
Best Regards,

Best Regards,  
**Maham Waseem**  
MahamWaseem@MahamWaseem164.onmicrosoft.com



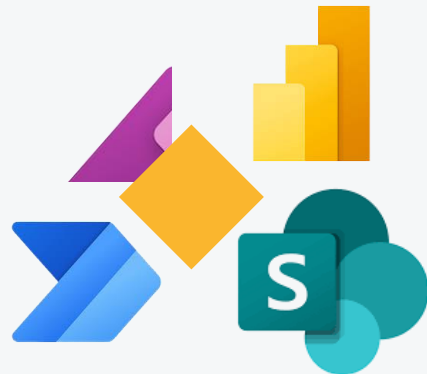
# ESCALATE LOW RATINGS (<3/5) TO CUSTOMER SUPPORT-POWER

## AUTOMATE





# ESCALATE LOW RATINGS (<3/5) TO CUSTOMER SUPPORT-POWER AUTOMATE-AUTOMATIC-CUSTOMER SUPPORT EMAIL



Urgent – Customer Feedback Escalation for Review

MA

Microsoft Power Automate<flow-noreply@microsoft.com>

To: Customer Support

☺

↩ Reply

↩ Reply all

➡ Forward

⋮

Fri 3/14/2025 10:33 PM

ⓘ

Some content in this message has been blocked because the sender isn't in your Safe senders list.

Trust sender

Show blocked content

Approvals | Power Automate

Urgent – Customer Feedback Escalation for Review

Requested by **Maham Waseem** <[MahamWaseem@MahamWaseem164.onmicrosoft.com](mailto:MahamWaseem@MahamWaseem164.onmicrosoft.com)>

Date Created   Friday, March 14, 2025 10:33 PM

Dear Customer Support Team,

A new customer feedback entry has been submitted that requires your immediate review. The details are as follows:

- Customer Name: Qainat
- Product/Service: Smartphone
- Rating: 3
- Comments: good

Please review this feedback and take appropriate action. You may approve the escalation to Management or reject it with a resolution.

Thank you for your prompt response!

Best Regards,

Approve ▾

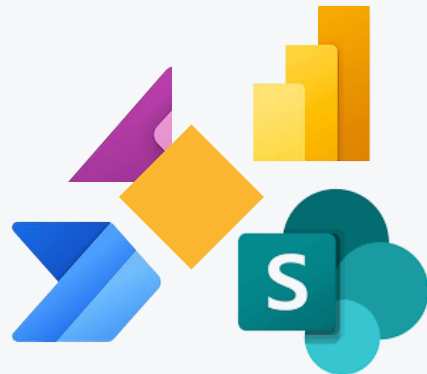
Reject ▾

Activate Windows

Go to Settings to activate Windows.

# ESCALATE LOW RATINGS (<3/5) TO CUSTOMER SUPPORT-POWER

## AUTOMATE-AUTOMATIC-MANAGER APPROVAL EMAIL



oft.com>

e the sender isn't in your Safe senders list.

Approvals | Power Automate

Manager Review: Escalated Feedback for Smartphone

Requested by **Maham Waseem** <MahamWaseem@MahamWaseem164.onmicrosoft.com>

Date Created Saturday, March 15, 2025 9:05 AM

Customer Support Team has escalated feedback for Qainat.

Please review and advise on the final decision.

Support Team Response: Approver: Customer Support, Customer.Support@MahamWaseem164.onmicrosoft.com

Response: Approve

Request Date: Friday, March 14, 2025 5:33:38 PM

Response Date: Saturday, March 15, 2025 4:05:33 AM

Approve

Reject

Get the Power Automate app to receive push notifications and grant approvals from anywhere. [Learn more](#). This message was created by a flow in Power Automate. Do not reply. Microsoft Corporation 2020.

MW

Maham Waseem

To: Customer Support

Start reply with:

Noted with thanks.

Will do, thank you.

Noted. Thank you.

Dear Customer Support Team,

Management has reviewed the escalated feedback from Qainat regarding Smartphone.

Please find thier responses: Proceed

They have approved further action and recommend responding to the customer accordingly.

Please proceed with drafting a response and updating the status in SharePoint.

Best Regards,

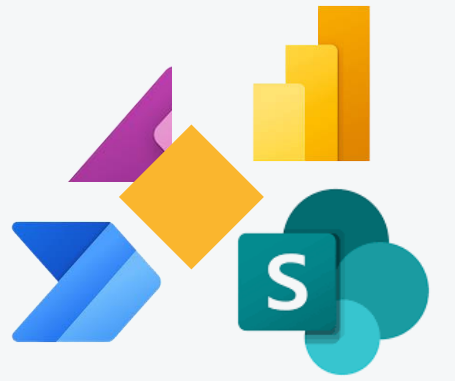
Best Regards,

Maham Waseem

MahamWaseem@MahamWaseem164.onmicrosoft.com

# ESCALATE LOW RATINGS (<3/5) TO CUSTOMER SUPPORT-POWER

## AUTOMATE-AUTOMATIC-CUSTOMER RESPONSE



### Your Feedback Response against Product -Gaming\_Console Inbox x



**Maham Waseem**

to me ▼

Dear Hamza,

Thank you for your feedback regarding Gaming\_Console .

We have reviewed your concerns and appreciate your time in sharing them with us.  
After a thorough evaluation, our support team has determined that no further action is required at this time.

If you have any additional concerns, feel free to reach out.

Best Regards,

Best Regards,  
Maham Waseem  
[MahamWaseem@MahamWaseem164.onmicrosoft.com](mailto:MahamWaseem@MahamWaseem164.onmicrosoft.com)  
[Company Logo]

### Your Feedback Response Inbox x



**Maham Waseem**

to me ▼

Dear Ali,

Thank you for your feedback on Laptop.

We have carefully reviewed your concerns and escalated them to our management team.

Based on their decision, we are pleased to inform you that the necessary steps will be taken to solve your issue.

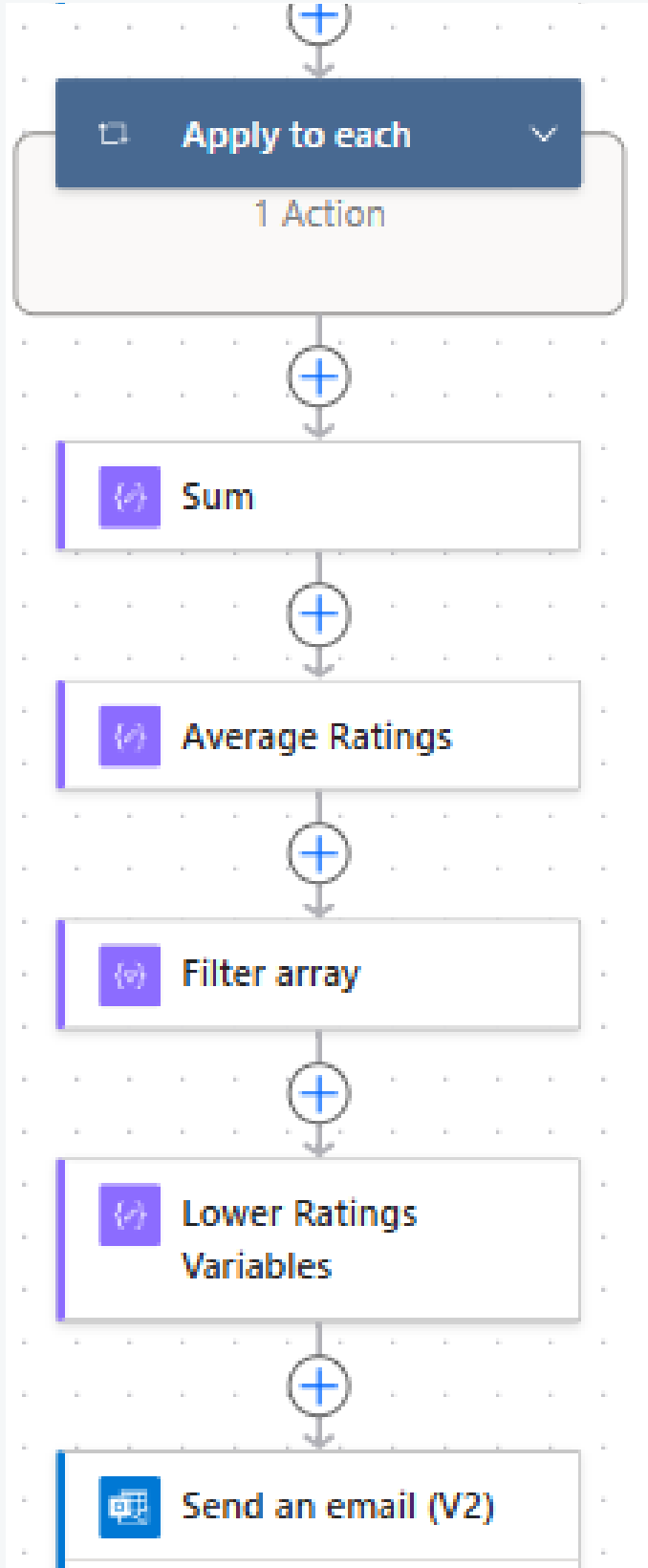
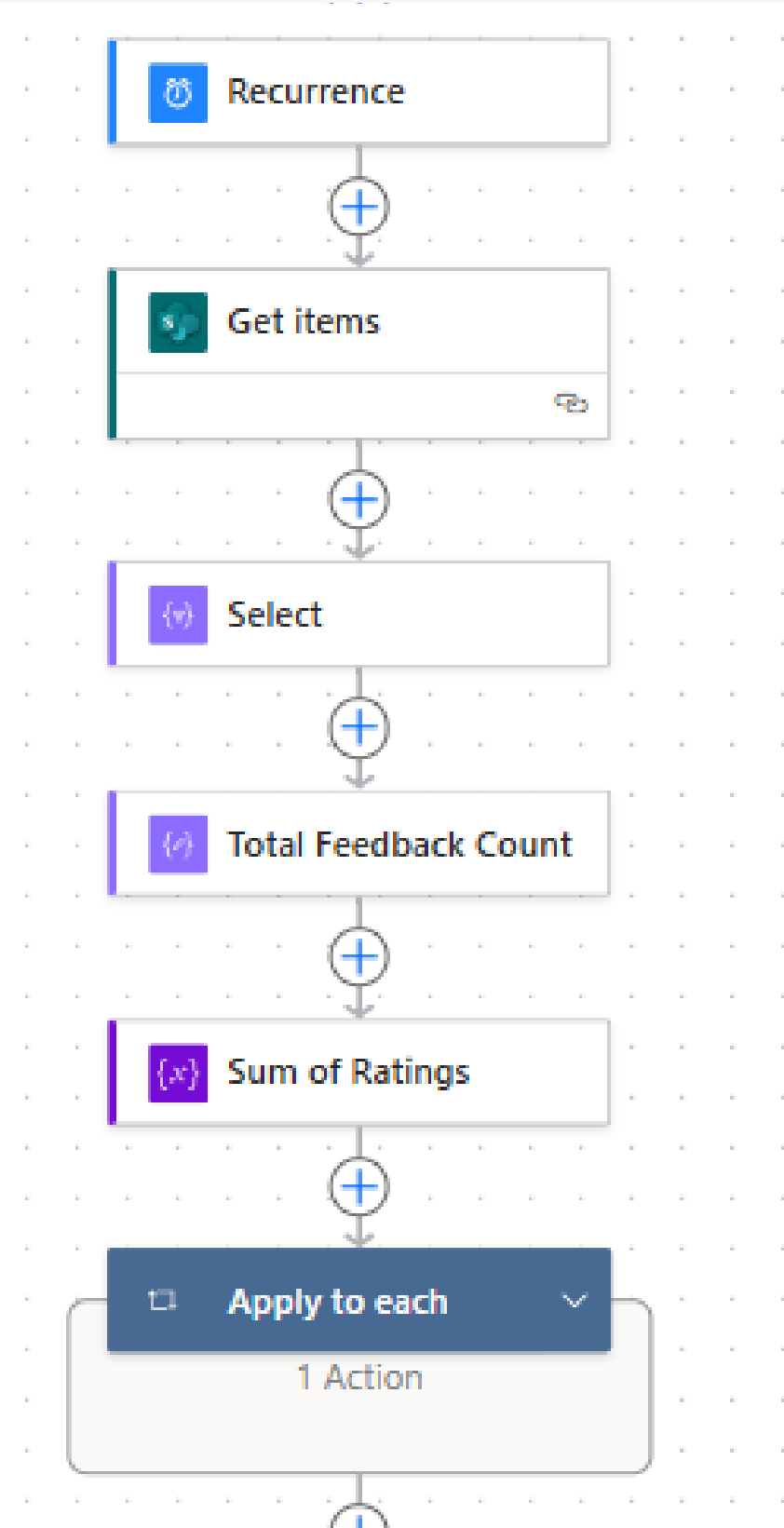
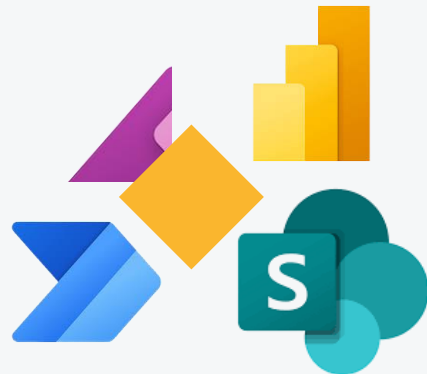
We appreciate your time and value your input.

If you have any further concerns, please feel free to reach out.

Best Regards,

Best Regards,  
Maham Waseem  
[MahamWaseem@MahamWaseem164.onmicrosoft.com](mailto:MahamWaseem@MahamWaseem164.onmicrosoft.com)

# GENERATE WEEKLY FEEDBACK REPORTS USING POWER AUTOMATE.



# GENERATE WEEKLY FEEDBACK REPORTS USING POWER AUTOMATE.



Dear Ms. Fariha,

I hope you are doing well.

Please find below the weekly summary of customer feedback for your review:

Total Feedback Received: 24

Average Customer Rating: 2

Low-Rating Feedback Count: 17

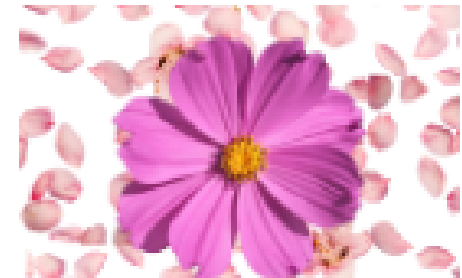
Also, you can check the powerbi report through this link: [https://app.powerbi.com/links/GZ\\_ZXh6wKC?ctid=944e3f5c-7b59-422b-8059-acaf9773de40&pbi\\_source=linkShare](https://app.powerbi.com/links/GZ_ZXh6wKC?ctid=944e3f5c-7b59-422b-8059-acaf9773de40&pbi_source=linkShare)

Kindly review the report and let me know if any further details are required.

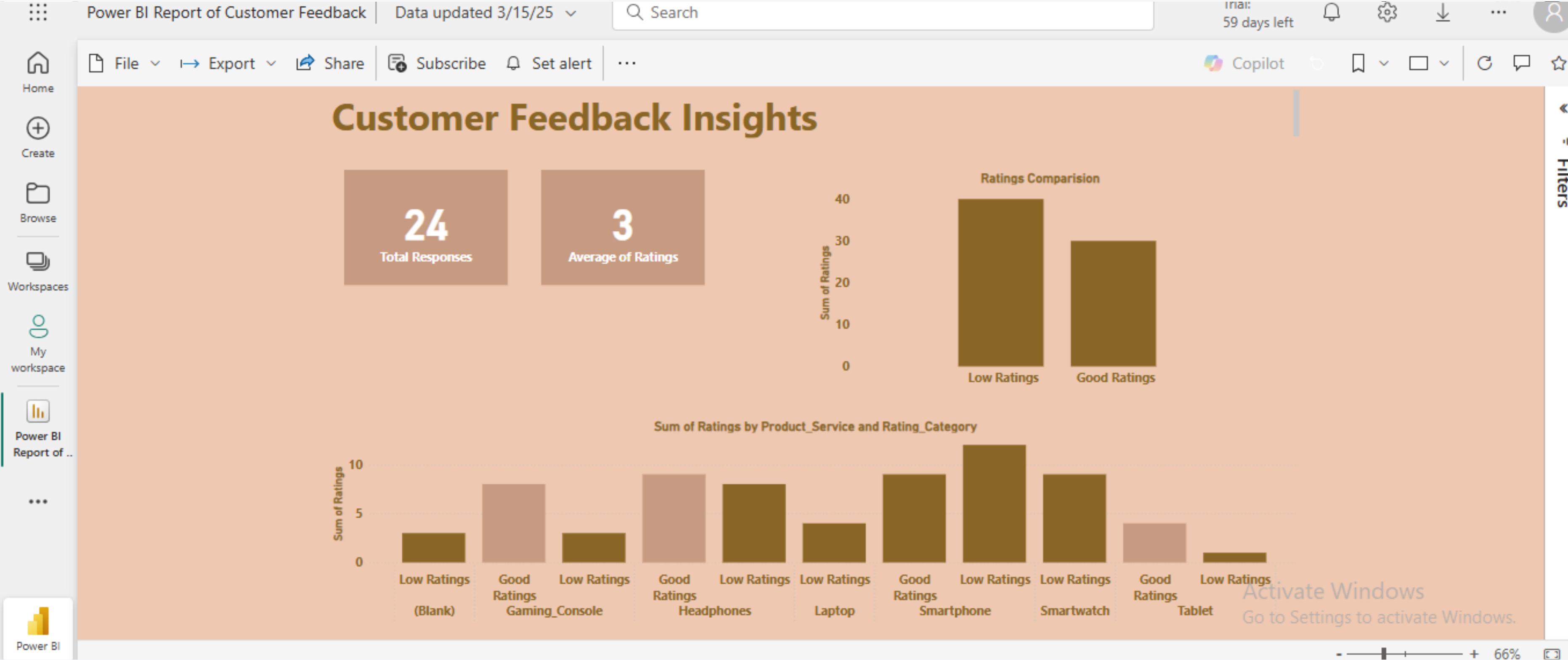
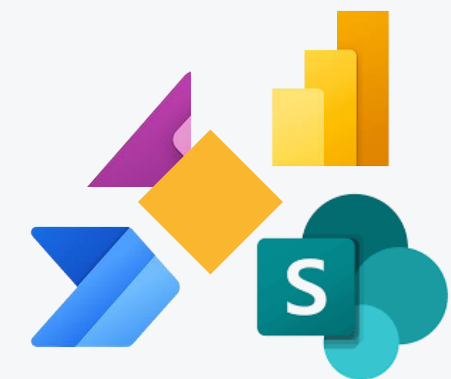
Best Regards,

**Maham Waseem**

MahamWaseem@MahamWaseem164.onmicrosoft.com



# GENERATE WEEKLY FEEDBACK REPORTS USING POWER AUTOMATE.





**THANK**

**YOU!**

