

Change Sender in Customer Voice

Steps to change the “From” sender:

1.Admin setup (one-time per domain)

1. Go to **Microsoft 365 Admin Center** → **Settings** > **Org settings** > **Dynamics 365 Customer Voice**.
2. Under **Custom email addresses**, click **Add**.
3. Enter the new email (e.g., `noreply@yourdomain.com`).
4. Add the required **DNS TXT and CNAME records** in your DNS host for domain verification (SPF/DKIM/DMARC setup).

1.Approval

1. After the domain is verified, the email address becomes available as a **From** option inside Customer Voice.
2. Admins can also restrict which users can send from it.

2.Use in survey

1. When you go to **Send > Email** in Customer Voice, you’ll now be able to choose your new sender in the **From** dropdown instead of your personal account.

If you skip this, Customer Voice will always fall back to using your personal account as the sender (which is why it shows your name right now).