Help resources for Dynamics 365 Customer Voice

Article • 11/14/2022

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Overview of Dynamics 365 Customer Voice

Article • 06/28/2024

Dynamics 365 Customer Voice is an enterprise feedback management application you can use to easily keep track of the customer metrics that matter the most to your business. With deep integration from the Dynamics 365 line-of-business applications and built on Microsoft Forms, 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, so you can rest assured that your data is supported by Microsoft security and compliance policies.

Dynamics 365 Customer Voice introduces project management capabilities. A project contains multiple surveys that share common metrics and settings to simplify survey management. When you sign in to Dynamics 365 Customer Voice, you see the **Home** tab and the **All projects** tab.

The **Home** tab provides a personalized experience, enabling you to collect customer feedback and get relevant insights quickly and easily, all in a few clicks. You can also create a project, open recently accessed projects, and view satisfaction metrics.

The **All projects** tab displays a list of the projects you created, and is where you create new projects and manage existing ones. It also displays the survey-related data for the project. More information: Create a project

Dynamics 365 Customer Voice availability on US Government Community Cloud

The dependency services used by Dynamics 365 Customer Voice are available on US Government Community Cloud (GCC). Dynamics 365 Customer Voice is built on top of Microsoft Forms, so the limitations of Microsoft Forms features on GCC hold true. In addition to those, note the following difference in functionality for Dynamics 365 Customer Voice on GCC:

- Dynamics 365 Customer Voice on GCC uses your organization's Microsoft Exchange mailbox to send the survey. Exchange mailbox has limitation on the number of emails that can be sent by a user. For information about Exchange mailbox limits, see Exchange Online limits.

> **Note**
>
> - As a GCC customer, you must either have a Dynamics 365 enterprise license or a Microsoft 365 license.
> - GCC customers requiring FedRamp certification of the services, the URL to access customer voice is https://customervoice.microsoft.us .

See also

Transition from Microsoft Forms Pro to Dynamics 365 Customer Voice

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Feedback

Was this page helpful? Yes No

Provide product feedback

Transition from Microsoft Forms Pro to Dynamics 365 Customer Voice

Article • 02/15/2022

Microsoft Forms Pro is rebranded as Dynamics 365 Customer Voice. With this rebranding, all your surveys from Forms Pro are moved to Dynamics 365 Customer Voice and you can perform all the actions in Dynamics 365 Customer Voice that you performed in Forms Pro. There's no impact to your existing Forms Pro surveys with the transition to Dynamics 365 Customer Voice. You'll now have new capabilities along with the new user interface. All the existing surveys will continue to receive responses. If Power Automate flows were created, they will continue to work.

Note

- To use Dynamics 365 Customer Voice, the **Dynamics 365 Customer Voice app** (formerly called Microsoft Forms Pro) version 2.0.0.3 or the latest must be installed in your environment. Ask your tenant administrator to install the app from Microsoft AppSource.

What happens to Forms Pro surveys?

- A survey created in Forms Pro and distributed through any of the available modes (email, Power Automate, embed, link, or QR code) will continue to receive responses.
- All your Forms Pro surveys are available as individual projects in Dynamics 365 Customer Voice. This means that each project contains one survey. You can see all your projects on the **All projects** tab.
- If you created a shared survey in Forms Pro, a shared project is created.
- If you created a flow for your surveys in Forms Pro, it's available in Dynamics 365 Customer Voice.
- If you had a Net Promoter Score (NPS) question or tagged a text question for sentiment analysis in Forms Pro, the corresponding NPS and sentiment metrics are created in Dynamics 365 Customer Voice as part of migration. If you had multiple NPS questions, the first NPS question is mapped to the created satisfaction

metrics. If you've tagged multiple text questions for sentiment analysis, a satisfaction metric is created for each of the tagged text questions.

A dashboard is automatically created for each set of metrics, showcasing recent scores and trends. The dashboard is available under **Reports**.

> ⓘ **Note**
>
> The computation of satisfaction metrics for the migrated surveys might take up to 10 days. The satisfaction metrics report will be displayed after the computation is completed successfully.

- If you created a web browser bookmark for a Forms Pro survey URL, you're redirected to the corresponding project in Dynamics 365 Customer Voice.
- All your survey data (questions and responses) is available in the same environment as the one you're currently working in.

What happens to Forms Pro email templates?

- Any existing email templates created in Forms Pro are retained as-is and are available as personal email templates in Dynamics 365 Customer Voice. You can't edit your existing email templates in Forms Pro; however, you can import the required personal email templates into your survey. More information: Import a personal email template
- The email templates in Dynamics 365 Customer Voice are associated with surveys. You can use them while configuring a Power Automate flow.
- If you were using different email templates for multiple languages, you can now create multilingual email templates. More information: Create multilingual email templates
- Email templates are saved in your Microsoft Dataverse environment in which the survey is stored.
- When you copy a project, email templates configured for the surveys are copied to the new project. More information: Copy a project

What happens to Forms Pro entities?

The Forms Pro entities are renamed as follows:

Old name	New name
Survey email template	Customer Voice survey email template
Forms Pro survey question	Customer Voice survey question
Survey question response	Customer Voice survey question response
Forms Pro survey	Customer Voice survey
Survey invite	Customer Voice survey invite
Survey response	Customer Voice survey response
Unsubscribed recipient	Customer Voice unsubscribed recipient

New entities in Dynamics 365 Customer Voice

Following are the new entities in Dynamics 365 Customer Voice:

Entity name	Description
Customer Voice localized survey email template	Stores localized data for email templates.
Customer Voice project	Set of surveys to collect feedback.
Customer Voice satisfaction metric	Satisfaction metric defined for a project.

Security role update

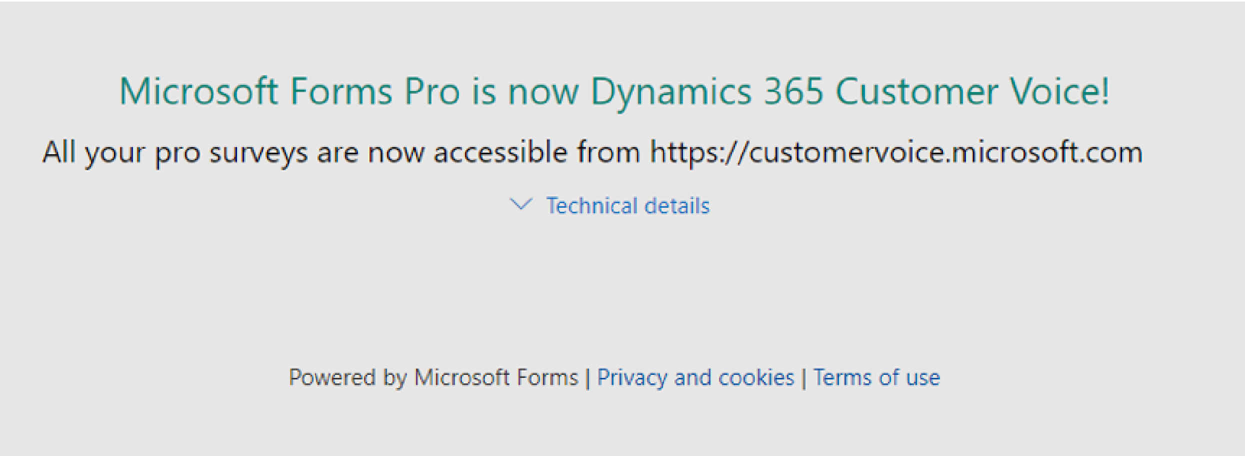
The **Survey Owner** security role is renamed to **Project Owner**. If you've created a custom security role to provide access to survey entities, a new **Customer Voice – Add on** security role is assigned to you. The new security role provides permission for the new entities in Dynamics 365 Customer Voice. The **Customer Voice – Add on** security role has User permission on the new entities in Dynamics 365 Customer Voice.

Experience for users based on their Forms Pro license

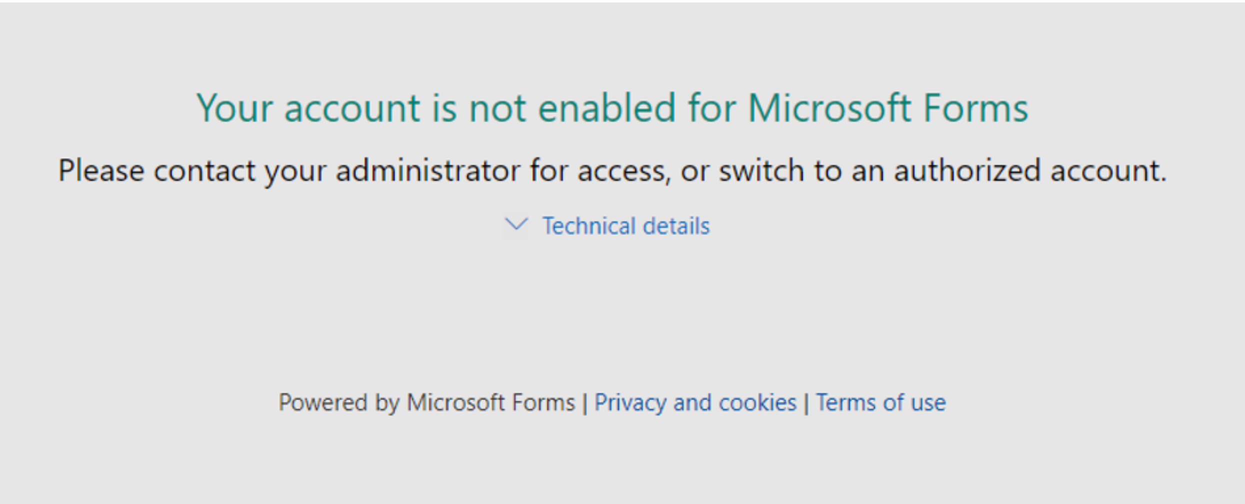
The transition experience differs based on the product license you have. This section provides details.

Experience for users with only a Forms Pro license

If you have only a Forms Pro license and try to sign in to Forms Pro using the https://forms.office.com URL, the following message is displayed until August 30, 2020, with a link to go to Dynamics 365 Customer Voice.

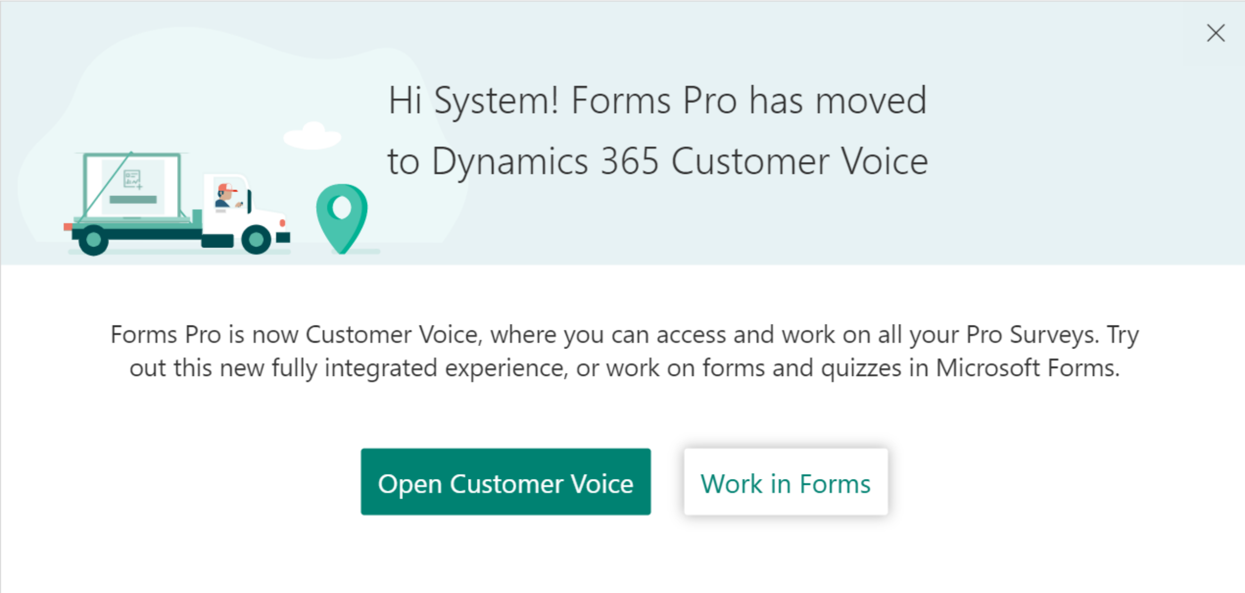


After August 30, 2020, the following message will be displayed:

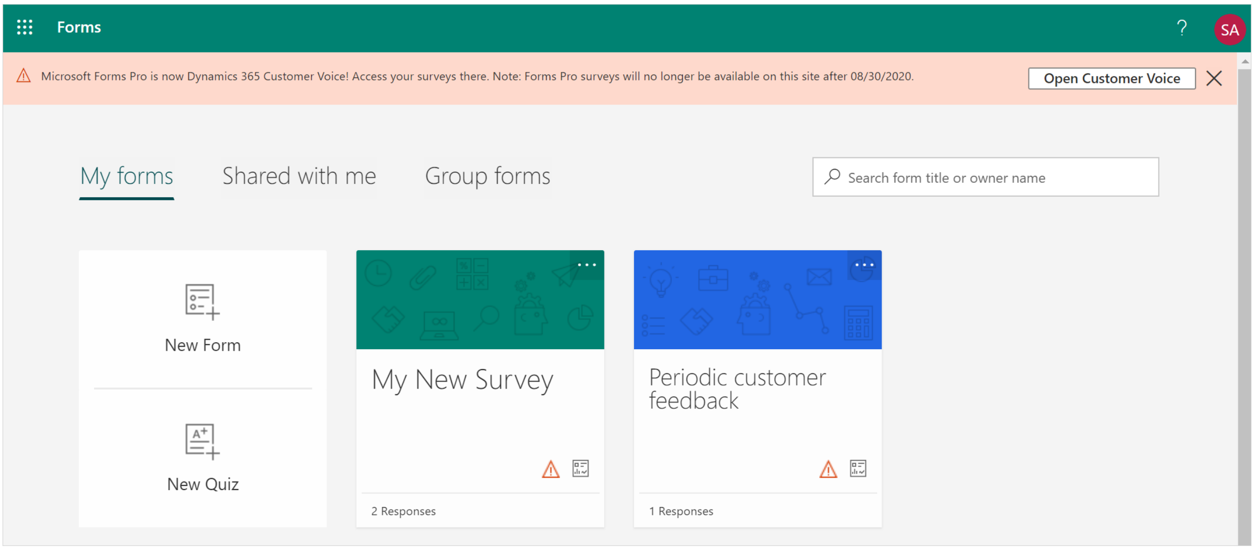


Experience for users with both Forms and Forms Pro licenses

If you have licenses for both Forms and Forms Pro, and have created surveys in Forms Pro, you're redirected to the Forms home page. You can choose to go to Dynamics 365 Customer Voice or stay in Forms until August 30, 2020. However, you won't be able to switch to Forms Pro from Forms.



If you choose to stay in Forms, the following message is displayed at the top of the page, stating that your Forms Pro surveys are available in Dynamics 365 Customer Voice and won't be available through Forms after August 30, 2020.



If you select a survey tile, you're redirected to the corresponding project in Dynamics 365 Customer Voice. After August 30, 2020, Forms Pro survey tiles will be removed and only forms and quizzes will be available.

Experience for users with only a Forms license

If you have a Forms-only license and try to sign in to Forms Pro, the Forms home page is displayed.

See also

[Create a project](#)
[Create a survey](#)

Send a survey

About reports

Purchase Dynamics 365 Customer Voice

Article • 05/19/2025

Dynamics 365 Customer Voice is included with select Dynamics 365 enterprise products. For a complete list of select Dynamics 365 enterprise products, go to Dynamics 365 Licensing Guide.

If you have other Dynamics 365 products or don't have a Dynamics 365 subscription, you may purchase Dynamics 365 Customer Voice separately.

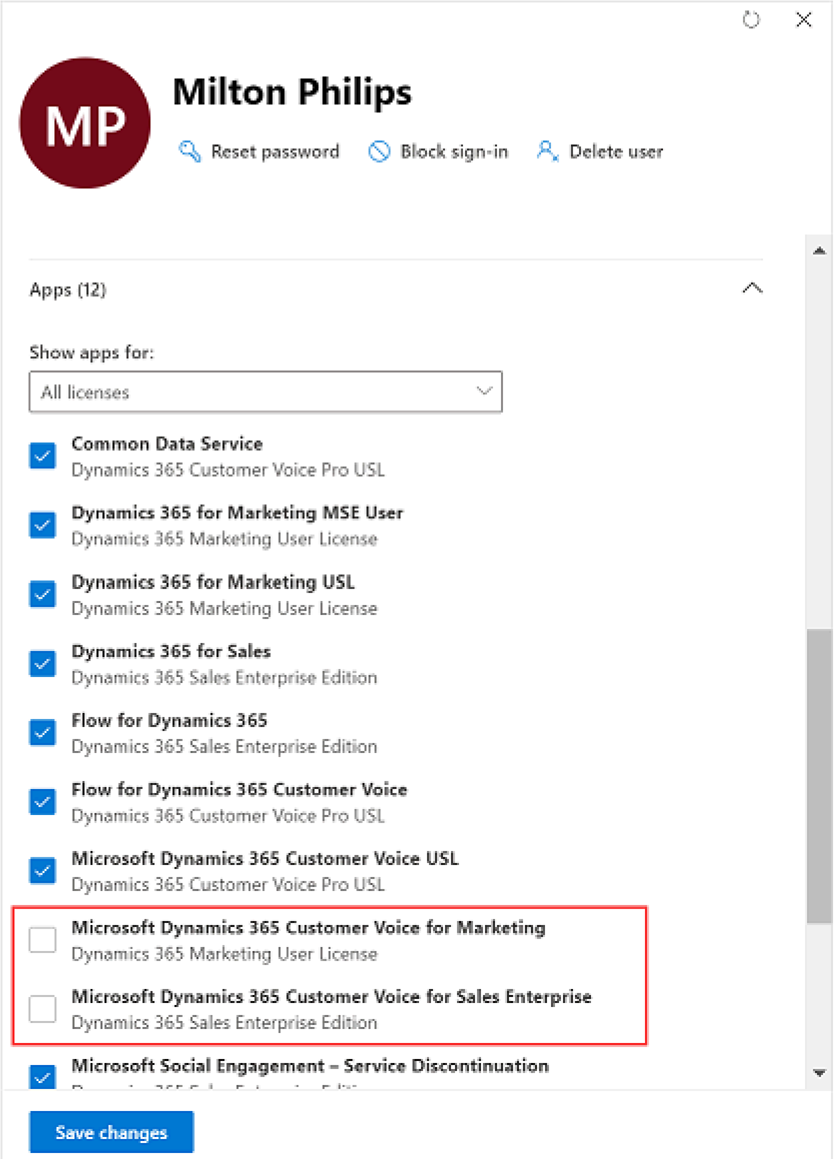
Enable Dynamics 365 Customer Voice for users with Dynamics 365 enterprise licenses

A tenant with select Dynamics 365 enterprise licenses assigned has 2,000 responses per month included at the tenant level (irrespective of how many seats the tenant has). If the free responses are exhausted, you can purchase additional responses in bundles of $100 for 1,000 responses per month as mentioned in the Purchase additional responses section.

Disable Dynamics 365 Customer Voice for a user

Dynamics 365 Customer Voice is available to all users who have a Dynamics 365 enterprise license assigned. If you want to disable Dynamics 365 Customer Voice for a user:

1. Go to the Microsoft 365 admin center.
2. In the left pane, select **Users** > **Active users**.
3. Open the user record for which you need to disable Dynamics 365 Customer Voice.
4. Go to the **Licenses and Apps** tab.
5. Scroll down and expand the **Apps** section, and clear the check boxes of the following apps as applicable:
   - Microsoft Dynamics 365 Customer Voice for Sales Enterprise
   - Microsoft Dynamics 365 Customer Voice for Customer Service Enterprise
   - Microsoft Dynamics 365 Customer Voice for Customer Insights
   - Microsoft Dynamics 365 Customer Voice for Field Service
   - Microsoft Dynamics 365 Customer Voice for Marketing
   - Microsoft Dynamics 365 Customer Voice for Human Resources



6. Select **Save changes**.

Purchase Dynamics 365 Customer Voice for users without a Dynamics 365 enterprise license

If you don't have select Dynamics 365 enterprise products, you must first purchase and assign at least one **Dynamics 365 Customer Voice** license. The **Dynamics 365 Customer Voice** license includes 2,000 responses per month. If the responses included with the license are exhausted, you can purchase additional responses in bundles of $100 for 1,000 responses per month. You must also purchase and assign the free **Dynamics 365 Customer Voice USL** license equal to the number of users who need access to Dynamics 365 Customer Voice.

Purchase the Dynamics 365 Customer Voice license

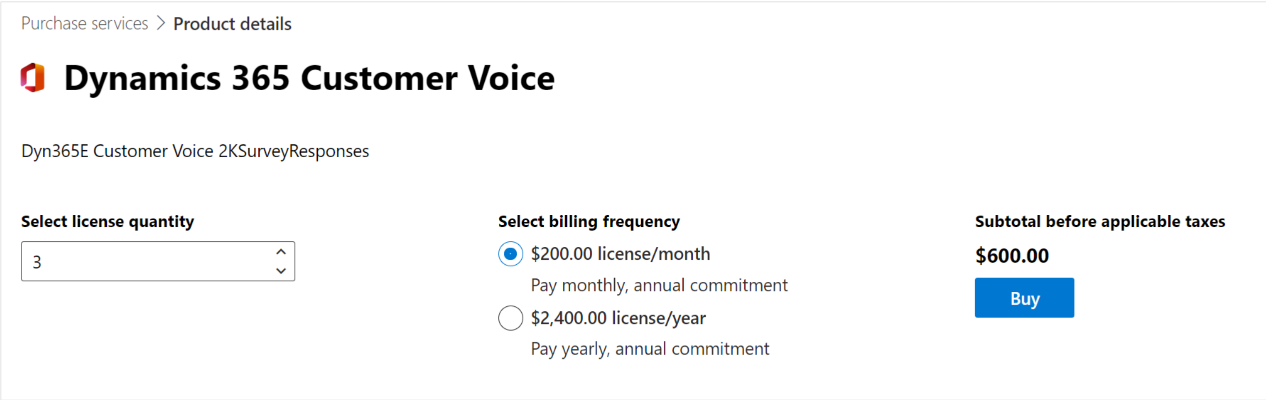
1. Go to the [Microsoft 365 admin center](#).

2. In the left pane, select **Billing** > **Purchase services**.

3. Find **Dynamics 365 Customer Voice**, and then select **Details**.

4. From the **Select license quantity** box, select or enter the number of licenses to purchase.

5. Select **Buy**, and complete the purchase process.



6. Assign the **Dynamics 365 Customer Voice** license to users in your organization:

   a. In the left pane, select **Users** > **Active users**.

   b. Open the user record to which you need to add a Dynamics 365 Customer Voice license.

   c. Go to the **Licenses and Apps** tab.

   d. In the **Licenses** section, select **Dynamics 365 Customer Voice**.

   e. Select **Save changes**.

Purchase the Dynamics 365 Customer Voice USL license

After you purchase the **Dynamics 365 Customer Voice** license, you must purchase the **Dynamics 365 Customer Voice USL** license and assign it to the users in your organization. The **Dynamics 365 Customer Voice USL** license is a free user license.

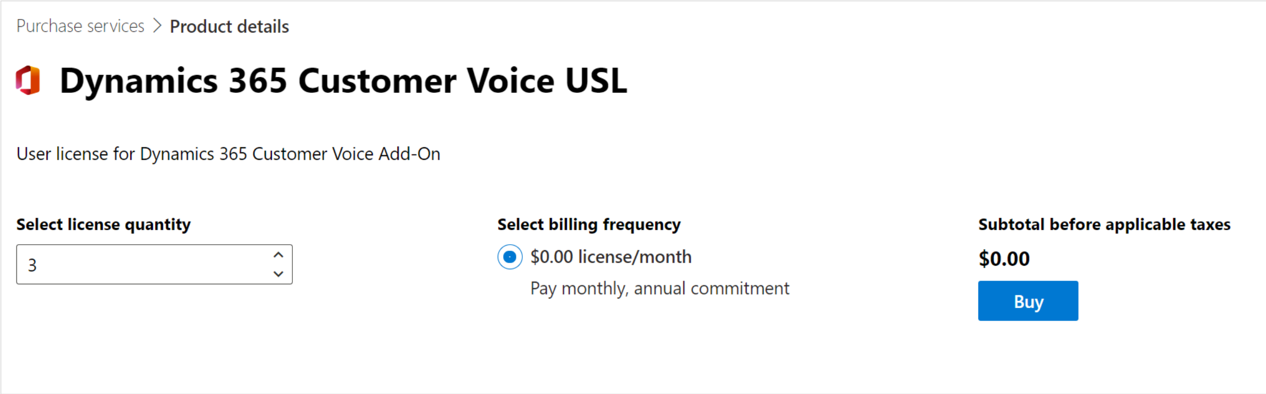
1. Go to the Microsoft 365 admin center.

2. In the left pane, select **Billing** > **Purchase services**.

3. Find **Dynamics 365 Customer Voice USL**, and then select **Details**.

4. From the **Select license quantity** box, select or enter the number of licenses to purchase.

5. Select **Buy**, and complete the purchase process.



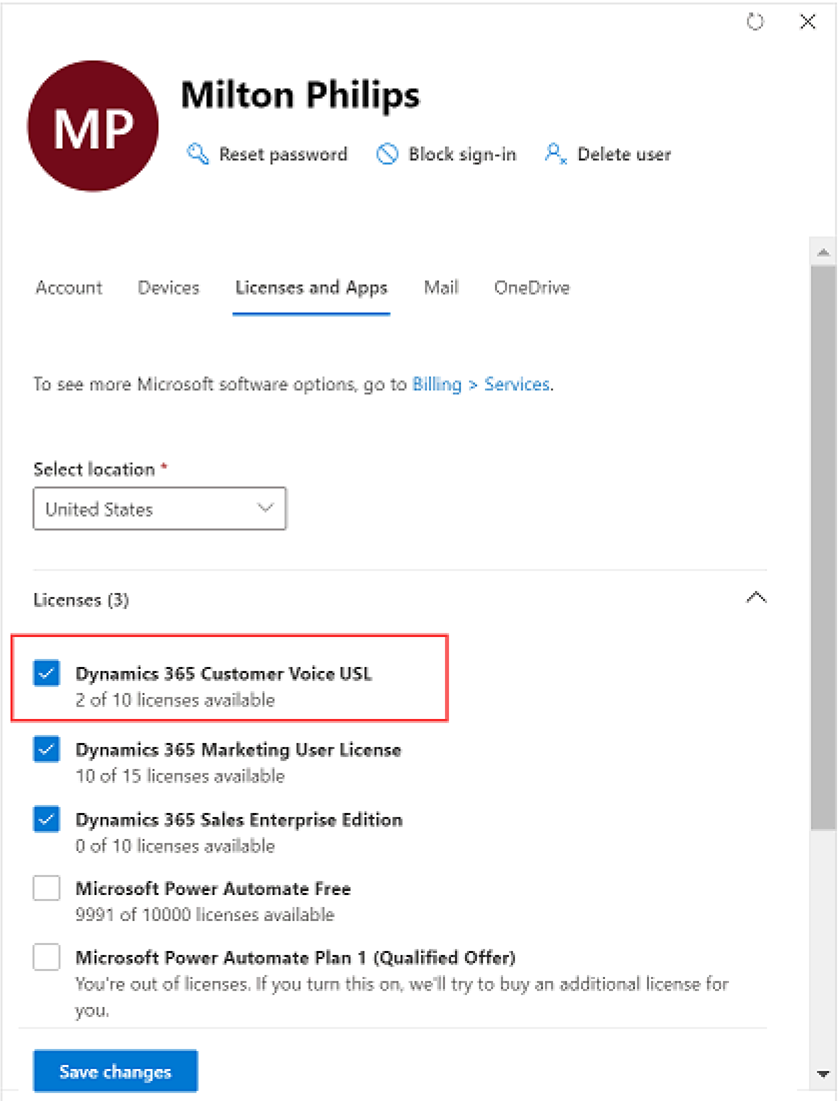
6. Assign the **Dynamics 365 Customer Voice USL** license to users in your organization:

   a. In the left pane, select **Users** > **Active users**.

   b. Open the user record to which you need to add a Dynamics 365 Customer Voice license.

   c. Go to the **Licenses and Apps** tab.

   d. In the **Licenses** section, select **Dynamics 365 Customer Voice USL**.



e. Select **Save changes**.

If the responses included with the license are exhausted, you can purchase additional responses as mentioned in the Purchase additional responses section.

Disable Dynamics 365 Customer Voice for a user

1. Go to the Microsoft 365 admin center.
2. In the left pane, select **Users** > **Active users**.
3. Open the user record for which you need to disable Dynamics 365 Customer Voice.
4. Go to the **Licenses and Apps** tab.
5. In the **Licenses** section, clear **Dynamics 365 Customer Voice USL**.
6. Select **Save changes**.

Purchase additional responses

You can purchase additional responses from the Microsoft 365 admin center.

1. Go to the Microsoft 365 admin center.
2. In the left pane, select **Billing** > **Purchase services**.
3. Find **Dynamics 365 Customer Additional Responses**, and then select **Details**.
4. From the **Select license quantity** box, select or enter the number of licenses to purchase.
5. Select **Buy**, and complete the purchase process.

   The purchased capacities are added on top of the available responses per month.

Response capacity consumption

The Dynamics 365 Customer Voice license is based on the number of survey responses received per month. The capacity is measured at the tenant level. The tenant administrator must purchase additional responses to ensure business continuity and avoid possible disruptions to the service after the number of survey responses exceeds the purchased response capacity.

One additional license, Dynamics 365 Customer Voice Addl Responses, costs $100 and allows you to receive 1,000 responses per month at a tenant level. This means that everyone in the tenant can use a total of 1,000 responses. You can purchase the licenses in bundles of $100 as required. So if you purchase one Dynamics 365 Customer Voice Addl Responses license (for a bill amount of $1,200), you'll get 12,000 responses (12 × 1,000) annually. If you purchase two licenses of $100 each per month for a year (for a bill amount of $2,400), you'll get 24,000 responses (12 × 2,000) annually.

You can pay for the licenses by using either of the payment modes: monthly or yearly. Regardless of the payment mode, the response capacity is calculated annually.

> **Note**
>
> If you select the monthly payment method, you'll be able to consume the responses in accordance with the annual capacity as long as your payment mode is active.

You can send as many survey invitations as you want; invitations aren't counted toward response capacity consumption. Only the responses received, for both anonymous and non-anonymous surveys, are counted toward response capacity consumption.

If you have any unused responses remaining in a year, those responses won't be carried forward to the next year. For example, if you bought one additional license and didn't receive any response in the first year, the response capacity for the second year will be 12,000 and not 24,000 (12,000 × 2).

Let's understand this with the following example:

You purchase an additional license of $100 per month for a year (for a bill amount of $1,200). You'll get 12,000 responses (12 × 1,000) annually. If you exhaust all 12,000 responses in the tenth month from the date of purchase, Dynamics 365 Customer Voice will stop receiving new responses and won't allow new surveys to be created. As soon as your administrator purchases additional responses, you'll start receiving responses and be able to create new surveys.

In this example, suppose you have 5,000 responses remaining at the end of the year. Those responses won't be carried forward to the next year.

Purchase Dynamics 365 Customer Voice for customers in US Government Community Cloud

For a Dynamics 365 enterprise licensed tenant in US Government Community Cloud (GCC), 2,000 responses are free and the customer can choose to purchase additional responses in bundles of $100 for 1,000 responses per month. The license name to purchase additional responses is **Dynamics 365 Customer Voice Add-On for GCC**.

For an organization in GCC without a Dynamics 365 enterprise license, you must first purchase at least one **Dynamics 365 Customer Voice for GCC** license. The **Dynamics 365 Customer Voice for GCC** license includes 2,000 responses per month. If the responses included with the license are exhausted, you can purchase additional responses in bundles of $100 for 1,000 responses per month. You must also purchase the free **Dynamics 365 Customer Voice USL for GCC** license equal to the number of users who need access to Dynamics 365 Customer Voice.

To purchase Dynamics 365 Customer Voice for customers in GCC, you must work with the Microsoft account team or a qualified partner to place an order.

See also

Plan a survey
Create a project
Create a survey
Send a survey to get responses
Analyze reports

Administrator settings for Dynamics 365 Customer Voice

Article • 02/15/2022

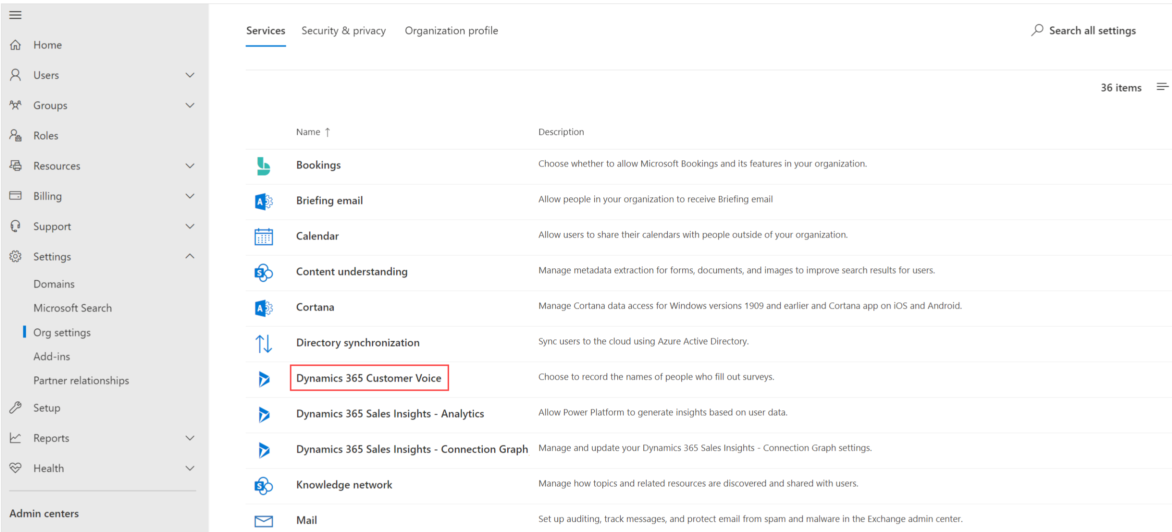
As an administrator, you can control various settings such as recording the names of people in your organization and protecting surveys from phishing.

To access administrator settings

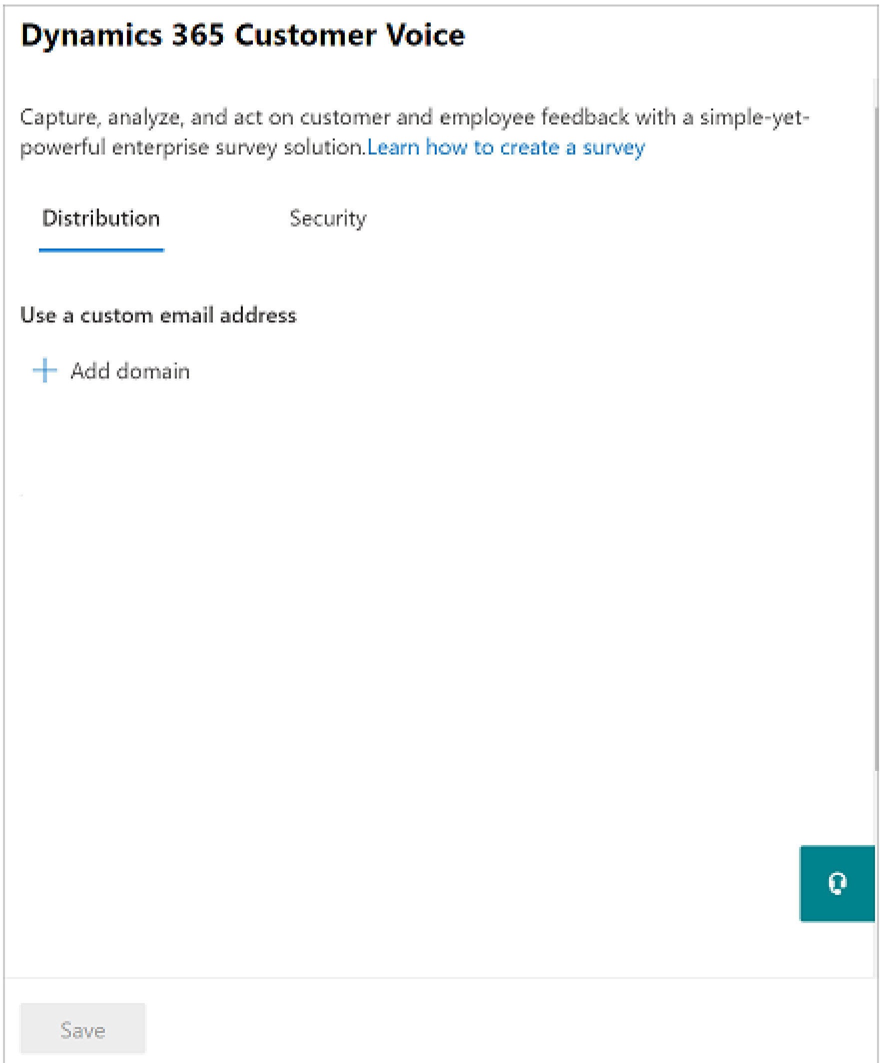
1. Sign in to [Microsoft 365 admin center](#) with your work or school account.

2. Select **Settings** > **Org settings**.

3. On the **Org settings** page, under the **Services** tab, select **Dynamics 365 Customer Voice**.



The **Dynamics 365 Customer Voice** panel is displayed.



4. Update the settings as described in the following section.

5. Select **Save**.

Administrator settings

Following are the available administrator settings.

Use a custom email address

This setting is available under the **Distribution** tab. Use this setting to create a custom email address for sending survey invitations to your customers. More information: Customize the sender's email address

Prevent phishing attempts

This setting is available under the **Security** tab. Use this setting to set an automatic scan of surveys within your organization for phishing detection. By default, **Prevent phishing**

attempts is selected. Clear this check box if you don't want to enable phishing scans for surveys within your organization.

Collect names

This setting is available under the **Security** tab. Use this setting to capture the names of survey respondents. By default, **Collect names** is selected. Clear this check box if you want survey responses within your organization to remain anonymous. However, you can enable or disable this setting within individual surveys also. More information: Participants

See also

Work with survey distribution settings

Plan to create a survey

Article • 06/27/2024

It's important to have a plan for creating your surveys. Here are a few things to think about when you're creating surveys:

- What's the purpose of your survey? For example, you might want to interact with your customers, promote new products or services, or measure customer satisfaction. If your goal is to measure something, what and how do you want to measure it?
- How long do you want the survey to be? Keep in mind that longer surveys tend to have higher abandon rates. A good rule of thumb is to keep surveys shorter than five minutes, or no longer than 10 questions (depending on the type of questions you ask).
- How many mandatory questions will you include in the survey? We recommend that you ask as few mandatory questions as possible.
- How do you want to distribute your survey? For example, do you want to distribute it through individual email, QR code, or do you want to automate?

Best practices for creating a survey

A few best practices enable you to create a meaningful survey and gather good responses from your customers. You can then analyze those responses and act on them in a way that best suits your organization. Some of the best practices for creating a survey are:

- **Define an objective**: Having an objective allows you to properly plan for your survey. It also allows you to identify what results you expect from your customers. Knowing how you'll use the responses helps you pick the right questions for your survey.
- **Keep the survey short**: If you create a survey that takes a long time to complete, you might reduce your response rate.
- **Create a logical flow of questions**: Ensure that your survey has a logical flow of questions to keep respondents interested.
- **Organize the survey**: Group related questions together.

- **Preview the survey**: After creating your survey, always preview it to check the overall flow of the survey and to catch any mistakes.

- **Mention expectations in the survey invitation**: In the survey invitation, be sure to mention the estimated time to complete it and give a brief overview. This will help respondents submit their input within the expected time frame.

Best practices for creating a high-volume survey

A few best practices enable you to create an effective high-volume survey using Customer Voice:

- Make sure that you create the project in a non-default environment. Dynamics 365 Customer Voice (Default) uses the version of Microsoft Dataverse that has fixed service protection limits. More information: Service Protection API Limits

  Recommendation: Create a project in your existing production Dataverse environment, or create a new production environment from the Power Platform admin center.

- When you're sending a non-anonymous survey, avoid sending a large number of invitations through Power Automate at the same time. Sending more than eight individual survey invitations per minute might result in processing delays.

  Recommendations:
  - To send a large batch of invitations at once, use email. More information: Send a survey by using the built-in email composer
  - Customize the sender's email address to help recipients identify the survey with your company and improve the survey response rate. More information: Customize sender email address

- When using Power Automate to automate survey response processing or follow-up, be sure to create the workflow by using the account that has the capacity to run the projected workflow volume.

  Recommendation: Set up the Power Automate workflow by using an account that has an appropriate Power Automate plan. More information: Power Apps and Power Automate licensing FAQs

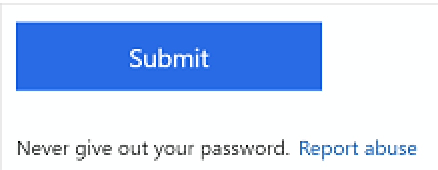
For any questions or assistance, please contact Microsoft support.

Avoid having your survey blocked by Dynamics 365 Customer Voice phishing prevention

Phishing attacks attempt to steal sensitive information through emails, websites, text messages, or other forms of electronic communication that appear to be official communication from legitimate companies or individuals. Phishers often attempt to steal passwords or other credentials.

In Dynamics 365 Customer Voice, we've enabled automated machine reviews to proactively detect malicious password collection in surveys.

If you suspect a survey you've received is attempting to collect passwords or other sensitive information, report it to help prevent yours and other's private information from getting compromised. Below the **Submit** button at the bottom of the suspected survey, select **Report abuse**.



You can be diligent about protecting yourself from phishing by never providing personal information, such as passwords, in any survey. You can also report online fraud.

Survey designer experience

If you've designed a survey that includes questions that require a respondent to provide their password, account information, or other security information, the survey will be automatically blocked and can't be distributed. The administrator will receive a notification and an option to unblock the survey. If you want to distribute the survey, you must contact your administrator to unblock it.

Administrator experience

When a survey is blocked automatically, the administrator receives a daily notification in **Message center** with an option to unblock the survey. More information: Review and unblock forms detected and blocked for potential phishing

Survey, question, response, and character limits

Dynamics 365 Customer Voice has a limit on the number of surveys you can create, number of questions you can add per survey, and number of responses a survey can receive. The limits are:

- Number of surveys that can be created by a user: 400

  > ⓘ **Note**
  >
  > We recommended not to create more than 10 surveys per project, as the more number of surveys will have an impact on the performance of aggregated reporting, copy operation, and so on.

- Number of questions allowed per survey: 200
- Number of responses a survey can receive: 500,000
- Number of characters allowed per question: 4,000
- Number of characters allowed per response for a single question: 4,000
- Number of characters allowed per response per survey: 200,000

> ⓘ **Note**
>
> - For the **Likert** question type, each statement (including the main question) counts as a single question. For example, a Likert question with two statements will be counted as three questions.
> - A response is defined as a response to an entire survey, and not to the individual questions within the survey. When a respondent completes a survey and submits it, it is counted as one response. For example, if a survey contains 10 questions and all of the questions are answered by five respondents, the survey will count as having five responses.
> - The maximum characters allowed for total responses per survey is 200,000. For example, if a survey contains five text questions, and the respondent has already reached the 200,000- character limit by the fourth question, they won't be able to provide a response for the fifth question.

See also

Create a project
Send a survey to get responses
Connect Dynamics 365 Customer Voice with your environment

Feedback

Was this page helpful? Yes No

Provide product feedback

Available question types

Article • 06/27/2024

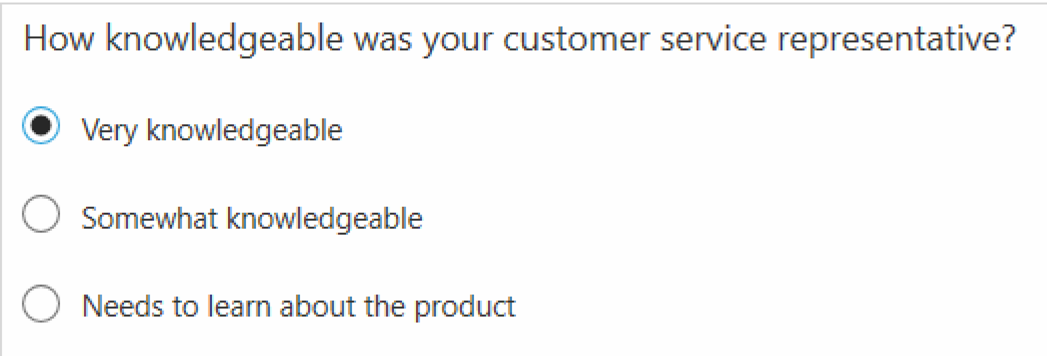
Dynamics 365 Customer Voice includes a variety of questions to help you create your survey. Deciding which types of questions you'll ask will help you organize your survey and maintain a good flow from one question to the next. The types of questions available in Dynamics 365 Customer Voice are Choice, Text, Rating, Date, Ranking, Likert, File upload, and Net Promoter Score.

Choice

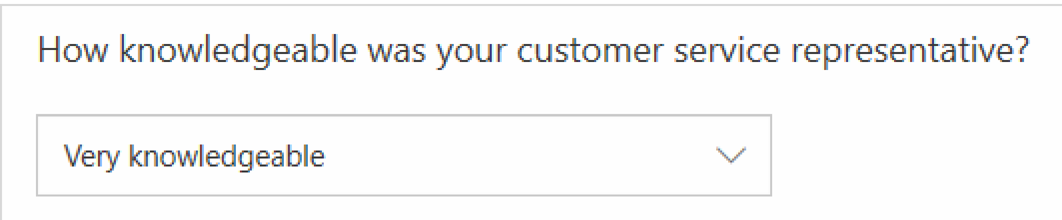
A Choice type question gives respondents a list of answers to choose from. You can decide whether to accept a single answer or multiple answers to the question.

Single-answer question

By default, a choice question accepts a single answer. Respondents choose one answer from the list by selecting a radio button.

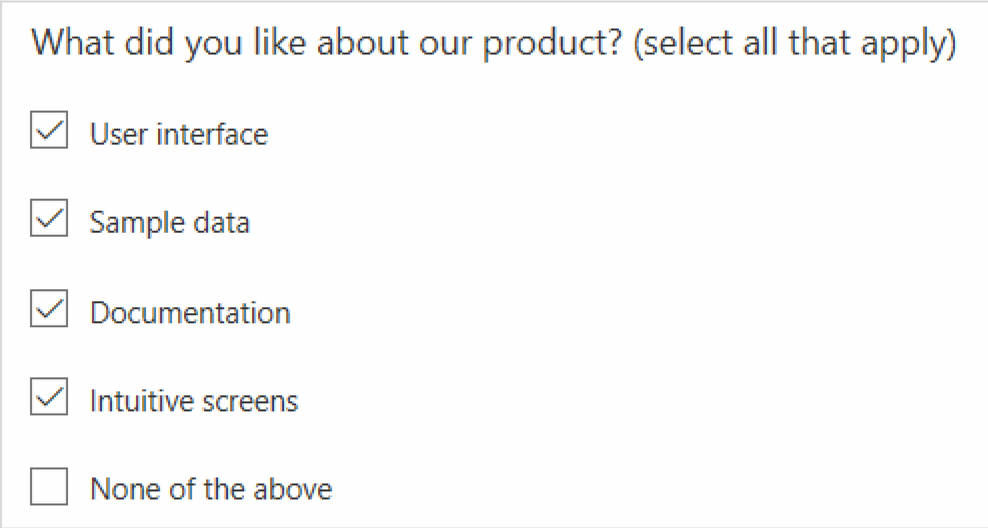


In single-answer questions, you can also display the list of answers in a drop-down list rather than radio buttons. Select **More settings for question** (...), and then select **Drop-down**.



Multiple-answer question

You can accept multiple answers for your question by turning on the **Multiple answers** toggle. Respondents choose one or more answers from the list by selecting one or more check boxes.

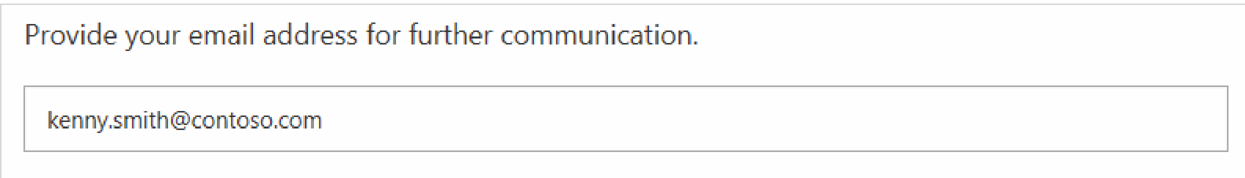


Text

A Text type question can accept a short (one-line) answer or a long (multiple-line) answer.

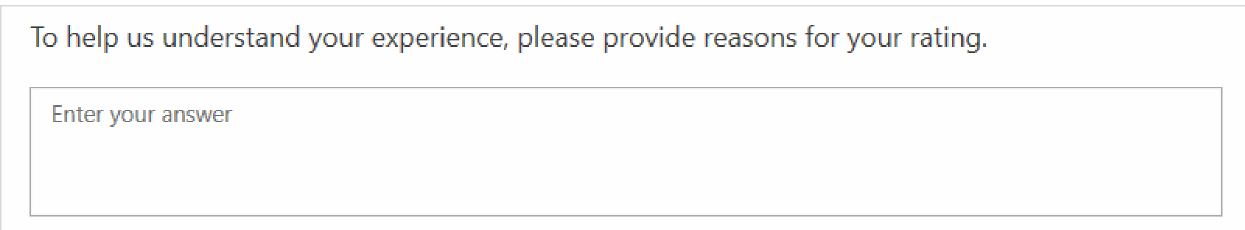
Short-answer question

By default, a text question accepts a short answer.



Long-answer question

You can accept multiple lines of text for your question by turning on the **Long answer** toggle.



Add restrictions in text-based questions

You can add restrictions to the kind of answers you'll accept from your respondents to a text-based question. For example, you can restrict their answers to be a number, an email address, or a string in a predefined format (based on a regular expression) such as a booking ID.

1. In the text-based question, select **More settings for question** (...), and then select **Restrictions**.
2. Select one of the following options from the **Restrictions** list:

   - **Number**: Only accept input in number format. You can select from various options such as **Only number**, **Greater than**, **Less than**, **Between**, and others.
   - **Email**: Only accept input that's a valid email address.
   - **Custom**: Define a regular expression, and only accept input that matches the defined expression. You can also add an optional description to the regular expression suggesting user the format in which the text input is expected. Let's say you want to define a character limit for the text input field that allows entering up to 200 English characters. You'll enter the regular expression as `\b[A-Za-z0-9]{200}\b`.

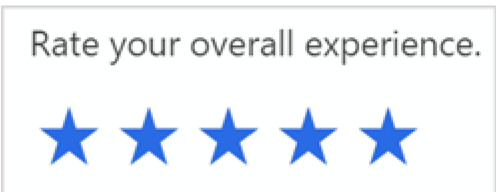
Rating

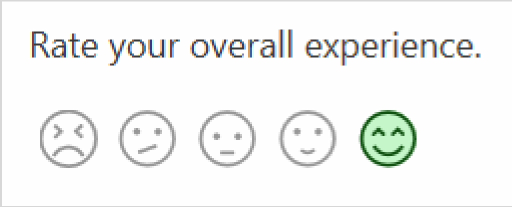
A Rating type question asks respondents to rate their answer by using stars, numbers, or smiley symbols.

By default, the star symbol is selected. To change the symbol, select it from the **Symbol** list. You can also change the number of levels by selecting a value from the **Levels** list. For number and star, up to 10 levels are supported. For smiley symbol, up to five levels are supported.

> **Note**
>
> If you change the number of levels after sending the survey, the previously received responses won't be adjusted in accordance with the new level. For example, you sent a survey with a star rating question that had five levels, and received five responses with a three-star rating. Later, if you change the number of levels to 10, the previously received responses that have a three-star rating won't be adjusted to the 10-level scale.

Star and smiley rating questions with five levels are shown in the following images.

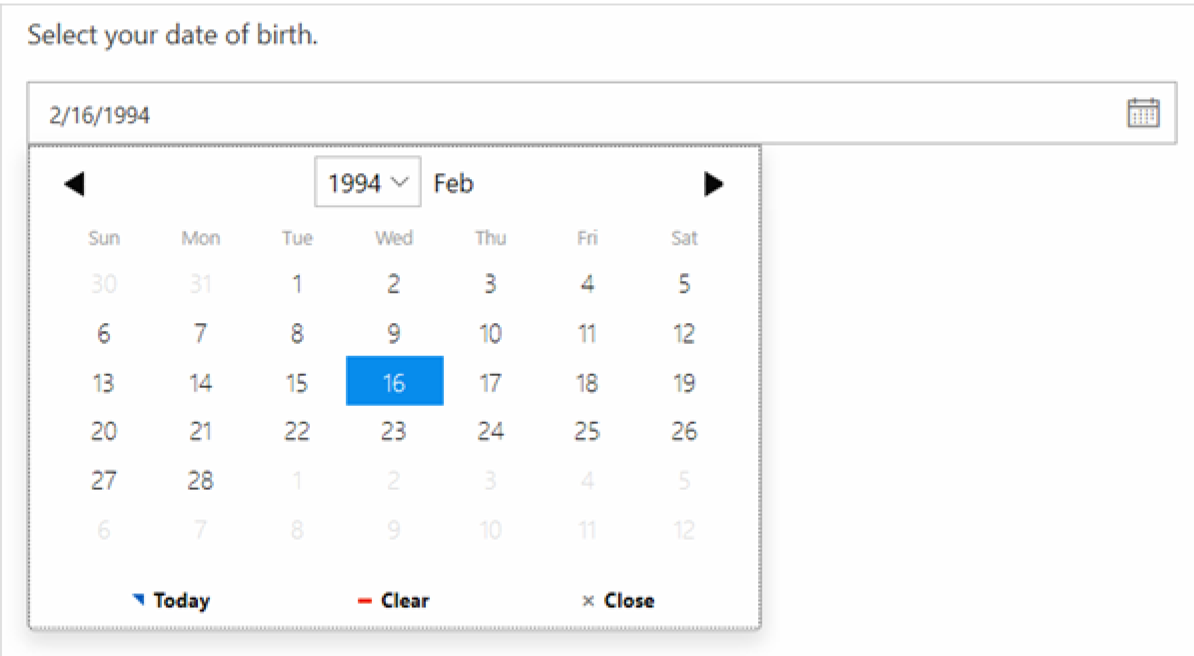




For ratings questions that use numbers or stars, you can add labels for the numbers or stars by selecting **More settings for question** (...), and then selecting **Label**. A number rating question with labels is shown in the following image.

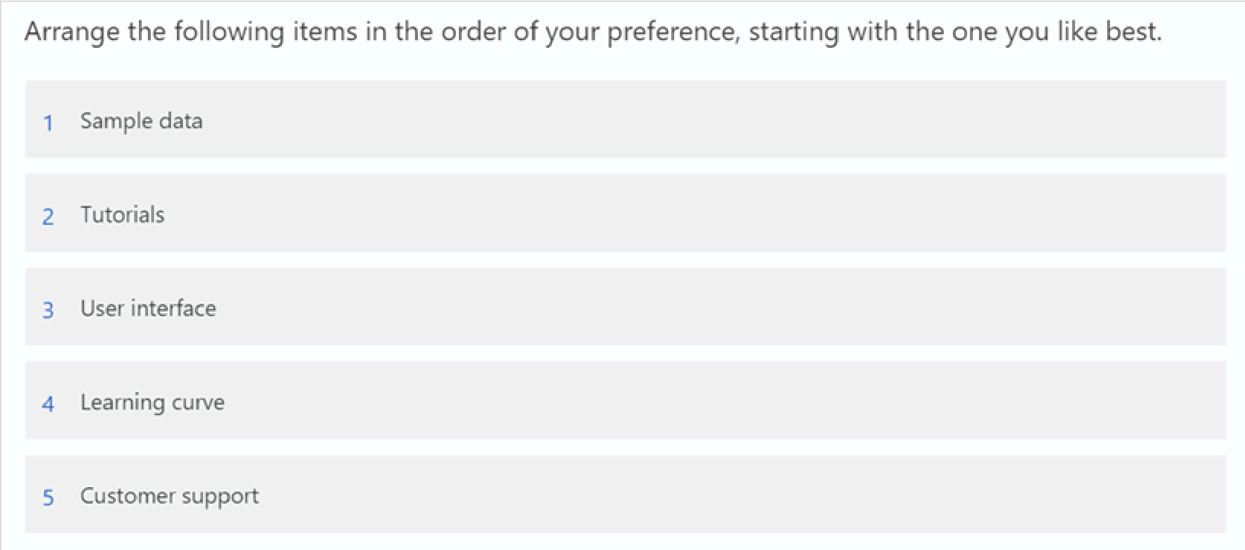
Date

A Date type question displays a calendar and asks the respondent to select a date.



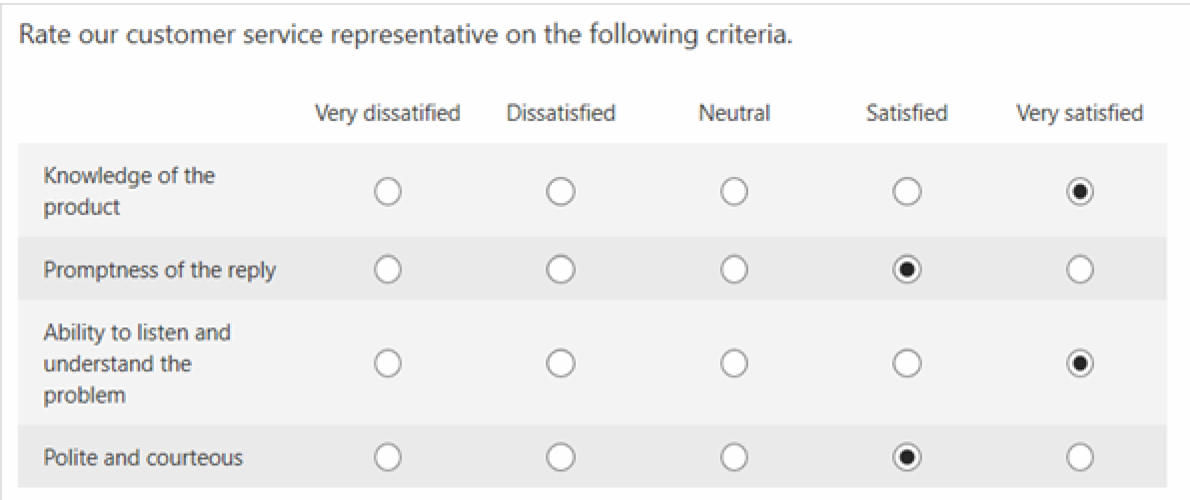
Ranking

A Ranking type question asks a respondent to rank items by arranging them in the order of the respondent's preference.



Likert

A Likert type question displays a list of single-answer questions and a rating scale for the answers, so a respondent can select a value from the scale to answer each question.



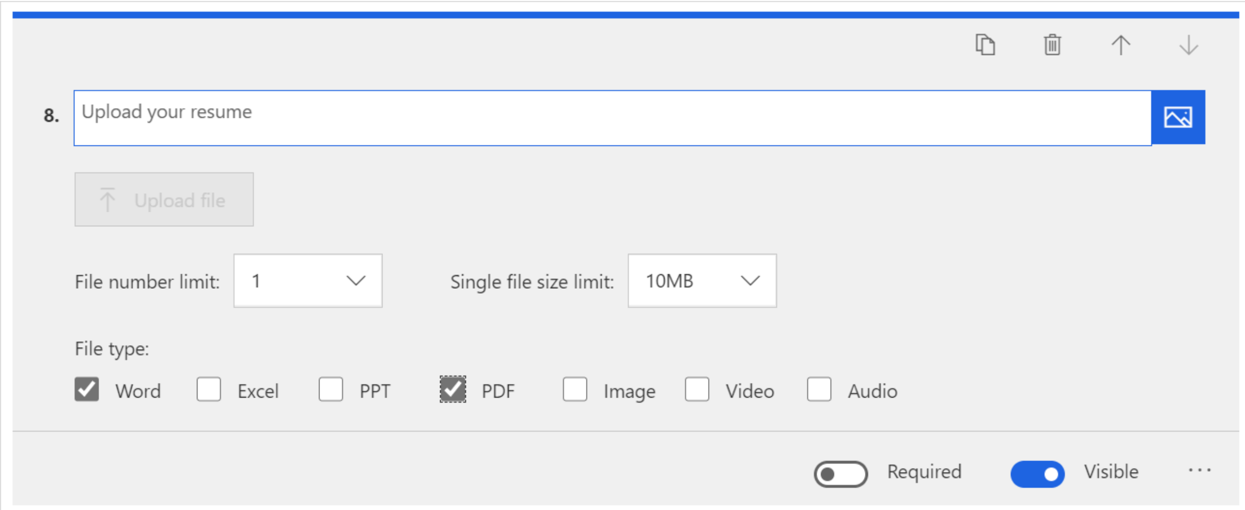
File upload

A File upload–type question asks a respondent to upload a file. You can select the number of files (up to 10) that can be uploaded and the maximum file size of each uploaded file (up to 1 GB). You can also select the type of files that can be uploaded.

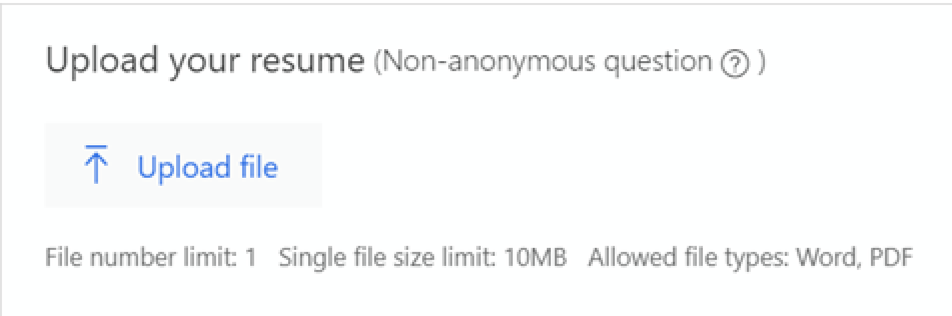
> ⓘ **Note**
>
> You cannot add a File upload type question to a survey when the survey is shared externally. In this case, the File upload type question is disabled. To enable the File upload type question, turn on the **Only people in my organization can respond**

toggle under survey distribution settings. More information: Work with survey distribution settings

If you want to restrict the file types that can be uploaded, select **More settings for question** (...), and then select **File type**. For example, you can restrict candidates to upload their resumes in Word or PDF format only.



Respondents will see the question as shown in the following image.



Net Promoter Score

A Net Promoter Score type question asks a respondent to rate the likelihood of their recommending a product or service to a friend.

See also

Create a survey

Manage surveys

Feedback

Was this page helpful? Yes No

Provide product feedback

Create a project

Article • 06/27/2024

A *project* is a container that consists of surveys, satisfaction metrics, email templates, Power Automate flows, and reports. You can create, distribute, and analyze a survey by creating a project. You can create a project by using a ready-to-use template or by using a blank template to create the project from scratch.

Dynamics 365 Customer Voice offers ready-to-use survey feedback project templates. Each project template includes survey questions, preconfigured satisfaction metrics, email templates, and Power Automate flows for Dynamics 365 business applications. The available project templates are:

- **Periodic customer feedback**: This template is based on Forrester Research customer experience best practices and includes questions to collect customer sentiment at regular intervals. It also consists of a preconfigured email template and the following satisfaction metrics:

    - **Customer sentiment**: A sentiment metric that helps you to identify customer sentiment.

    - **Customer satisfaction**: A satisfaction metric that helps you to measure the level of customer satisfaction.

- **Order delivery**: This template includes questions to collect timely feedback after an order is delivered. It consists of a preconfigured email template and the following satisfaction metrics:

    - **Customer satisfaction**: A satisfaction metric that helps you to measure the level of customer satisfaction.

    - **Net Promoter Score**: An NPS metric that helps you to measure customer loyalty.

    - **Product sentiment**: A sentiment metric that helps you to identify customer sentiment.

    The **Send a survey when an order is fulfilled in Dynamics 365** Power Automate flow is created automatically when you create a project from this template. The survey is sent to the customer when an order is fulfilled in Dynamics 365, and the response is automatically integrated with the order and customer records. To see the flow, go to flow.microsoft.com and select **My flows** in the left pane. The flow is created in the inactive state. You must turn on the flow to use it. You can also customize the flow as per your requirement in Power Automate and then turn on the flow to start using it.

- **Service visit**: This template includes questions to collect timely feedback following a customer visit scheduled with the Dynamics 365 Field Service application. The feedback is automatically integrated with the customer visit record in Dynamics 365, so you can get insights including trends and specific follow-up actions to make sure customer issues are addressed in a timely manner. It also consists of a preconfigured email template and the following satisfaction metrics:
    - **Customer satisfaction**: A satisfaction metric that helps you to measure the level of customer satisfaction.
    - **Customer sentiment**: A sentiment metric that helps you to identify customer sentiment.
- **Support**: This template includes questions that provides an out-of-the-box, end-to-end solution for measuring customer satisfaction for your Dynamics 365 case management process. It consists of a preconfigured email template and the following satisfaction metrics:
    - **Customer sentiment**: A sentiment metric that helps you to identify customer sentiment.
    - **Customer satisfaction**: A satisfaction metric that helps you to measure the level of customer satisfaction.

  The **Send a survey when a case is resolved in Dynamics 365** Power Automate flow is created automatically when you create a project from this template. The survey is sent to the customer when a case is resolved in Dynamics 365. To see the flow, go to flow.microsoft.com and select **My flows** in the left pane. The flow is created in the inactive state. You must turn on the flow to use it. You can also customize the flow as per your requirement in Power Automate and then turn on the flow to start using it.

Dynamics 365 Customer Voice also includes a **Blank** template you can use to create a survey from scratch and configure it in accordance with your requirements. This template doesn't contain any preconfigured survey questions, workflows, or satisfaction metrics.

> ⓘ **Important**
>
> Projects, email templates, and satisfaction metrics are primarily based out of Microsoft Dataverse. Refreshing data on Dataverse environment with another will

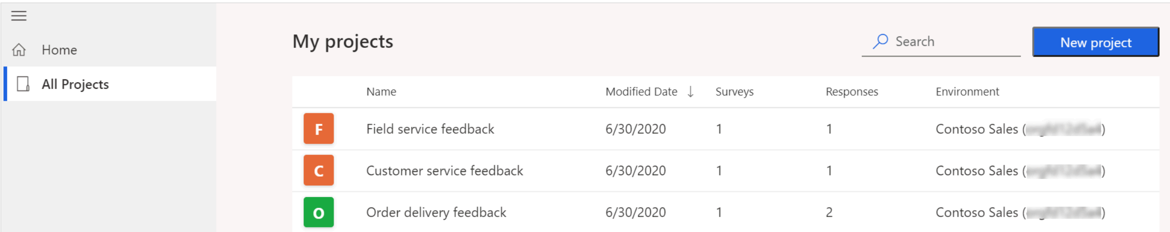
break Customer Voice projects and surveys on the refreshed environment.

Create a project from a template

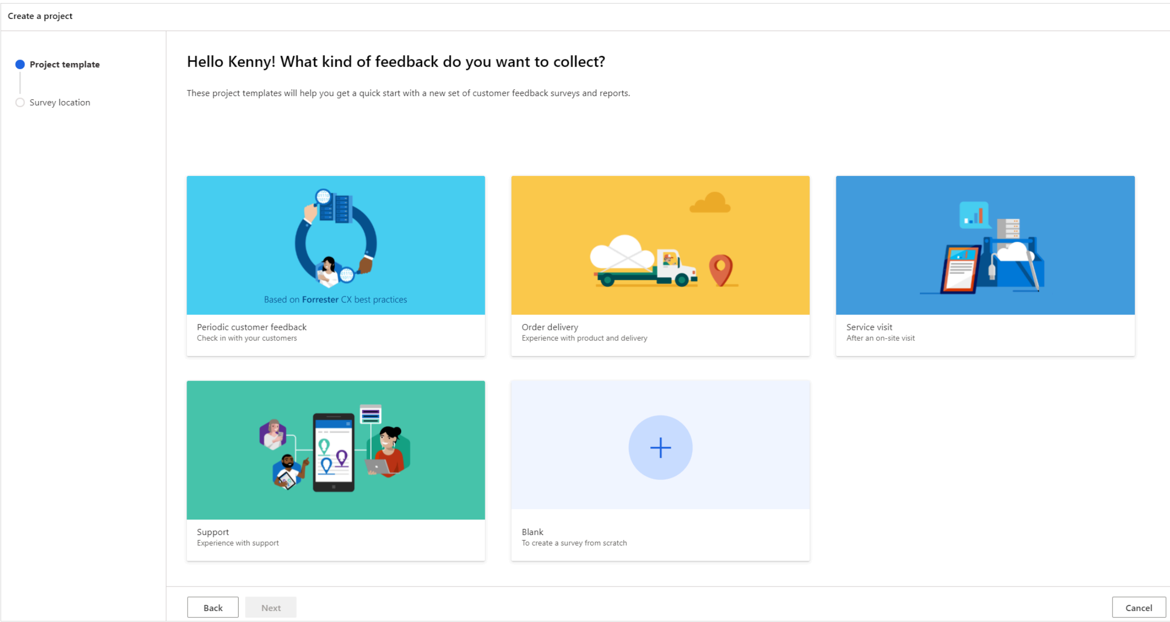
Creating a project from a template helps you quickly get started with little or no customization. The templates include survey questions that are based on industry best practices and have been curated by subject-matter experts.

1. Sign in to Dynamics 365 Customer Voice.

2. On the **All projects** tab, select **New project**.



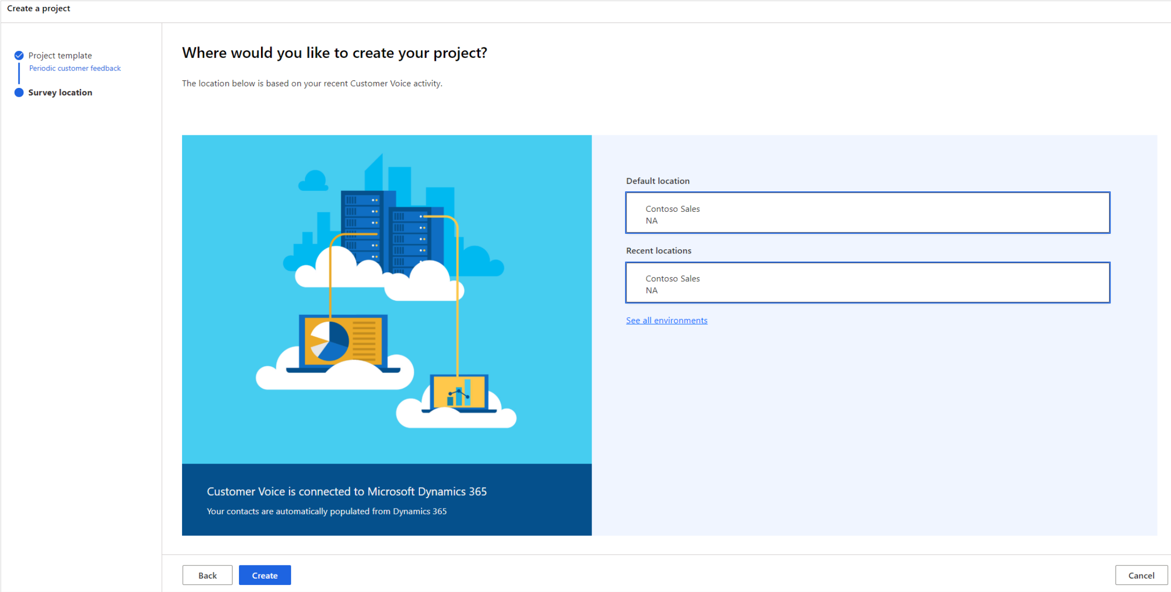
The **Project template** page is displayed with the available project templates.



3. To see the survey questions in a project template, hover over the template, and then select **Preview** .

4. Select the required project template, and then select **Next**.

5. On the **Survey location** page, select an environment to create the project in. To see all environments, select **See all environments**.



6. In the **All environments** window, select the environment you want, and then select **Select and close**.

7. On the **Survey location** page, select **Create**.

The project will be created with survey questions, satisfaction metrics, and Power Automate flows. You can further configure the survey to meet your needs, or send it as-is.

Create a project from the blank template

Creating a project from the blank template gives you the freedom to choose survey questions, create satisfaction metrics, email templates, and Power Automate flows.

1. Sign in to Dynamics 365 Customer Voice.

2. On the **All projects** tab, select **New project**.

3. On the **Project template** page, select **Blank**.

4. Select **Next**.

5. On the **Survey location** page, select an environment to create the project in. To see all environments, select **See all environments**.

6. In the **All environments** window, select the environment you want, and then select **Select and close**.

7. On the **Survey location** page, select **Create**.

The project will be created with an empty survey. You can now add questions and customize it the way you want.

See also

Create a survey
Manage surveys
Manage projects

Feedback

Was this page helpful? Yes No

Provide product feedback

Manage projects

Article • 05/30/2025

After you've created the projects you need, they're available on the **All projects** tab. The following information is displayed:

- **Name**: The name of the project.
- **Modified date**: The date on which the project was modified.
- **Surveys**: The number of surveys in the project.
- **Responses**: The total number of responses received across all surveys in the project.
- **Environment**: The environment in which the project was created.

You can perform the following actions:

- **Rename**: Rename your project title.
- **Copy**: Create a copy of your project in the same or different environment.
- **Share**: Share your project with other people for collaboration.
- **Update**: Update your project with a copy of the same project.
- **Delete**: Delete a project that you don't need anymore.

Rename a project

1. Sign in to Dynamics 365 Customer Voice.

2. On the **All projects** tab, hover over the project you want to rename, select vertical ellipsis ⋮, and then select **Rename**.

3. In the **Rename your project** dialog box, enter a new name, and then select **Rename**.

Copy a project

You can create a copy of your project in the same environment or a different environment. Dynamics 365 Customer Voice gives the new project the same name as the existing project and appends `- copy` to it. You can rename the project if you want.

What's copied to the new project?

- **Surveys**: Surveys, along with their customizations, are copied as a new instance to the new project.
- **Satisfaction metrics**: All satisfaction metrics that were configured for their respective questions are copied to the new project. The satisfaction metrics retain their mappings with the questions in the newly created surveys.

- **Power Automate flows**: All the Power Automate flows configured for the project are copied to the new project.
- **Email templates**: All email templates configured for the surveys are copied to the new project.

What isn't copied to the new project?

Survey response data and satisfaction metrics data aren't copied to the new project.

To copy a project

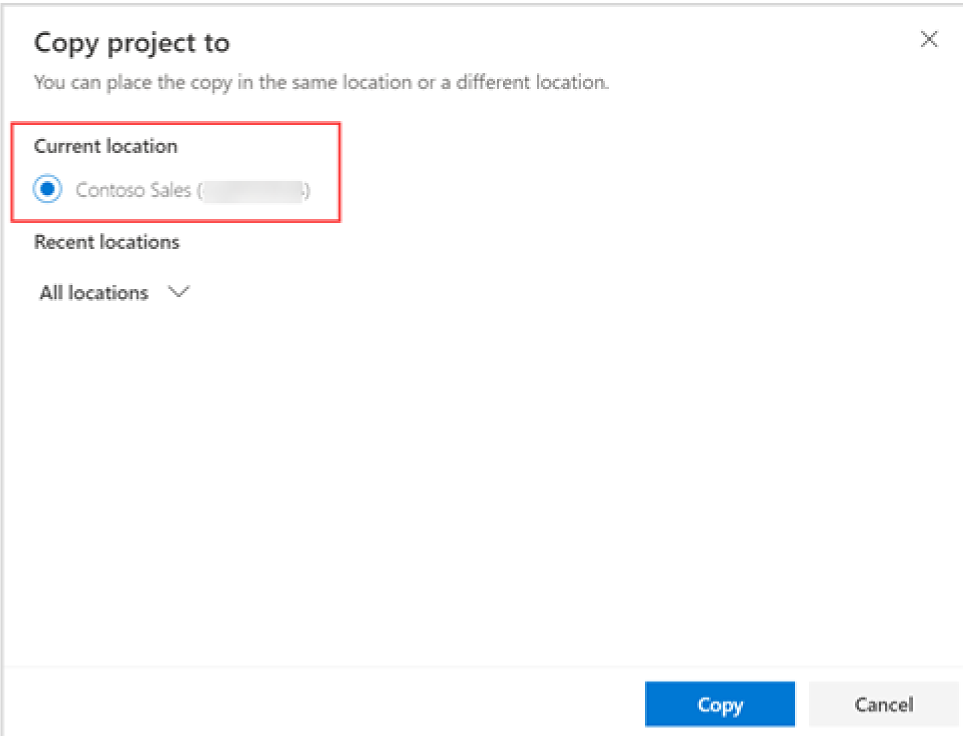
1. Sign in to [Dynamics 365 Customer Voice](#).

2. On the **All projects** tab, hover over the project you want to copy, select ⋮, and then select **Copy**.

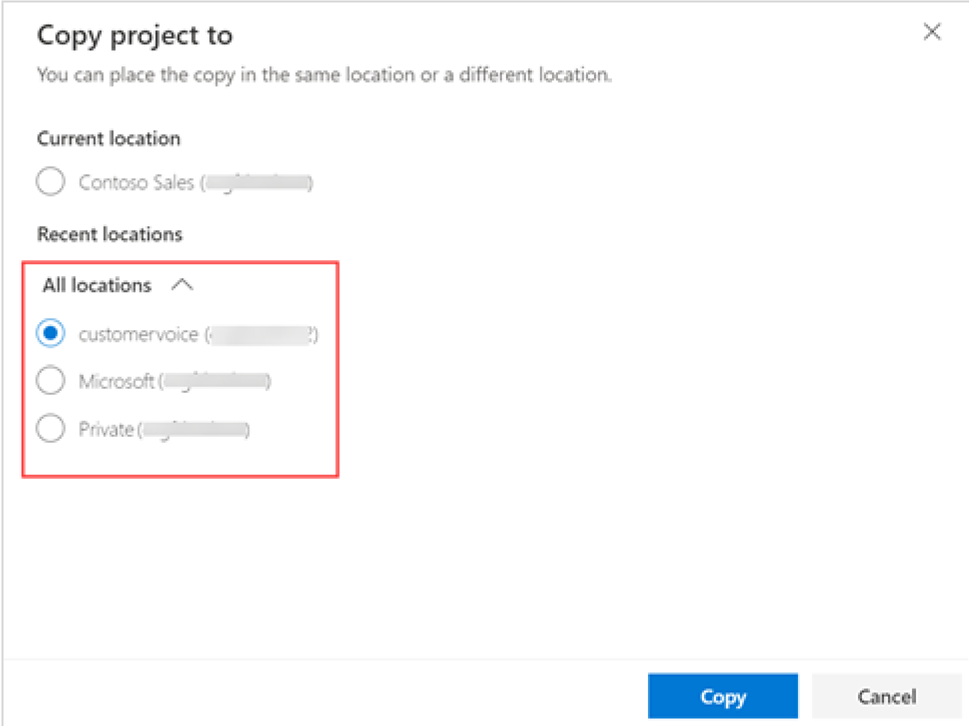
   The **Copy project to** screen is displayed.

3. Do one of the following:

   - To copy your project in the same environment you're currently working in, select the environment listed under **Current location**.

   - To copy your project to a different environment, expand **All locations**, and then select an environment.



4. After selecting an environment, select **Copy**. A notification is displayed in the upper-right corner when the project is copied to the selected location.

Share a project

You can share your project with multiple people in your organization so they can collaborate on the structure and layout of surveys within the project. The people with whom the project is shared become the co-owners of the shared project. The projects that are shared with you are available on the **All projects** tab.

When you share a project, a Microsoft 365 group is created in Microsoft Entra ID and the project co-owners are added as members of the group. When you remove a co-owner from the project, the co-owner is removed from the Microsoft Entra ID group. When you remove all co-owners from the project, the group is retained with you as its only member. When a Microsoft 365 group is created, a Microsoft Dataverse team (of type Microsoft Entra ID group) is created. The Dataverse team is assigned the ownership of the project and survey data.

What can a co-owner do?

A project co-owner has the same level of permissions as the project owner. This means a co-owner can create, edit, update, delete, and share the project.

What can't a co-owner do?

- A co-owner cannot remove the project creator from a shared project.

- A co-owner can't delete a survey that was created by another user. The survey can be deleted only by the user who created it. If a co-owner tries to delete a project that contains a survey created by another user, an error is displayed.

- A co-owner can't move a survey that was created by another user. The survey can be moved only by the user who created it. If a co-owner tries to move a survey that is created by another user, an error is displayed.

How are the responses shared?

If a project contains responses, a co-owner can see all responses under **Reports** in the left pane. In the Customer Voice survey responses entity, only those responses that are received after the project was shared will be shared with co-owners. Projects and surveys are owned by the Microsoft Dataverse team (of type Microsoft Entra ID group). Only those responses that are received after the project is shared will be owned by the Dataverse team. Old responses will continue to be owned by the project owner.

To share a project

1. Sign in to Dynamics 365 Customer Voice.

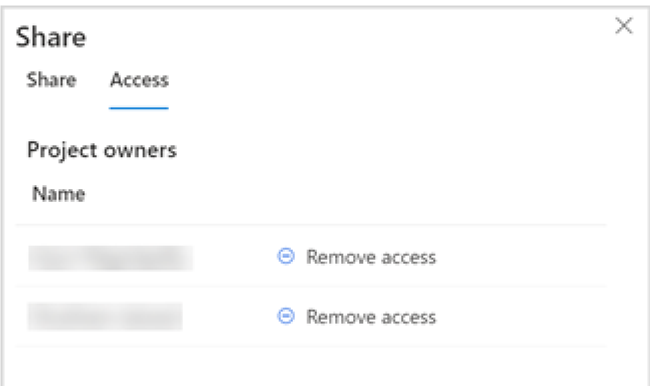
2. On the **All projects** tab, hover over the project you want to share, select ⋮, and then select **Share**.

3. In the **Share** panel, on the **Share** tab, select the name of the user from the **Share with** list. You can select multiple users.

(Optional: Include a message to send the co-owners.)

4. Select **Share**.

   The co-owners are displayed on the **Access** tab.

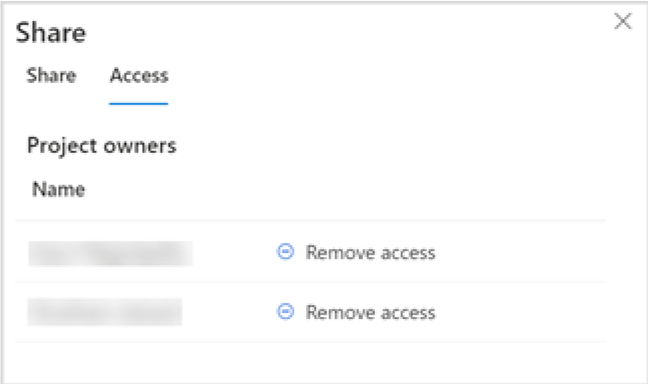


To remove a co-owner from a project

1. Sign in to [Dynamics 365 Customer Voice](#).

2. On the **All projects** tab, hover over the project from which you want to remove a co-owner, select ⋮, and then select **Share**.

3. In the **Share** panel, go to the **Access** tab, and then select **Remove access** for the user you want to remove.



Ownership of survey data

When a project is created, the project creator is the owner of the project and survey data (responses and invitations). When a project is shared, the owner of the project and survey data (responses and invitations) is the Microsoft Dataverse team (of type Microsoft Entra ID group). The Dataverse team will be assigned the Project Owner security role and will be an owner team. More information: Use access teams and owner teams to collaborate and share information

Only those responses and invitations that are received and created after the project was shared will be owned by the Dataverse team.

The following table shows the ownership of data in Dynamics 365 Customer Voice entities:

Expand table

Entity	User owned projects	Shared projects
Customer Voice project	Project creator	Team (Dataverse)
Customer Voice satisfaction metric	Project creator	Team (Dataverse)
Customer Voice localized survey email template	Project creator	Team (Dataverse)
Customer Voice survey	Project creator	Team (Dataverse)
Customer Voice survey email template	Project creator	Team (Dataverse)
Customer Voice survey question	Project creator	Team (Dataverse)
Customer Voice survey question response	Project creator	Team (Dataverse)

Update a project

You can update your project with the copy of the same project. The copy can reside in the same environment or a different one. By updating a copy of the project, you can make incremental changes while its survey is being sent to respondents and receiving responses, without interrupting the survey.

> **Note**
>
> A project can be updated only from a copy of itself, and not from any other project.

The following components can be updated:

- Project
  - Name
  - Satisfaction metrics
- Survey
  - Title
  - Description
  - Name
  - Questions and their corresponding answer options
  - Survey customizations
  - Survey distribution settings
  - Email templates and their corresponding languages

> **Note**
>
> When you update a project, existing email templates of the surveys are not updated. Instead, duplicate email templates are created for each template in the source survey. For example, there are two projects P1 and P1-copy. There are two surveys S1 and S2 in the project. Survey S2 contains an email template ET1. When you update project P1 with project P1-copy, the email template ET1 is not updated. Instead, a duplicate email template ET1 is created in the project P1. The duplicate email template is selected by default.

Let's understand the update operation with the following example.

You work in a company named Contoso, and create and finalize surveys across the following environments:

- **Development**: The environment where you create and test surveys.

- **Production**: The environment for live surveys, where you move finalized surveys and then share them with respondents.

You've moved a customer satisfaction survey to the production environment, and want to make the following changes to it:

- Add a question
- Change the color theme
- Add a background image

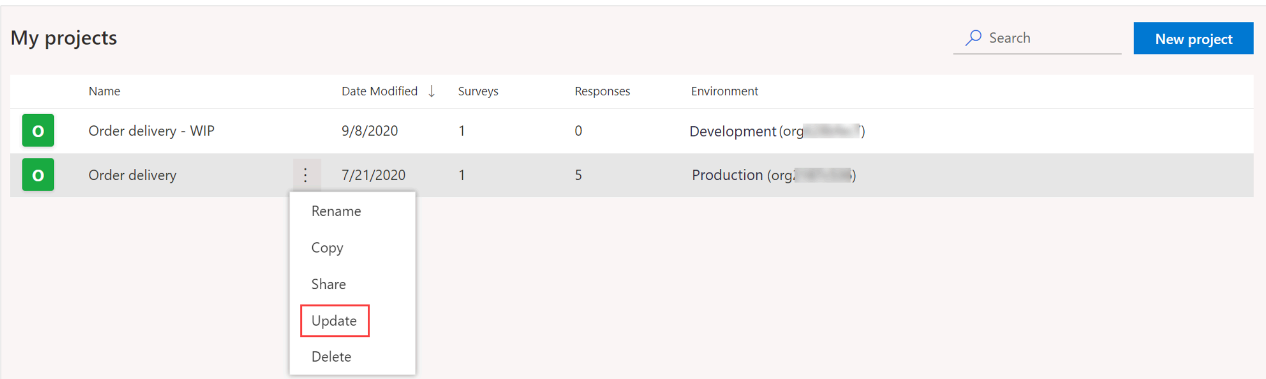
As a company policy, you can't edit surveys directly in the production environment. Therefore, you create a copy of the survey in the development environment and make the required changes. You now update the survey in the production environment by using the copy that you created and updated in the development environment.

> **Note**
>
> If a survey is available only in the target environment, but not in the source environment, the survey in the target environment will be deleted when you perform the update action on the target project. For example, if the source project has two surveys (S1 and S2) and the target project has three surveys (S1, S2, and S3), S3 will be deleted when you update the target project with the source project.

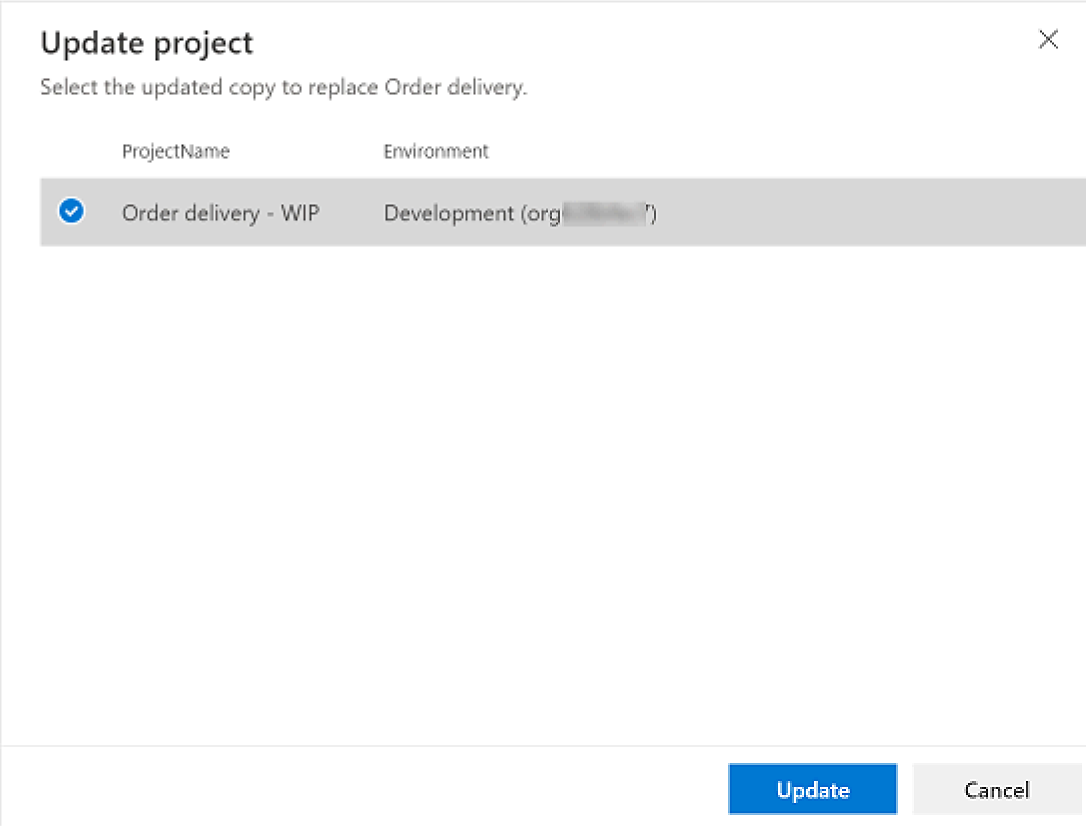
To update the project

1. Sign in to Dynamics 365 Customer Voice.

2. On the **All projects** tab, hover over the project you want to update, select ⋮, and then select **Update**.



3. On the **Update project** screen, select the project from which your project needs to be updated.



4. In the confirmation dialog box, select **Confirm**.

A notification is displayed in the upper-right corner when the project is updated.

Delete a project

You can delete a project that you don't need anymore. Deleting a project removes its surveys, satisfaction metrics, email templates, survey response data, and satisfaction metrics data. The Power Automate flows associated with the surveys are deactivated. The deletion of a project is permanent and can't be reverted.

> ⓘ **Note**
>
> If a project contains surveys that are created by other co-owners, the project can be deleted only after the surveys are deleted by the respective co-owners.

To delete a project

1. Sign in to [Dynamics 365 Customer Voice](#).
2. On the **All projects** tab, hover over the project you want to delete, select ⋮, and then select **Delete**.
3. In the confirmation dialog box, select **Delete**.

See also

Create a project

Create a survey

Manage surveys

Create a survey

08/05/2025

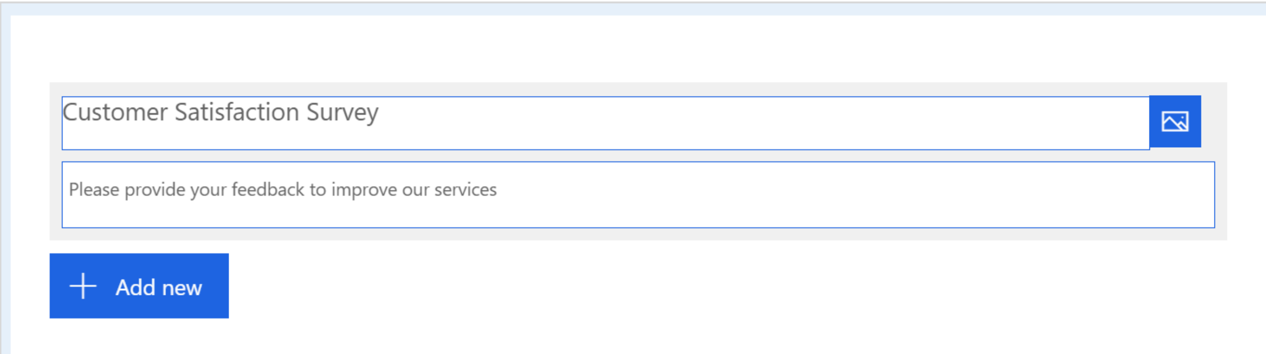
A survey is created automatically when you create a project (either from out-of-the-box templates or blank). You can also create a survey within a project. After it's created, you can add—or edit—questions and customize the survey the way you want. More information: Create a project

Create a survey within a project

1. Open the project in which a survey needs to be created.

2. In the left pane, select **New survey**.

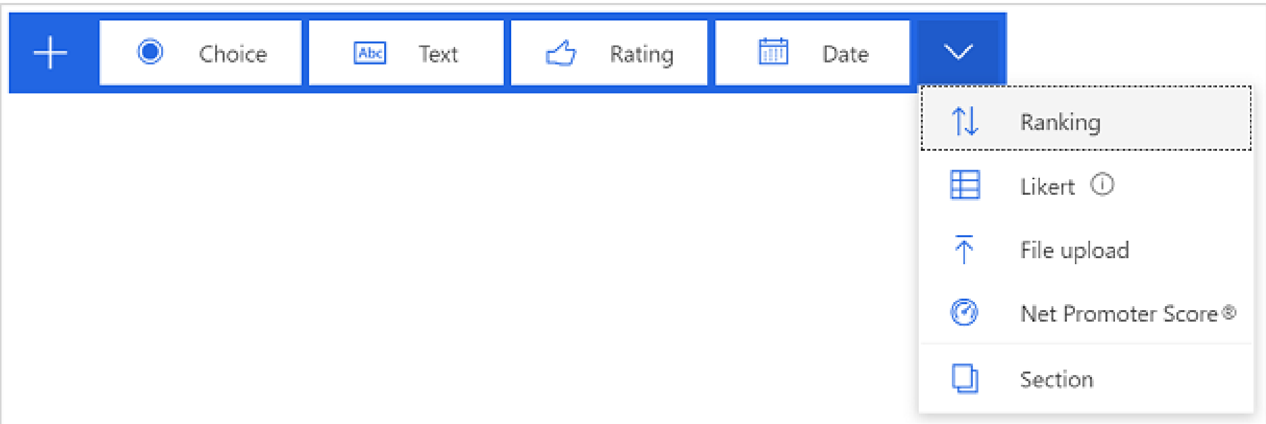
3. Select the default survey title, and then enter a title for your survey. You can also enter an optional description for it.



4. Proceed with adding questions to your survey.

Add or edit questions

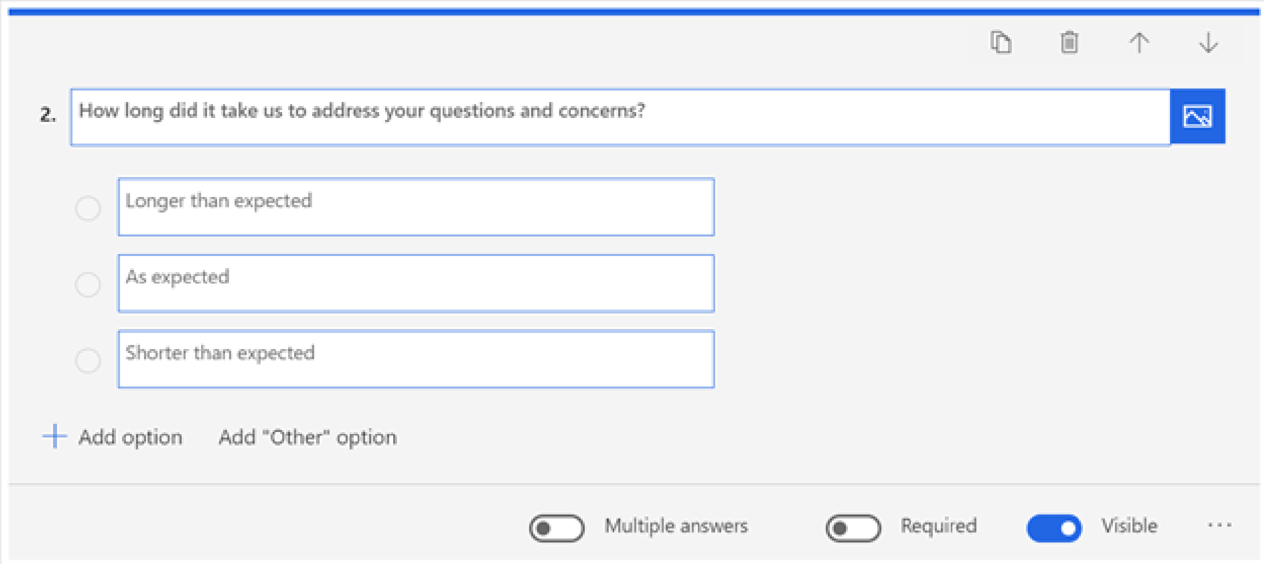
1. In the survey designer, select **Add new** to view question types that can be added to your survey. You can also select **More question types** ﹀, and choose a question type.



More information on available question types: Available question types

2. Select the type of question you want to add. For example, **Choice**.

3. Enter the question text and its answer options.



4. Repeat steps 1 through 3 to add more questions. The survey is saved automatically.

5. To change the order of questions in the survey, select a question, and then select the up arrow or down arrow on the right side of each question to move it up or down.

6. To copy a question, select it, and then select **Copy question**.

7. To delete a question, select it, and then select **Delete question**.

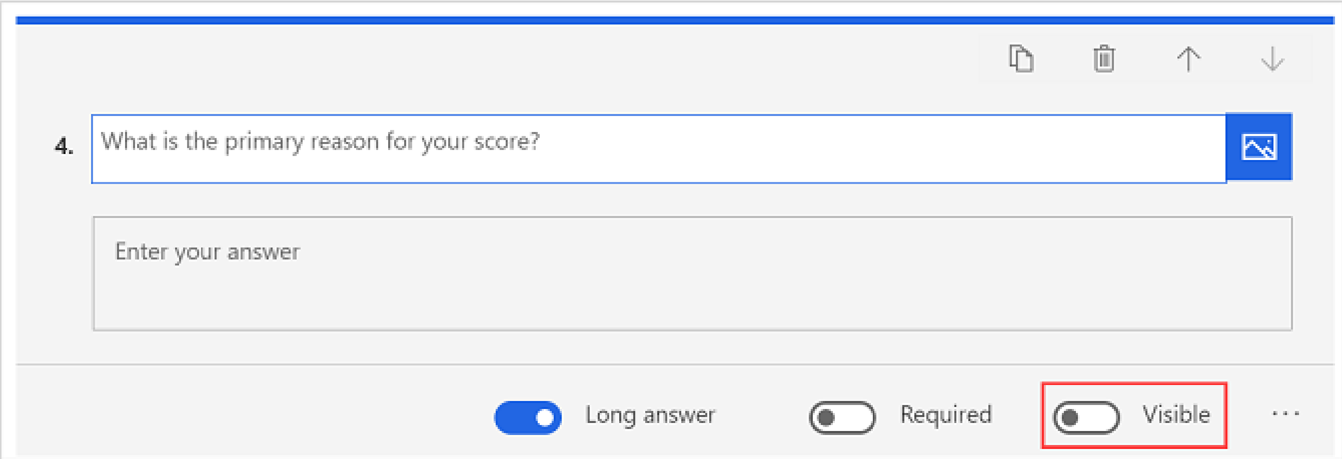
> ⓘ **Note**
>
> Once you delete a question, it can't be restored.

Set visibility of a question

By default, every question in a survey is visible to respondents. You can choose to hide a question by default, and then show it based on logic that you define by creating a branching rule. To hide a question from being displayed in a survey, select the question, and then turn off the **Visible** toggle.

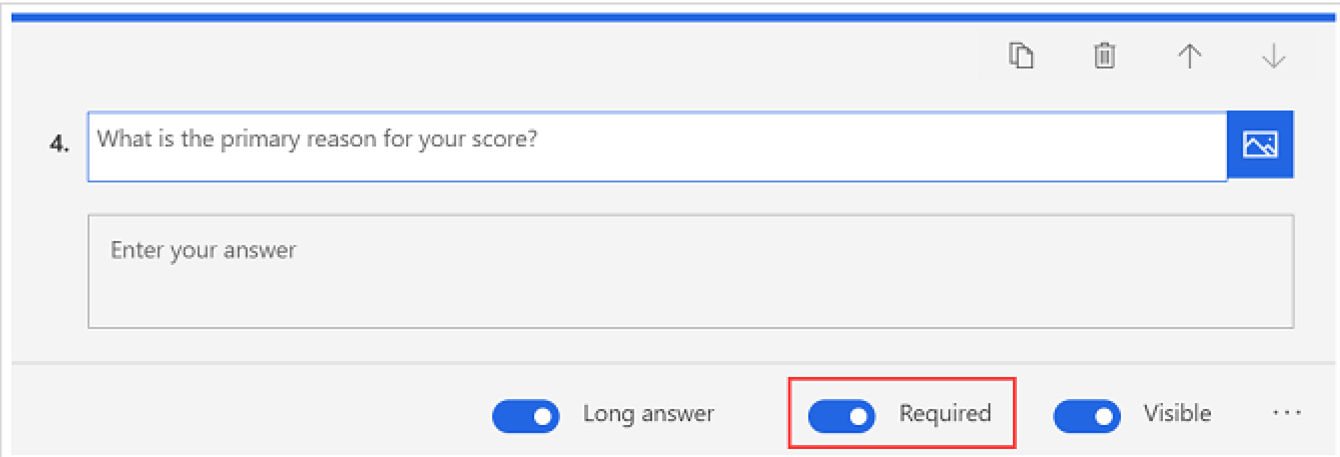
> ⓘ **Note**

The **Visible** toggle is visible only when you have at least one advanced branching rule defined in the survey.



Mark a question as required

By default, a question doesn't have to be answered by respondents. If you want to require that the question be answered, select it, and then turn on the **Required** toggle.



Customize survey header

You can customize the header of your survey to match your company's branding. This includes changing the style, theme color, background image, and adding a logo. More information: Customize survey header

Add a media to a question

You can add an image or video to a question in your survey. This helps your respondents to understand the context and respond accordingly.

1. Open the survey in which you want to add an image or video to a question, and then select the question.

2. Select **Insert media** on the right side of the question.

   The **Insert media** panel is displayed.

3. To add an image, select **Image**.

   a. Select **Upload**.

   b. Find and select the image by using your file browser, and then upload it.

4. To add a video, select **Video**.

   a. Enter the URL of the video hosted on Microsoft Stream or YouTube.

   b. Select **Add**.

Customize a survey

You can customize your survey in the following ways:

- Add and configure satisfaction metrics
- Add logic by creating branching rules
- Personalize your survey by adding variables
- Create multilingual survey
- Add branding to your survey
- Add formatting to your survey
- Add formatting to survey elements

See also

Create a project
Manage surveys
Manage projects

Manage surveys

Article • 06/27/2024

After you've created one or more surveys within a project, you can perform the following actions:

- **Copy**: Create a copy your survey in the same or different project in the same environment.
- **Move**: Move a survey to a different project in the same environment.
- **Rename**: Rename your survey.
- **Delete**: Delete the survey that is not required anymore.
- **Share**: Share your survey with other people for collaboration.

Copy a survey

You can create a copy of your survey in the same project or a different project in the same environment. Dynamics 365 Customer Voice gives the new survey the same name as the existing survey and appends `Copy` to it. You can rename the survey if you want.

What's copied to the new survey?

The survey, along with its customizations, is copied as a new survey.

What isn't copied to the new survey?

- Satisfaction metrics and their data
- Power Automate flows
- Email templates
- Survey response data

To copy a survey

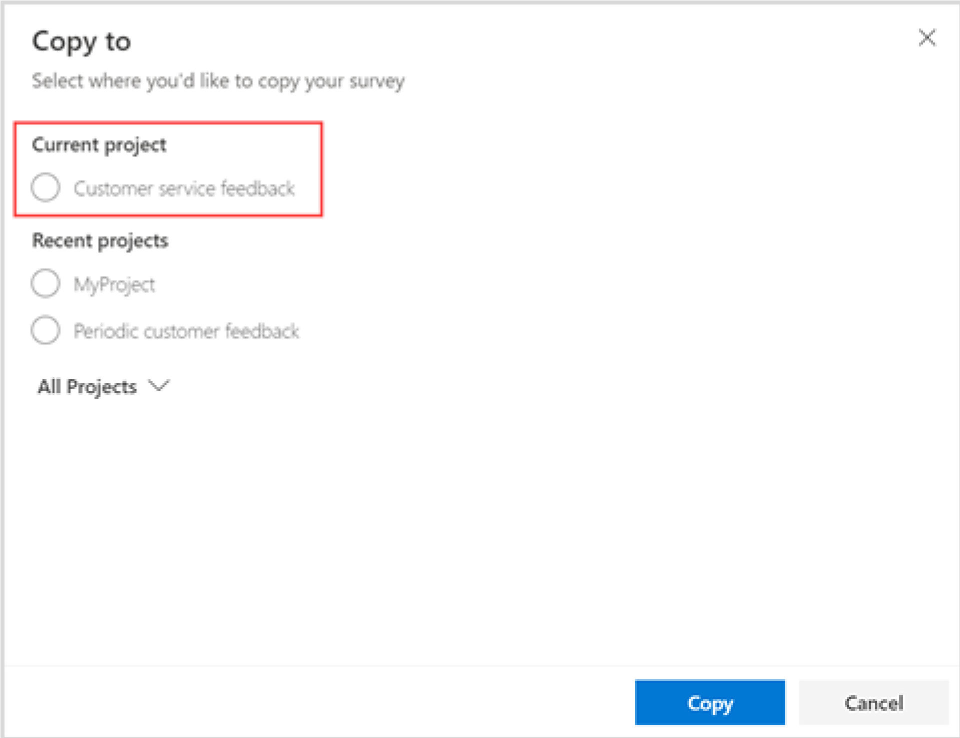
1. Open the project that includes the survey you want to copy.

2. Hover over the survey, select the ellipsis button ⋮, and then select **Copy**.

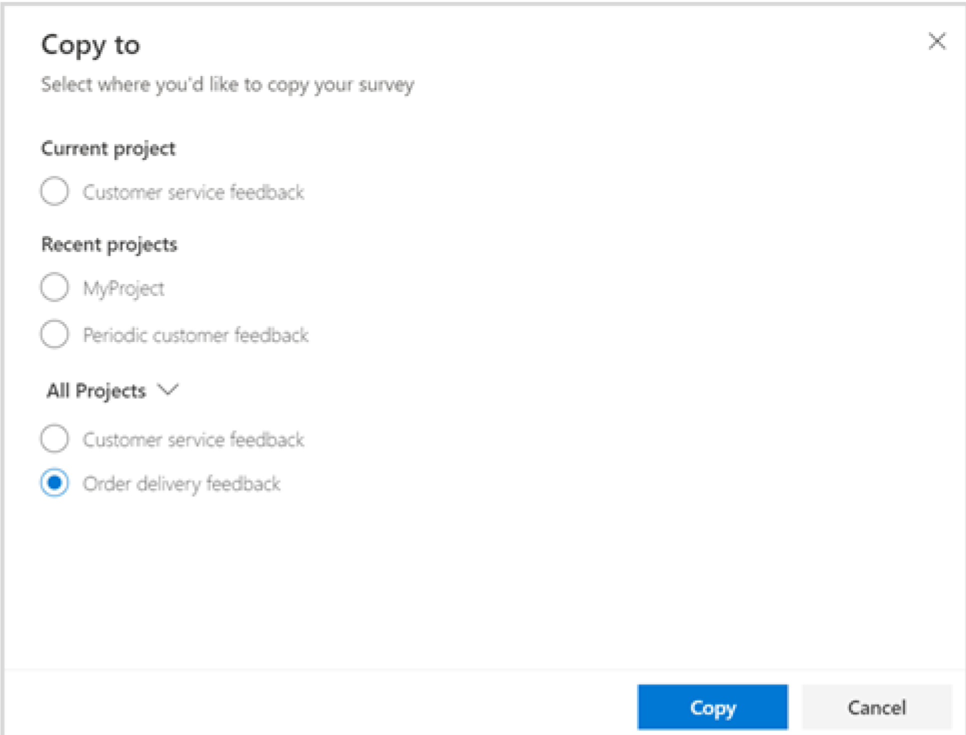
   The **Copy to** screen is displayed.

3. Do one of the following:

   - To copy your survey in the same project you're currently working in, select the project listed in the **Current project** section.



- To copy your survey to a different project, select a project listed in the **Recent projects** section, or expand **All Projects** and select a project.



4. Select **Copy**. A notification is displayed in the upper-right corner when the project is copied successfully.

Move a survey

You can move a survey to a different project in the same environment. This helps you group similar surveys in one project.

ⓘ Note

- You can move a survey from one project to another project only if both the source and target projects have the same owners.
- If a project has only one survey and you move the survey to a different project, the source project is deleted after the survey is successfully moved.

What's moved with the survey?

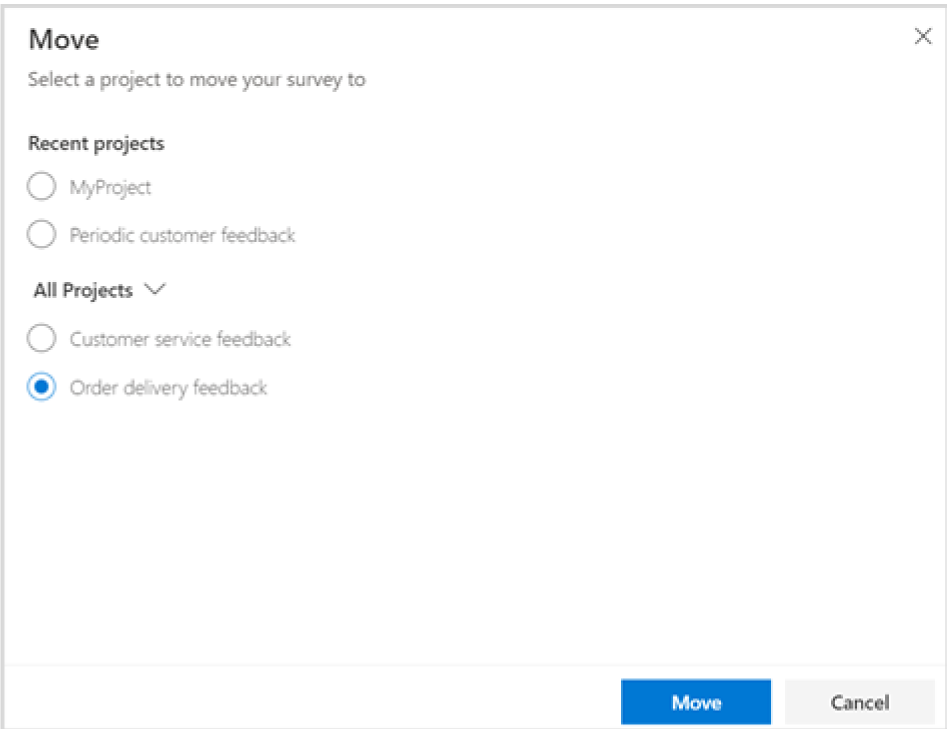
Survey customizations, email templates, response data, and associated Power Automate flows are moved along with the survey.

What isn't moved with the survey?

Satisfaction metrics aren't moved to the destination project. Satisfaction metrics in the source project, from which the survey was moved, must be manually deleted or updated to select a question to map.

To move a survey

1. Open the project from which you want to move the survey.
2. Hover over the survey, select ⋮, and then select **Move**.
3. In the **Move** screen, select a project listed in the **Recent projects** section, or expand **All Projects** and select a project.



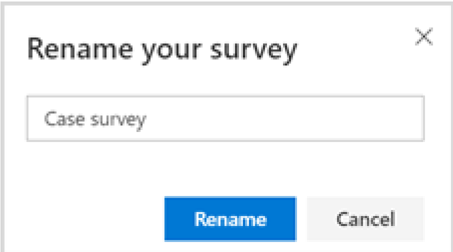
> ⓘ **Note**
>
> If you aren't the owner of any other project, the project list isn't displayed and the **Move** button is disabled.

4. Select **Move**. A notification is displayed in the upper-right corner when the survey is moved successfully.

Rename a survey

1. Open the project that includes the survey you want to rename.

2. Hover over the survey, select ⋮, and then select **Rename**.



3. In the **Rename your survey** dialog box, enter a new name, and then select **Rename**.

Delete a survey

You can delete a survey that you don't need anymore. Deleting a survey removes its associated satisfaction metrics, email templates, survey response data, and satisfaction metrics data. The Power Automate flows associated with the surveys are deactivated. The deletion of a survey is permanent and can't be reverted.

If a project has only one survey, deleting the survey will also delete the project. If a project has multiple surveys, only the survey is deleted.

If a satisfaction metric is mapped to the questions of the survey being deleted, the satisfaction metric is also deleted. If a satisfaction metric is mapped to the questions of multiple surveys, the data of the survey being deleted won't be included for further calculation.

To delete a survey

1. Open the project that includes the survey you want to delete.

2. Hover over the survey to be deleted, select ⋮, and then select **Delete**.

3. In the confirmation dialog box, select **Delete**.

Share a survey

You can share your survey with multiple people in your organization so they can collaborate on the structure and layout of the survey. Sharing your survey shares the complete project, so the experience and behavior is the same as that of sharing a project.

To share a survey, open the survey, and select **Share** on the toolbar at the top of the page. Continue by adding co-owners as you would while sharing a project. More information: Share a project

See also

Create a project
Create a survey
Manage projects

Feedback

Was this page helpful? Yes No

Provide product feedback

Create a multiple-page survey

Article • 06/27/2024

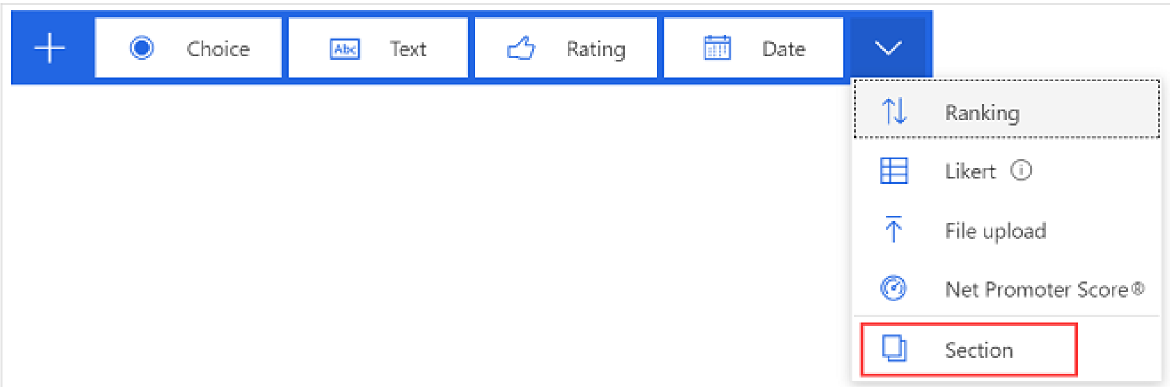
When you create a survey, the survey is created on a single page by default. You can split your survey into multiple pages by adding sections. If your survey is very long and complex, you can use sections to group the questions logically.

> ⓘ **Note**
>
> You can add sections in an existing survey, and then move the questions up or down accordingly in the section. If you're creating a new survey, you can add sections while adding questions.

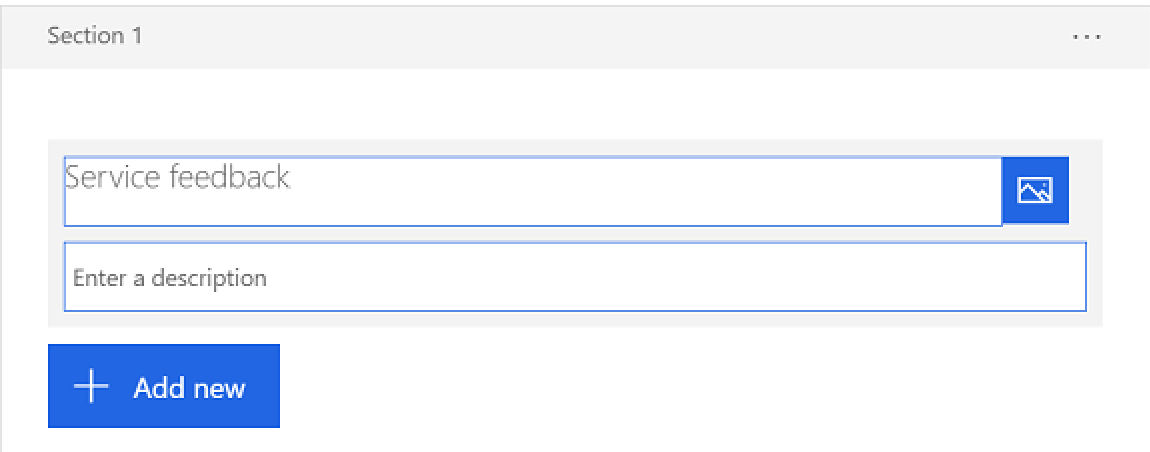
Add a section

1. Open the survey.

2. Select **Add new**, select **More** (...), and then select **Section**.



3. A new section is added to the survey. Enter the section name. You can also enter an optional description for it.



4. Add new questions to the section, or move existing questions to the section as required.

Manage a section

After adding the required sections in your survey, you can duplicate, remove, or change the order of the sections.

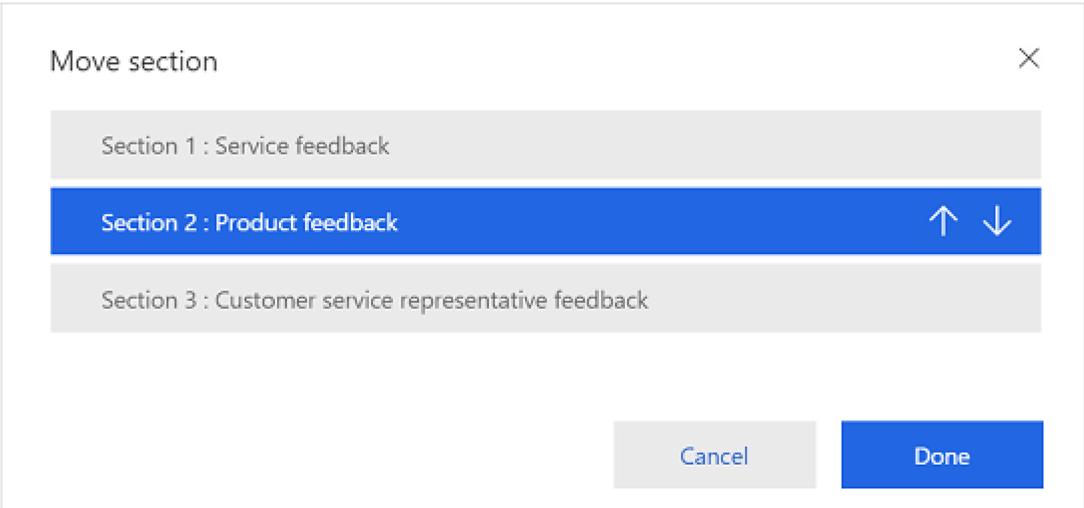
1. Open the survey.

2. Select the ellipsis button **(...)** at the right side of the section header you need to manage, and then select one of the following options:

   - **Duplicate section**: Create a copy of the section, along with its questions.

   - **Remove section**: Select one of the following options:
     - **Just section**: Delete the section and move the questions to the previous section.
     - **Section and questions**: Delete the section and its questions.

   - **Move section**: Move the section up or down in the survey.

See also

Create a survey
Preview and test a survey
Create a branching rule
Personalize a survey
Format text in a survey
Create a multilingual survey

Feedback

Was this page helpful? Yes No

Provide product feedback

Add and configure satisfaction metrics

Article • 06/27/2024

Organizations use various metrics to determine the effectiveness of the experiences they provide to their customers. They track a subset of these metrics daily, and this forms the basis for measuring their performance. These metrics, called *satisfaction metrics*, are measurement systems you can use to measure your customer experience. This ensures that the data you collect through surveys can be analyzed successfully, and you can make decisions accordingly.

Dynamics 365 Customer Voice includes support for adding the following standardized satisfaction metrics and mapping them to survey questions:

- **Net Promoter Score (NPS)**: NPS is a metric used to measure customer loyalty. The score is calculated from the NPS-type question by using a scale from 0 through 10. The respondents are grouped as follows:
  - **Detractors** are those who respond with a score from 0 through 6.
  - **Passives** are those who respond with a score of 7 or 8.
  - **Promoters** are those who respond with a score of 9 or 10.

  NPS is calculated by subtracting the percentage of detractors from the percentage of promoters. The score is a number that can range from –100 to 100.

- **Sentiment**: Sentiment is a metric used to identify customer sentiment toward a product or a service. Sentiment groups the responses to a text-based question as positive, negative, or neutral.

  > ⓘ **Note**
  > - Only a limited number of languages are supported for sentiment analysis. To know about the supported languages, see [What languages are supported for sentiment analysis?](#).
  > - To learn about responsible AI use, see [Transparency note for Sentiment Analysis](#).

- **Customer Satisfaction (CSAT)**: CSAT is a metric used to measure the level of satisfaction customers have with a product or a service. CSAT is measured by responses to rating-type questions. The CSAT score is calculated on a scale of 1 to 5. If you create a question on a scale other than 1 to 5, the CSAT score is normalized as per the 1 to 5 scale. This helps in comparing various CSAT scores.

- **Custom score**: Custom score is a metric used to measure your respondent's overall satisfaction level by using survey scores. The value of this metric is generated by combining responses from multiple questions. More information: Survey scoring

Satisfaction metrics are defined at the project level. If you create a project from one of the ready-to-use project templates in Dynamics 365 Customer Voice, satisfaction metrics are already created and mapped to survey questions. However, you can add more metrics as needed. If you create a project from the **Blank** project template, you need to add satisfaction metrics and map them to the questions.

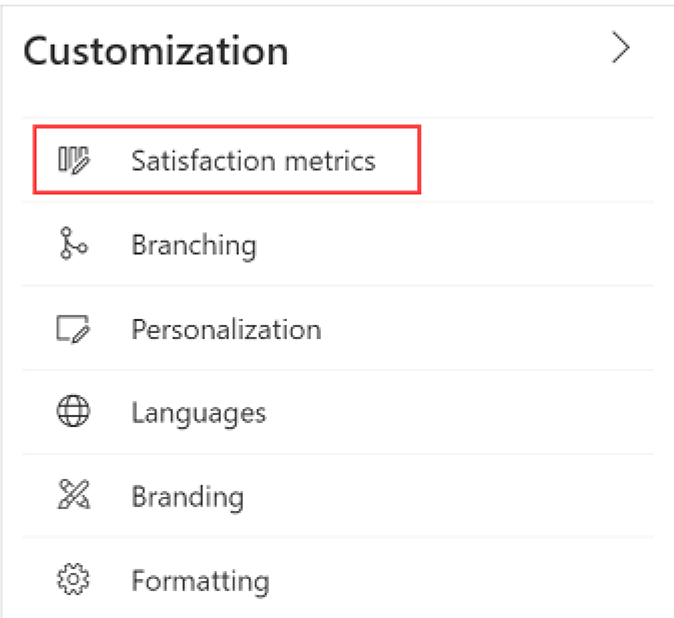
> ⓘ **Important**
>
> Projects, email templates, and satisfaction metrics are primarily based out of Microsoft DataVerse. Refreshing data on Dataverse environment with another will break Customer Voice projects and surveys on the refreshed environment.

After you've received responses to your survey, a dashboard is created automatically for each set of metrics, showcasing recent scores and trends. The dashboard is available under **Reports** in the left pane. More information: View a satisfaction metrics report

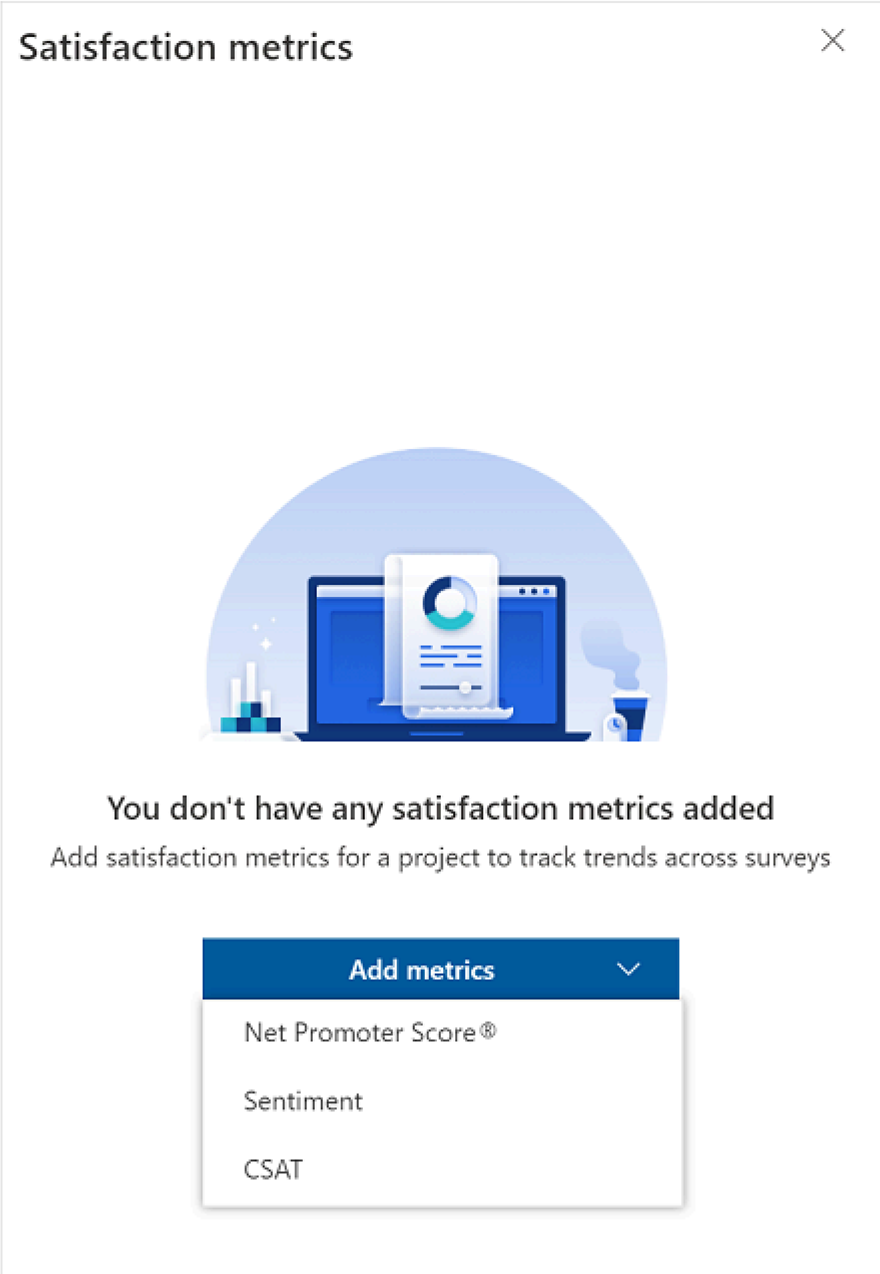
Add satisfaction metrics

1. Open the survey.

2. On the **Design** tab, select **Customization** at the right side of the page, and then select **Satisfaction metrics**.

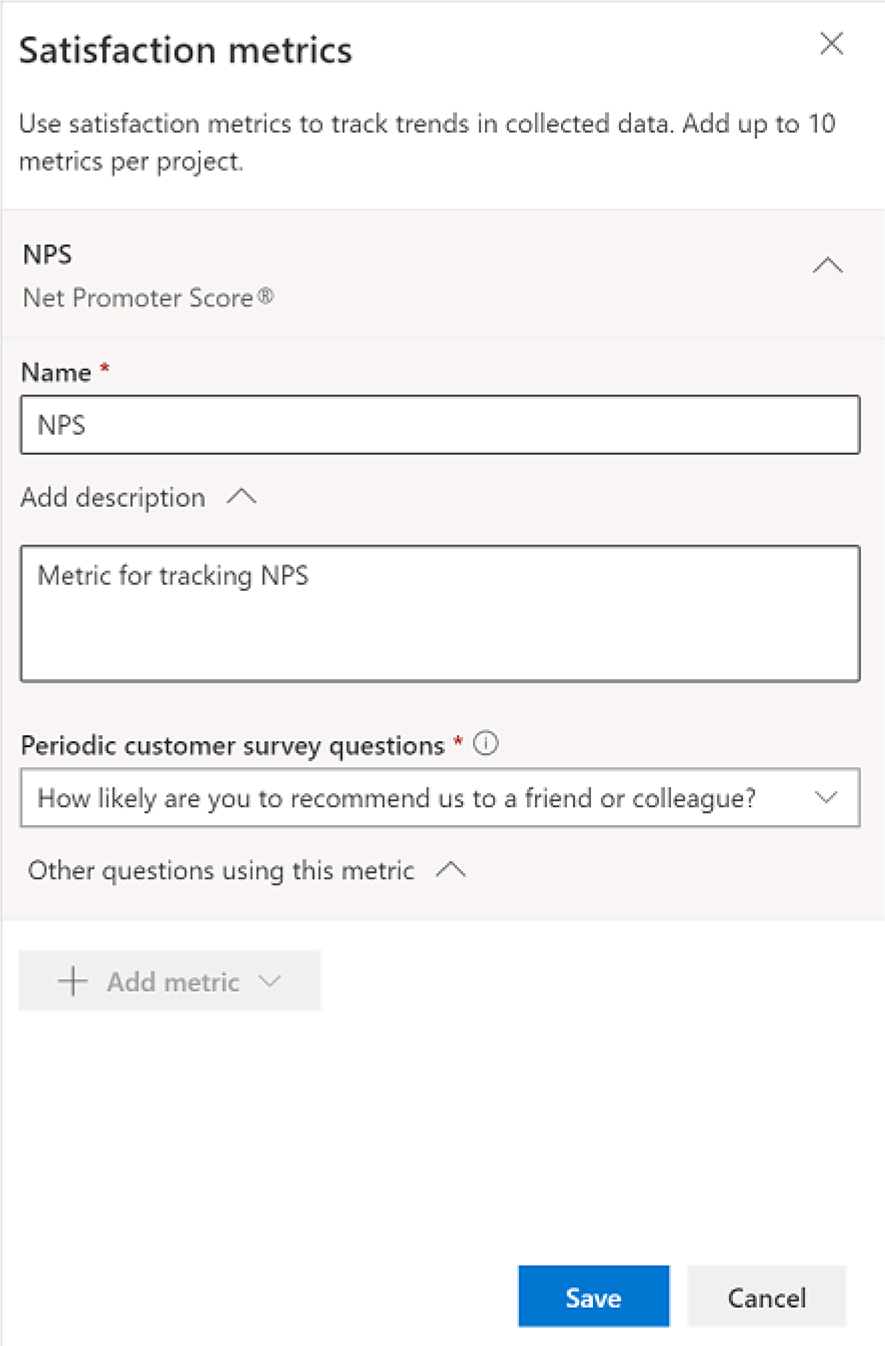


3. In the **Satisfaction metrics** panel, select **Add metrics**, and then select the type of metric you want to add.



4. Enter the following information:

   - **Name**: Name of the satisfaction metric.
   - **Add description**: Expand the section, and add an optional description for the satisfaction metric.
   - **<survey_name> question**: Choose the question you want to map to the satisfaction metric.



5. To see questions from other surveys in the project that are also mapped to the metric, expand the **Other questions using this metric** section.

6. Select **Save**.

7. To add more metrics, repeat steps 3 through 6.

Edit satisfaction metrics

After you've created the satisfaction metrics you need, you can edit their details or delete the ones that you don't need.

1. Open the survey.

2. On the **Design** tab, select **Customization** at the right side of the page, and then select **Satisfaction metrics**.

3. To edit a metric, expand it, and then update the name and description as required. If you change the question that's mapped to the metric, a confirmation message appears. Select **Change** in the confirmation message to continue.

4. Select **Save**.

5. To delete a metric, hover over the metric, and then select **Delete**.

6. In the confirmation message that appears, select **Delete** to continue with the deletion.

See also

Add logic by creating branching rules
Personalize your survey by adding variables
Create multilingual survey
Add branding to your survey
Add formatting to your survey
Add formatting to survey elements

Feedback

Was this page helpful? Yes No

Provide product feedback

Create a branching rule

Article • 05/02/2024

Branching rules allow you to customize the flow of your survey. You can show or hide questions, choose to navigate to another question or survey, or even open a website based on the response to a question. Branching rules make your surveys interactive and ensure that only relevant questions are displayed to respondents.

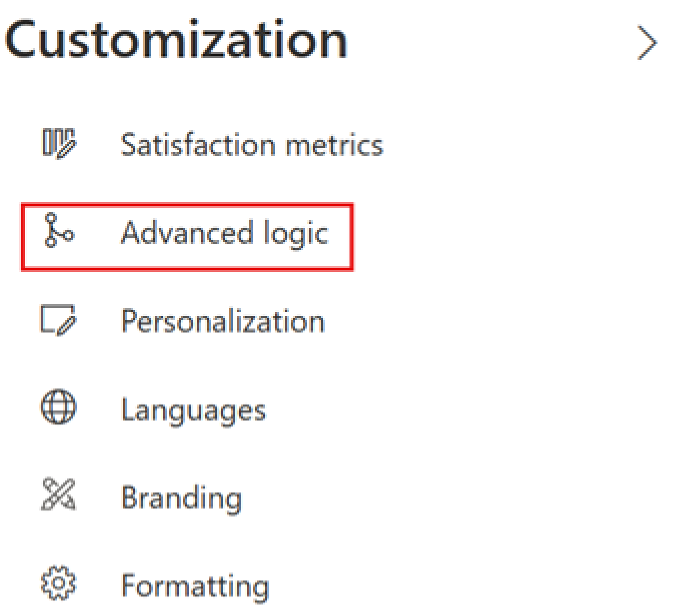
If you have hidden a question from being displayed in a survey by using the **Visible** option, you can use the branching rule to display it based on the required response. For more information about setting the visibility for a question, see Create a survey.

For example, for the question **How likely is it that you would recommend us to a friend?**, you can create a branching rule to ask the reason if someone responds **Not likely**.

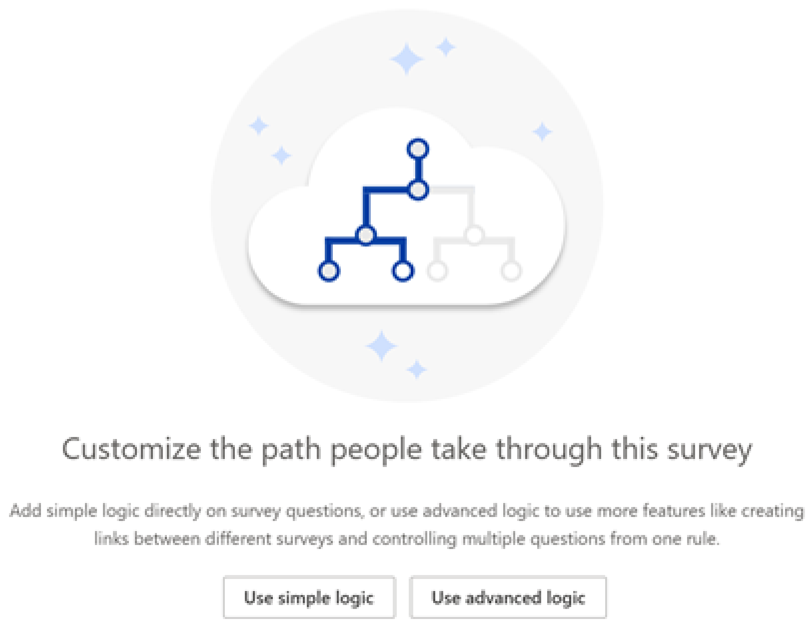
To create a branching rule

1. Open the survey.

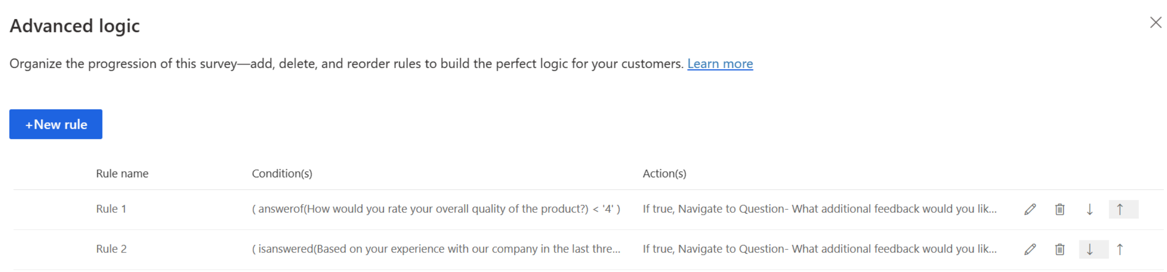
2. On the **Design** tab, select **Customization** at the right side of the page, and then select **Advanced logic**.



If you haven't created any rules yet, the following message is displayed. Select **Use advanced logic**.



If you've created at least one rule, a list of rules is displayed in a grid. Select **New rule**.

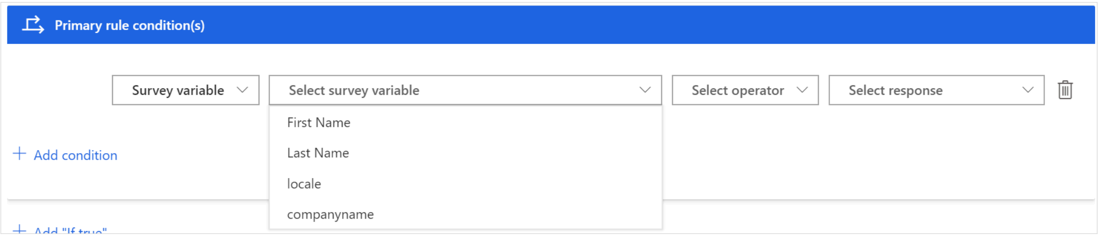


3. In the **Rule name** field, enter a name for the branching rule.
4. In the **Primary rule condition(s)** area, select **Add condition** to add a response condition.

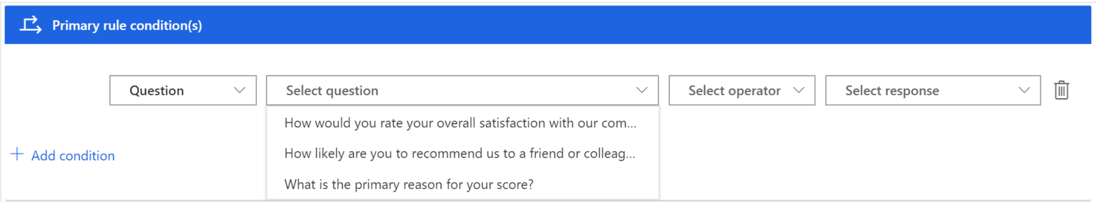
> ⓘ **Note**
>
> You can create a maximum of 10 conditions.

5. In the first list, choose whether you want to create a rule on a question or a survey variable.

- If you want to create the rule on a survey variable, select a variable from the **Select survey variable** list.

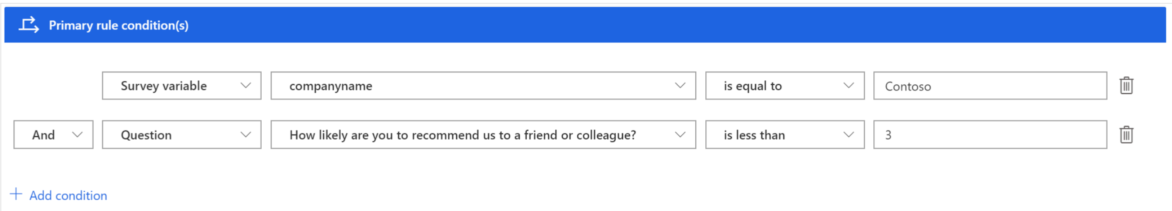


- If you want to create the rule on a question, select a question from the **Select question** list.



6. Select values from the **Select operator** and **Select response** lists, respectively.

   You can add more conditions by using **AND/OR** operator by selecting **Add condition**.



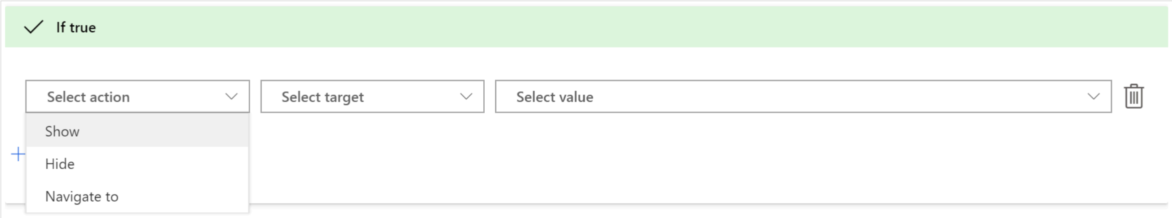
7. Select **Add "If true"** to add the action that will be triggered when the defined condition meets the criteria.

8. Select **Add action** to add the response action.

> ⓘ Note
>
> You can create a maximum of 10 actions to be triggered when the defined condition is true.

9. In the **Select action** list, choose one of the following actions:

   - **Show**: Select a question to be displayed based on the response to a question.
   - **Hide**: Select a question to be hidden based on the response to a question.
   - **Navigate to**: Select the target to which a respondent should be navigated.

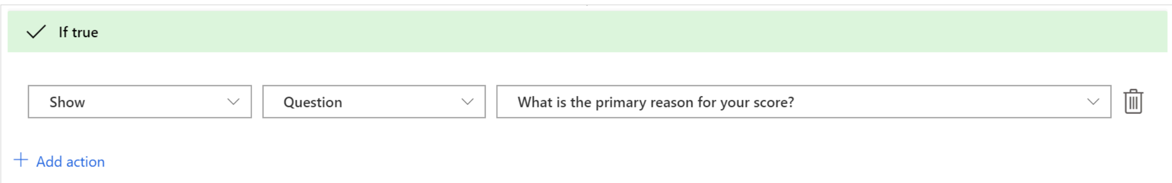


10. In the **Select target** list, choose a target for the selected action:

    - If you select **Show** or **Hide** as the action, you can select **Question** or **Section** as the target.

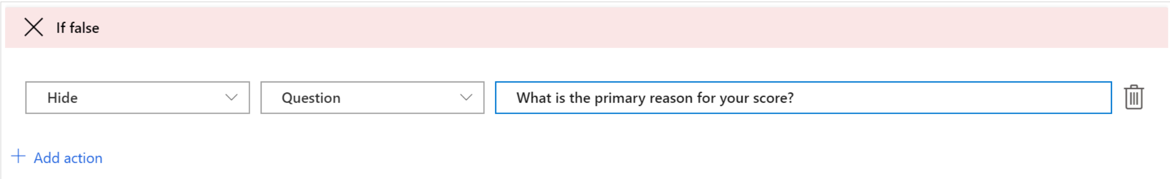
    - If you select **Navigate to** as the action, you can choose one of the following targets:
        - **Question**: Skip to a question based on the response to a question. The questions between the source and target questions are hidden from the respondent.
        - **Section**: Skip to a section based on the response to a question. The questions between the source and target sections are hidden from the respondent.
        - **End of survey**: End the survey based on the response to a question.
        - **Chained survey**: Open a different survey, created by you, based on the response to a question.
        - **URL**: Open a website based on the response to a question. You must add `http://` to the URL for it to work properly.

11. In the **Select value** list, enter or choose a value in accordance with the target.



12. Select **Add "If false"** to add the action that's triggered when the defined condition doesn't meet the criteria. Then follow steps 8 through 11.

> **Note**
>
> You can create a maximum of 10 actions to be triggered when the defined condition is false.



13. Select **Save**.

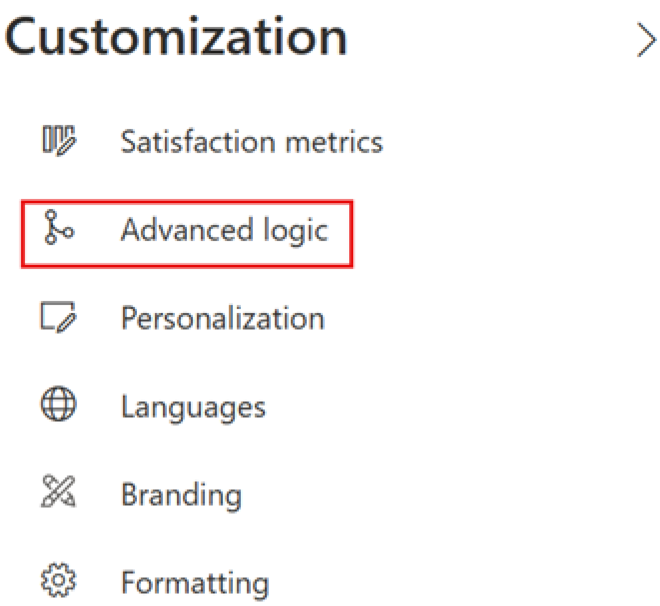
After creating a branching rule, you can preview the survey and see whether the rule is working as expected.

Manage branching rules

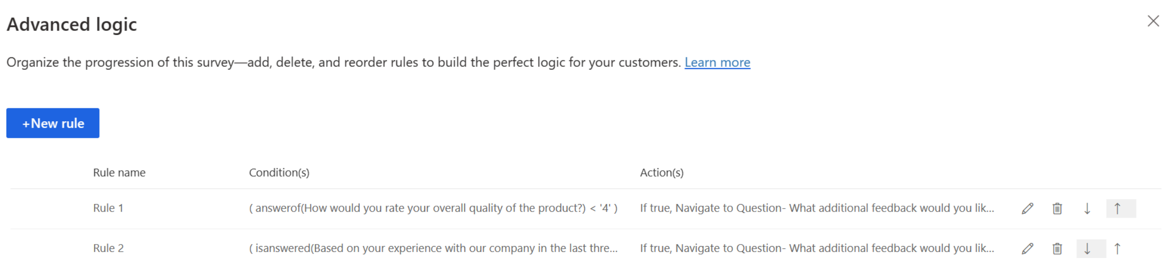
After you've created a branching rule or a set of branching rules, you can edit, delete, or change the order of their execution. The branching rules are executed in the order they were created in.

1. Open the survey.

2. Select **Customization** at the right side of the page, and then select **Advanced logic**.



3. A list of rules is displayed in a grid.



4. To edit a branching rule, select **Edit** from the corresponding rule row.

5. To delete a branching rule, select **Delete** from the corresponding rule row.

6. To change the order of execution of a branching rule, move a rule up or down in the grid. To move a rule up or down, select **Move up** ↑ or **Move down** ↓ from the corresponding rule row.

See also

Add and configure satisfaction metrics
Personalize your survey by adding variables
Create multilingual survey
Add branding to your survey
Add formatting to your survey
Add formatting to survey elements

Feedback

Was this page helpful? Yes No

Provide product feedback

Personalize a survey by using variables

Article • 06/27/2024

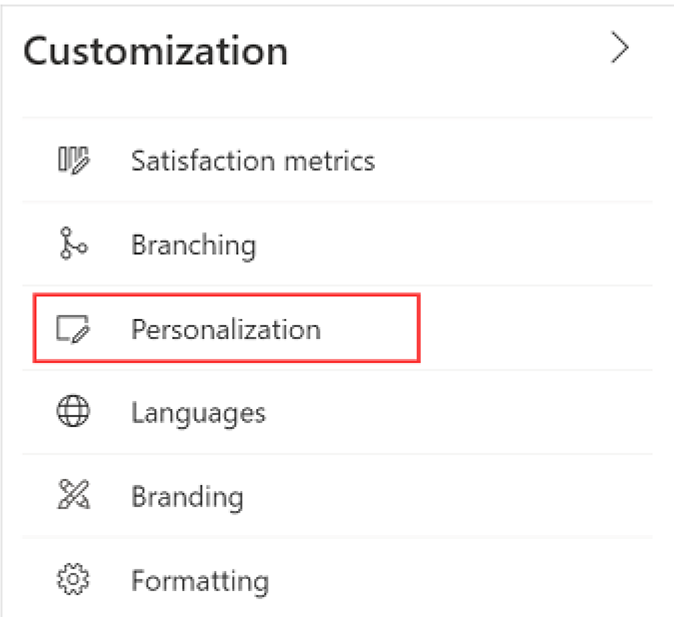
Variables allow you to personalize a survey by automatically inserting custom information in it. For example, you can use a variable to automatically insert a customer's first name and product name into a question to personalize it. If you plan to send a survey through Power Automate, you can further personalize your survey by adding variables that will be replaced dynamically when a survey is sent through a Power Automate flow.

By default, the following variables are available:

- **First Name**: Inserts the first name of the recipient.
- **Last Name**: Inserts the last name of the recipient.
- **locale**: Specifies the locale of the survey while embedding it in the email. More information: Embed a survey in an email

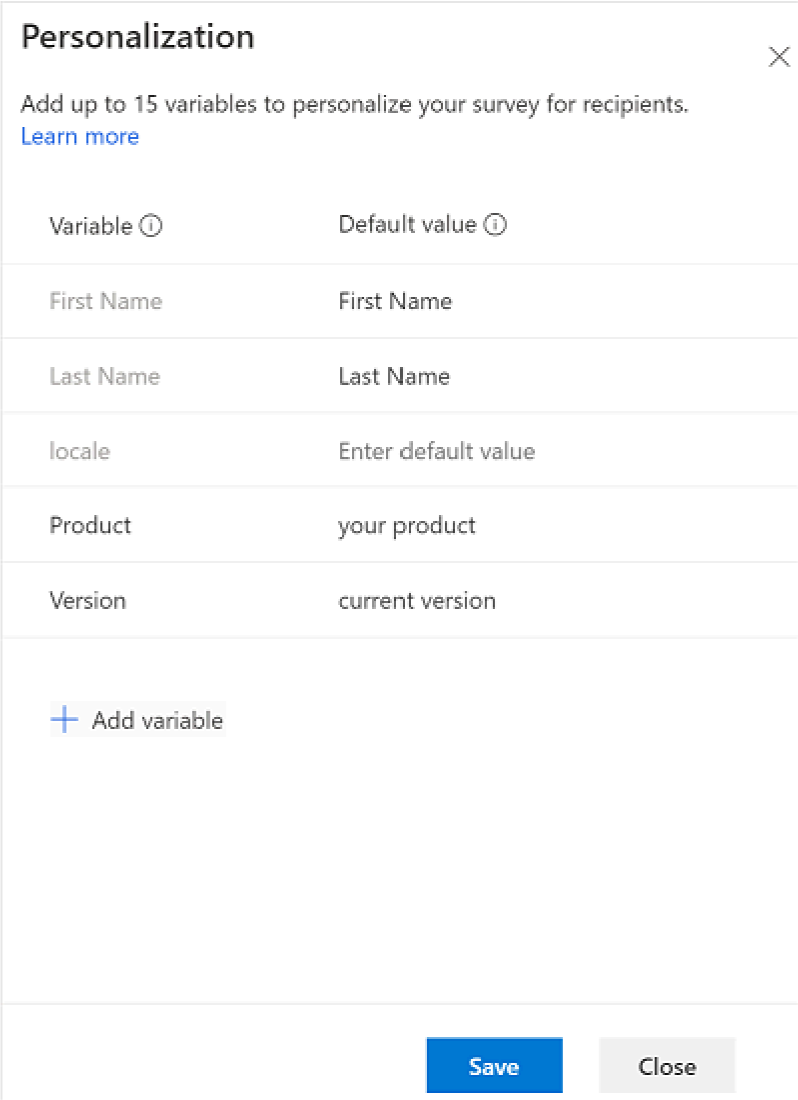
To create a new variable

1. Open the survey.
2. On the **Design** tab, select **Customization** at the right side of the page, and then select **Personalization**.

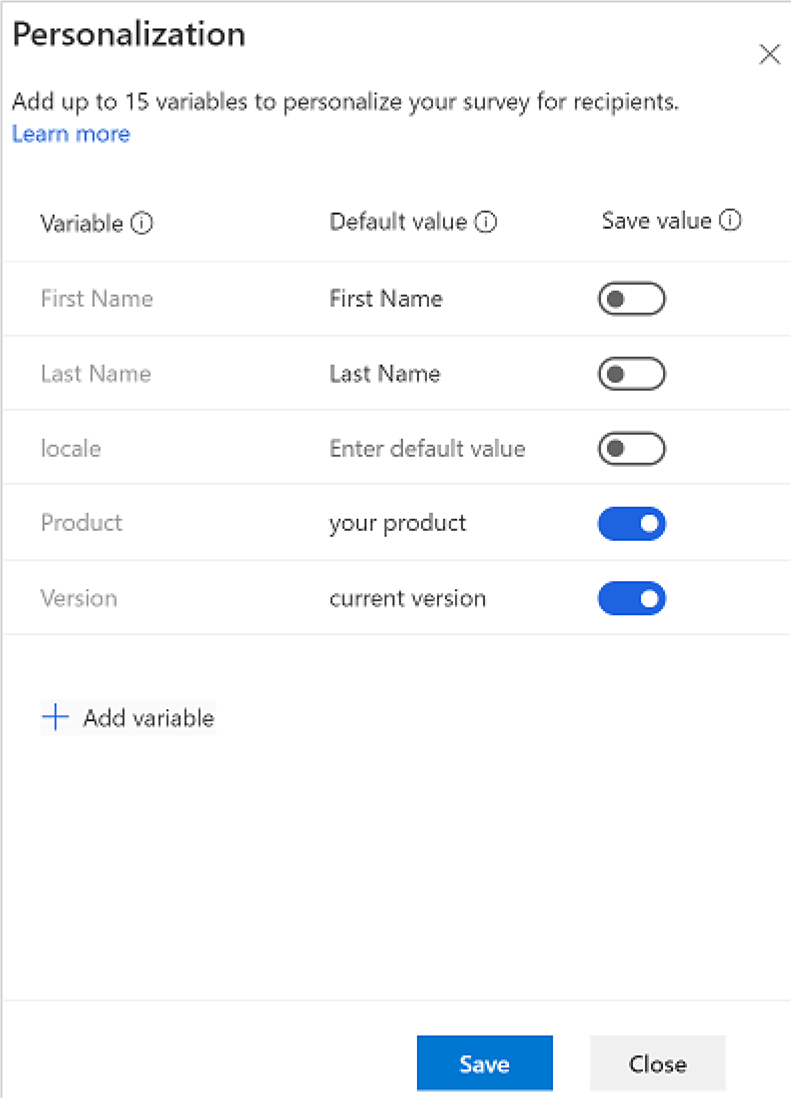


3. In the **Personalization** panel, select **Add variable**.
4. Enter a name and default value for the variable.

When a response record is created, the variable's values are saved in the response record.



If **Anonymous responses** is turned on under survey distribution settings, a new **Save value** column with the toggle buttons is displayed in the **Personalization** panel. The toggle buttons are turned off by default. You can turn on the toggle for the required variables to store their value in the response record.



5. To add more variables, repeat steps 3 and 4.

6. Select **Save**.

> ⓘ **Note**
>
> - A variable name can contain a maximum of 30 characters consisting of only English letters and numbers.
> - After you create a variable, you'll not be able to rename it.
> - You can also personalize survey invitations by using variables. More information: [Personalize an email]
> - Don't use variables if you plan to send a survey anonymously. The variables won't be replaced with actual data in an anonymous survey.
> - Variables are replaced with the specified default values when sending a survey invitation.
> - You can define a maximum of 15 variables in a survey.

- The maximum length of personalized variable data (including variable name and value) is 1600 characters.

Add variables in a survey

After you've created the required variables, you can add them in the following survey elements:

- Survey description
- Question text
- Question subtitle
- Section heading
- Section description
- Post-survey message heading
- Post-survey message body

You can also use variables in branching rules, in survey invitations sent through email, and while embedding a survey in a webpage.

> ⓘ **Note**
>
> For Likert questions, you must enter the variable name manually.

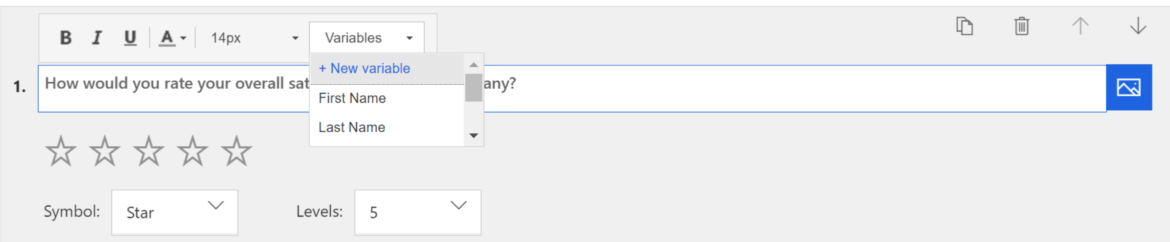
To add variables in survey elements

1. Open the survey.

2. On the **Design** tab, select the survey element where you want to add a variable. The formatting toolbar appears.

3. Place the cursor at the location where you want to add the variable.

4. From the **Variables** list in the formatting toolbar, select the variable you want to add.



The variable is added within curly braces.

For example, let's say that you've created a variable named **Product** and that you want to display the customer's first name and the product name in a question. Select **First Name** and **Product** from the **Variables** list. *{{First Name}}* and *{{Product}}* are inserted at the cursor location.

Let's say the question is: *{{First Name}}*, overall, how would you rate your experience with customer service for *{{Product}}*?

That question will look like this when a customer named Bert Hair takes the survey for a product named Contoso Sales:

Bert, overall, how would you rate your experience with customer service for Contoso Sales?

Specify values for variables

If you don't specify default values, nothing will be displayed for the variables. You can also specify the values for variables:

- When sending email invitations.
- When importing contacts from a CSV file.
- When configuring a flow.

Specify values when sending email invitations

You can specify default values for the variables by opening the **Customization** pane from the right-side of the page, and selecting **Personalization**. In the **Personalization** panel, specify the default values for the required variables.

Specify values when importing contacts from a CSV file

You can specify values for the variables when importing contacts from a CSV file. This allows you to personalize the survey as well as the survey invitation emails sent to your recipients. If a default value is specified for a variable in the **Personalization** panel, the default value is overwritten with the value specified in the CSV file. In you don't specify a variable's value in the CSV file, the default variable value is used.

Consider the following scenario.

A product manager at Contoso Ltd. collects quarterly feedback from customers. The manager uses a CSV file containing customers’ names, the product the customer uses, and the product version. The manager has created variables for product and its version and used them in the survey and the email. They can specify the values for the variables as per the customers in the CSV file. When the manager sends the invitation email, the survey and email are personalized as per the recipient.

For information on how to import contacts from a CSV file, see Import contacts from a CSV file.

Specify values in a flow

To specify values for variables in a flow:

1. While configuring a flow, select **Edit in advanced mode**.
2. Go to the step that sends the survey, and expand it.
3. Select **Show advanced options**.
4. Specify the values for variables.
5. Save the changes.

See also

Add and configure satisfaction metrics
Add logic by creating branching rules
Create multilingual survey
Add branding to your survey
Add formatting to your survey
Add formatting to survey elements

Feedback

Was this page helpful? Yes No

Provide product feedback

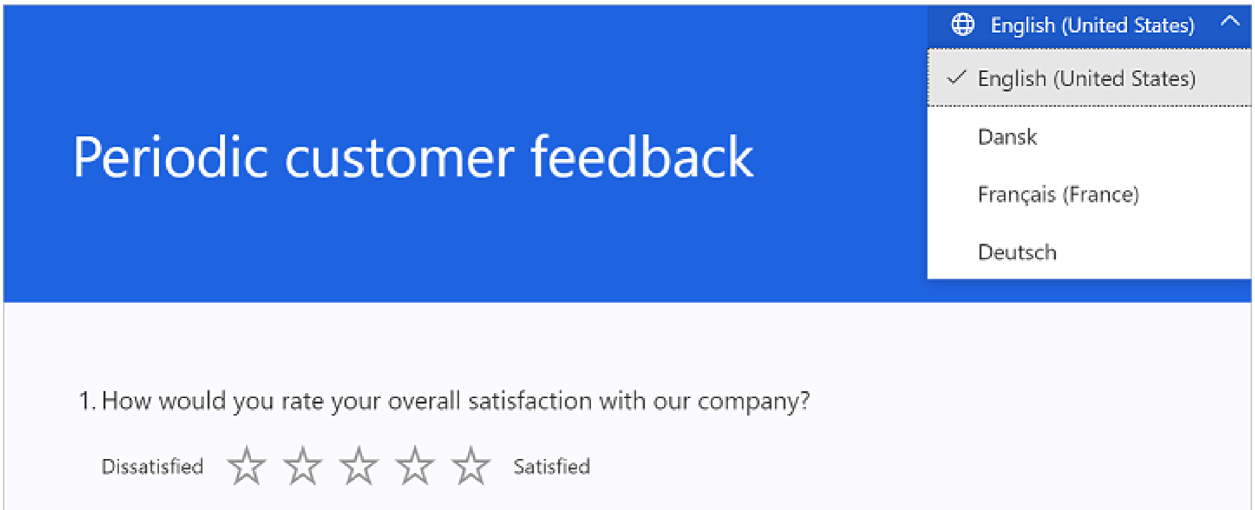
Create a multilingual survey

Article • 12/17/2024

A survey created in Dynamics 365 Customer Voice can be translated to multiple languages. After you set up the translations for the survey, respondents can take the survey in the language of their choice. This helps you increase your customer base by presenting the survey in a respondent's preferred language. A survey having translations in multiple languages is known as a *multilingual survey*.

To create a multilingual survey, you must first add the languages and then add translations for each language you added.

When you create a multilingual survey, you can let respondents choose their preferred language from the language selector in the upper-right corner of the survey. Alternatively, you can restrict them from changing the language of the survey. More information: Restrict respondents from changing the survey language



To create a multilingual survey, you must first add a language (additional or custom) and then add translations for the corresponding strings in the survey.

> **Note**
>
> Dynamics 365 Customer Voice supports 44 languages out of the box. You can also add custom languages if you need.

Language types available in Dynamics 365 Customer Voice

Root language

The *root language* is the language in which the survey was originally created. For example, if you're using Dynamics 365 Customer Voice in French and you're creating all your surveys in French, that's your root language—in short, the language you see in the designer. The root language is automatically set as the default language for the respondent, but you can change this by selecting a different default language from the list of languages supported in Dynamics 365. For more information, go to Change the default language later in this topic.

> ⓘ **Note**
>
> The root language for a survey can't be changed. For example, let's assume you've used Dynamics 365 Customer Voice in German and created your survey in German. Then you decide to use Dynamics 365 Customer Voice in English. While all the other parts of the application will be displayed in English, the original survey text will continue to be displayed in German. You can't remove the root language of the survey unless you explicitly delete the survey.

Additional languages

A survey can be rendered in one of the following types of languages in addition to the root language:

- **Out-of-the-box languages**: You select these languages from the list of languages that are supported in Dynamics 365. You can add, edit, and delete them by using the Dynamics 365 Customer Voice interface. System strings are translated automatically.

- **Custom languages**: These languages aren't included in the list of Dynamics 365 supported languages. You can add, edit, and delete a custom language by using the Dynamics 365 Customer Voice interface. You define the display name and code for a custom language. System strings won't be translated automatically and will be visible in the survey's default language.

Fallback language

The *fallback language* is a language in which a survey is rendered if translation for the survey is not available. The fallback language transition is handled internally by the system, and the response page is automatically rendered in the available fallback language.

For example, the respondent's web browser language is set to Mexican Spanish (es-MX). But, you've added translations in International Spanish. In this case, the survey is automatically loaded in International Spanish (which is the fallback language for Mexican Spanish).

Add additional languages

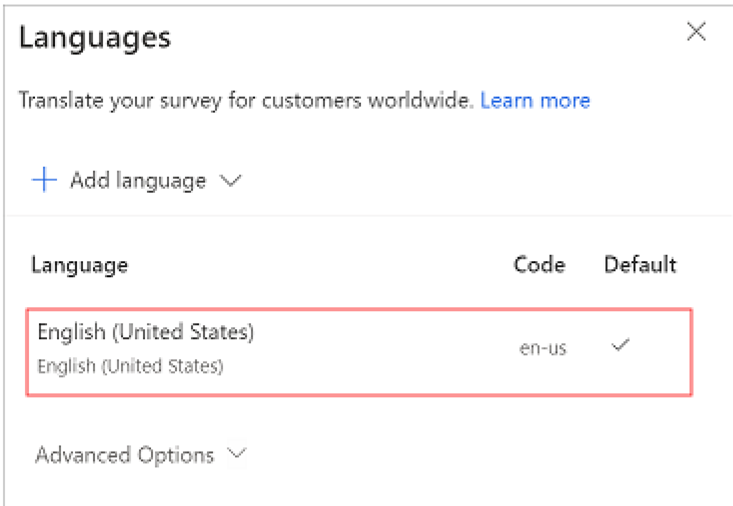
After you've completed the setup of your survey in its root language, you can add additional languages to your survey from the **Languages** panel. After adding the languages, you can add translations either in bulk for all languages or to each individual language. System strings are translated automatically for the out-of-the-box languages. For custom languages, system strings aren't translated automatically and will be visible in the survey's default language.

Step 1: Add additional languages

1. Open the survey.

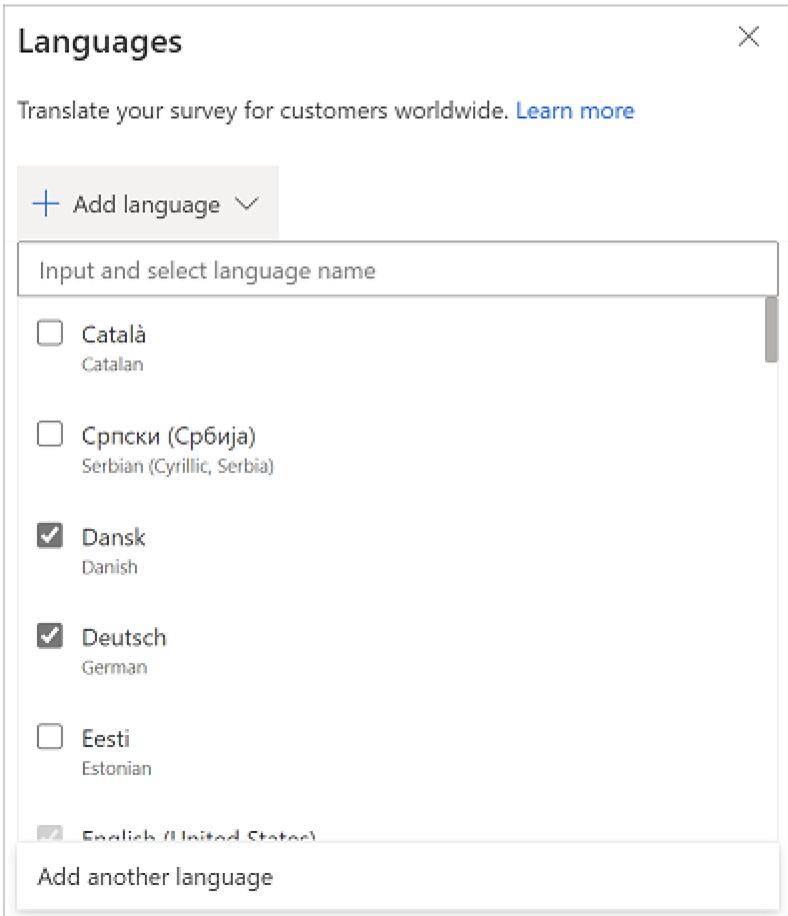
2. On the **Design** tab, select **Customization** at the right side of the page, and then select **Languages**.

   The **Languages** panel is displayed with the root language selected and set as the default language for the survey.

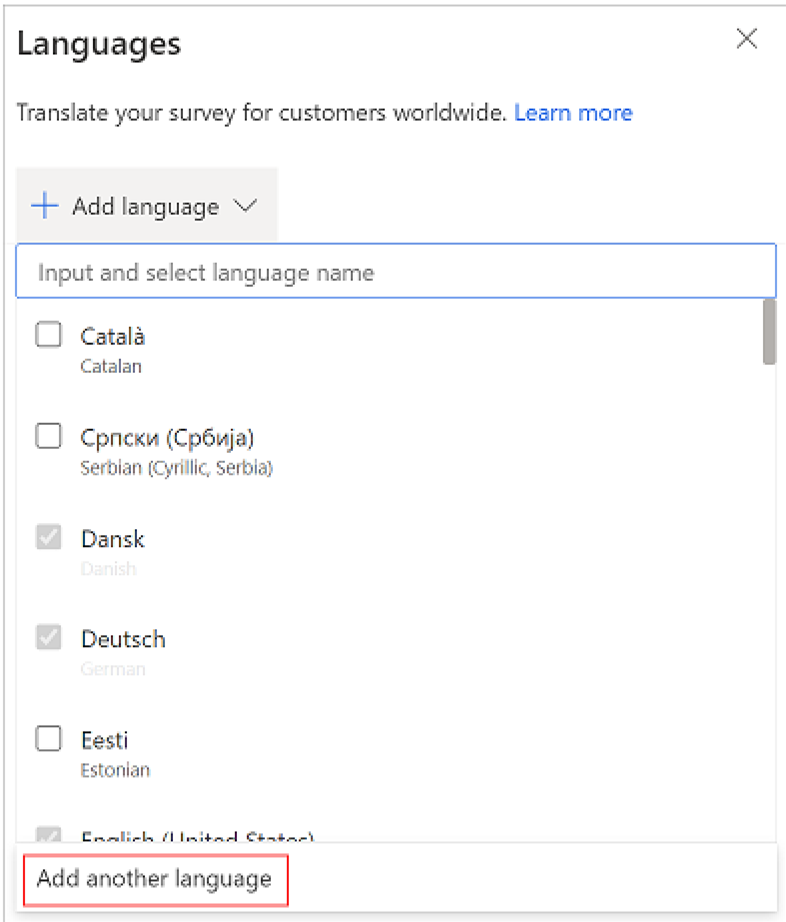
3. In the **Languages** panel, select **Add language**.

4. From the list of languages, browse to and select the out-of-the-box languages you want. You can also search for a language and then select it.



> **Note**
>
> You can select multiple languages by selecting the checkboxes next to each language.

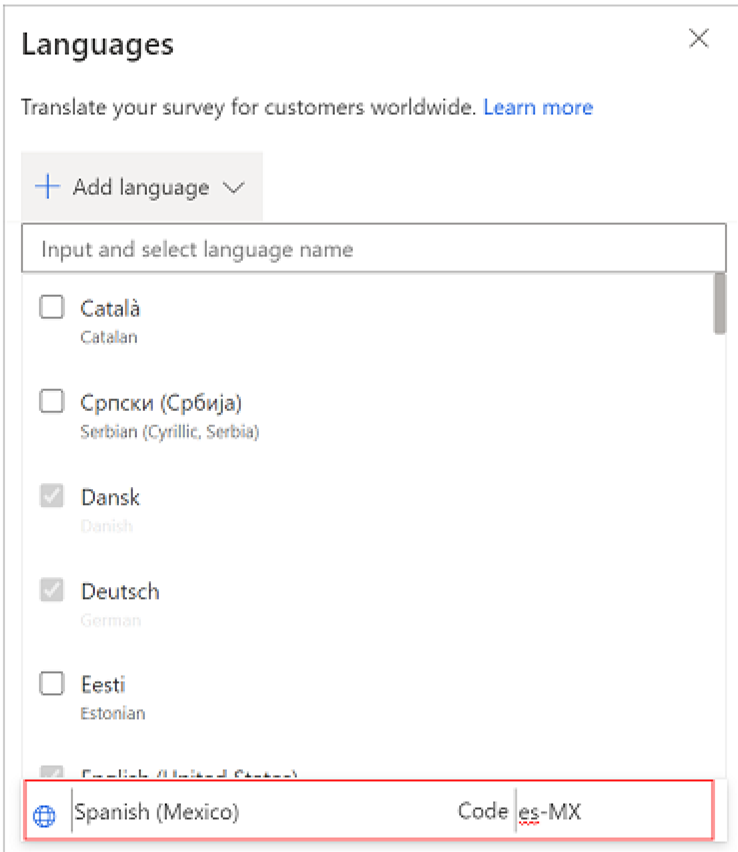
5. To add a custom language, in the **Languages** panel, select **Add language**, and then select **Add another language**.



6. In the **Enter language name** field, enter the name of the custom language you want to add.

7. In the **Enter code** field, enter the code of the custom language.

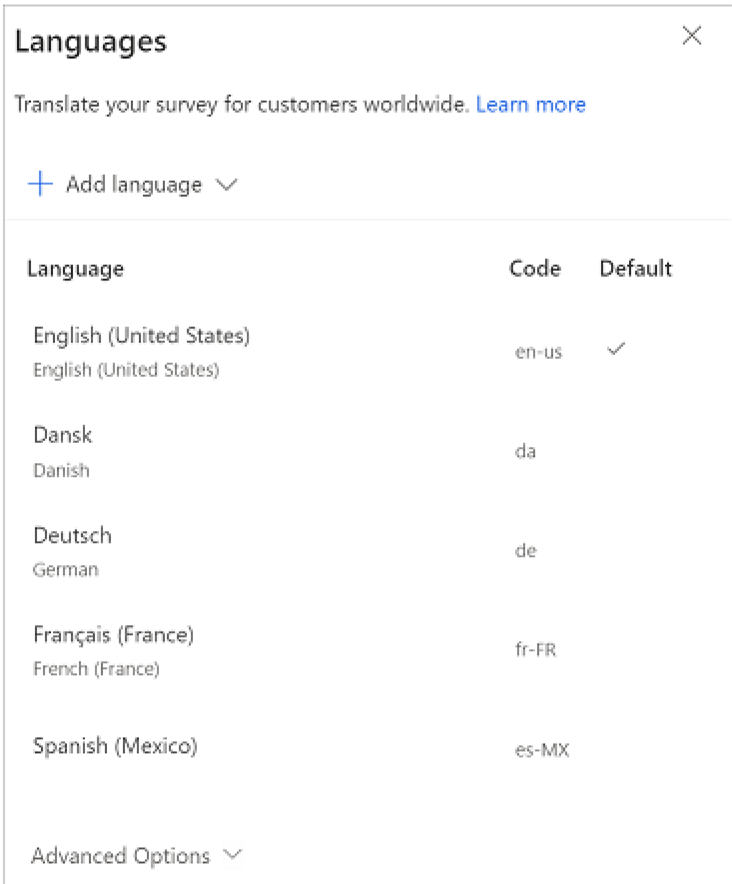
   Let's say you want to add the **Spanish (Mexico)** language to your survey. You searched in the languages list and found only **Spanish (Spain, International Sort)**. In this case, you must manually add **Spanish (Mexico)** to the languages list. You define the display name as **Spanish (Mexico)** and the language code as **es-MX**.



8. Select anywhere in the **Languages** panel to save the changes.

9. Repeat steps 5 through 8 to add more custom languages.

The added languages are displayed in the panel along with their language codes. You can use these codes in the **locale** variable when you send personalized survey invitations.



> **Note**
>
> - The language code you enter is validated against the existing list. You can't have two languages defined with the same language code for the survey.
> - You can add up to 86 languages per survey.

Step 2: Add translations

After adding the out-of-the-box languages and any custom languages, you can choose from two options for adding translations:

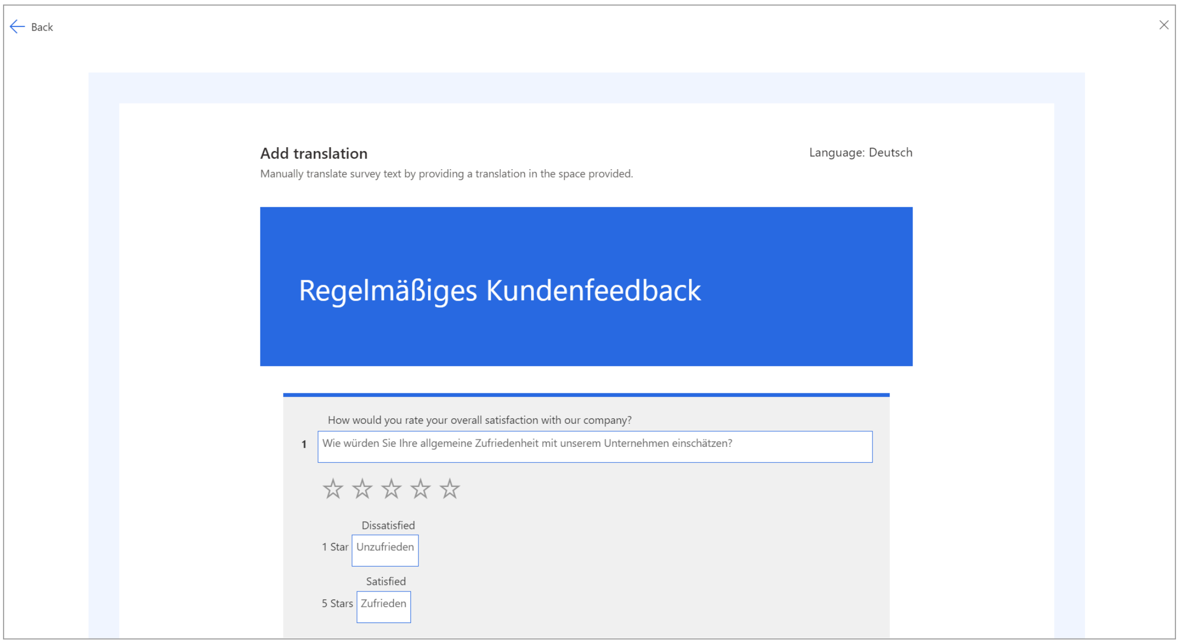
- Translate individual languages from the Dynamics 365 Customer Voice interface
- Translate all languages in bulk, by using the Excel file

Option 1: Translate individual languages

1. In the **Languages** panel, select the language for which you want to add translations.

   Alternately, you can also hover over a language, select **More options** (...), and then select **Add translation**.

2. Select the survey element, and then enter the translated text. Repeat this step for all survey elements.

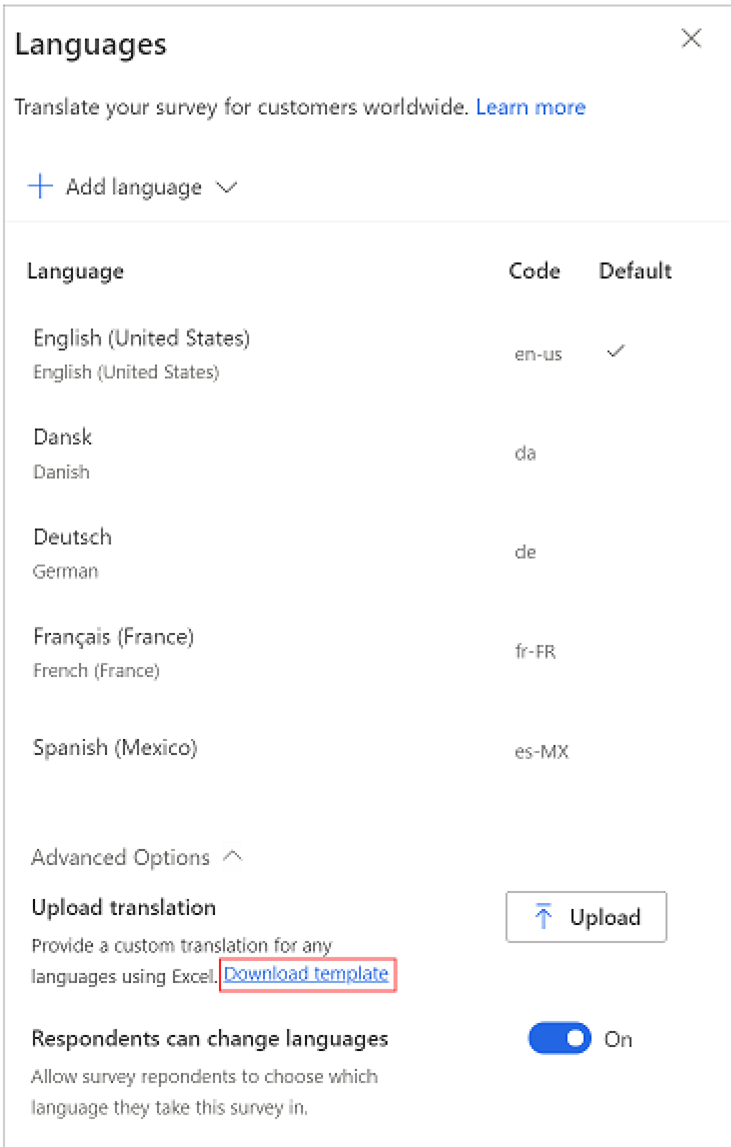


3. After you've added translated text for all elements in the survey, select **Back** in the upper-left corner of the page to go back to the **Languages** panel.

4. Repeat steps 1 through 3 to add translations for other languages.

Option 2: Translate all languages in bulk

1. In the **Languages** panel, expand **Advanced options**, and then select **Download template** to download an Excel file containing strings in the primary language and columns for each of the selected languages. For example, **da** for Danish, **de** for German, **fr-FR** for French (France), and **es-MX** for Spanish (Mexico).



2. Open the Excel file and add translations for each language in its respective column.

3. After adding translations for all languages in the Excel file, go to the **Languages** panel, expand **Advanced options**, and then select **Upload**.

4. Browse to and select the Excel file in which you have added translations.

> ⓘ **Note**
>
> - The first column in the Excel file contains strings in the primary language and isn't editable.
> - You must ensure that a translation for each string is provided in the Excel file.
> - We recommend that you download the latest Excel file every time you add or edit translations. This ensures that the latest strings and languages are available.
> - We recommend that you *not* make a copy of the Excel file and add strings to it, or change the file name extension. These actions might result in upload

failure.

Step 3. Verify translations

After uploading the Excel file or adding your own translations, you can preview the survey to see whether everything works as expected. Select the language from the language selector at the upper-right corner of the survey.

Restrict respondents from changing the survey language

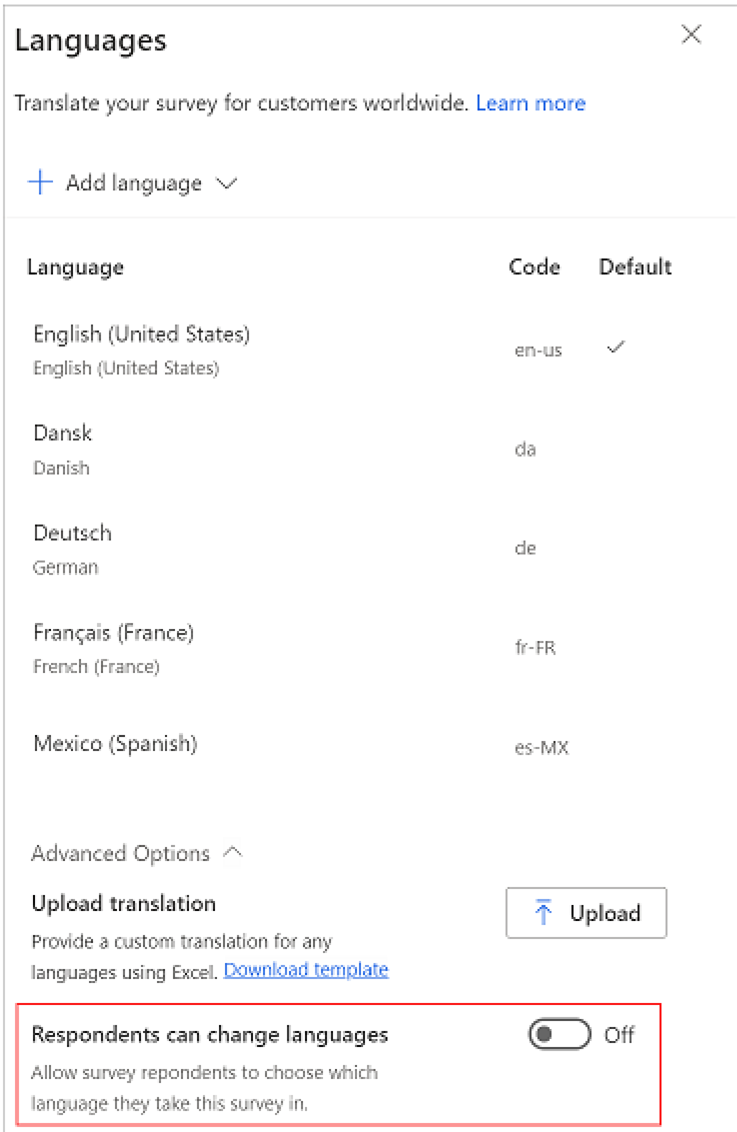
If you've created a multilingual survey, you can decide whether your respondents can select the language they prefer (which is the default setting) or view the survey in the language selected for them through their browser language setting or locale variable.

To restrict respondents from changing their survey language

1. Open the survey.

2. On the **Design** tab, select **Customization** at the right side of the page, and then select **Languages**.

3. In the **Languages** panel, expand **Advanced options**, and then turn off the **Respondents can change languages** toggle.



> **Note**
>
> When this setting is turned off, a respondent can see only one language and can't change the language at all.

Change the default language

The default language is the language in which the survey is loaded if no explicit locale variable is passed or if the respondent is using their web browser in a language for which you haven't added a translation.

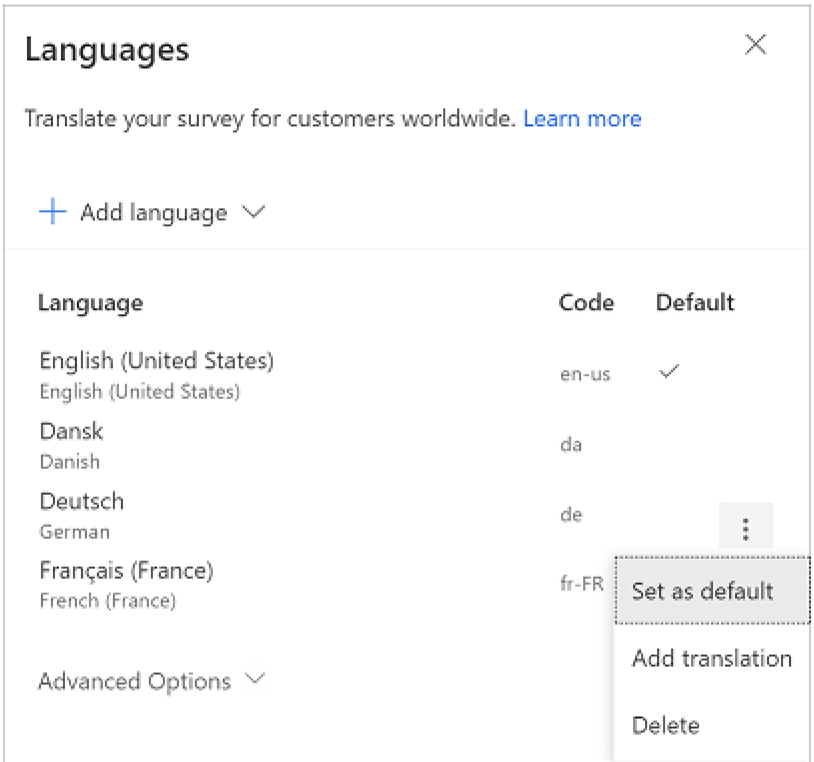
Let's assume you use the Dynamics 365 Customer Voice application in English. When you create a survey, English is set as the default language for the survey. However, most of your survey respondents are from France, so you want to change the default language from English to French.

> **Note**
>
> The survey will be loaded in the default language only as a last resort—in a case where the respondent is using a browser language that's different from the available languages and no explicit locale variable has been passed through the URL.

You can change the default language for your survey from the **Languages** panel. You can change the default language only when multiple languages have been added to the survey.

To change the default language for a survey

1. Open the survey.
2. On the **Design** tab, select **Customization** at the right side of the page, and then select **Languages**.
3. From the list of languages, hover over a language, select **...**, and then select **Set as default**.



The default language is marked with ✓ in the **Default** column.

Manage translations

After adding translations for the languages you want in your survey, you can edit the existing translation or delete a language.

1. Open the survey.

2. On the **Design** tab, select **Customization** at the right side of the page, and then select **Languages**.

3. Do one of the following:

   - To edit translation strings, select the language and edit the translation as required.

   - To delete a language, hover over the language, select **...**, and then select **Delete**.

     > ⓘ **Important**
     >
     > After you delete a language, you can't retrieve any of the strings that have already been translated.

Language codes to use in the survey variable

When you create a multilingual survey, you can use the **locale** survey variable to set the default language for displaying the survey. The following table lists the out-of-the-box languages within Dynamics 365 Customer Voice and their associated language codes.

Expand table

Language display name	Language ISO code
Catalan	ca
Serbian (Cyrillic, Serbia)	sr-cyrl-rs
Danish	da
German	de
Estonian	et
Spanish (Spain, International Sort)	es-ES
Basque	eu
French (France)	fr-FR
Galician	gl
Croatian	hr
Indonesian	id
Italian	it
Latvian	lv
Lithuanian	lt
Hungarian	hu
Malay	ms
Dutch	nl
Norwegian Nynorsk (Norway)	nb-no
Polish	pl
Portuguese (Brazil)	pt-br
Portuguese (Portugal)	pt-pt

Language display name	Language ISO code
Russian	ru
Romanian	ro
Slovak	sk
Slovenian	sl
Serbian (Latin, Serbia)	sr-latn-rs
Finnish	fi
Swedish	sv
Vietnamese	vi
Turkish	tr
Ukrainian	uk
Czech	cs
Greek	el
Bulgarian	bg
Kazakh	kk
Hebrew	he
Arabic	ar
Hindi	hi
Thai	th
Chinese (Simplified)	zh-Hans
Chinese (Traditional)	zh-Hant
Japanese	ja
Korean	ko
English (United States)	en-us

Frequently asked questions

How many languages can be added to a survey?

You can add up to 86 languages per survey. These can be a combination of out-of-the-box and custom languages.

How does Dynamics 365 Customer Voice decide which language to show to a particular respondent?

If you're sending a personalized survey invitation through email or Power Automate, you can define the language code by using the out-of-the-box **locale** variable for each invitation.

Let's say the language code in the contact record for your customer, Milton, is set to **ar** in your back-end CRM system. You can pass that as a parameter in your personalized invitation. This ensures that the survey is loaded by default in Arabic for Milton.

You can also pass the locale parameters for each contact by using a CSV file. More information: Import contacts from a CSV file

Let's say that you aren't sending survey invitations through a personalized invitation link, and you know that all the respondents to your anonymous survey must see the survey in Arabic. In this case, you can add an explicit **lang=ar** parameter to the anonymous URL of the survey. This ensures that the survey will be loaded in the Arabic language for all respondents.

If you don't pass the value of the **lang** parameter in the URL, the survey will be loaded in the browser language of the respondent.

So, the order of priority is:

1. The **locale** variable or the **lang** parameter. The **locale** variable is defined for personalized invitations sent through Power Automate or email. The **lang** parameter is defined in the URL.
2. The browser language the respondent is using
3. The fallback language of the survey (in case the browser language is not set up in the survey)
4. Default language of the survey.

Which should I use for setting up translation strings—uploading files through Excel or directly updating from the application's interface?

If you've added a large number of languages to your survey and you need to get the translation strings verified by a translation team, you can upload the translations in the Excel file.

If your survey has only a few languages and the translated strings are readily available, you can use the application's interface to set up the translated strings.

When should I set up the translation?

We recommend that you start setting up translation strings only after you've completely set up the survey in its root language. This will make updating the translation strings more manageable and easier to maintain.

What happens to email templates?

You'll need to set up localized templates for every language you want to add to the survey. After you add the languages you want to the survey, you can choose them from the **Language** list. You can then create separate email templates for all the languages you added. More information: Create multilingual email templates

Let's say you've added seven additional languages to the survey. You'll have to create seven email templates, one for each language. You'll have to pass the value of the language code as a **locale** variable either in email or Power Automate, so that the customer gets the survey in the intended language.

See also

Add and configure satisfaction metrics
Add logic by creating branching rules
Personalize your survey by adding variables
Add branding to your survey
Add formatting to your survey
Add formatting to survey elements

Feedback

Was this page helpful? Yes No

Provide product feedback

Add branding to a survey

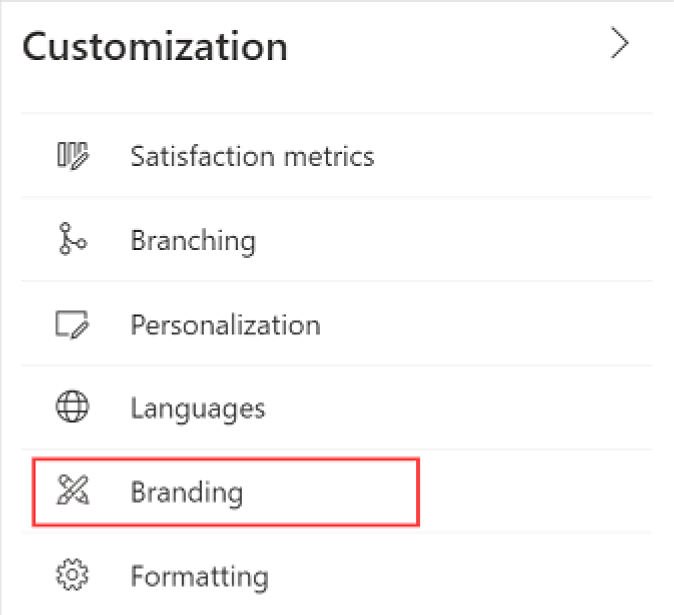
Article • 06/27/2024

You can customize the appearance of your survey to match your company's branding. This includes changing the color, font, or uploading a background image.

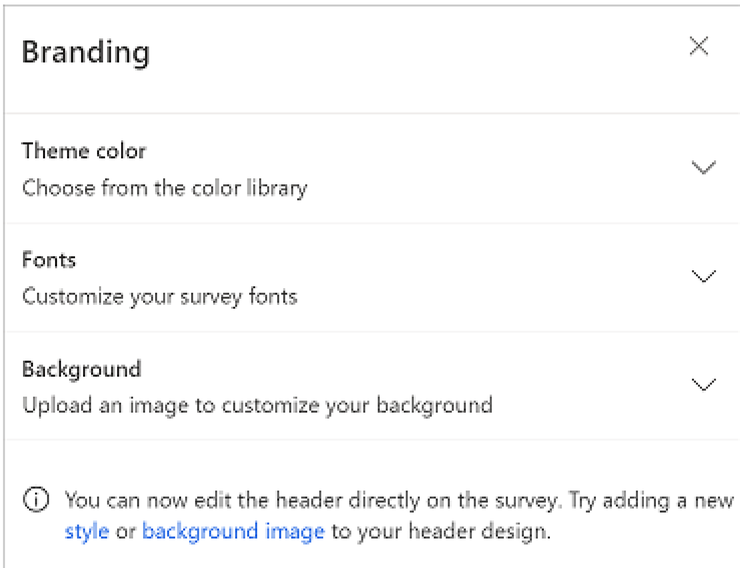
To add branding to a survey

1. Open the survey.

2. On the **Design** tab, select **Customization** at the right side of the page, and then select **Branding**.



The **Branding** panel is displayed.



3. Update the branding options, as described in the following sections.

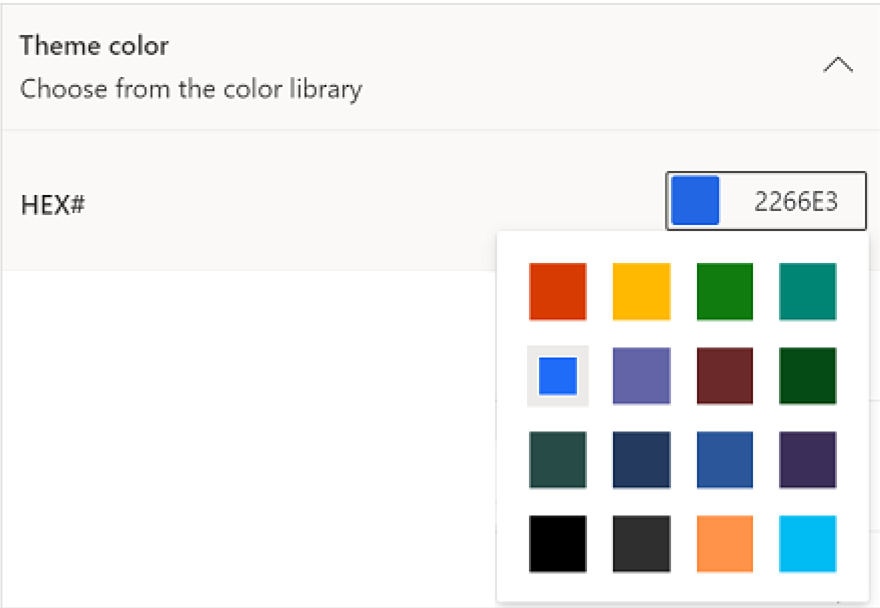
ⓘ Note

You can now edit the header directly on the survey. Try adding a new style or background image to your header design by selecting the appropriate link in the **Branding** panel.

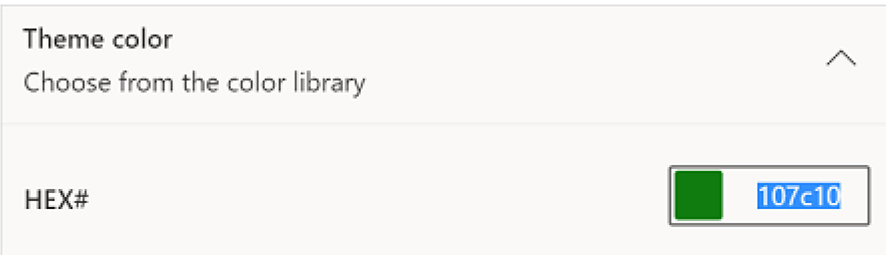
Theme color

You can select a color to apply to various survey elements such as the survey header, question area, background, footer, and buttons. This lets you customize the look and feel of your survey so it better matches your company's brand.

- Expand the **Theme color** section, and then do one of the following:
  - Select the default color to open the color picker, and then choose a color.



  - Enter a hexadecimal code in the **HEX #** field.



Fonts

You can select a font to apply to the survey header and body elements.

- Expand the **Fonts** section, and then choose values for the following:
  - **Header font** is applied to the survey header, survey description, section header, and section description. By default, the header font is Segoe UI.
  - **Body font** is applied to questions, answer options, button labels, header text, and footer text. By default, the body font is Segoe UI.

You can also change font style, font size, and the color of the text for individual elements of the survey. More information: Format text in a survey

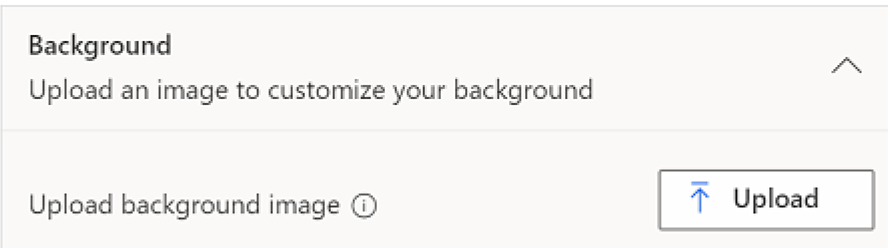
Background

You can select a background image for the survey. The image must be within the following parameters:

- Maximum file size: 5 MB.
- Supported formats: BMP, GIF, JPEG, and PNG.
- Maximum resolution: 4000 x 3000 (width x height)
- Aspect ratio: 4:3

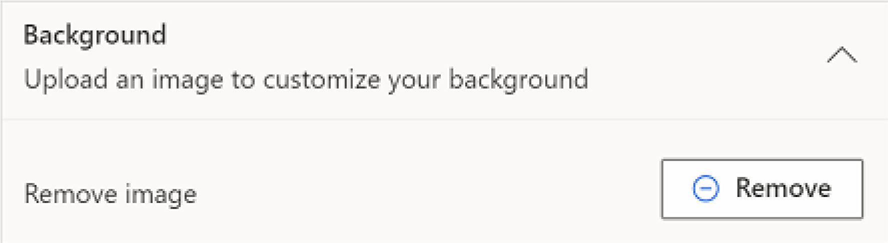
To upload a background image

- Expand the **Background** section, and then select **Upload**. You can choose an image from your local drive or OneDrive.



To remove an existing background image

- Expand the **Background** section, and then select **Remove**.



See also

Add and configure satisfaction metrics
Add logic by creating branching rules
Personalize your survey by adding variables
Create multilingual survey
Add formatting to your survey
Add formatting to survey elements

Feedback

Was this page helpful? Yes No

Provide product feedback

Format text in a survey

Article • 06/27/2024

You can customize the look of your survey by changing the font style, font size, and color of the text. You can apply formatting to the following elements:

- Survey title
- Survey description
- Question text
- Question subtitle
- Question options
- Section heading
- Section description
- Post-survey message
- Footer text
- Labels for Net Promoter Score and Rating questions
- Statements for Likert questions

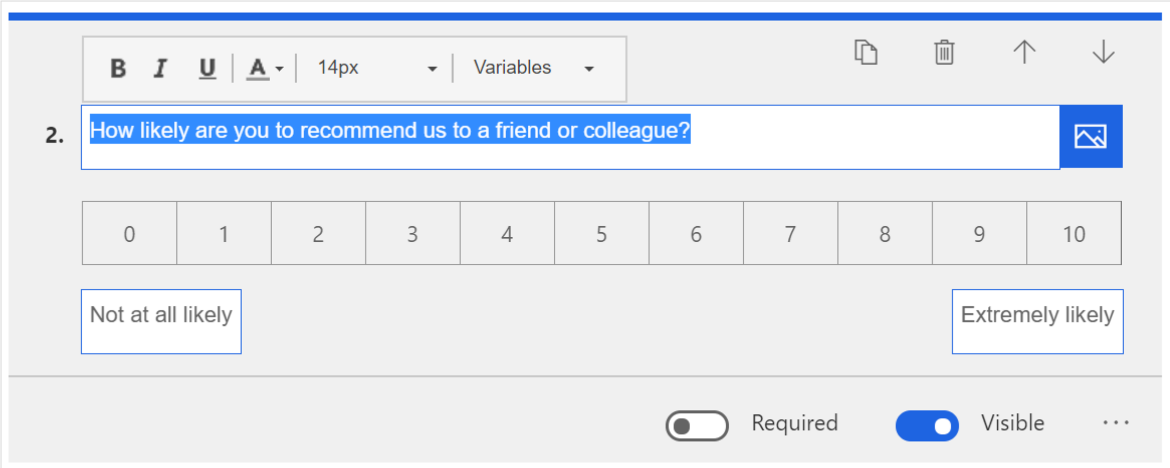
> **Note**
>
> - The text formatting capability isn't supported for options of Ranking and Likert questions.
> - You can change the font of your survey header and body elements from the **Branding** panel. More information: Fonts

To format survey text

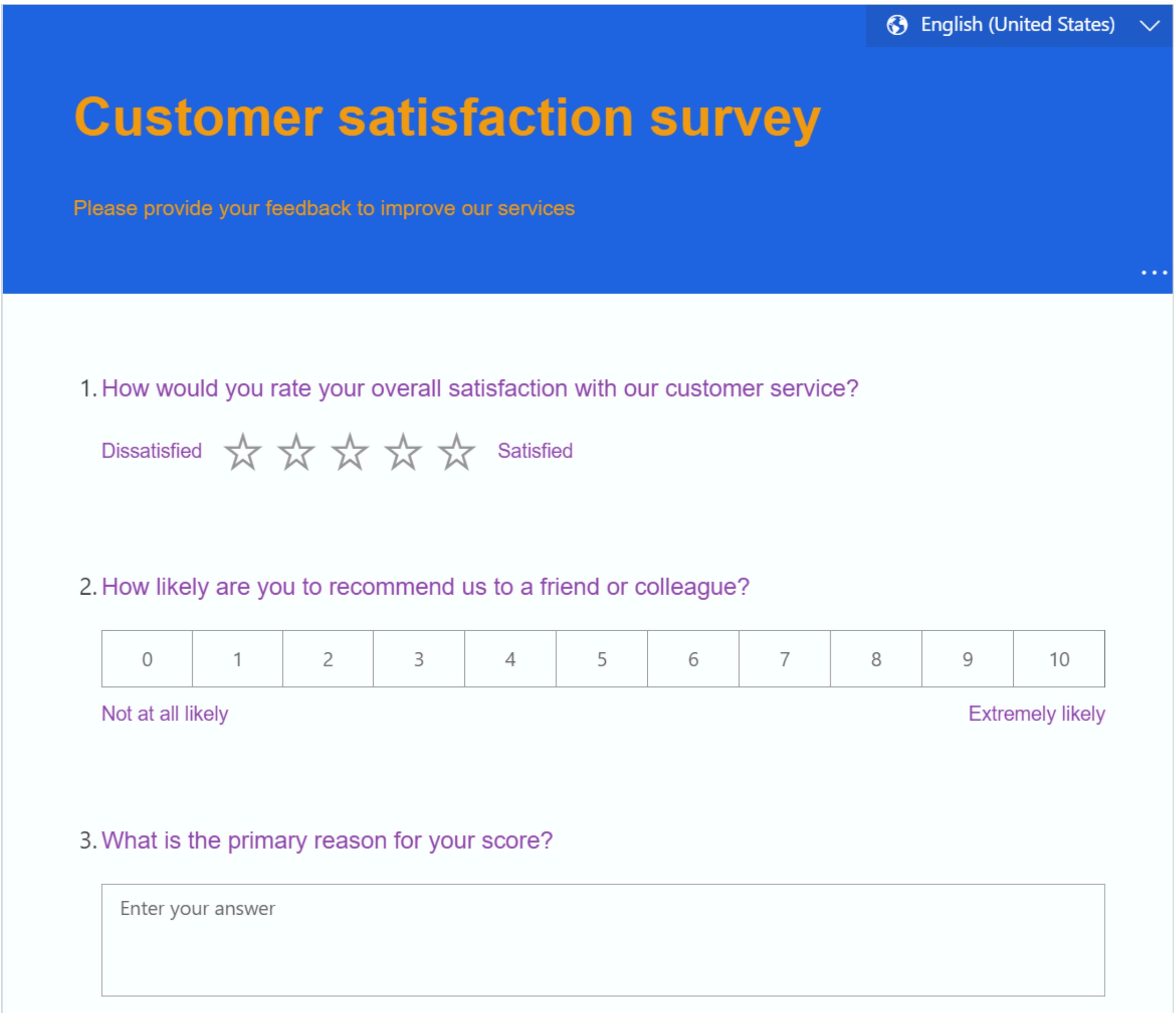
1. Open the survey.

2. On the **Design** tab, select the text that you want to format. The formatting toolbar appears.

3. Choose formatting for your survey text.



In the following illustration, custom formatting has been applied to the survey title, description, and questions.



ⓘ Note

To format the footer text, you must first turn on **Customize message**, select the text, and then use the formatting toolbar. More information: [Customize footer text]()

See also

Add and configure satisfaction metrics
Add logic by creating branching rules
Personalize your survey by adding variables
Create multilingual survey
Add branding to your survey
Add formatting to your survey

Feedback

Was this page helpful? Yes No

Provide product feedback

Add formatting to a survey

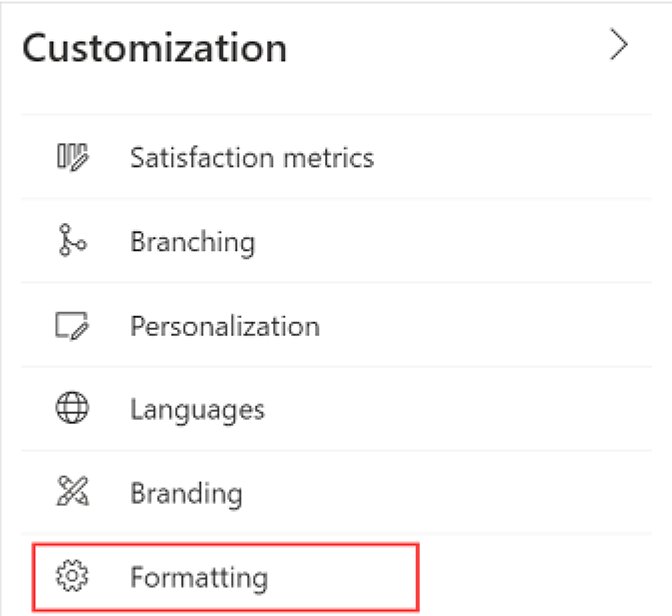
Article • 06/27/2024

Formatting controls the general look and feel of your survey. This includes showing or hiding a progress bar, showing or hiding question numbers, and shuffling questions in a survey.

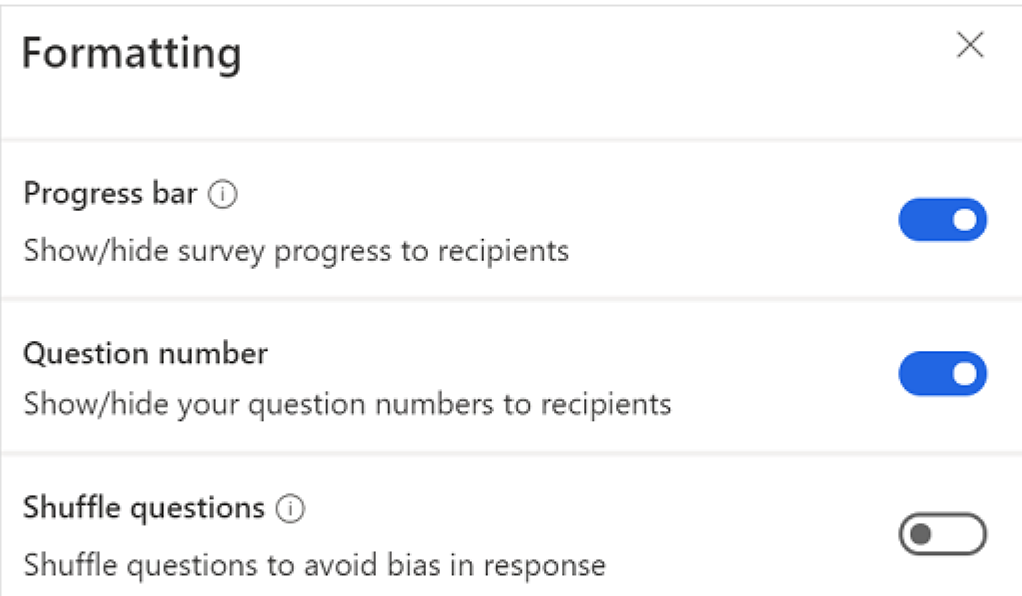
To add formatting to a survey

1. Open the survey.

2. On the **Design** tab, select **Customization** at the right side of the page, and then select **Formatting**.



The **Formatting** panel is displayed.



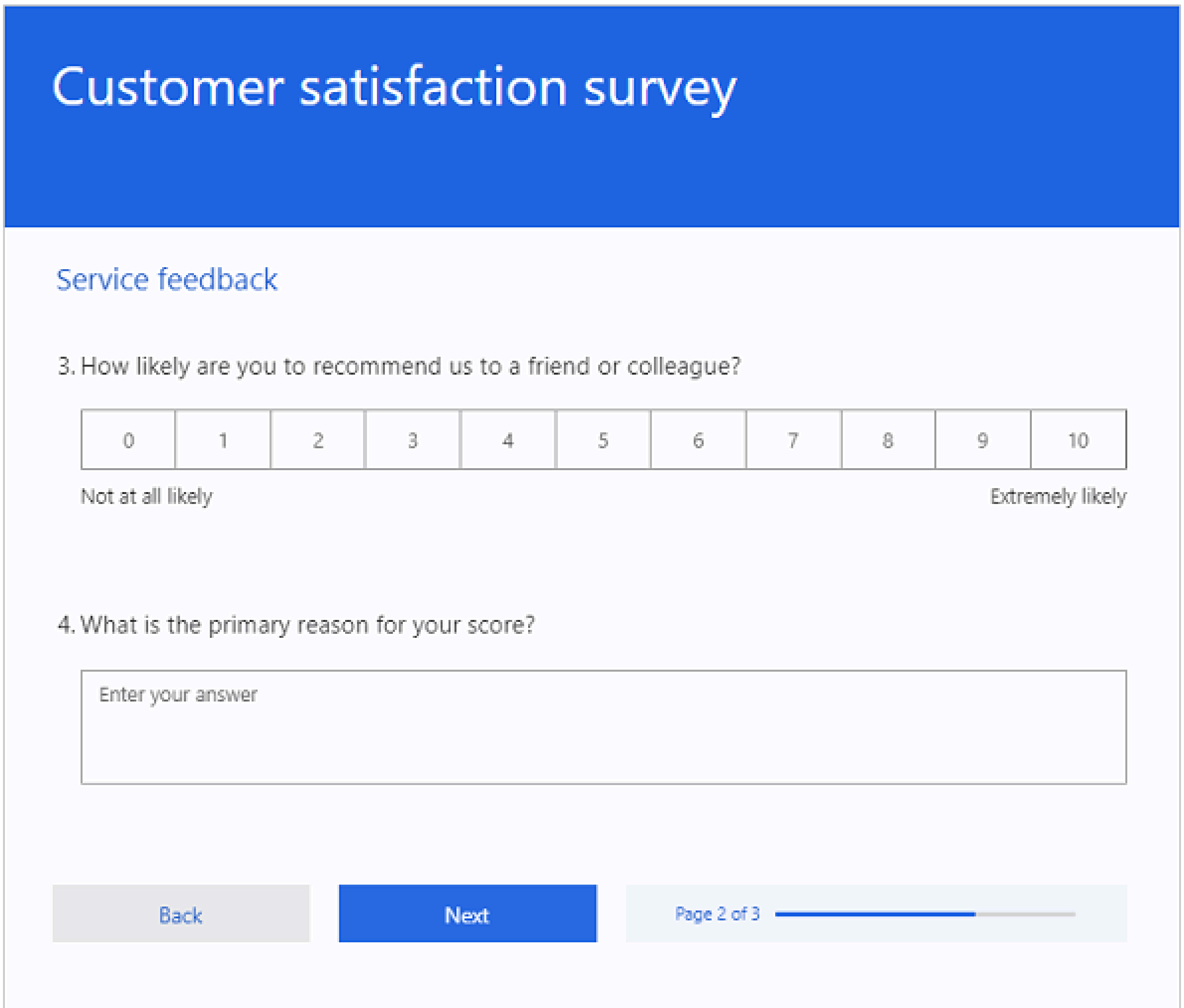
3. Update the formatting options as described in the following sections.

Progress bar

A progress bar helps your respondents to see the number of pages that they've navigated to or viewed so far out of the total number of pages in a survey. It gives them an idea of how far they've come and how far they have to go. The progress bar takes into account all pages in the survey. If pages have been skipped due to a branching rule, the progress bar shows the skipped pages as complete. The progress bar is displayed only if there are two or more pages in the survey.

By default, this setting is turned on for multiple-page surveys and the progress bar is displayed. For a single-page survey, this setting is turned off.

When turned on, the progress bar is displayed to the right side of the buttons on the survey.



Question number

Specify whether the question numbers should be displayed in a survey. By default, this setting is turned on. If you want to hide question numbers in a survey, turn off this setting.

Shuffle questions

Specify whether the questions in a survey should be shuffled. By default, this setting is turned off. If you want to enable question shuffling in a survey, turn on this setting. This setting is disabled when a branching rule is created in a survey.

See also

Add and configure satisfaction metrics
Add logic by creating branching rules
Personalize your survey by adding variables
Create multilingual survey
Add branding to your survey
Add formatting to survey elements

Feedback

Was this page helpful? Yes No

Provide product feedback

Customize survey header

Article • 05/02/2024

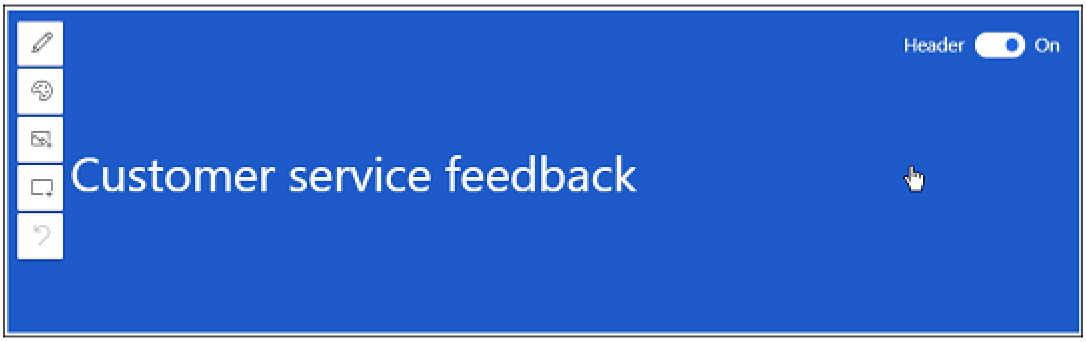
You can customize the header of your survey to match your company's branding. This includes changing the style, theme color, background image, and adding a logo. You can change the alignment of the survey's header text, background image in the header, and logo as per your requirement. Also, you can turn off the header if it is not required.

Turn off survey header

By default, the survey header is displayed. You can turn it off when not needed. For example, when you embed a survey on a web page, you might not want to show the header at all.

1. Open the survey in which you want to turn off the survey header.

2. Hover over the survey header, and then turn off the **Header** toggle in the upper right corner.



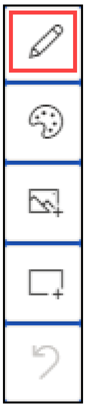
Change header style

By default, the header is displayed in a simple style. Dynamics 365 Customer Voice provides a few predefined styles you can choose from. The styles consist of a background image and a default text alignment. When you select a style, the survey's theme is also updated accordingly. However, after applying a style, you can change the background image, text alignment, and theme color. You can also change the focal point of the background image in the header.

1. Open the survey in which you want to change the header style.

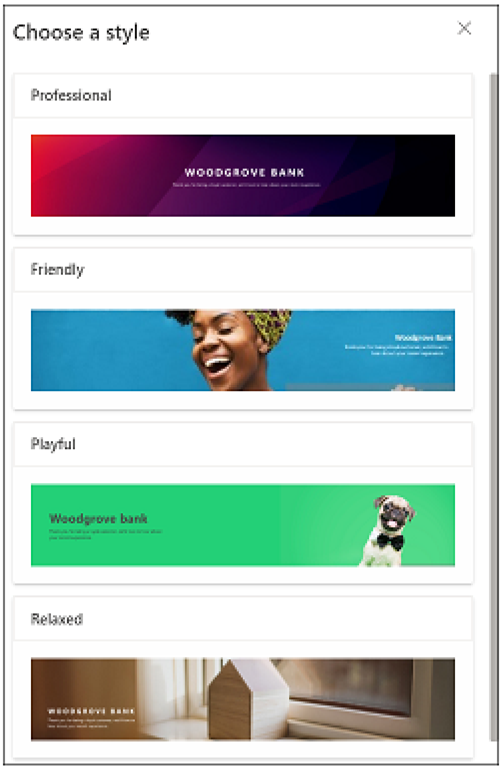
2. Hover over the survey header to see the toolbar.

3. Select **Style**.



4. In the **Choose a style** panel, select one of the predefined styles.

> ⓘ **Note**
>
> The **Compact** style has the least header height as compared to other styles. You cannot add a background image to the survey header when you select this style.

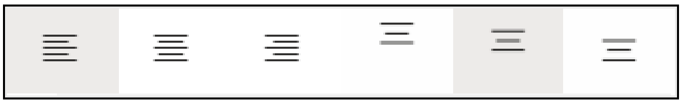


Change header text alignment

You can change the alignment of header text in the combination of the horizontal and vertical alignments. In the horizontal alignment, you can choose the text to be aligned either to the left, center, or right. In the vertical alignment, you can choose the text to be aligned either at the top, middle, or bottom. So, you can position the header text in nine different alignments.

1. Open the survey in which you want to change the alignment of survey header text.

2. Hover over the text to see the alignment toolbar.



3. Select an alignment combination.

Add background image to survey header

You can select a background image for the survey header either from the images provided out of the box or upload an image from your device. If you upload an image from your device, the image must be within the following parameters:

- Maximum file size: 5 MB
- Supported formats: BMP, JPEG, and PNG
- Maximum resolution: 800 x 600 (width x height)
- Aspect ratio: 4:3

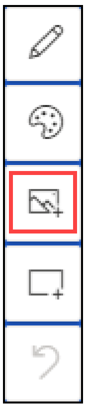
When you add a background image, the survey's theme is also updated accordingly.

To add a background image

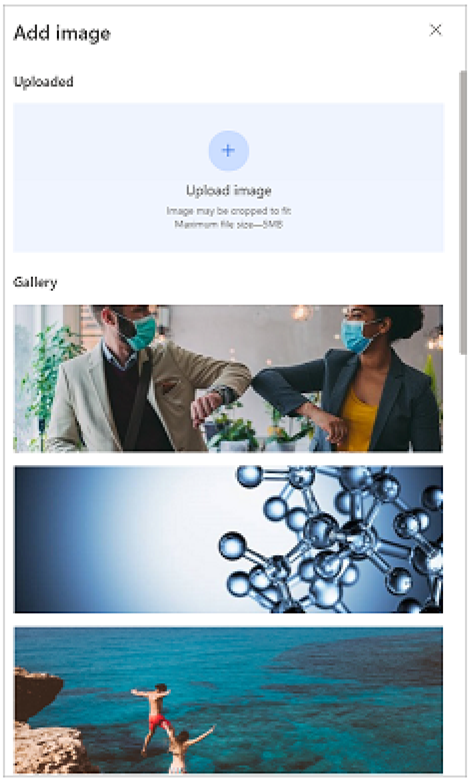
1. Open the survey in which you want to add a background image to the header.

2. Hover over the survey header to see the toolbar.

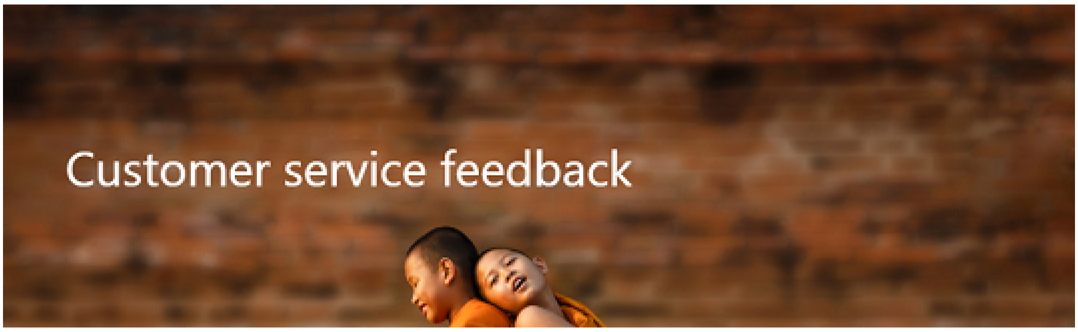
3. Select **Image**.



4. In the **Add image** panel, select one of the images provided out of the box or upload an image from your device.



The image is added to the survey header.



Replace or reset background image

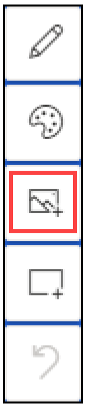
After you add a background image to the survey header, you can either replace it with another image or reset it to remove the image. When you reset the image, only the image is removed; the survey's theme stays as it is as it was updated while adding the image.

> ⓘ **Note**
>
> For out of the box images, you can only reset the image.

1. Open the survey in which you want to replace or reset the header's background image.

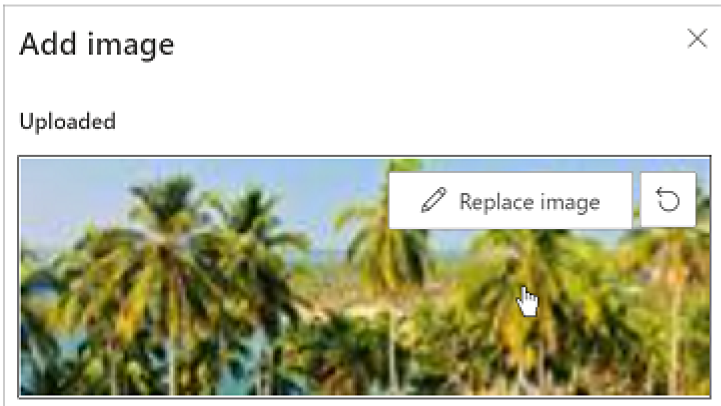
2. Hover over the survey header to see the toolbar.

3. Select **Image**.



4. In the **Add image** panel, hover over the uploaded image.

5. To replace the image, select **Replace image**, and then select a new image.



6. To reset the image, select **Reset** ⟲.

Change focal point of background image

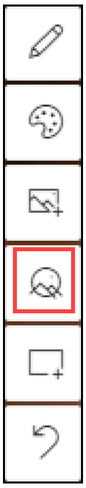
When you select a style or add a background image, the only portion of the image that is visible is what fits in the header area. You can change the focal point to adjust which portion of the image should be visible. After you set the focal point of the image, you should preview the survey and check how the survey header will look on a mobile device.

> ⓘ **Note**
>
> It is recommended that you should preview the survey and check how the survey header will look on a desktop and mobile device after setting the focal point. This ensures that the header image is displayed properly in both desktop and mobile device.

1. Open the survey in which you want to change focal point of the background image.

2. Hover over the survey header to see the toolbar.

3. Select **Focal point**.



4. Drag and adjust the image.

5. Select **Focal point** in the upper left corner to exit the focal point adjustment.

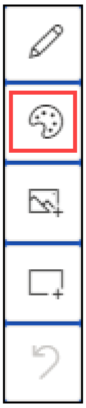
Change theme color of survey

You can select a color to apply to various survey elements such as the survey header, question area, background, footer, and buttons. This lets you customize the look and feel of your survey so it better matches your company's brand. You can also change the survey's theme while changing your survey's branding. More information: Add branding to a survey

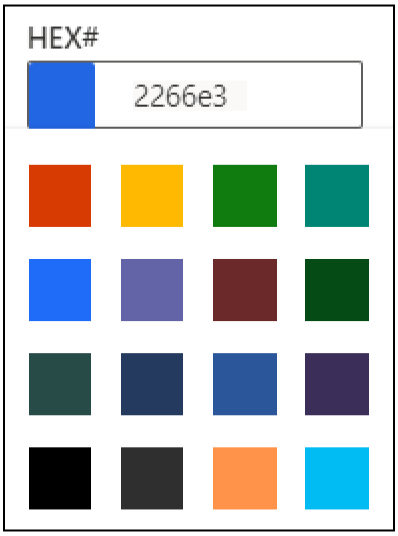
1. Open the survey in which you want to change the theme.

2. Hover over the survey header to see the toolbar.

3. Select **Theme color**.



4. Choose a color from the color picker or enter a hexadecimal code in the **HEX#** field.



Add logo to survey header

You can add your company's logo in the header to reflect your company's brand and make the survey look authentic. The logo must be within the following parameters:

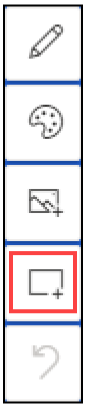
- Maximum file size: 5 MB
- Supported formats: BMP, GIF, JPEG, and PNG
- Maximum resolution: 800 x 600 (width x height)
- Aspect ratio: 4:3

To add a logo to a survey header

1. Open the survey in which you want to add a logo to its header.

2. Hover over the survey header to see the toolbar.

3. Select **Logo**.



4. Find and select the logo by using your file browser.

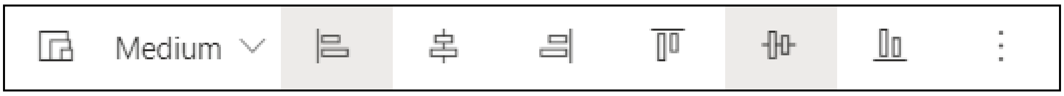
After you've added a logo to the survey header, you can:

- Change the logo size
- Change the logo alignment
- Add alt text to the logo
- Delete the logo

Change the logo size

By default, the logo added is medium size. You can change its size to either small or large. When you add a logo, the text alignment is adjusted accordingly.

1. Hover over the logo to see the toolbar.



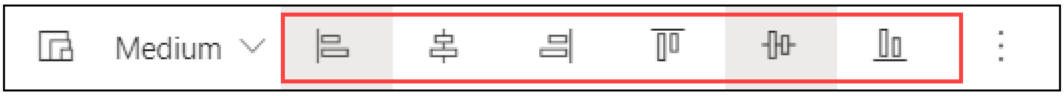
2. Select **Medium** and then select the logo size from the list.

Change the logo alignment

You can change the alignment of a logo in the combination of the horizontal and vertical alignments. In the horizontal alignment, you can choose the logo to be aligned either to the left, center, or right. In the vertical alignment, you choose the logo to be aligned either to the top, middle, or bottom. So, you can position the logo in nine different alignments.

1. Hover over the logo to see the toolbar.

2. From the alignment options, select an alignment combination.



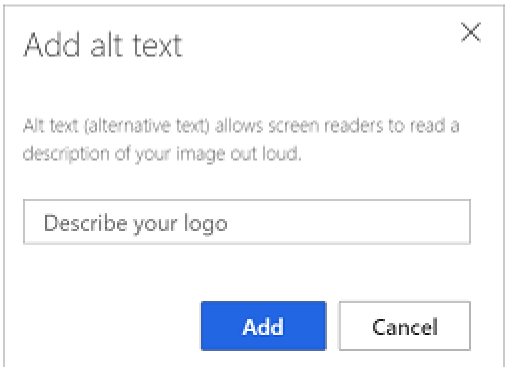
Add alt text to the logo

Alt text (alternative text) allows screen readers to read a description of your image out loud.

1. Hover over the logo to see the toolbar.

2. Select the ellipsis button, and then select **Add alt text**.

3. In the **Add alt text** dialog box, enter a description of the logo in the field provided.



4. Select **Add**.

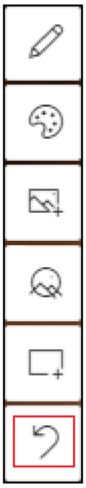
Delete the logo

1. Hover over the logo to see the toolbar.

2. Select the ellipsis button, and then select **Delete**.

Undo changes

You can undo up to 10 of your last changes in survey header. To undo a change, hover over the survey header, and then select **Undo** on the header toolbar.



See also

Add branding to a survey

Feedback

Was this page helpful? Yes No

Provide product feedback

Customize footer text

Article • 06/27/2024

Footer text is displayed at the bottom of every page in a survey. Default content is available for the footer text; however, you can add your own content to customize them in accordance with your requirements.

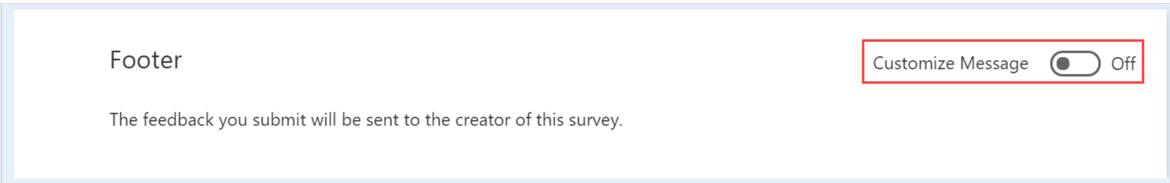
You can add formatting to the footer text by changing their font style, font size, and color. You can also add a link to the footer text by selecting **Link** on the formatting toolbar and then adding the link through the link editor. More information: Format text in a survey

To customize footer text

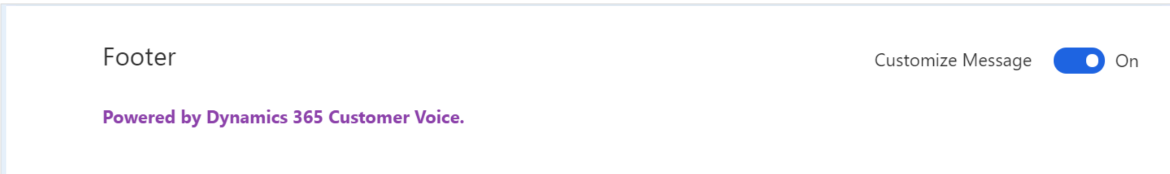
1. Open the survey.

2. On the **Design** tab, scroll to the bottom of the survey designer.

3. Turn on the **Customize message** toggle in the **Footer** section.



4. Enter the text you want for the footer text. If required, add formatting to the text.



See also

Create a project
Create a survey
Manage surveys
Manage projects

Feedback

Customize the post-survey message

Article • 06/27/2024

A post-survey message is displayed to respondents after they submit a survey. Default content is available for the post-survey message; however, you can add your own content to customize it in accordance with your requirements. You can also add up to four post-survey messages (in addition to the default message) and add conditions to show the appropriate post-survey message based on the response to a question or the value of a variable. The maximum number of characters supported in the message header and message body are 200 and 1,000, respectively.

You can personalize the post-survey message by adding variables in the message header and body. More information: Add variables in a survey

You can add formatting to the post-survey message by changing its font style, font size, and color. You can also add a link to the message by selecting **Link** on the formatting toolbar and then adding the link through the link editor. More information: Format text in a survey

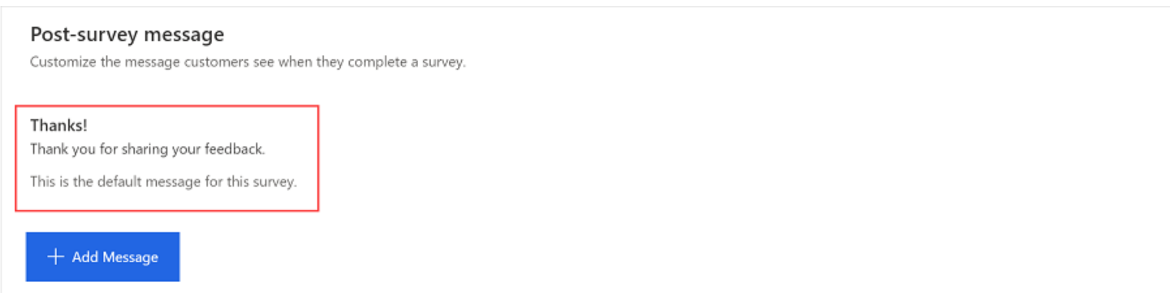
If you've created a multilingual survey, you can add translations to post-survey messages for each added language. For information about adding languages and translations, go to Create a multilingual survey.

Customize the default post-survey message

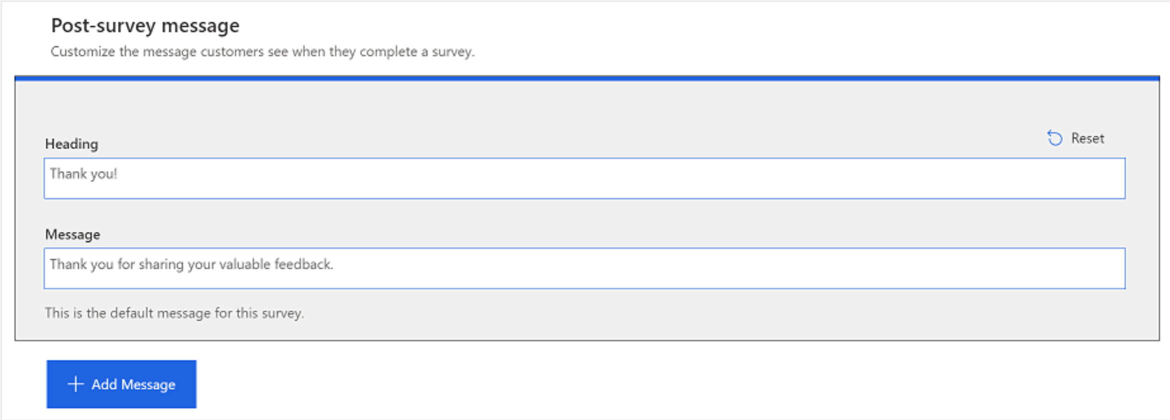
1. Open the survey.

2. On the **Design** tab, scroll to the bottom of the survey designer.

3. In the **Post-survey message** section, select the default message.



4. Update the text in the **Heading** and **Message** fields.



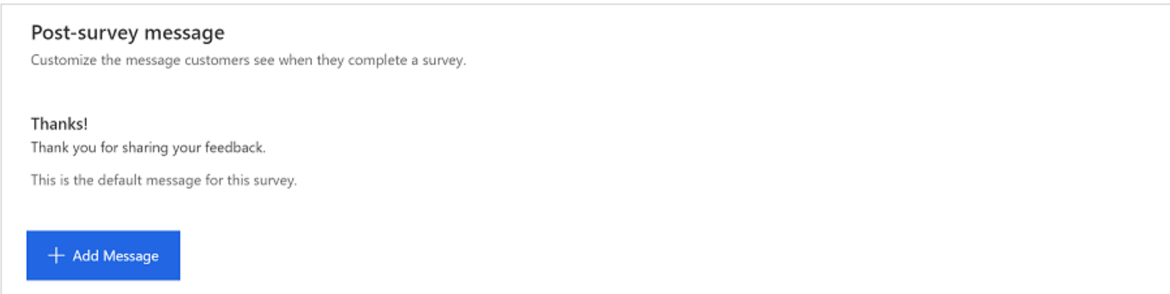
5. To revert your changes to the default text, select **Reset**.

Add a new post-survey message

1. Open the survey.

2. On the **Design** tab, scroll to the bottom of the survey designer.

3. In the **Post-survey message** section, select **Add Message**.



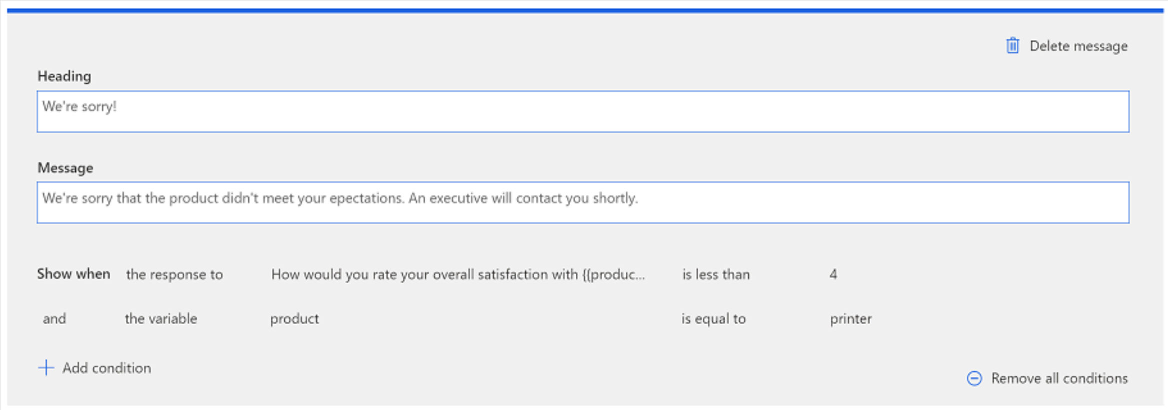
4. Add text in the **Heading** and **Message** fields.

5. In the **Show when** field, select one of the following:

   - **the response to**: Select this option when the message is to be displayed according to the response to a question. After selecting this option, select the question, operator, and the response.

   - **the variable**: Select this option when the message is to be displayed according to the value of a variable. After selecting this option, select the variable, operator, and its value.

   You can add more conditions that use either the **and** or **or** operator by selecting **Add condition**.



6. To remove a branching condition, hover over the condition, and then select **Remove**.

7. To remove all branching conditions, select **Remove all conditions**.

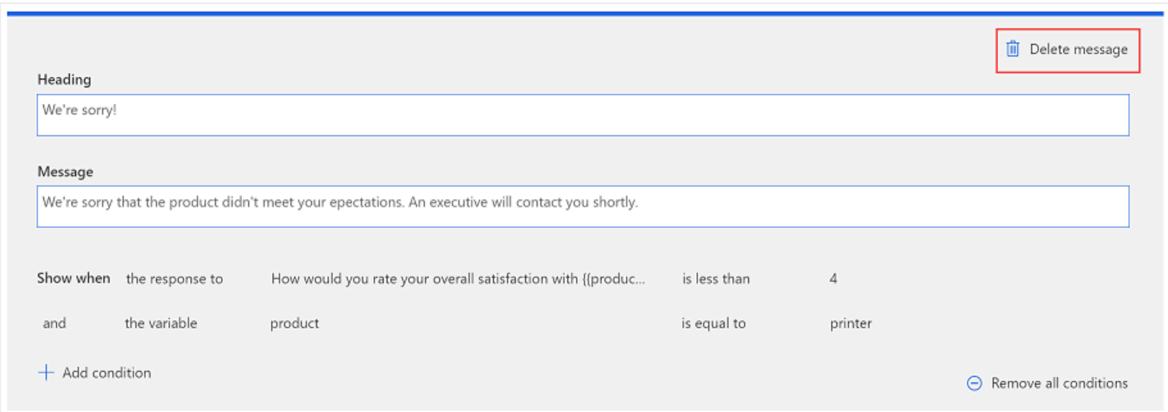
Delete a post-survey message

1. Open the survey.

2. On the **Design** tab, scroll to the bottom of the survey designer.

3. In the **Post-survey message** section, select the message you want to delete.

4. Select **Delete message**.



See also

Create a project
Create a survey
Manage surveys
Manage projects

Preview and test a survey

Article • 06/27/2024

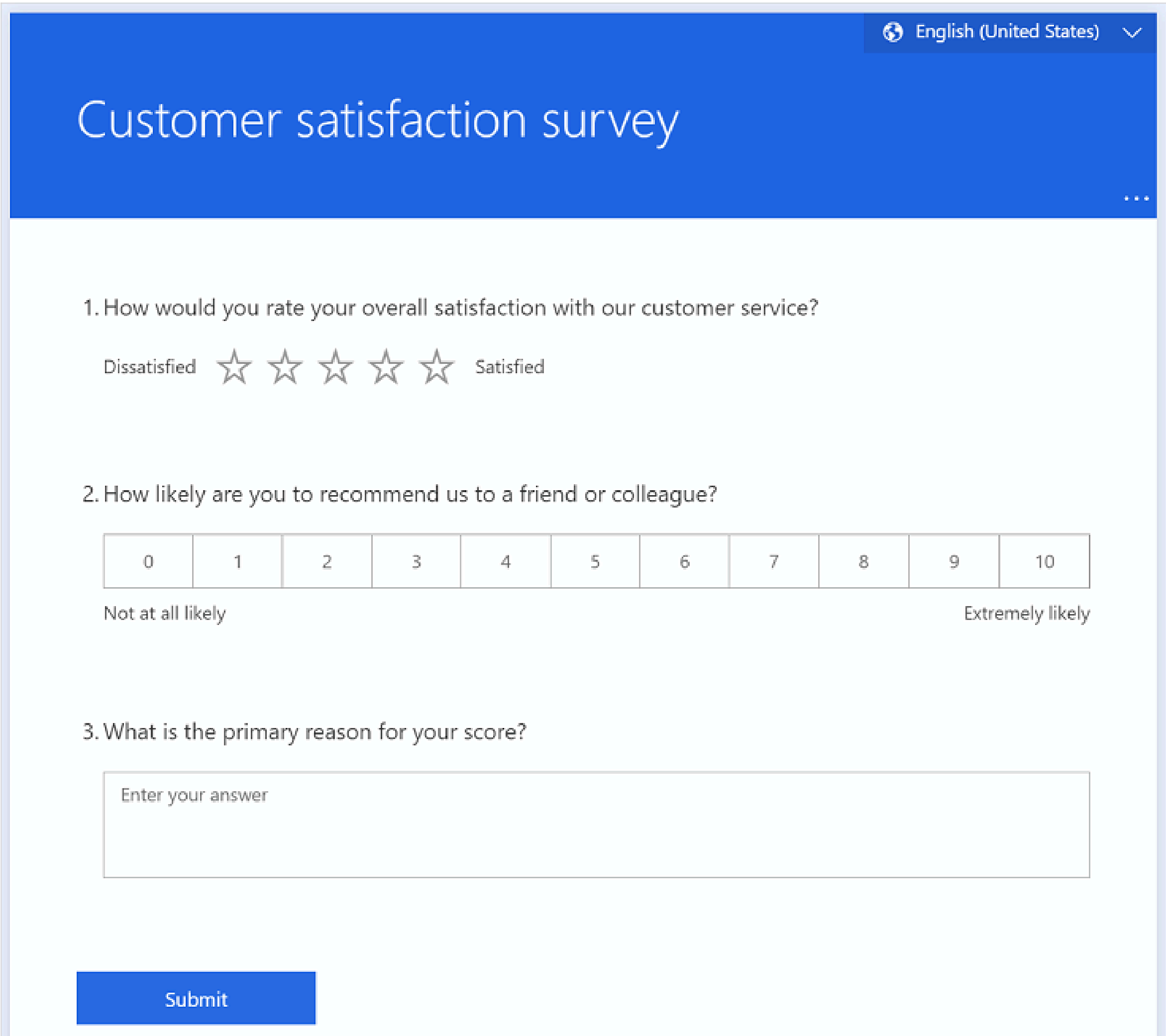
Before you send a survey to respondents, you must preview it. Previewing ensures that the survey is working as you've designed it. If you find anything that doesn't work as designed, you can go back to the survey editor and make changes as required. While previewing the survey, you can also answer the questions and navigate through the survey as your respondents would do. If you've created branching rules, this would be a good time to preview and test them to ensure everything is working as expected.

To preview and test a survey

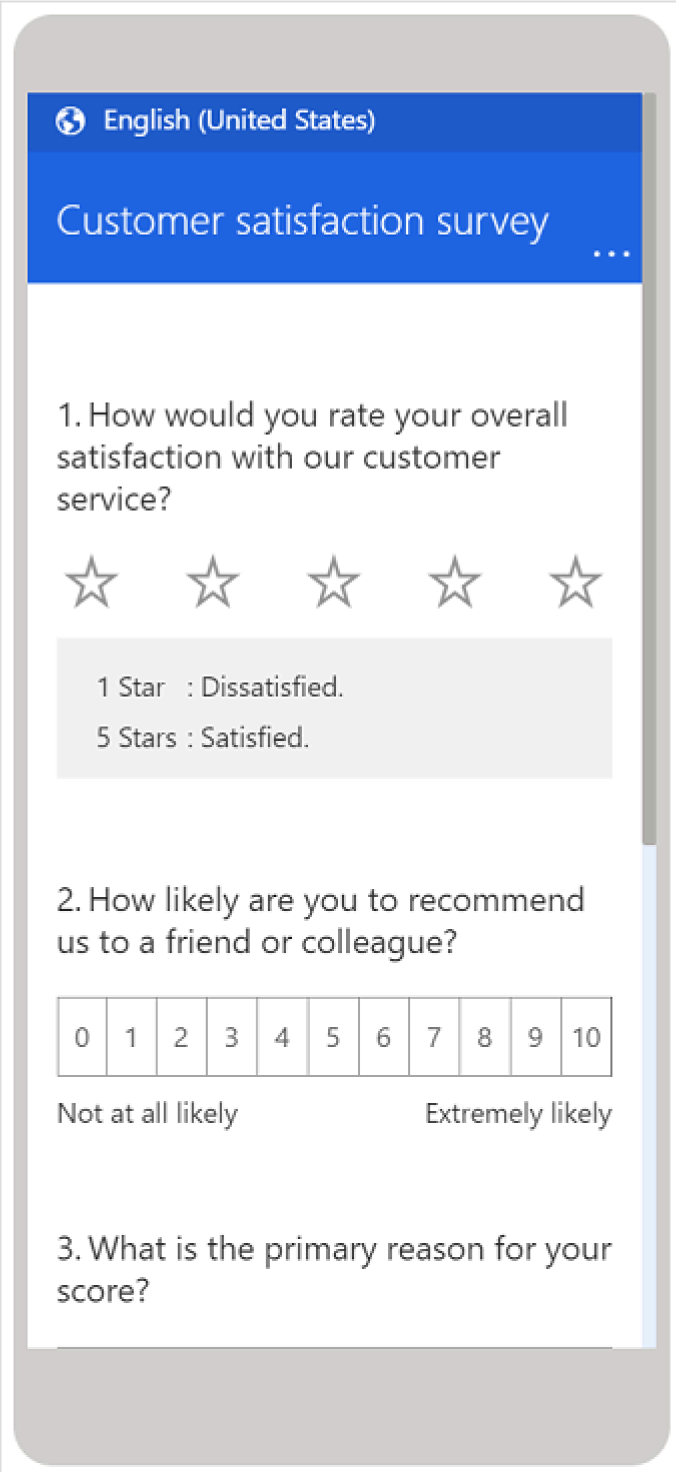
1. Open the survey.

2. Select **Preview** on the toolbar at the top of the page to see how your survey will look on a desktop.

3. To test your survey, enter responses for the questions in preview mode, and then select **Submit**.



4. To see how your survey will look on a mobile device, select **Mobile**.



5. After previewing and testing your survey, select **Back** in the upper-left corner of the page.

See also

Create a survey
Create a branching rule
Personalize a survey
Format text in a survey

Create a multilingual survey

Create a multiple-page survey

Feedback

Was this page helpful? Yes No

Provide product feedback

Save a survey in progress

Article • 06/27/2024

When a respondent starts a survey, they can either complete it in one go or in multiple sittings. When respondents complete a survey in multiple sittings, they begin the survey and then close it. Their responses are saved, so when they reopen the survey, those responses are retrieved and the survey starts again from where they left off. The responses that are saved temporarily until the survey is submitted are known as *paused responses*.

Paused responses are available for 28 days from the date when a respondent opens the survey. A respondent can return to the survey and submit the responses within 28 days. Paused responses are available across web browsers and devices. This means that a respondent can open a survey on their computer's web browser and later complete it from the browser on their mobile device. The most recent data is retrieved and shown to the respondent. After a response is submitted, it can't be edited.

ⓘ **Note**

- The survey progress is saved only for the surveys sent through personalized links. More information: Work with personalized links
- Paused responses aren't available in Dynamics 365 Customer Voice until they're submitted. They'll be available in reports only after a respondent submits the survey.
- Paused responses are deleted if the survey author changes the structure of the survey after the invitation is sent, for example by adding or deleting questions, or changing their order.
- The capability to save a survey in progress is not available for surveys that are migrated from Microsoft Forms Pro to Dynamics 365 Customer Voice.

Survey author experience

By default, this feature is turned off and a survey in progress isn't saved. As a survey author, you can turn on the **Save survey progress** toggle in the **Participants** section on the **Distribution** panel to turn on this feature. Respondents can answer a few questions, close the survey, and then return later to complete it and submit their responses. When you turn off this feature after it has been turned on, existing paused responses are deleted, if there are any. More information: Work with survey distribution settings

Survey respondent experience

You've sent a product feedback survey through a personalized link to your customer named Henry. The survey contains four questions. Let's understand Henry's experience through the following scenarios:

Scenario 1: Henry opens the survey in a computer's web browser, answers the first two questions, and then closes the survey without submitting it. A few days later, Henry opens the survey on a mobile device. The survey starts from where Henry left off. Henry modifies the response to the earlier questions, answers the remaining questions, and then submits the survey. Responses are sent to Dynamics 365 Customer Voice.

Scenario 2: Henry opens the survey, answers all the questions, and then submits the survey. Henry reopens the survey from the invitation link. One of the following occurs:

- If **One response per person** is turned off, Henry can submit another response for the same survey.
- If **One response per person** is turned on, Henry sees a message that a response has already been submitted.

See also

Work with survey distribution settings
Send a survey by using the built-in email composer
Send a survey by using Power Automate

Feedback

Was this page helpful? Yes No

Provide product feedback

Work with alerts

Article • 06/24/2024

Alerts are the follow-up activities that are created based on the defined alert rules. Alert rules are defined on satisfaction metrics. Alerts are created based on the values of satisfaction metrics in survey responses. For example, you can create an alert rule to create an alert whenever the Net Promoter Score (NPS) satisfaction metric for a survey response goes below a threshold. More information: Create an alert rule

Alerts are created at the project level. They help you close the loop with customers by prompting you to take appropriate action based on the feedback that customers provide.

You can view and manage alerts from the **Alerts** report. The report is available under **Reports** on the left pane. More information: View and manage alerts

Create an alert rule

Alerts are created based on the satisfaction metric values. You can create an alert rule from the **Alerts** report.

1. Open the project.

2. On the left pane, select **Alerts** under the **Reports** section.

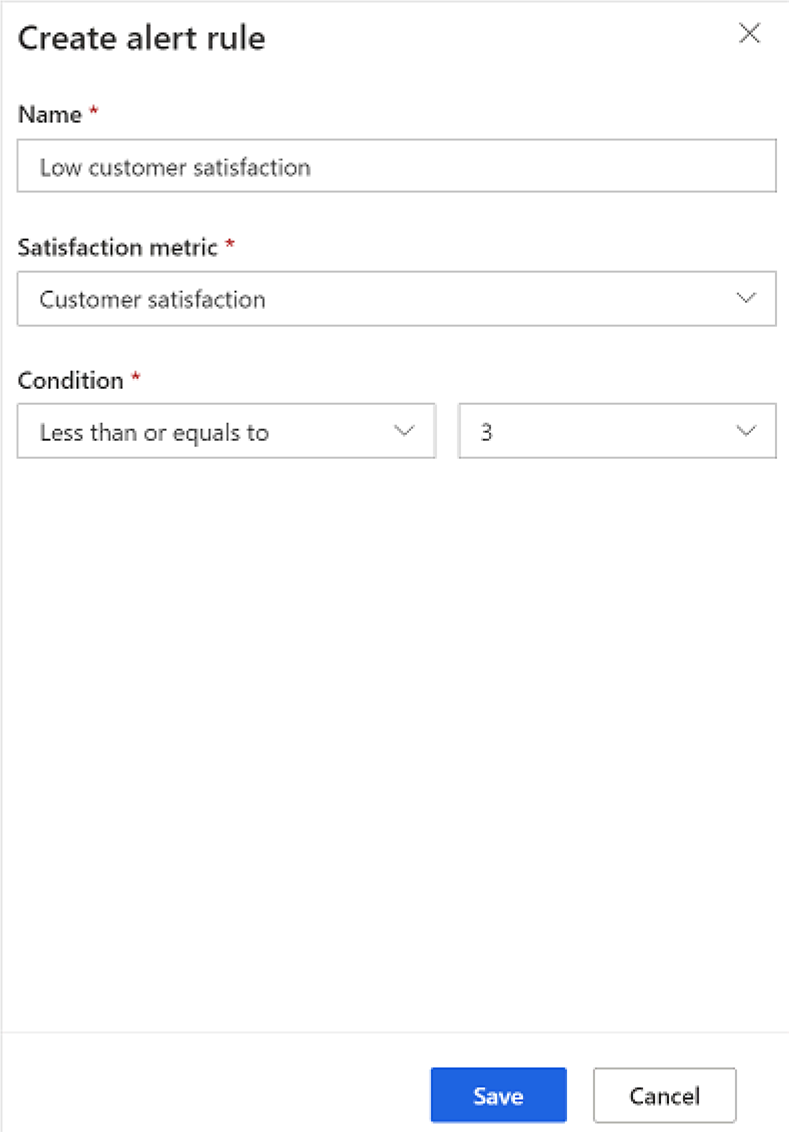
3. On the toolbar at the top of the page, select **Create alert rule**.

4. In the **Create alert rule** panel, provide the following information:

    - **Name**: Enter a name for the alert rule.

    - **Satisfaction metric**: Select the satisfaction metric on which this alert needs to be created.

    - **Condition**: Select a condition and its value from the respective lists. An alert will be created whenever this condition is true.



5. Select **Save**.

Manage alert rules

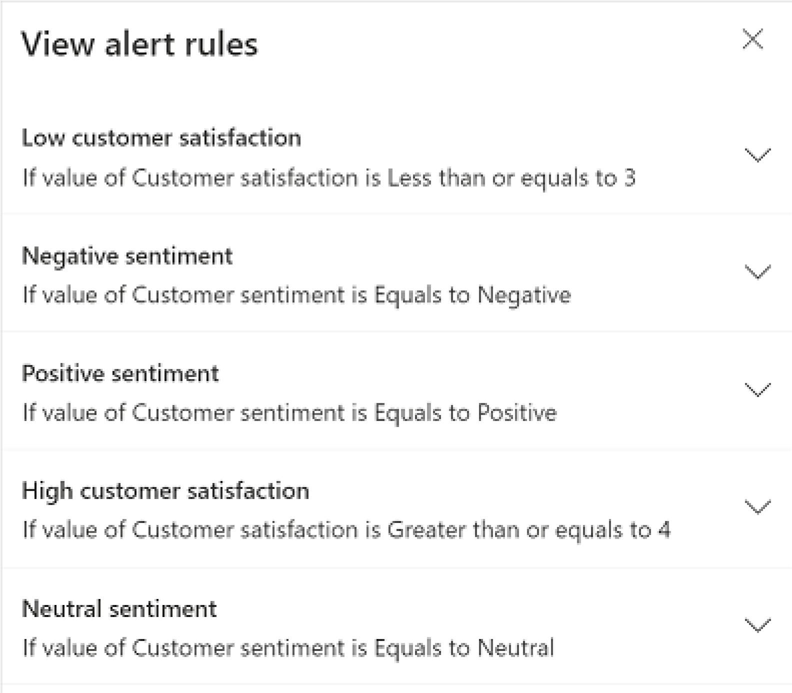
After you've created alert rules, you can view and edit the rules, or delete the ones that are no longer required.

1. Open the project.

2. On the left pane, select **Alerts** under the **Reports** section.

3. On the toolbar at the top of the page, select **View alert rules**.

   Alert rules are displayed in the **View alert rules** panel.



4. To view an alert rule, expand it.
5. To edit an alert rule, do the following:

   a. Expand the rule, make the changes, and then select **Save**.

   b. In the confirmation message, select **Save**.

6. To delete an alert rule, do the following:

   a. Expand the rule, and then select **Delete**.

   b. In the confirmation message, select **Delete**.

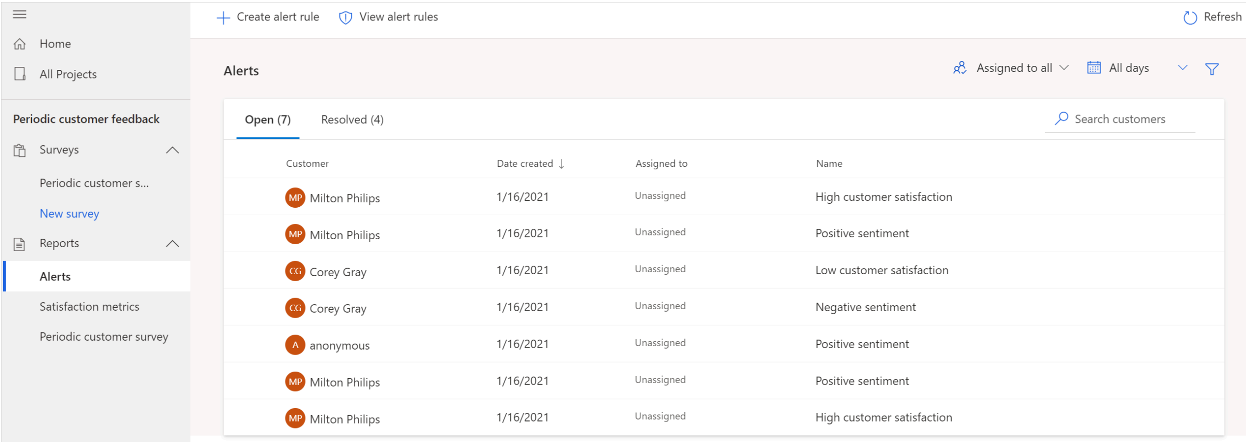
View and manage alerts

An alerts report is created for a project as alerts start getting created. To view alerts, select **Alerts** under **Reports** on the left pane.

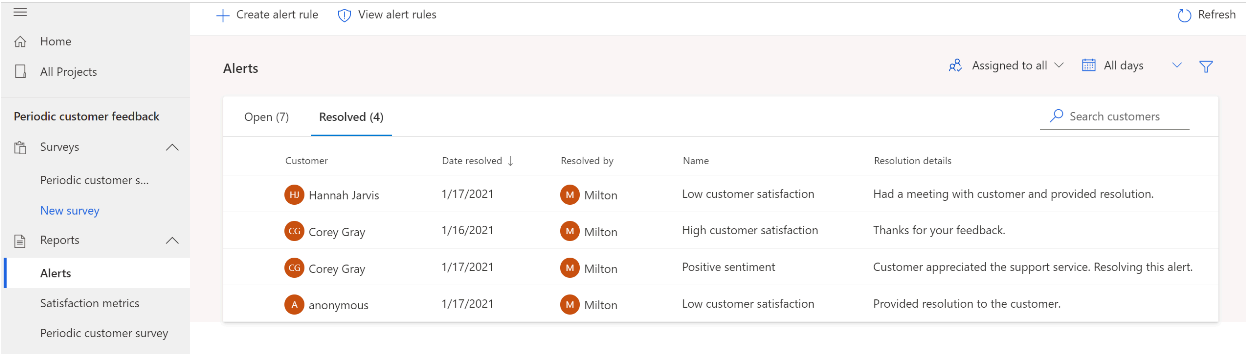
Alerts are displayed in the grid format with the following information:

- **Customer**: The customer whose response resulted in the creation of the alert.
- **Date created**: The date on which the alert was created.
- **Assigned to**: The name of the user to whom the alert is assigned.
- **Name**: The name of the alert rule.

Alerts that are newly created, or currently being worked, on are displayed on the **Open** tab.



The resolved alerts are displayed on the **Resolved** tab.

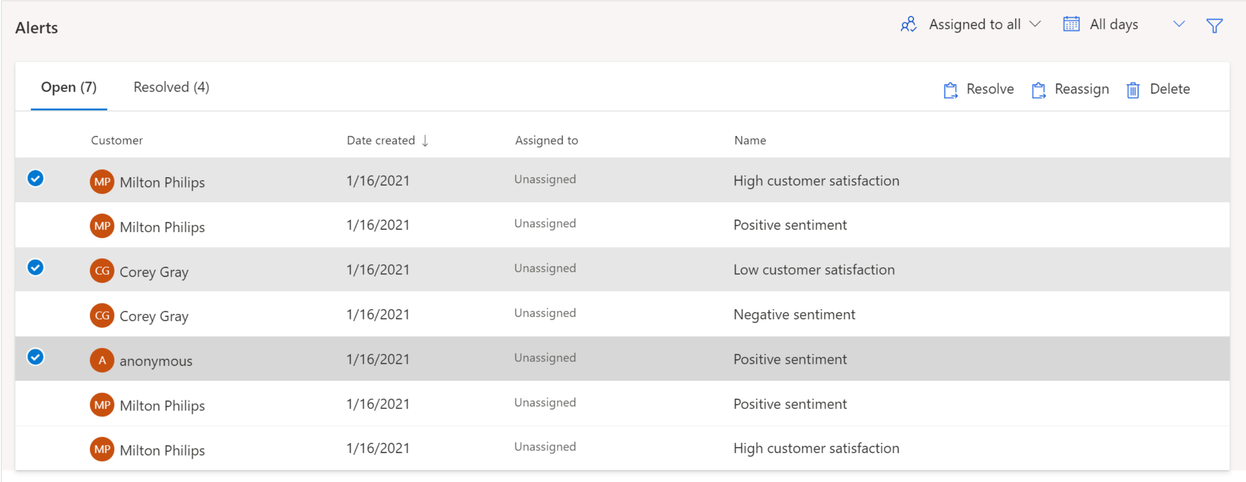


You can perform the following actions for each alert:

- **View**: Displays alert details in the **Alert details** panel.
- **Assign**: Assigns an alert to a user.
- **Reassign**: Reassigns an alert that was assigned to another user.
- **Resolve**: Marks an alert as resolved and moves it to the **Resolved** tab. This action is available only for open alerts.
- **Reopen**: Marks a resolved alert as open and moves it to the **Open** tab. This action is available only for resolved alerts.
- **Delete**: Deletes an alert.

To perform an action, hover over an alert, select the ellipsis button, and then select the required action.

You can also perform bulk actions by selecting multiple alerts and selecting an action from the upper-right corner of the grid. You can select a maximum of 100 alerts. The actions differ for the open and resolved alerts.



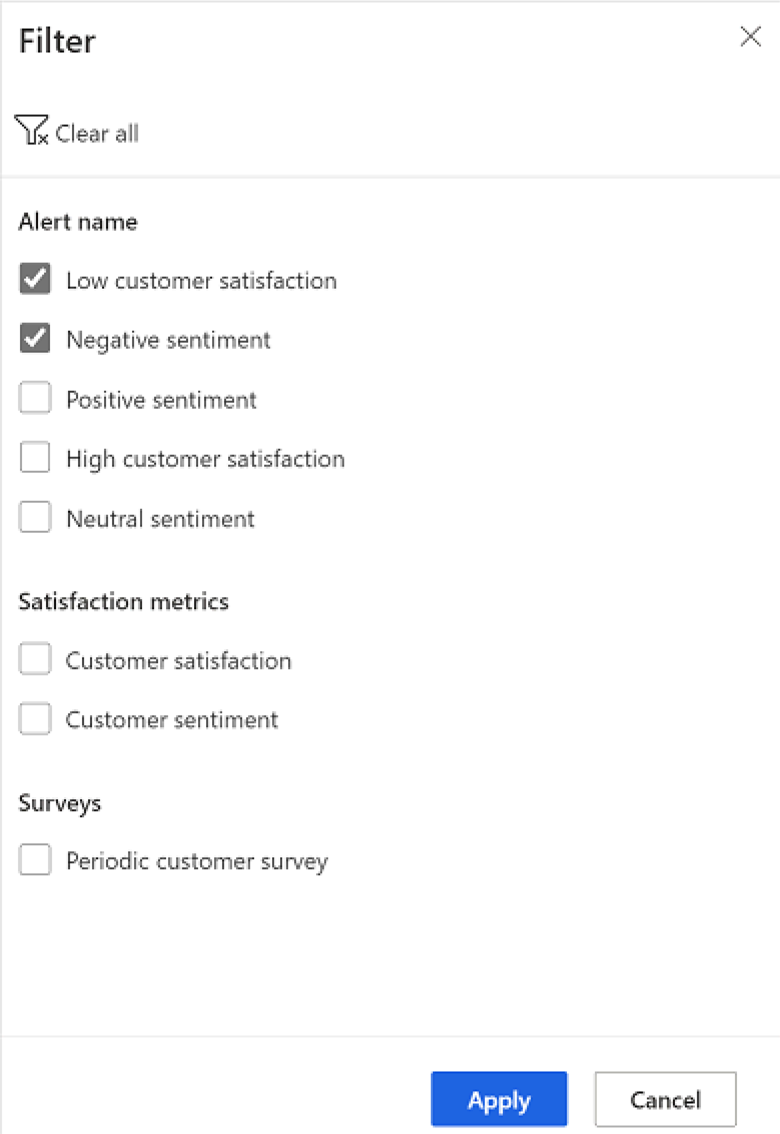
Sort alerts

You can sort alerts by selecting any of the column headers. By default, alerts are sorted by date in descending order.

Filter alerts

You can filter the list of alerts by selecting the **Filter**  icon in the **Alerts** report. In the **Filter** panel, select one or more of the following filter criteria, and then select **Apply**:

- **Alert name**: The name of the alert rule.
- **Satisfaction metrics**: The satisfaction metrics for which alerts are generated.
- **Surveys**: The surveys for which alerts are generated.



To remove the filter selections, select **Clear all** in the **Filter** panel.

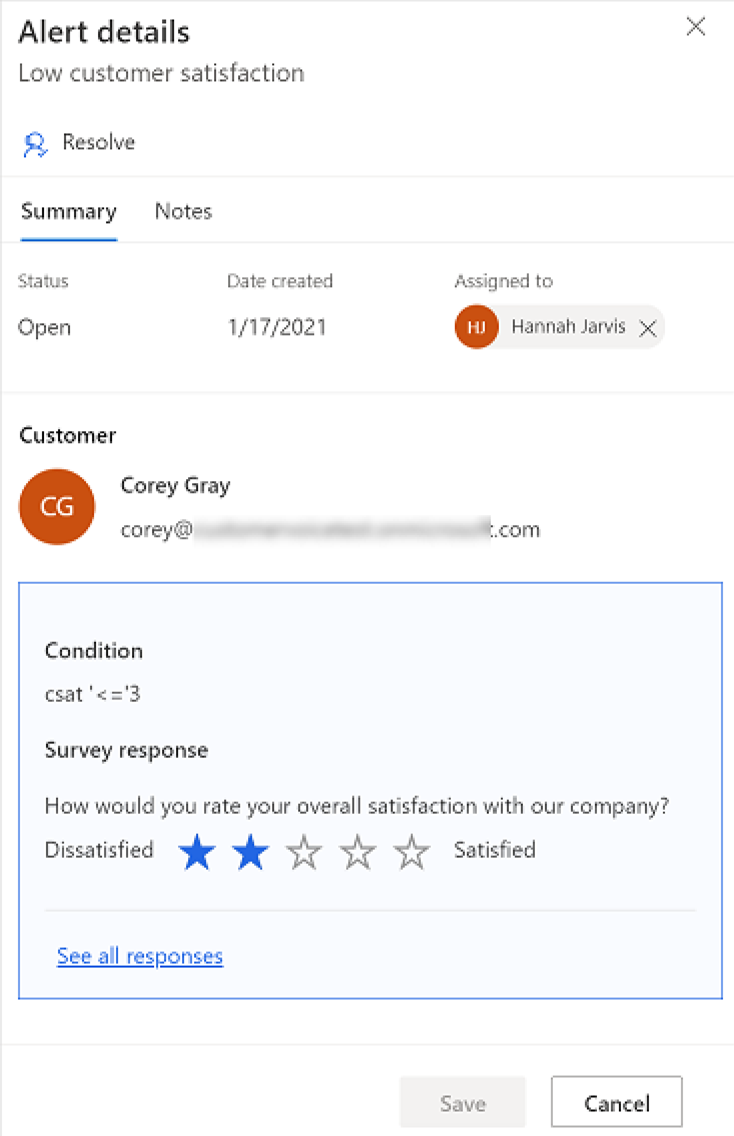
You can also filter the list of alerts based on the following filters, which are available above the **Alerts** grid:

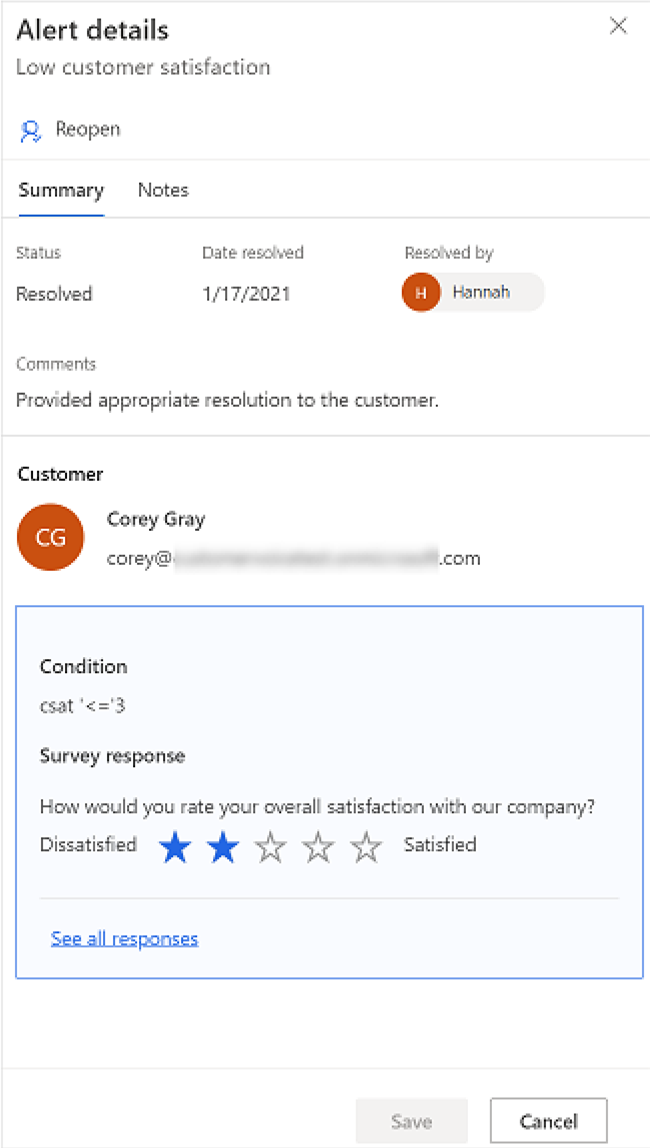
- **Assigned to all**: Select **Assigned to me** to see alerts that are assigned to you. By default, all alerts are displayed in the grid.
- **All days**: Select 7 days, 28 days, 90 days, or a custom date range.

View alert details

You can view details of an alert by selecting it in the **Alerts** report. When you select an alert, the **Alert details** panel opens. Alternatively, you can hover over an alert, select the ellipsis button, and then select **View**.

The information displayed in the **Alert details** panel depends on the alert state: open or resolved.


Alert details
Low customer satisfaction
Resolve
Summary
Notes
Status
Open
Date created
1/17/2021
Assigned to
HJ
Hannah Jarvis
Customer
CG
Corey Gray
Condition
csat '<='3
Survey response
How would you rate your overall satisfaction with our company?
Dissatisfied
Satisfied
See all responses
Save
Cancel



Assign an alert

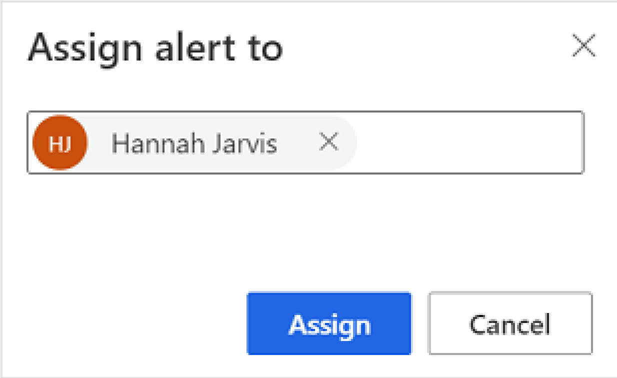
When an alert is created, it isn't assigned to anyone. You must assign it to a user to work on it. You can assign an alert to a user either from the alerts grid or the **Alert details** panel.

Assign an alert from the alerts grid

1. Open the **Alerts** report.

2. On the **Open** tab, hover over the alert you want to assign, select the ellipsis button, and then select **Assign**.

3. In the **Assign alert to** window, enter the name or email address of the user to assign the alert to.

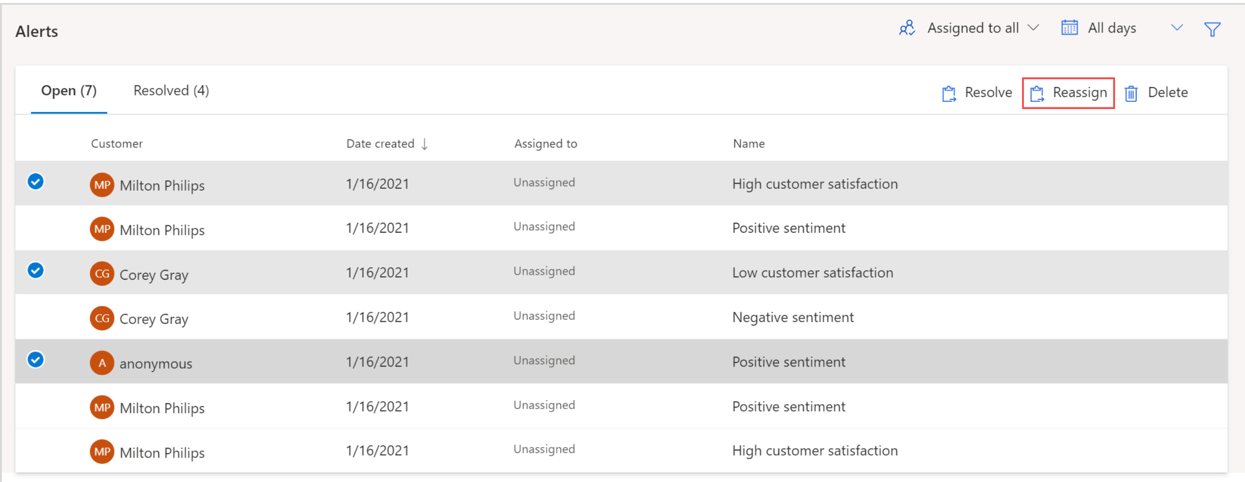


> **Note**
>
> - Only one user can be specified at a time.
> - You can't assign an alert to a distribution list.

4. Select **Assign**.

The alert is assigned to the specified user.

You can also select multiple alerts in the grid, and then select **Reassign** in the upper-right corner of the grid. In the **Assign alert to** pop-up window, enter the name or email address of the user to assign the alert to, and then select **Assign**.

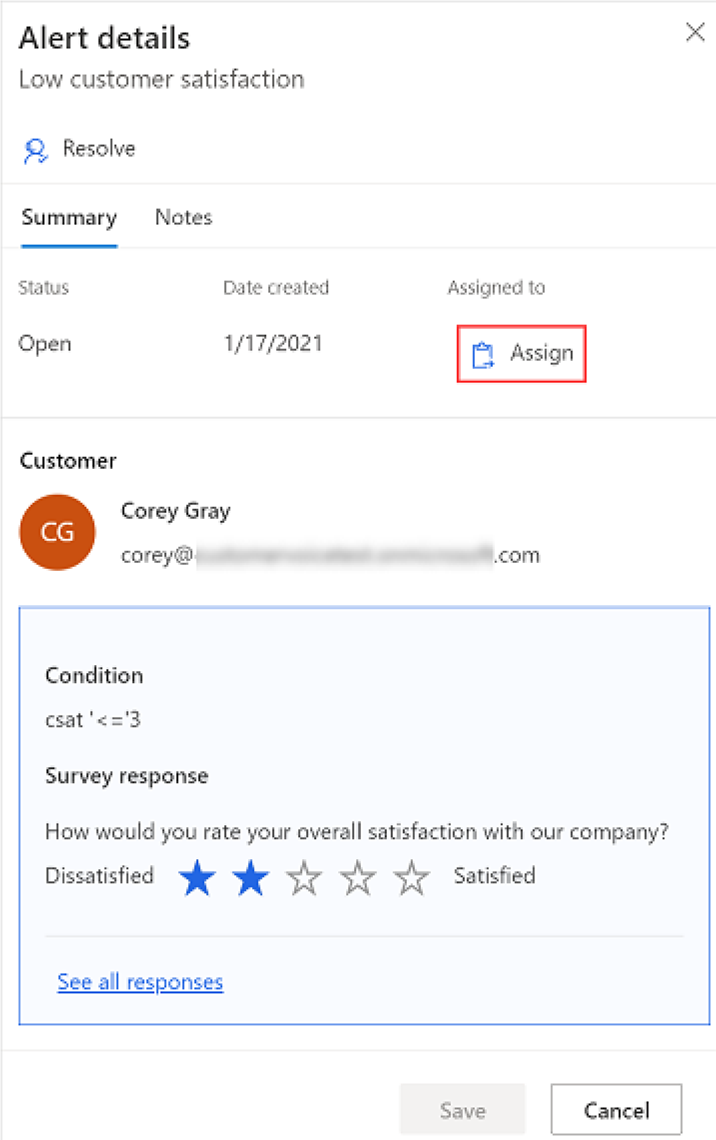


Assign an alert from the Alert details panel

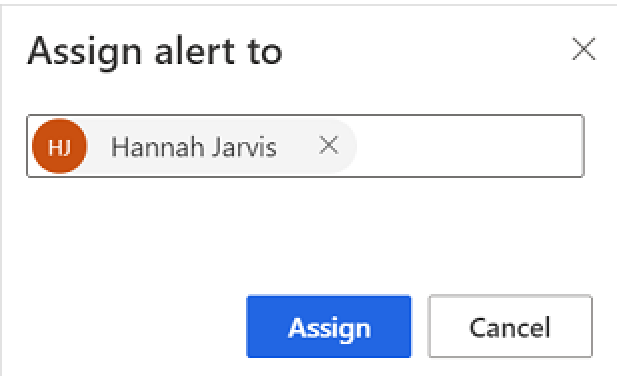
1. Open the **Alerts** report.

2. On the **Open** tab, select the alert you want to assign.

3. In the **Alert details** panel, select **Assign**.



4. In the **Assign alert to** pop-up window, enter the name or email address of the user to assign the alert to.



> ⓘ **Note**
>
> - Only one user can be specified at a time.
> - You can't assign an alert to a distribution list.

5. Select **Assign**.

The alert is assigned to the specified user.

Resolve an alert

After you've finished working on an alert, you can mark it as resolved and add your comments. You can mark an alert as resolved either from the alerts grid or the **Alert details** panel.

Resolve an alert from the alerts grid

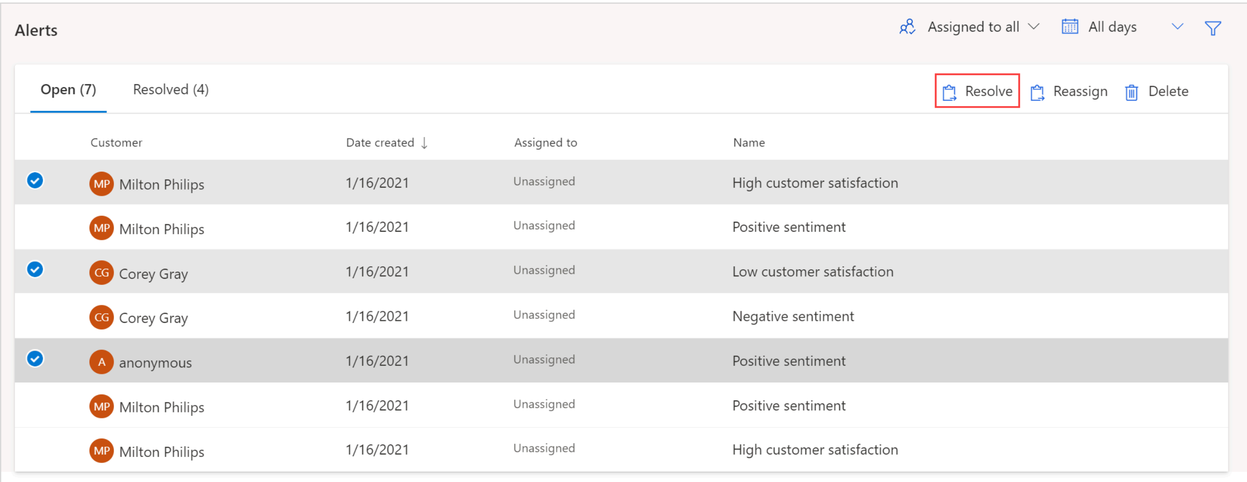
1. Open the **Alerts** report.

2. On the **Open** tab, hover over the alert you want to resolve, select the ellipsis button, and then select **Resolve**.

3. In the **Resolve alert** panel, enter your comments in the **Comments** box, and then select **Resolve**.

The alert is marked as resolved and moved to the **Resolved** tab.

You can also select multiple alerts in the grid, and then select **Resolve** in the upper-right corner of the grid.

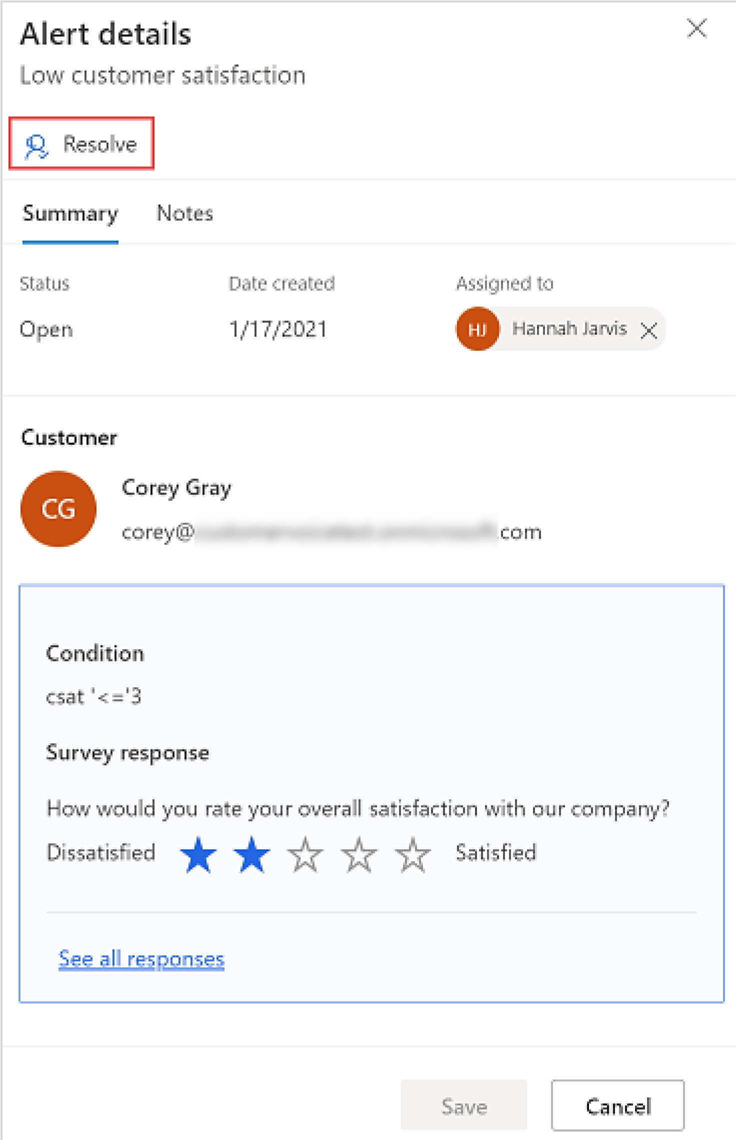


Resolve an alert from the Alert details panel

1. Open the **Alerts** report.

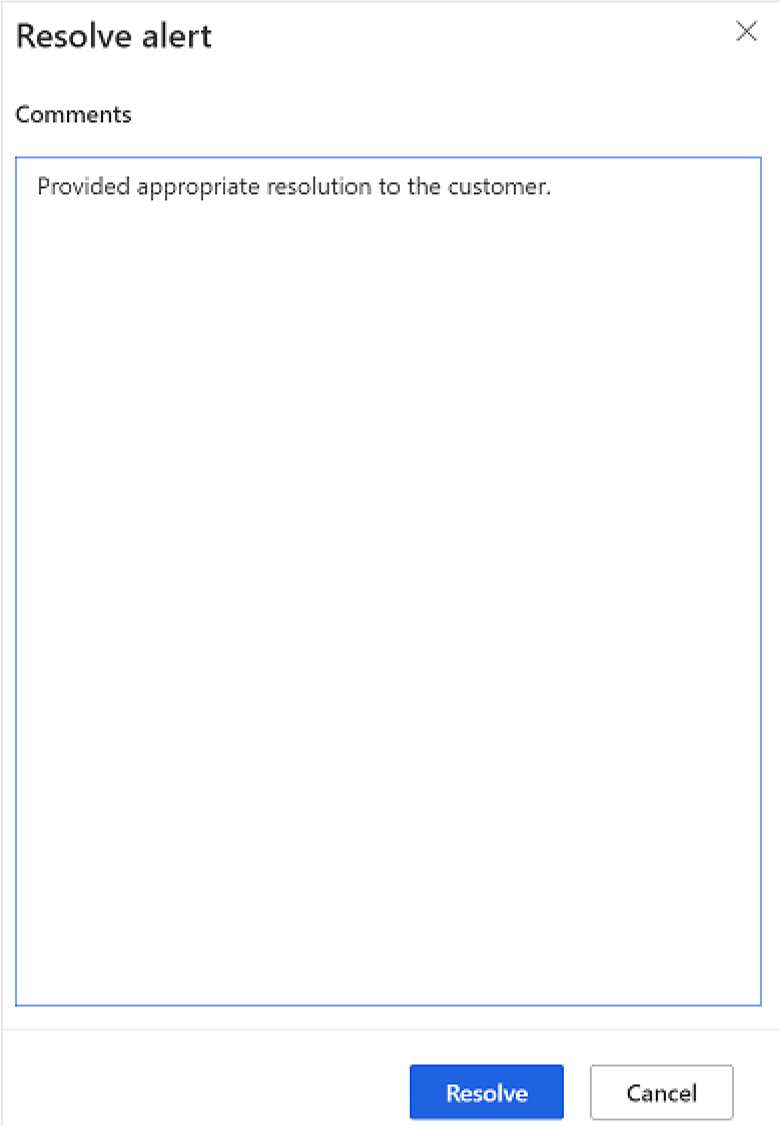
2. On the **Open** tab, select the alert you want to resolve.

3. In the **Alert details** panel, select **Resolve**.



4. In the **Resolve alert** panel, enter your comments in the **Comments** box, and then select **Resolve**.

The alert is marked as resolved and moved to the **Resolved** tab.



Reopen an alert

You can reopen a previously resolved alert. You can reopen an alert either from the alerts grid or the **Alert details** panel.

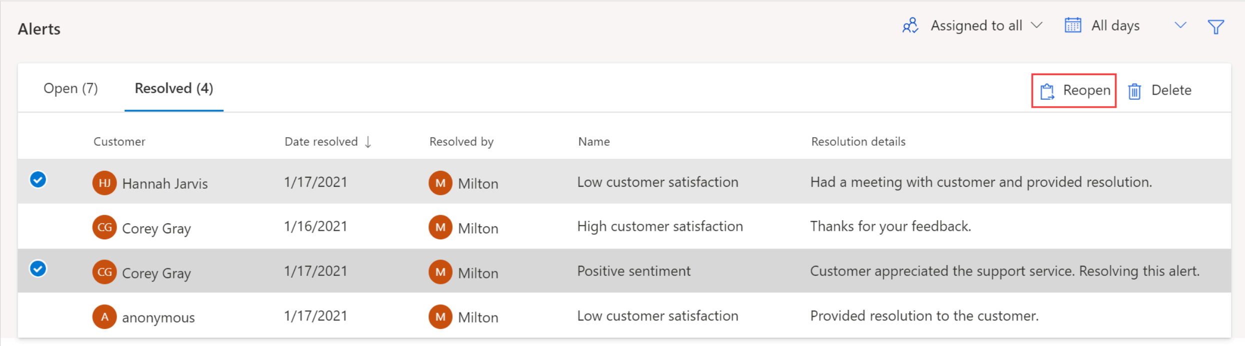
Reopen an alert from the alerts grid

1. Open the **Alerts** report.

2. On the **Resolved** tab, hover over the alert you want to reopen, select the ellipsis button, and then select **Reopen**.

The alert is marked as open and moved to the **Open** tab.

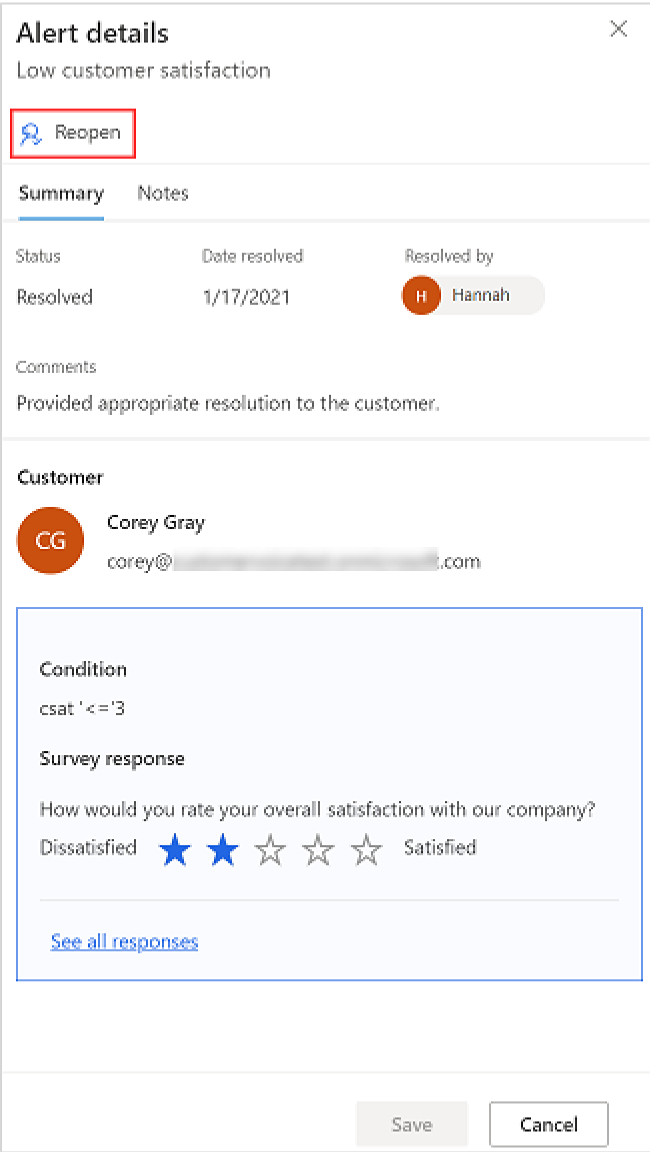
You can also select multiple alerts in the grid, and then select **Reopen** in the upper-right corner of the grid.



Reopen an alert from the Alert details panel

1. Open the **Alerts** report.
2. On the **Resolved** tab, select the alert you want to reopen.
3. In the **Alert details** panel, select **Reopen**.

The alert is marked as open and moved to the **Open** tab.

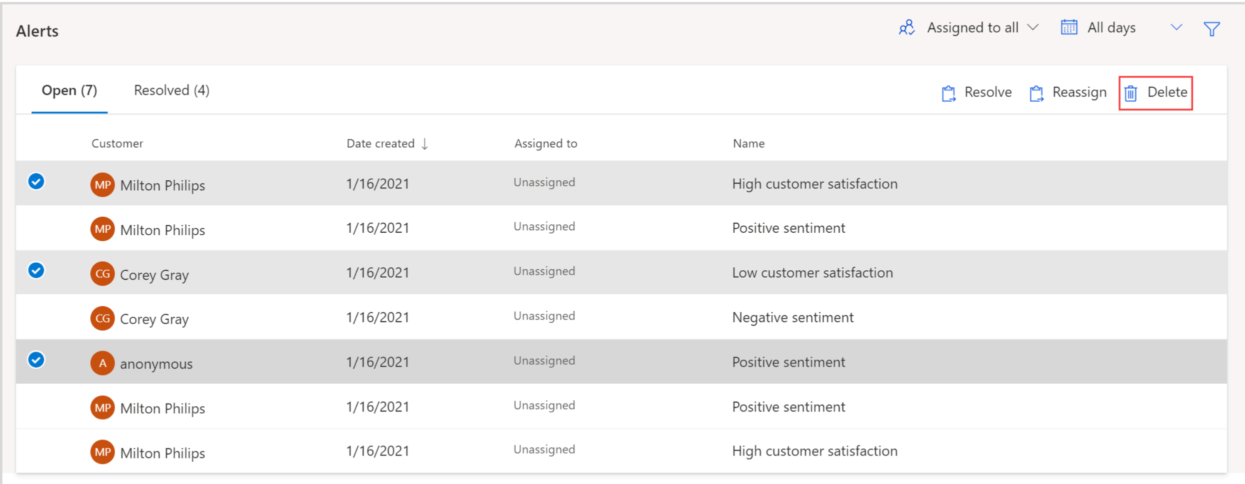


Delete an alert

You can delete an alert that isn't required anymore. You can only delete an alert by using the alerts grid.

1. Open the **Alerts** report.
2. On the **Open** or **Resolved** tab, hover over the alert you want to delete, select the ellipsis button, and then select **Delete**.
3. In the confirmation message, select **Delete**.

You can also select multiple alerts in the grid, and then select **Delete** in the upper-right corner of the grid. In the confirmation message, select **Delete**.



See also

Add and configure satisfaction metrics

Feedback

Was this page helpful? Yes No

Provide product feedback

Survey scoring

Article • 04/04/2025

Survey scoring allows you to assign a point value to individual answer options. Point values are added to generate a survey-level score for each survey response. A survey with point values assigned to answer options is known as a scored survey. You can use scored surveys to measure your respondent's overall satisfaction level. A scored survey can help you get a better picture of customer service, agent performance, and so on.

For example, as a service provider company, you have created a survey to measure the performance of your customer service agents. The survey consists of five questions with the following answer options:

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied

A point value is attached to each answer option as follows:

- Very dissatisfied = 1
- Dissatisfied = 2
- Neutral = 3
- Satisfied = 4
- Very satisfied = 5

From this survey, the total score is calculated as weighted average of the normalized question level values.

A survey's score is calculated with the help of the following components:

- **Base score**: This is the number of points the survey is scored from. Each question will be normalized to fit within this score. You can select a base of 5, 10, or 100.

  By default, the base score of a survey is set to 10.

- **Weight**: Weight allows you to measure the importance of a particular question higher or lower than other questions. For more important questions, you should provide a higher value. The final score will be a weighted average of the questions in the score. For example, let's say you have a survey asking for customer feedback regarding the food delivery service. There are three questions that ask about the timeliness of the service, packaging of the food, and quality of the food. In this example, the quality of food is more important than the packaging of food. Therefore, a higher weight should be assigned to the question about quality, giving a more accurate and relevant result.

  By default, the value of weight for all questions is 1.

- **Point**: Point is the value assigned to individual answer options. The maximum point you can assign to an answer option is 100.

  By default, the point values are assigned in the ascending order of the answer options.

The score of a question response is calculated by multiplying weight with the normalized point value. All the question response scores are added to generate a survey-level score.

For information on how a survey score is calculated, see Survey score calculation.

Dynamics 365 Customer Voice allows you to apply survey scoring logic to the following question types:

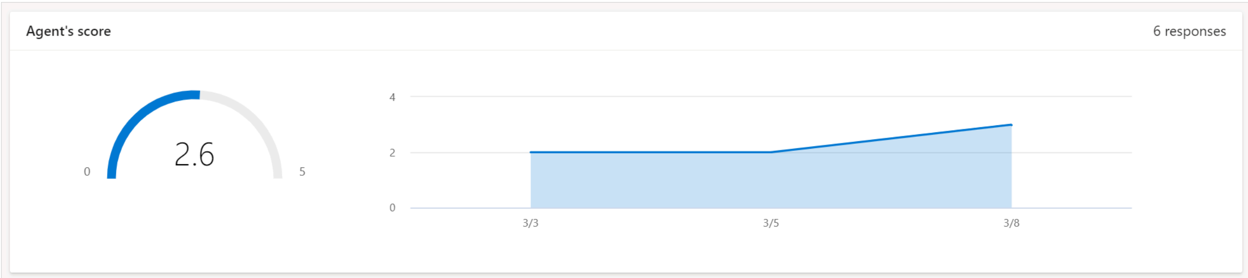
- **Net Promoter Score (NPS)**: You can add weight and update the point values, if required. The normalized point value of the selected response will be multiplied by the weight to generate the question score.

- **Rating (Number, Star, and Smiley)**: You can add weight and update the point values, if required. The normalized point value of the selected response will be multiplied by the weight to generate the question score.

- **Single choice question (radio button and drop down)**: You can add weight and define the scoring order (ascending or descending). The point value for each answer option depends on the order of the answer option in the survey. For example, if there are five answer options and they are in ascending order, option 1 will have point value of 1, option 2 will have point value of 2, and so on. If the answer options are in descending order, option 1 will have point value of 5, option 2 will have point value of 4, and so on. The normalized point value of the selected response will be multiplied by the weight to generate the question score.

- **Likert**: You can add weight to each of the statements in a question of type Likert. The scoring order and point values are defined in the same way as in the single choice question. The point value of the selected response will be multiplied by the weight to generate the question score.

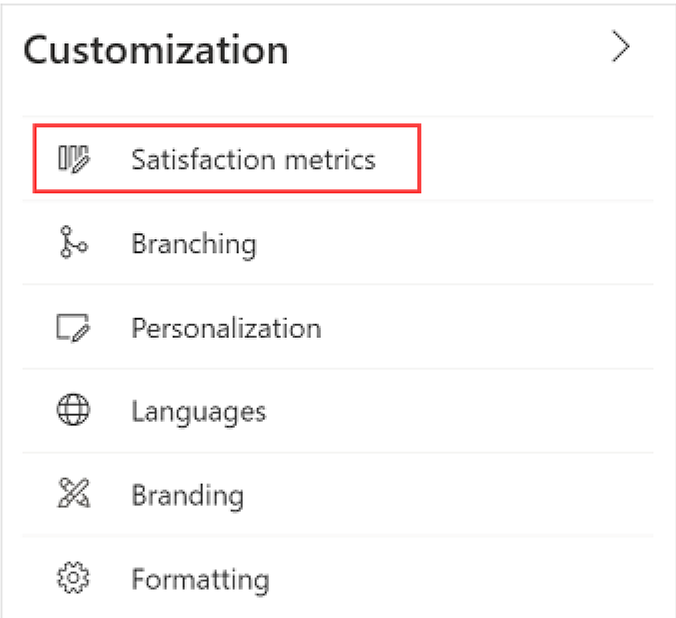
You can select questions in a survey for which the score needs to be calculated. The **Custom score** satisfaction metric holds the value of the survey score. After you've received responses to your survey, you can view the satisfaction metrics report to see the survey score showcasing the average score and trend over a period of time.



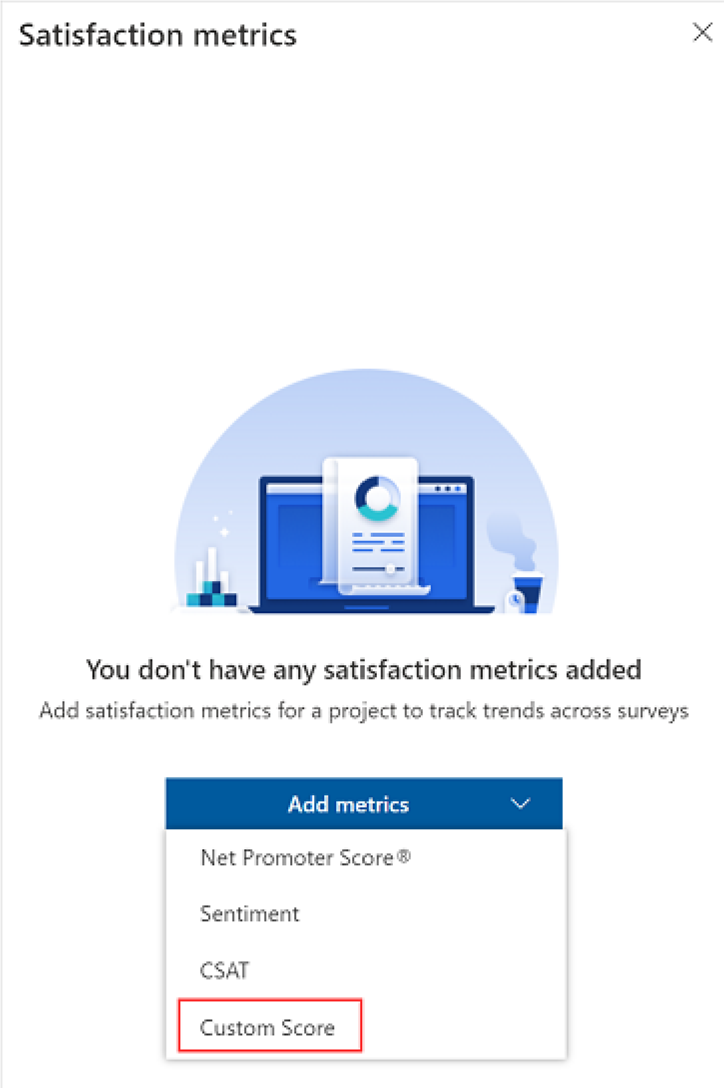
Add scoring to a survey

1. Open the survey.

2. On the **Design** tab, select **Customization** at the right side of the page, and then select **Satisfaction metrics**.

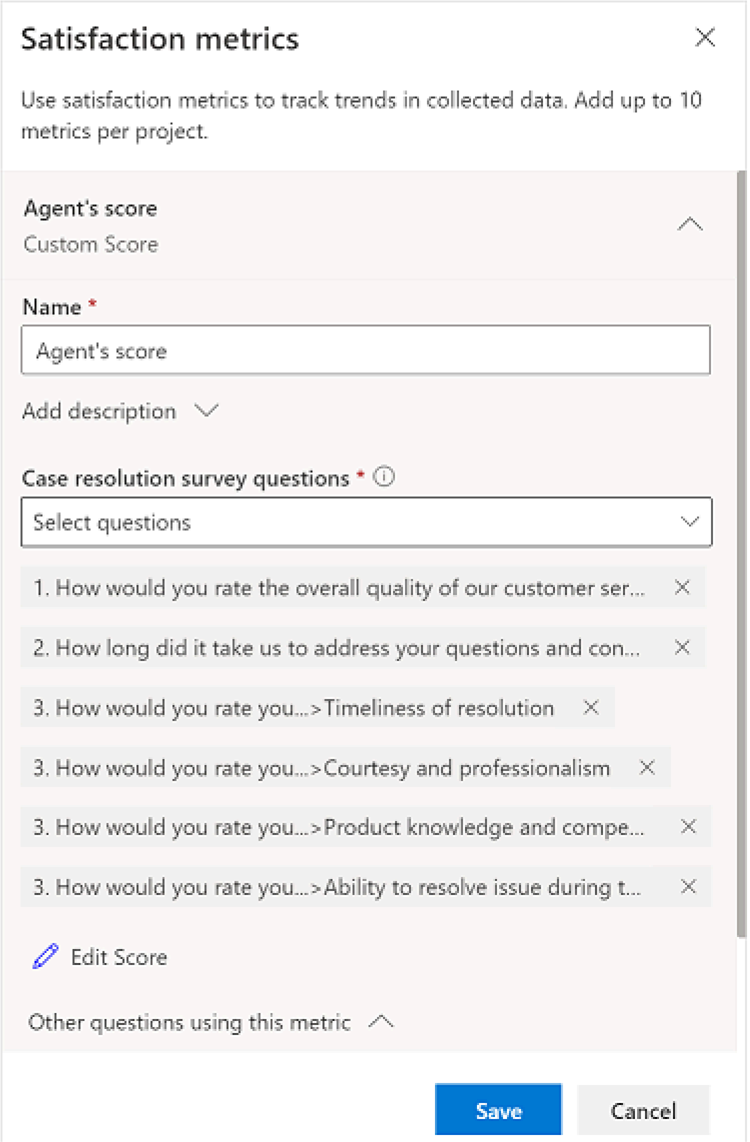


3. In the **Satisfaction metrics** panel, select **Add metrics**, and then select **Custom Score**.



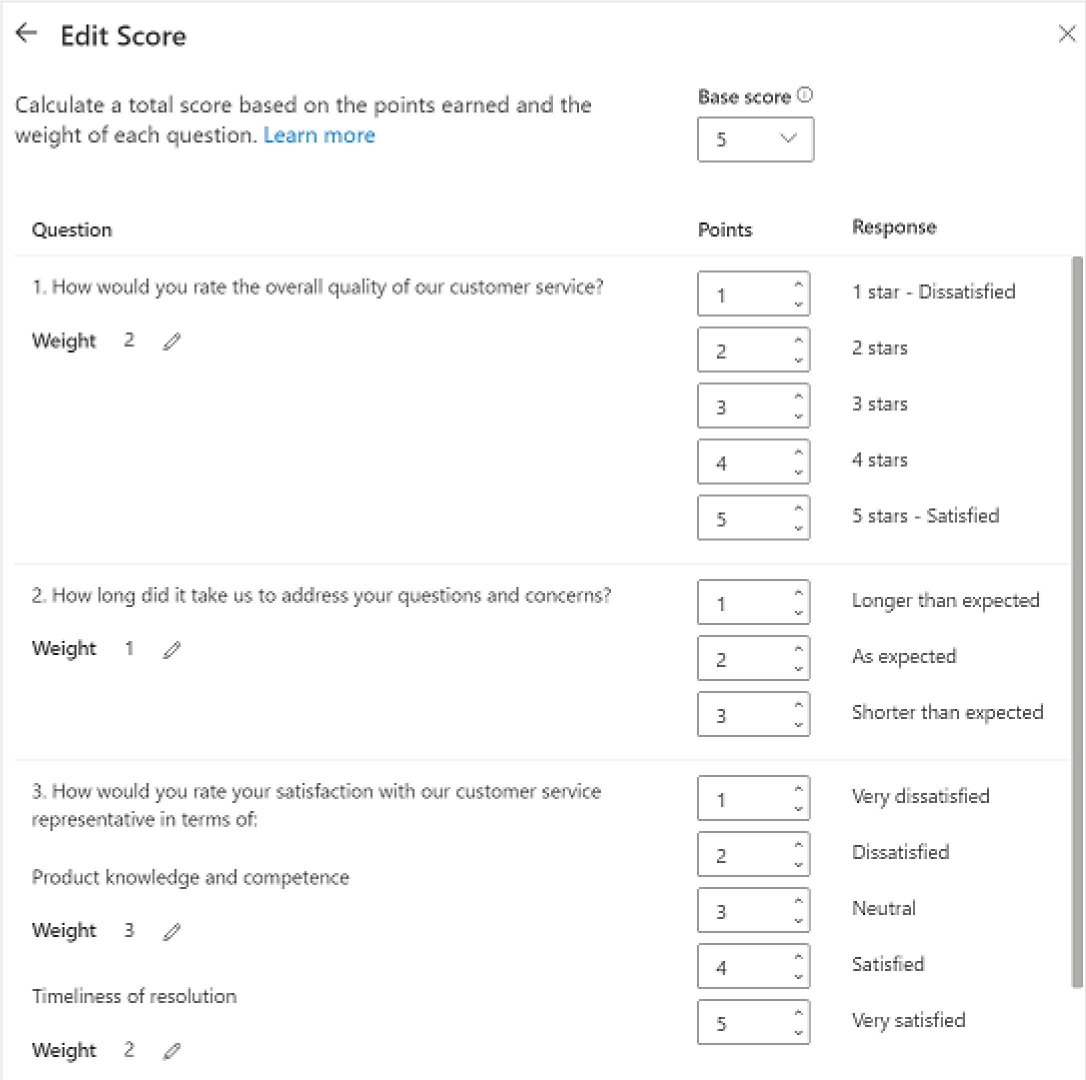
4. Enter the following information:

- **Name**: Name of the satisfaction metric.
- **Add description**: Expand the section, and add an optional description for the satisfaction metric.
- **<survey_name> question**: Choose the questions you want to map to the satisfaction metric.



5. Select **Edit Score**.

6. In the **Edit Score** panel, select a base score for the survey, assign weight for each question, and assign point values for each answer option.



7. Select the back arrow at the upper left of the **Edit Score** panel.

8. In the **Satisfaction metrics** panel, select **Save**.

Edit scoring of a survey

After you've created a **Custom Score** satisfaction metric, you can edit its details. You can change the questions used in calculating the survey score, the base score for the survey, the weight for each question, and the point values for each answer option. You can also delete the ones that you don't need.

1. Open the survey.

2. On the **Design** tab, select **Customization** at the right side of the page, and then select **Satisfaction metrics**.

3. Expand the **Custom Score** metric and then update the name and description as required.

4. If required, change the questions used in calculating the survey score.

5. Select **Edit Score** and change the survey scoring logic as required.

6. Select the back arrow at the upper left of the **Edit Score** panel.

7. In the **Satisfaction metrics** panel, select **Save**.

Survey score calculation

The score of a survey is calculated with the help of following components: base score, weight, and point values. Using these components, the score of a question response is calculated as follows:

1. Normalized point value is calculated as follows: `Normalized value = ((ResponseValue - MinValue.) * 100) / (Max Value – Min Value)`

   where

   - `ResponseValue` is the point value of the response received for the question
   - `Min Value` is the minimum point value of the question and
   - `Max Value` is the maximum point value of the question

2. Using the normalized point value, score of a question response is calculated as follows: `Question score = Normalized value * Weight of the question`

3. Using the `Normalized value` and `Question score`, final value of custom score is calculated as follows: `Final value = (Sum of question scores) / (Sum of weights assigned to questions)`

   The final value in Dataverse is referred as the custom score for a particular Customer Voice survey response.

4. Using the `Final value`, the `Aggregated score` is calculated as follows: `Aggregated score = Sum (Final value of responses) / Count of responses`

5. Using the `Aggregated score` and `Base score`, the survey level custom score is calculated as follows: `Scaled value = (Aggregated score / 100) * Scale Max`

   where

   - `Scale Max` is the value of the base score
   - `Aggregated value` is the value obtained from the previous step.

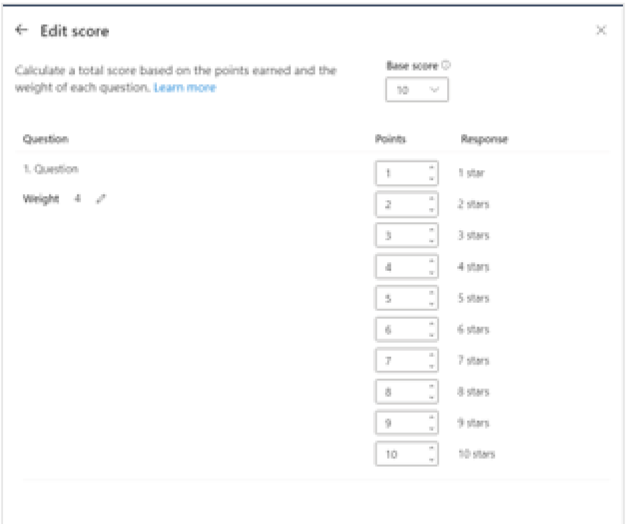
   The `Scaled value` is scaled between 0 and value of the base score. By default, the value of base score is 10.

> **Note**
>
> The `Scaled value` is the value that is displayed in the satisfaction metrics report. The range of the score depends on the value of base score that further scales the Aggregated score between 0 and the value of base score. The scaled value is rounded to one decimal place.

Let's understand the survey level score calculation with the help of following examples:

Example 1

You've created a survey containing one rating question with 10 stars. A user has responded to the survey with 4 stars. The custom score configuration is as follows:



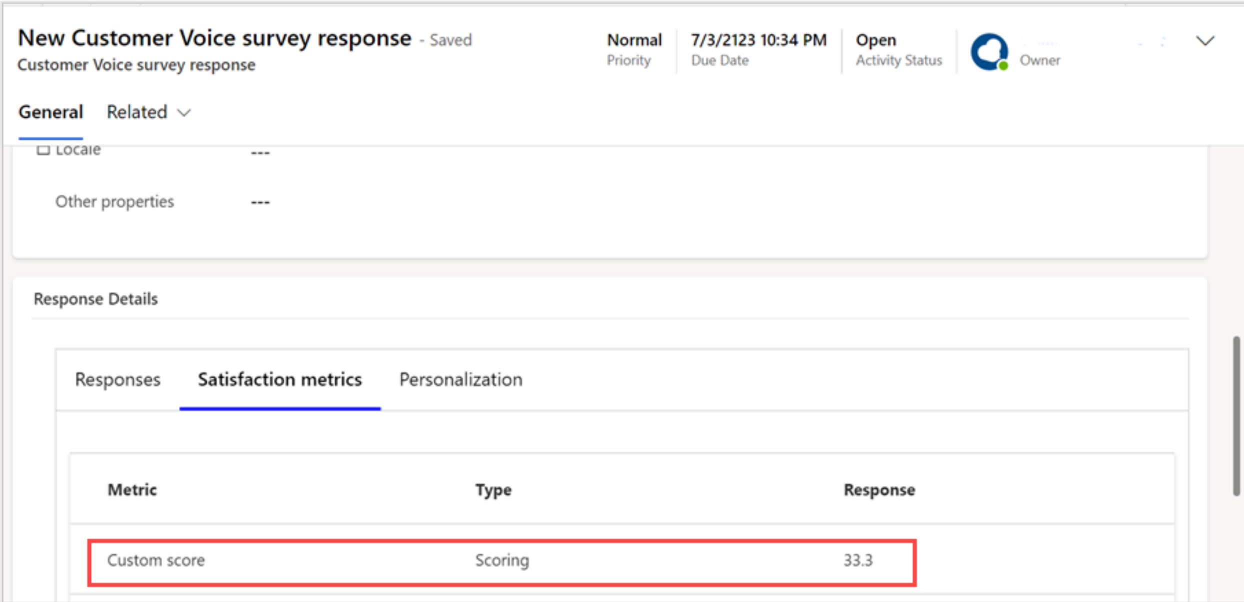
From the above configuration and the response of the user, values of the components are as follows:

- Weight = 4
- Response value = 4
- MinValue = 1
- MaxValue = 10

The score of the question response is calculated as follows:

- Normalized value = ((4 – 1)*100) / (10 – 1) = 33.3
- Question score = 33.3 * 4 = 133.3
- Final value = 133.3 / 4 = 33.3

Therefore, score of the Customer Voice survey response is 33.3.



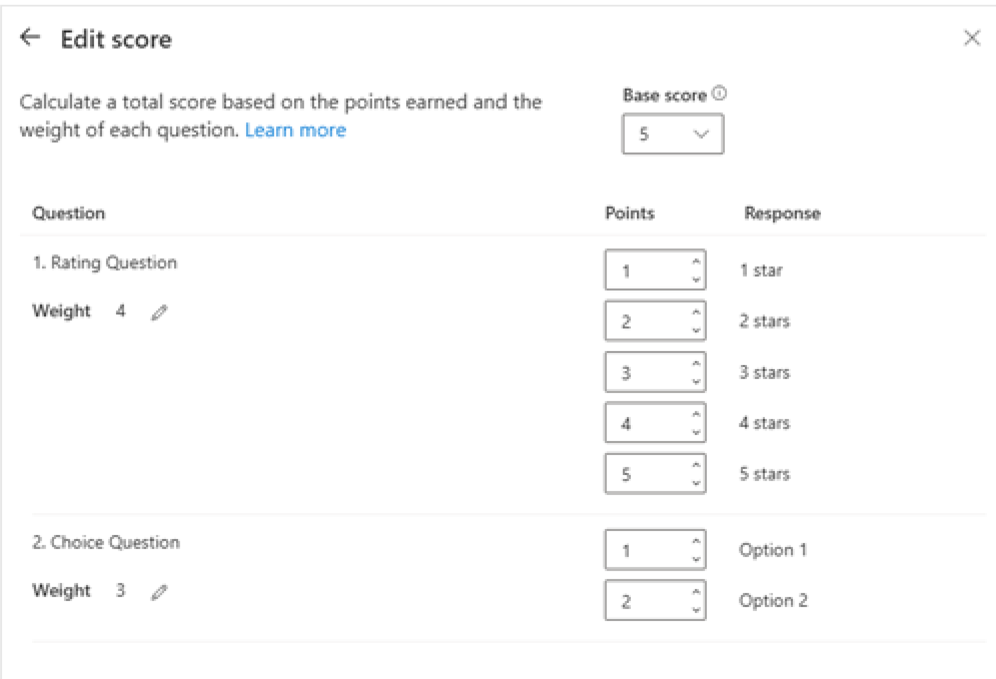
The aggregated score and scaled value are calculated as follows:

- Aggregated score = 33.3/1 = 33.3
- Scaled value = (33.3 / 100) * 10 = 3.33

Therefore, survey level score is 3.33.

Example 2

You've created a survey containing one rating question with 5 stars and one single-choice question with 5 options. A user has responded to the survey with 4 stars and option 2. The custom score configuration is as follows:



From the above configuration and the response of the user, values of the components are as follows:

Question 1: Rating question

- Weight = 4
- Response value = 4
- MinValue = 1
- MaxValue = 5
- Base score = 5

Question 2: Single choice question

- Weight = 3
- Response value = 2
- MinValue = 1
- MaxValue = 2

Scores of the question responses are calculated as follows:

Question 1: Rating question

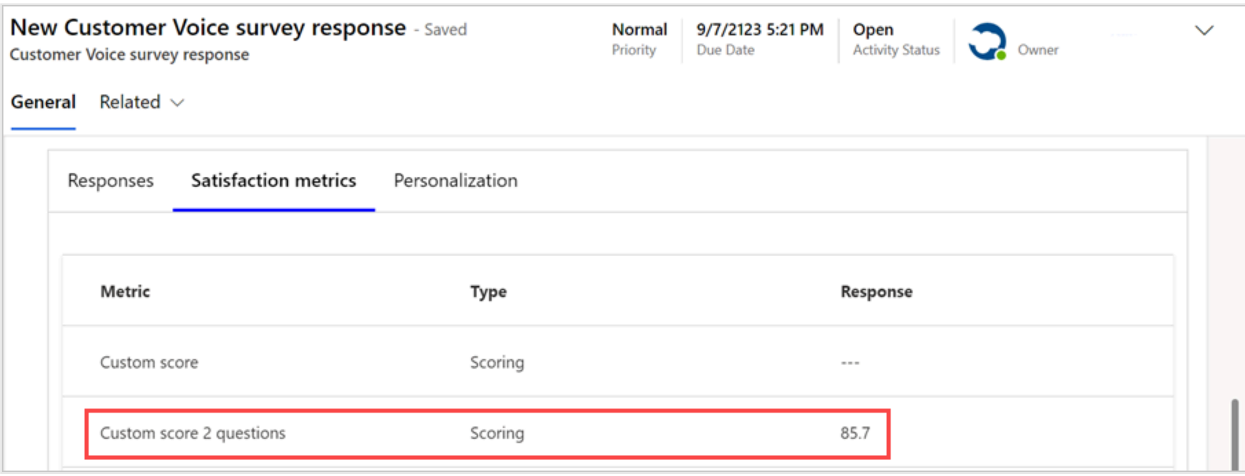
- Normalized value = ((4 – 1)*100) / (5 – 1) = 75
- Question score (q1) = 75 * 4 = 300

Question 2: Single choice question

- Normalized value = ((2 – 1)*100) / (2 – 1) = 100
- Question score (q2) = 100 * 3 = 300

Final value = (300 + 300) / (4 + 3) = 85.7

Therefore, score of the Customer Voice survey response is 85.7.



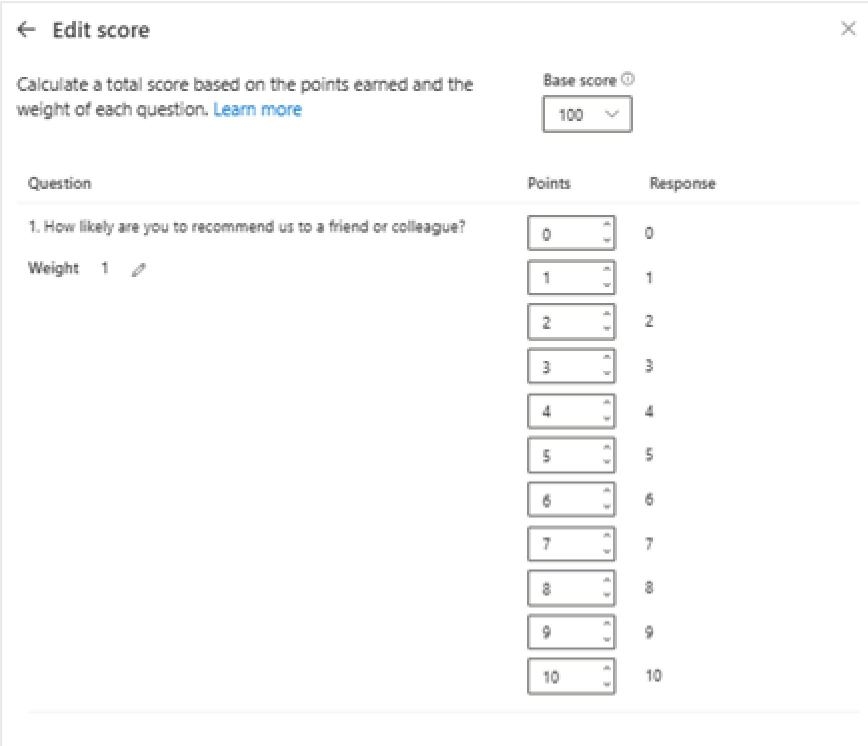
The aggregated score and scaled value are calculated as follows:

- Aggregated score = 85.7/1 = 85.7
- Scaled value = (85.7 / 100) * 5 = 4.3

Therefore, survey level score is 4.3.

Example 3

You've created a survey containing one NPS question. Two users have responded to the survey with 5 and 10 respectively. The custom score configuration is as follows:



From the above configuration and the response of the users, values of the components are as follows:

Response 1

- Weight = 1
- Response value = 5
- MinValue = 0
- MaxValue = 10
- Base Score = 100

Response 2

- Weight = 1
- Response value = 10
- MinValue = 0
- MaxValue = 10
- Base Score = 100

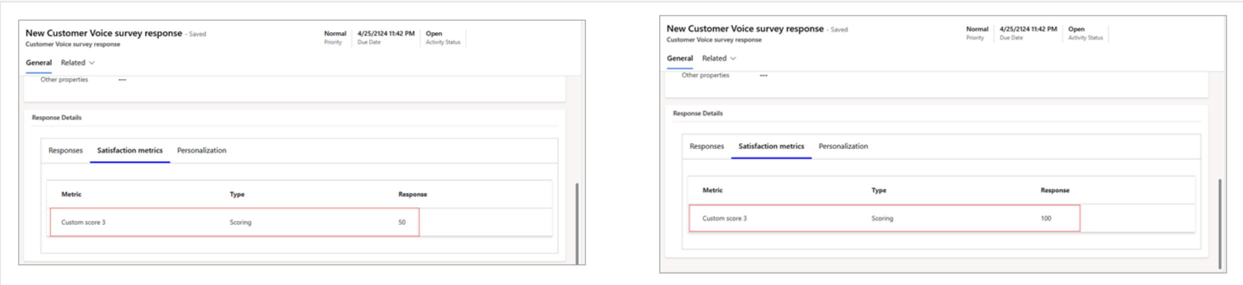
Scores of the question responses are calculated as follows:

Response 1

- Normalized value = ((5 – 0)*100) / (10 – 0) = 50
- Question score (q1) = 50 * 1 = 50
- Final value = 50 / 1 = 50

Response 2

- Normalized value = ((10 – 0)*100) / (10 – 0) = 100
- Question score (q2) = 100 * 1 = 100
- Final value = 100 / 1 = 100

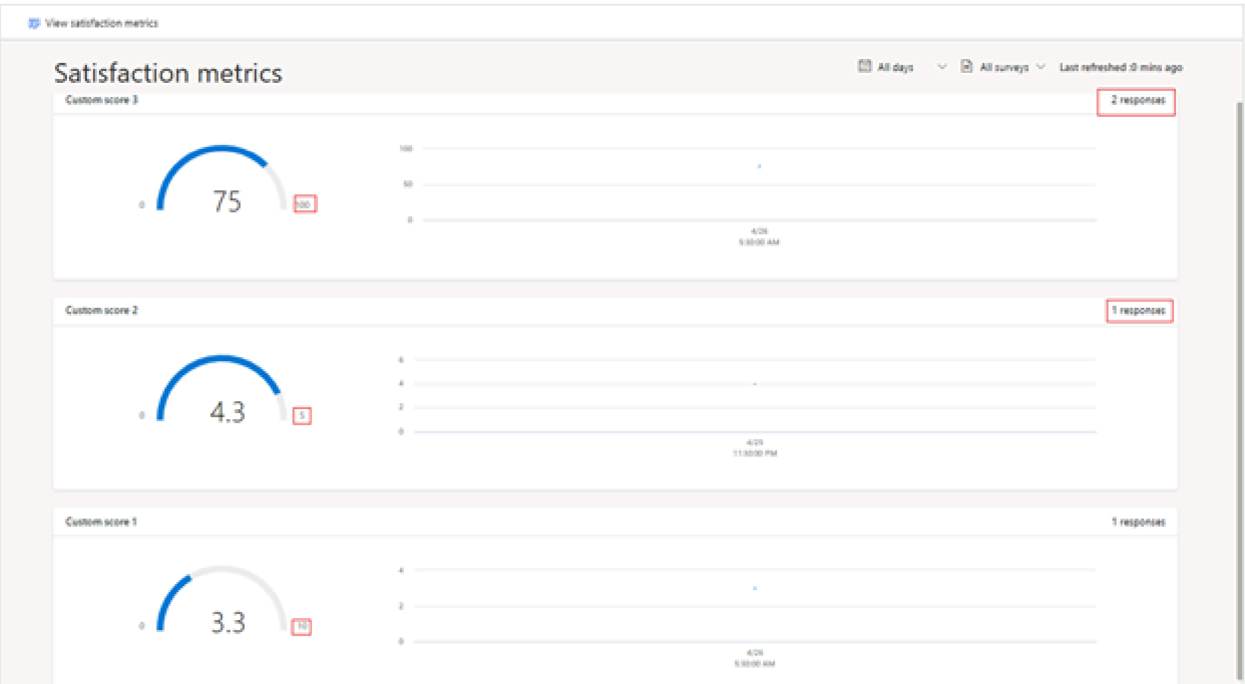


The aggregated score and scaled value are calculated as follows:

- Aggregated score = (50 + 100) / 2 = 75
- Scaled value = (75 / 100) * 100 = 75

Therefore, survey level score is 75.

From the above three custom score examples, the satisfaction metrics report displays the scaled value as 3.33, 4.3, and 75 respectively.



See also

Add and configure satisfaction metrics
View satisfaction metrics report

Feedback

Was this page helpful? Yes No

Provide product feedback

Send a survey to get responses

Article • 08/29/2024

After your survey is ready, go to the **Send** tab, and send it to your respondents for collecting their feedback. You can send your survey in the following ways:

- **Email**: Send the survey link by using the built-in email capability.
- **Power Automate**: Configure a business trigger by using Power Automate to send the email.
- **Embed**: Embed the survey in a webpage.
- **Link**: Copy a link to the survey that you created, and paste it into a shared area.
- **QR code**: Send a QR code for your survey.

Respondents can submit responses by using a desktop or mobile web browser. You can choose to allow anyone to submit responses or restrict responses only to people within your organization.

In this section, you'll learn how to:

- Work with survey distribution settings
- Send a survey by using the built-in email composer
- Send a survey by using Power Automate
- Embed a survey in a webpage
- Send a survey link to others
- Send a survey by using QR code
- Create a survey invitation

Feedback

Was this page helpful? Yes No

Provide product feedback

Work with survey distribution settings

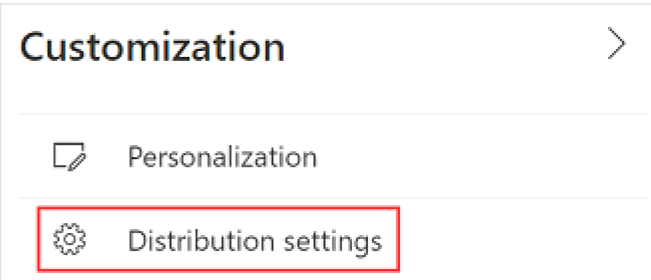
Article • 08/29/2024

After you've created a survey, you can select distribution settings to control responses to your survey. You can choose to allow anyone to respond to the survey, or only people in your organization. If anyone can take the survey, respondents won't have to sign in, whereas they have to sign in if you're only allowing people in your organization to respond. You can also define various response and notification options.

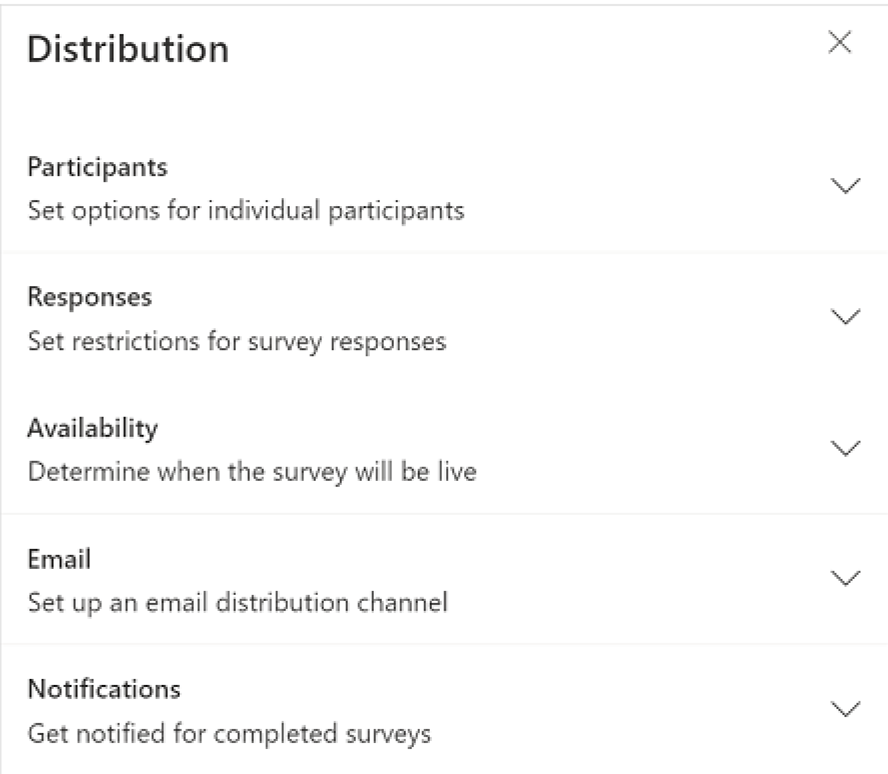
To update survey distribution settings

1. Open the survey.

2. On the **Send** tab, select **Customization** at the right side of the page, and then select **Distribution settings**.



The **Distribution** panel is displayed.



3. Update the settings as described in the following sections.

Participants

You can select the options to define who can respond to a survey, whether to anonymize responses, and more.

Consider a scenario where you've created a survey to collect customer feedback when a support case is resolved. In this scenario, you want feedback from the people outside your organization.

Let's consider another scenario where you've created a survey to collect feedback about an internal organization event. In this case, you'll only want feedback from the people in your organization.

The available settings are:

- **Only people in my organization can respond**: Specify whether anyone with the survey link can respond to the survey, or only people in an organization.

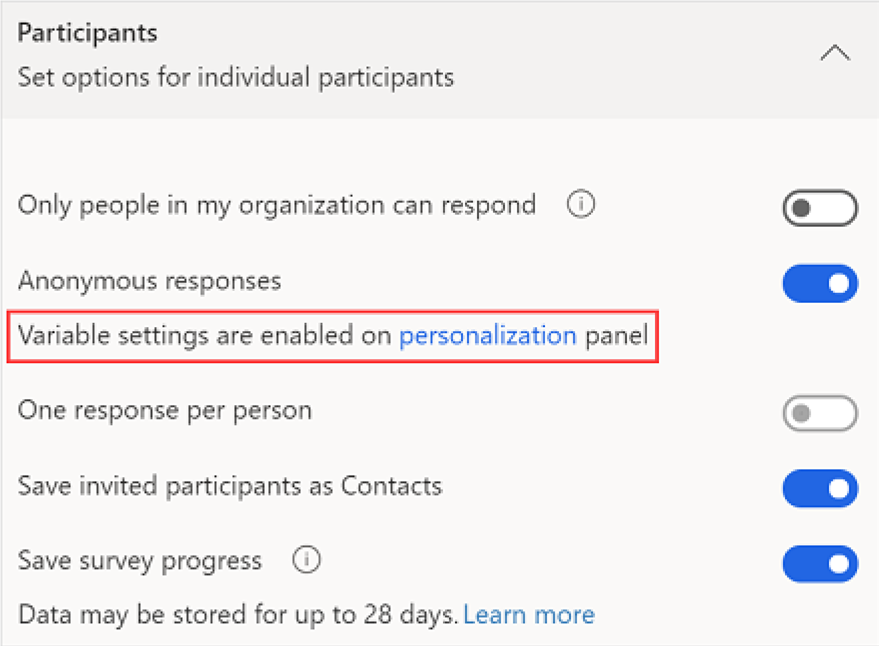
  By default, this setting is turned off and anyone with the survey link can respond to the survey. Respondents aren't required to sign in to open the survey.

  When you turn on this setting, only the respondents who are in the same organization as the survey creator can respond to the survey. Respondents are required to sign in to open the survey.

- **Anonymous responses**: Specify whether to record respondents' names, or keep them anonymous.

  By default, this setting is turned off and the respondent's name is recorded.

  When you turn on this setting, the respondent's first name, last name, and email aren't saved in response records by default. If you've added variables to your survey, their values also won't be stored in response records by default. This is helpful when you want to collect survey responses anonymously. A message is displayed below this option that the variables settings are enabled. You can turn on the toggle for the required variable if you want to store its value in the response record. More information: Personalize a survey by using variables



- **One response per person**: Specify whether a respondent can submit only one response, or more than one.

  By default, this setting is turned off and a respondent can submit more than one response.

  When you turn on this setting, a respondent can submit only one response per invitation. This setting is disabled when **Only people in my organization can respond** is turned off and **Anonymous responses** is turned on.

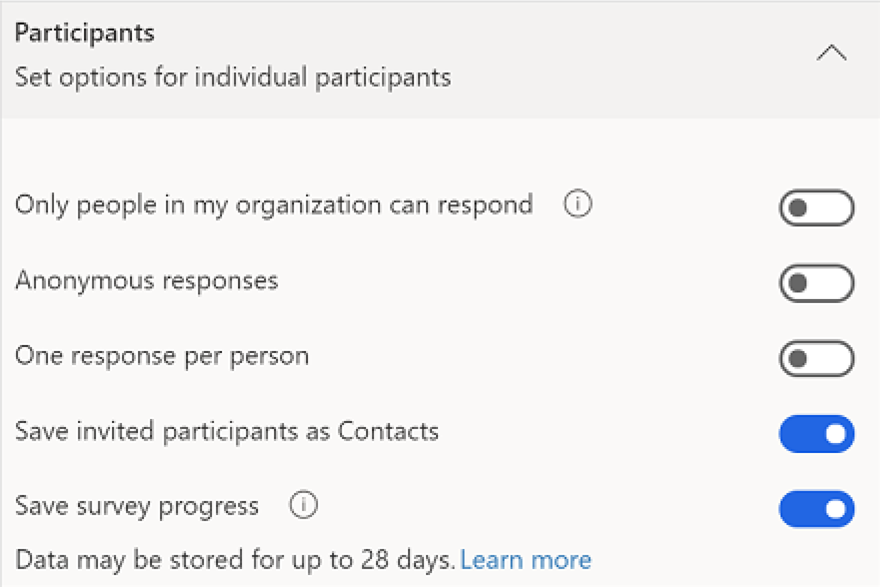
- **Save invited participants as Contacts**: Specify whether the respondent should be added as a contact in Microsoft Dataverse.

  By default, this setting is turned on, and each respondent is added as a contact in Dataverse. This only works with surveys sent through email or survey invitation. If a contact already exists, it will be updated accordingly.

- **Save survey progress**: Specify whether a survey in progress should be saved and a respondent be able to complete a survey in multiple sittings. By default, this setting is turned off and the data is collected from scratch every time a survey is opened.

  If you want to save a survey in progress, turn on this setting. More information: Save survey progress

  This setting is disabled when the **Shuffle questions** setting is turned on, and vice versa.



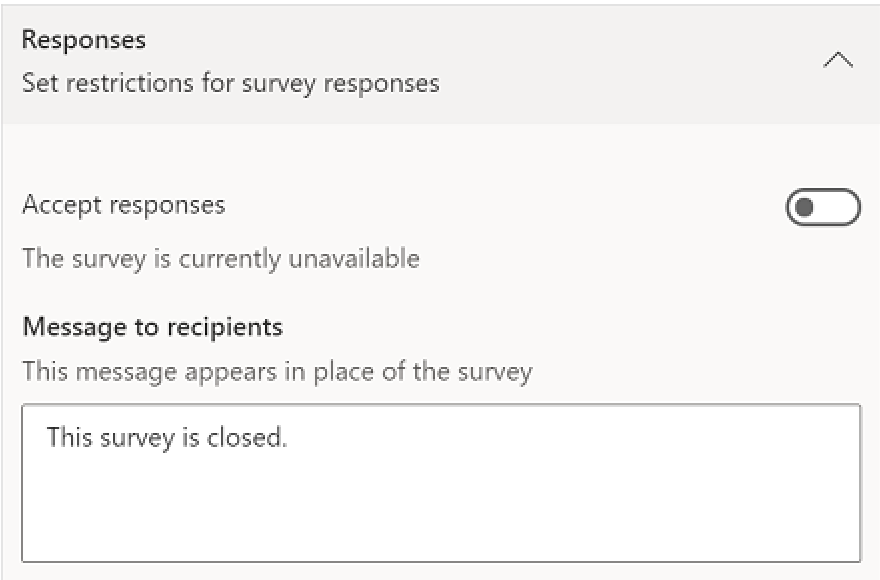
Responses

You can select whether your survey is open for receiving responses, and also specify a time period when to start and stop receiving responses.

The available settings are:

- **Accept responses**: Specify whether the survey is open and accepting responses. By default, this setting is turned on.

  If you want to stop receiving responses, turn off this setting and enter a message in the **Message to recipients** field. The message you enter will be shown to respondents when they open the survey.

- **Select when the survey will be available**: Specify a start date and time to start receiving responses. By default, this isn't selected.

When you select this option, you can specify a **Start date** and **Start time** when the survey will be open for respondents.

This setting is displayed only when **Accept responses** is turned on.

- **Specific end date**: Specify an end date and time to stop receiving responses. By default, this isn't selected.

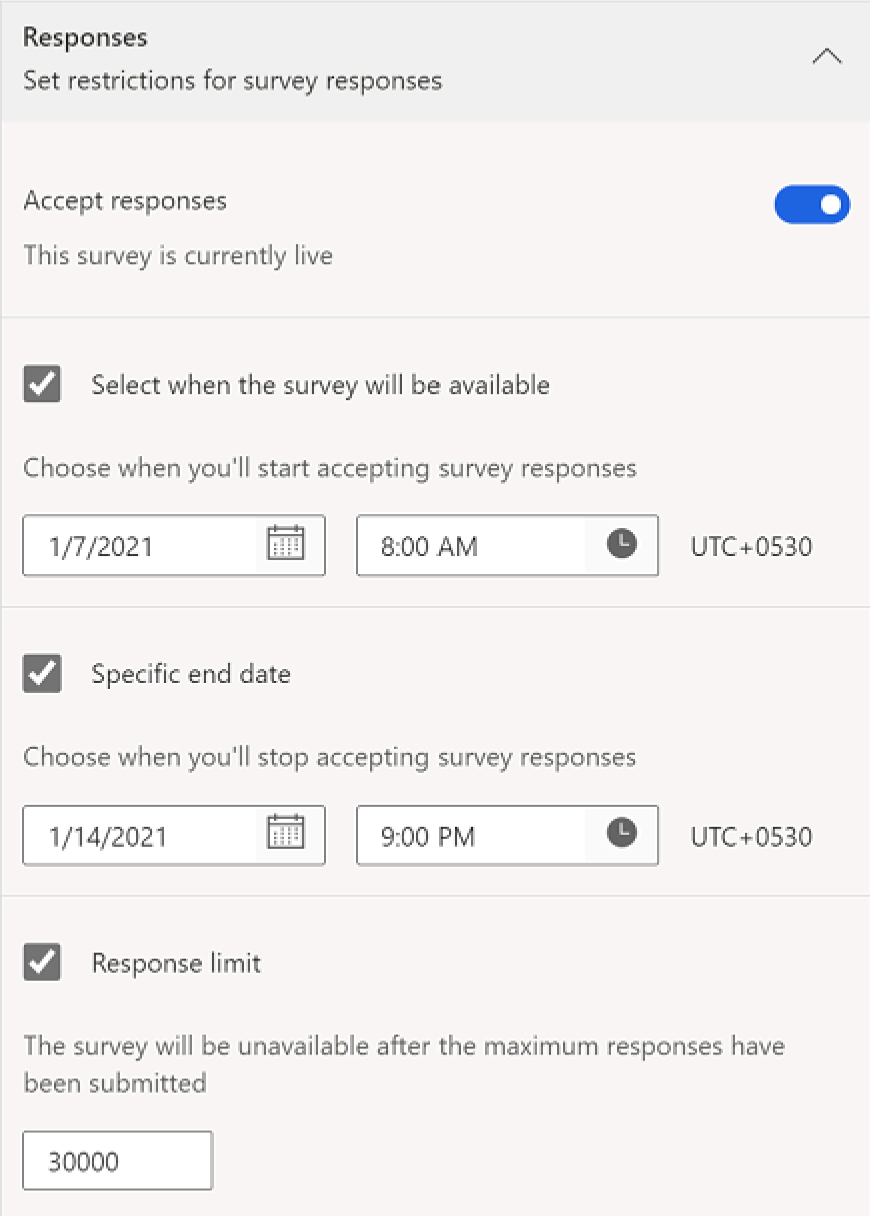
  When you select this option, you can specify an **End date** and **End time** when the survey will stop receiving responses.

  This setting is displayed only when **Accept responses** is turned on.

- **Response limit**: Specify the maximum number of responses to be received, after which the responses will no longer be counted and the survey will be stopped. By default, this isn't selected.

  When you select this option, you can set the maximum number of responses to be received, in accordance with your requirements. By default, the value is set to 50,000, which is the maximum. You can enter a lower value.

  This setting is displayed only when **Accept responses** is turned on.



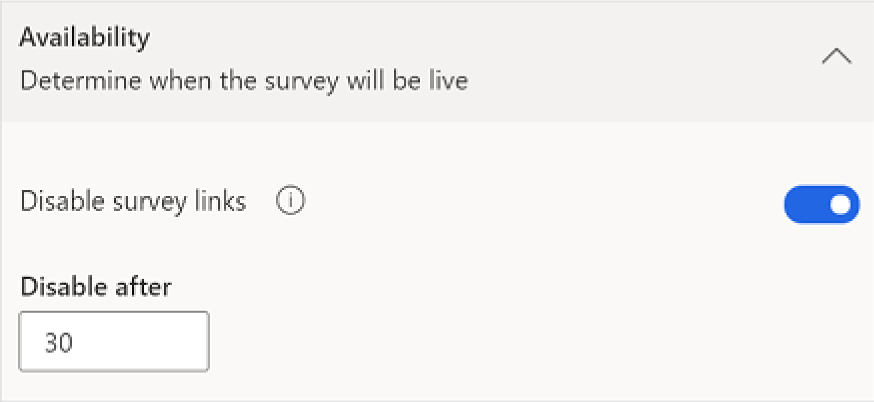
Availability

You can specify the number of days your survey will be open after you send the survey invitation.

The available setting is:

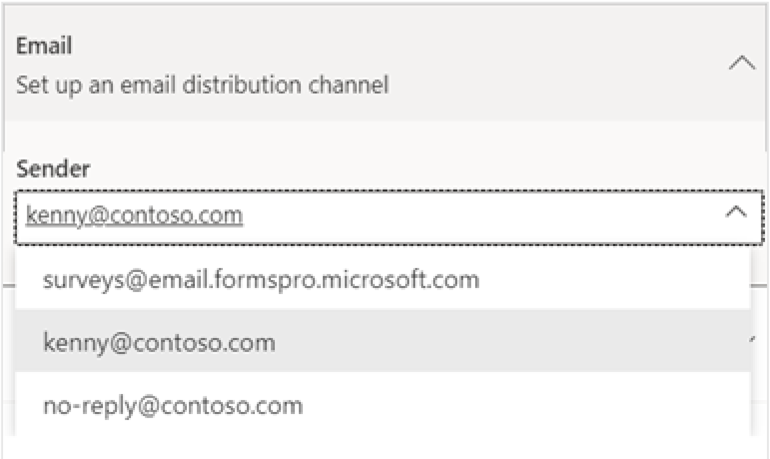
- **Disable survey links**: Specify whether to block responses from older personalized links. By default, this setting is turned off.

  If you want to block responses, turn on this setting and enter a number of days in the **Disable after** field. By default, the value is set to 30. You can enter a lower value or up to the maximum of 1,095. Respondents can use the personalized link to complete the survey from the date they receive the invitation until the specified number of days have passed.



Email

You can select the custom email address that you want to use for sending email. After you've set up a custom email, select it from the **Sender** list. More information: Customize the sender's email address



Notifications

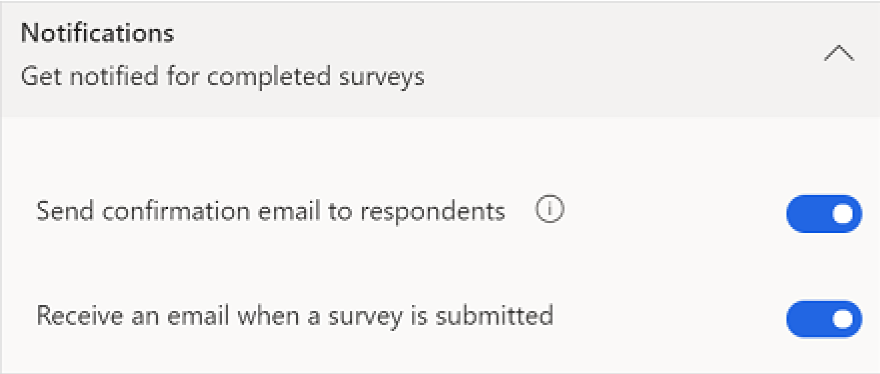
You can set response notification options for the sender in addition to the respondent.

The available settings are:

- **Send confirmation email to respondents**: Specify whether respondents should receive an email confirmation of their responses. This setting is enabled only when **Only people in my organization can respond** is turned on and **Anonymous responses** is turned off. By default, this setting is turned off.

  When you turn on this setting, your respondents will see the option **Send me an email receipt of my responses** after completing a survey. After submitting responses, respondents will then receive a confirmation email, which includes a thank-you message and link to view their responses.

- **Receive an email when a survey is submitted**: Specify whether you need an email notification whenever a response is submitted. By default, this setting is turned off.



Work with personalized links

Personalized survey links or trackable links are generated when a survey is sent by using the built-in email composer and Power Automate. A survey link is unique to its recipient, and helps to record the respondent's name and/or whether the respondent can submit only one response. The personalized link is a short URL in the following format: `https://<region>.microsoft.com/<10-digit code>`

When you send a survey by generating a link or a QR code, the survey links aren't personalized. If the survey links aren't personalized:

- You won't be able to record the respondent's name if the **Only people in my organization can respond** setting is turned off.
- You won't be able to determine whether the respondent has submitted only one response if the **One response per person** setting is turned on.

If you want to limit one response per person for non-personalized links, you must turn on **Only people in my organization can respond** and **One response per person** settings.

See also

Send a survey by using the built-in email composer
Send a survey by using Power Automate
Embed a survey in a webpage
Send a survey link to others
Send a survey by using QR code

Feedback

Send a survey by using the built-in email composer

Article • 04/30/2025

Dynamics 365 Customer Voice provides an easy way to send your survey to multiple people through email. By using the built-in email composer, you can send customized email invitations to your recipients and track their status.

> ⓘ **Note**
>
> - In US Government Community Cloud, emails are sent from the logged in user's account.
> - If you are sending email using the default domain, you can send a maximum of 10,000 emails per day. If you are using a custom domain, you can send a maximum of 50,000 emails per day.

To send a survey by using email

1. Open the survey and go to the **Send** tab.

2. Select **Email**. A default subject line and email message appear, along with a link to your survey in the message body. You can modify and format the text to meet your requirements.

   > ⓘ **Note**
   >
   > If you've sent your survey through email once, the invitation summary is displayed. To send your survey by using email, select **Resend** > **Email**.

3. In the **Recipients** field, enter the recipient's name or email address. You can populate the **Recipients** field by using any of the following methods:

   - Entering an email address manually.
   - Entering a name, email address, or a distribution group from Microsoft Entra ID. Ensure that you select the distribution group from the list of suggestions, otherwise, the email won't be sent to the group.
   - Entering a contact or contact list/view from Microsoft Dataverse. The contacts are populated from the environment in which your project is created.
   - Importing a CSV file by selecting **Import contacts**. More information: Import contacts from a CSV file

> ⓘ **Note**
>
> For a distribution group to be listed in the **Recipients** field, ensure the following:
>
> - When creating a group by using PowerShell, **MailEnabled** is set to true and **SecurityEnabled** is set to false.
> - When creating a group by using Azure portal, the group type should not be **Security**.

4. To insert the survey link into your email message, see Insert a survey link.

5. To add an unsubscribe link to your email message, see Insert an unsubscribe link.

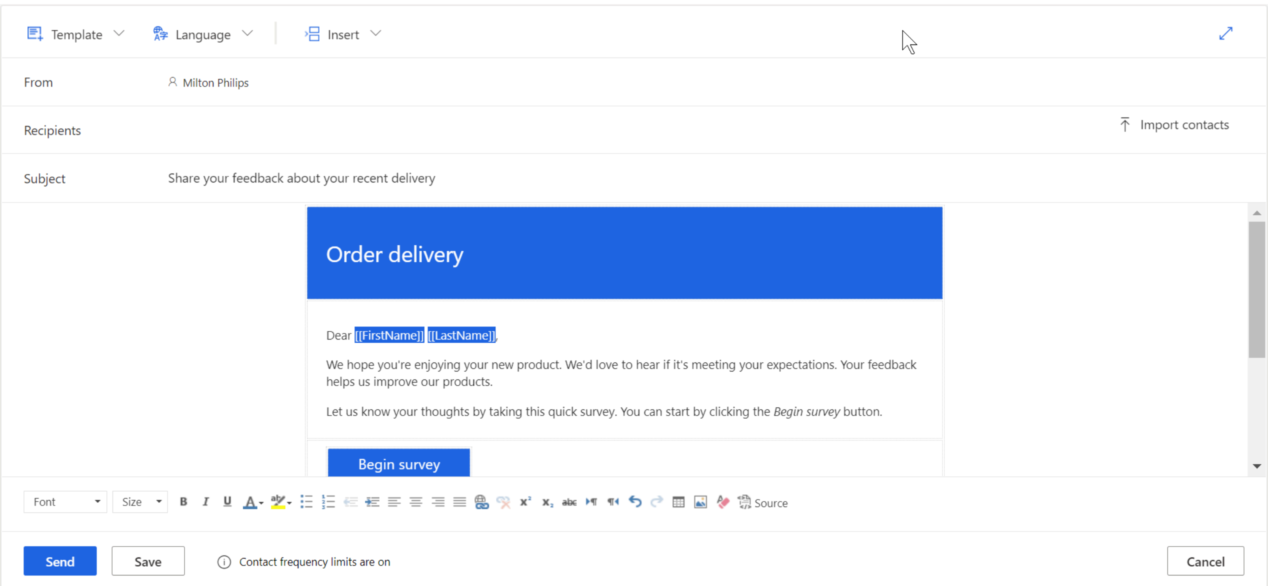
6. To personalize the email by using survey variables, see Personalize the survey email.

7. To embed the first question of the survey into your email message, see Embed a survey in an email.

8. To select an email template, select a template from the **Template** list. More information: Use email templates

9. To send a multilingual survey, select a language from the **Language** list. To be able to select a language, you must first select an email template. The selected language applies to survey invitation and survey question.

10. When you're ready to send your survey, select **Send**.



> ⓘ **Note**
>
> - You can send a survey invitation to a maximum of 10,000 recipients.

- To customize the **From** address of the email, see [Customize the sender's email address](#).

Import contacts from a CSV file

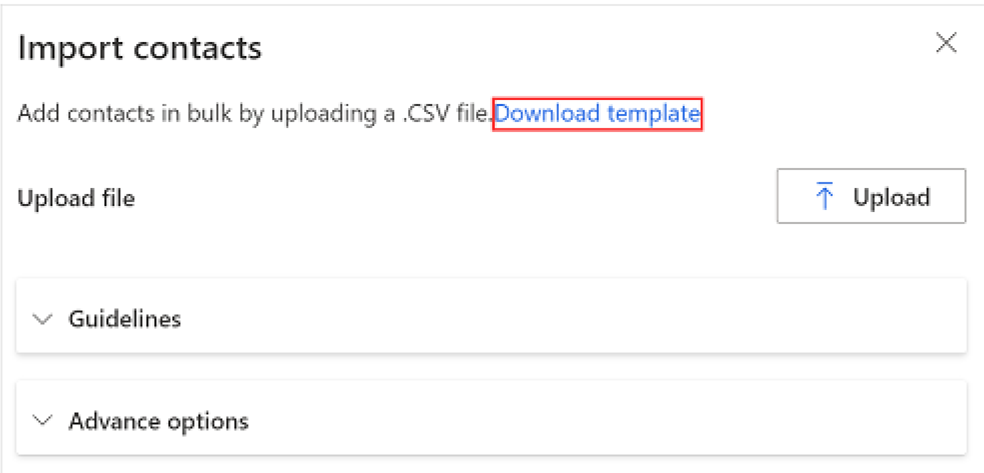
You can import a maximum of 10,000 contacts by using a CSV file. You can also use this file to associate a survey invitation and response to an entity in Dataverse. You can also specify values for the variables added in the **Personalization** panel. To import contacts, you must first create the CSV file, and then upload the CSV file.

Create the CSV file

Provide details in the CSV file in the following order: Email address, first name, last name. If you want to specify values for variables, you can add them after the last name column in the CSV file. To quickly get started, you can also download a CSV template.

To download a CSV template

1. In the email editor, select **Import contacts** in the **Recipients** field.
2. In the **Import contacts** panel, select **Download template**.



After the CSV template is downloaded, enter the required information in the following columns:

- **Email address**: Email address of the recipient.
- **First name**: First name of the recipient.
- **Last name**: Last name of the recipient.

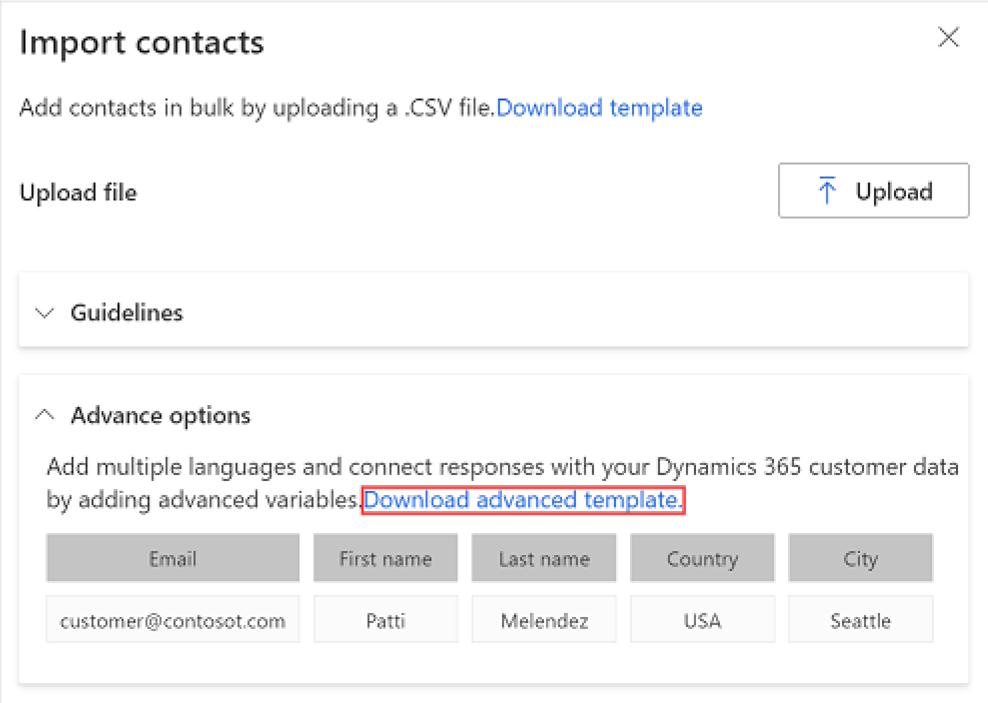
If you've added variables to your survey, they'll be available as separate columns in the CSV file. You can specify the values as per your requirement.

If you want to associate a survey invitation and response to an entity, you can either add the **RegardingID** and **RegardingEntityName** columns to the CSV file and enter the information or download the advanced CSV template.

To download an advanced CSV template

1. In the email editor, select **Import contacts** in the **Recipients** field.

2. In the **Import contacts** panel, expand the **Advance options** section, and then select **Download advanced template**.



After the CSV template is downloaded, enter the required information in the following columns:

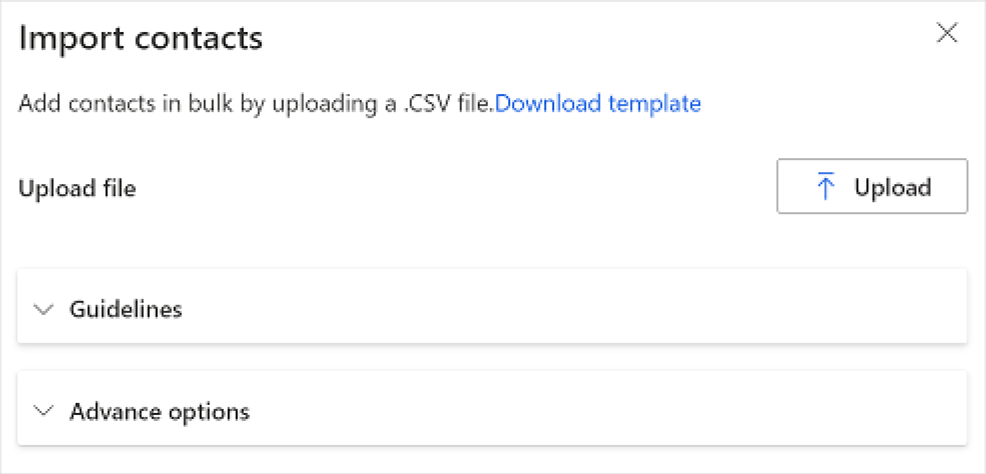
- **Email address**: Email address of the recipient.
- **First name**: First name of the recipient.
- **Last name**: Last name of the recipient.
- **locale**: Language in which the survey needs to be displayed. When the survey is opened by clicking its link, it's displayed in the language specified in the locale column. This doesn't change the language of the first question of survey embedded in the email.
- **RegardingID**: ID of the entity record (GUID) to associate with the survey invitation and response.
- **RegardingEntityName**: Logical name of the entity to associate with the survey invitation and response.

If you've added variables to your survey, they'll be available as separate columns in the CSV file. You can specify the values as per your requirement.

Upload the CSV file

1. In the email editor, select **Import contacts** in the **Recipients** field.

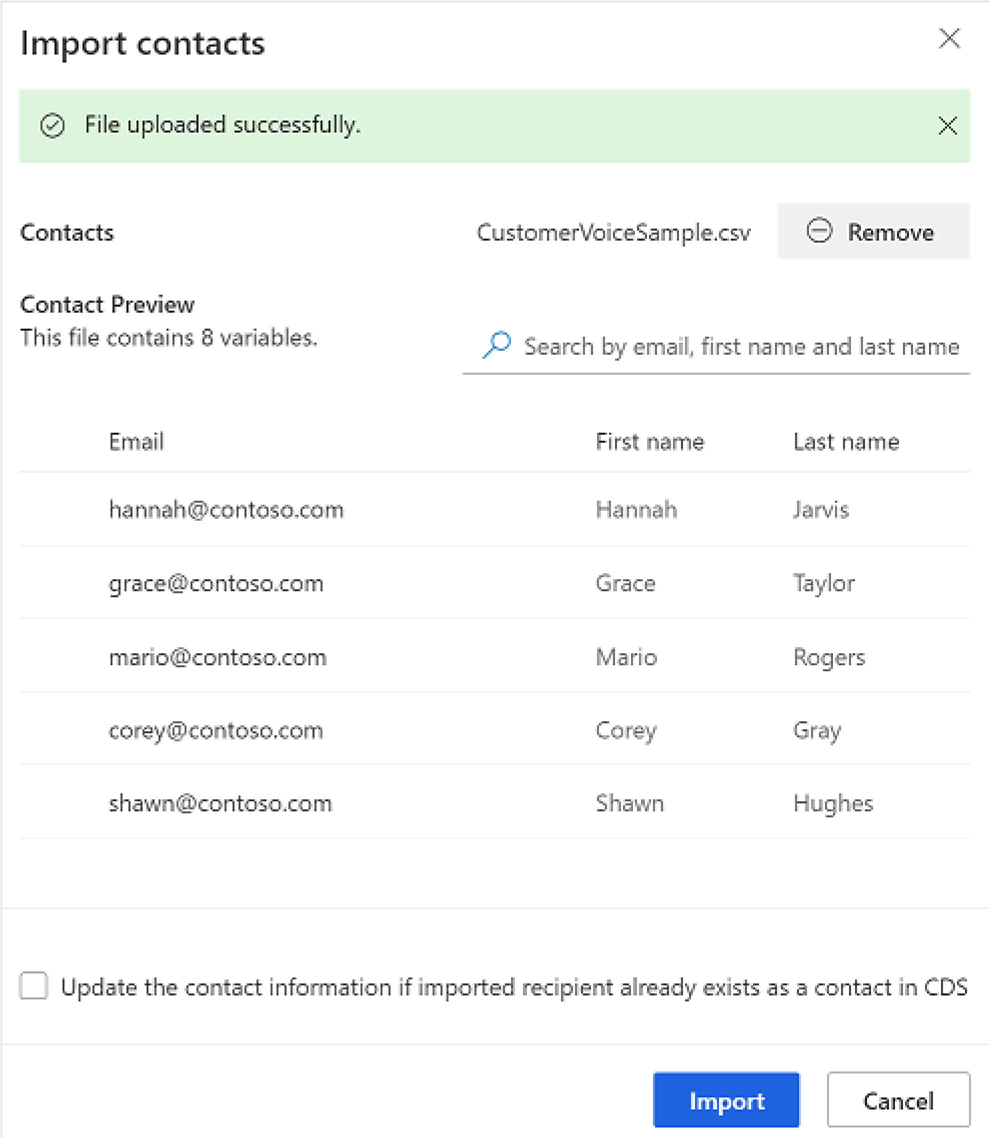
2. In the **Import contacts** panel, select **Upload**.



3. Browse to and select the CSV file you want to upload.

   After the file is uploaded successfully, a preview of the imported contacts is displayed in the **Import contacts** panel.

   If the imported recipient already exists as a contact in Dataverse, and you want to update the contact information as per the CSV file, select **Update the contact information if imported recipient already exists as a contact in CDS**.



4. Verify the information and then select **Import**.

Insert a survey link

The survey link is added to your email message by default. To insert the survey link in a different location in your email message, place the cursor at the location you want, and then select **Insert** > **Survey link**. You can also select text, and then select **Insert** > **Survey link** to display that text as the survey link.

Insert an unsubscribe link

You can configure your email message to include a link that allows a respondent to unsubscribe from the survey. To insert the unsubscribe link in the email message, place the cursor at the required location, and then select **Insert** > **Unsubscribe link**. You can also select text, and then select **Insert** > **Unsubscribe link** to display that text as the unsubscribe link. By default, the unsubscribe link is added to all email message templates.

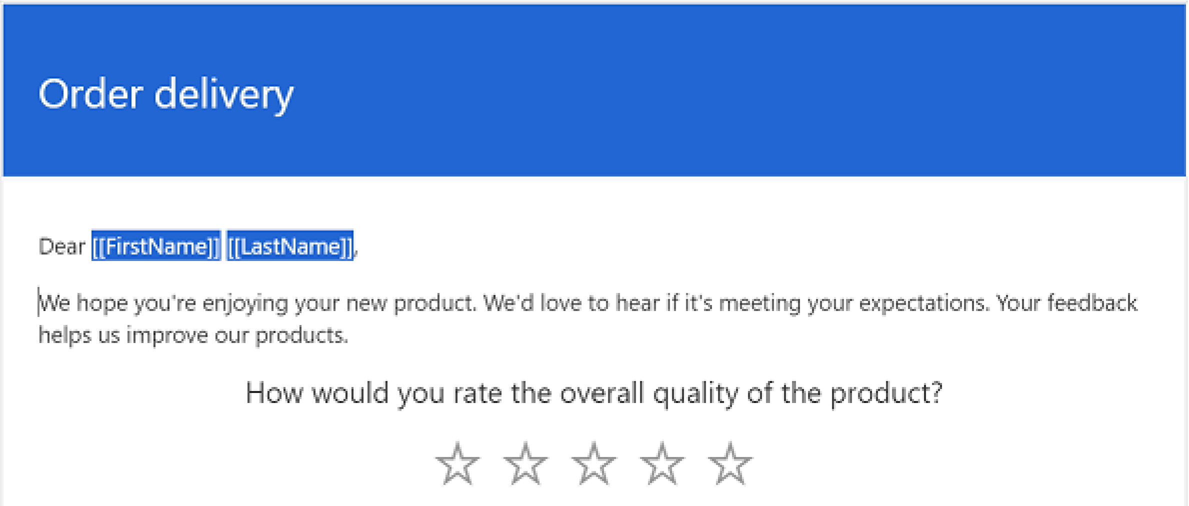
Personalize the survey email

You can use variables to personalize your survey's email subject and email message—for example, you can add the respondent's first name to the email subject and the email message. Place the cursor where you want the name to appear, select **Insert** > **Personalized variables**, and then select **First Name** from the list. A placeholder is added at the cursor location. The first name of the respondent is automatically inserted when the email is sent. All variables created in a survey are displayed in the **Personalized variables** list.

To create a new variable, select **New variable** from the **Personalized variables** list. If default values haven't been defined for survey variables, nothing is displayed for the variables. For more information about creating variables and providing values for them, see Personalize a survey.

Embed a survey in an email

If you have added a Choice (single answer), Rating (star or smiley symbol), or Net Promoter Score question as the first question in your survey, you can embed it in your email message. To embed the question, place the cursor where you want to embed the question, and then select **Insert** > **First question of the survey**. The question is embedded at the cursor's location and the email message is adjusted accordingly. When a respondent selects an option to answer the question, the whole survey is opened in a web browser and the respondent can continue with completing the survey.



ⓘ **Note**

- You can't embed a question in an email if you've enabled question shuffling in the survey.

- If you want to send an embedded survey in an email through Power Automate, you must embed the question in an email and save it as a new email template. While configuring a flow, you must select the new email template. More information: Use email templates

If you've created a multilingual survey, you can use survey variables to set the default locale for displaying the survey. To set the default locale, open the **Personalization** panel, and then specify a value for the **locale** variable. The value must be a language code, for example **en** or **fr**.

Use email templates

You can use an email template—a preformatted email message—to quickly create and send email messages. If you create a survey from the blank template, **Default Template** is selected for use in an email message. If you've created a project from one of the out-of-the-box templates, the corresponding email template is selected by default.

> ⓘ **Important**
>
> Projects, email templates, and satisfaction metrics are primarily based out of Microsoft DataVerse. Refreshing data on Dataverse environment with another will break Customer Voice projects and surveys on the refreshed environment.

> **Note**
>
> You can save a maximum of 10 email templates.

Create a new email template

1. In the email editor, select **Template** > **Create new**.
2. In the **Create new template** dialog box, enter a name for the template, and then select **Add**.
3. From the **Template** list, select the newly created template.
4. Modify the email message, and then select **Save**.

Import an email template from other surveys

You can import an email template from other surveys in the same or a different project.

1. In the email editor, select **Template** > **Import from** > **Surveys**.
2. Select either the current project or any other project, and then select the survey from which you want to import an email template.
3. Select a template, and then select **Import**.

Import a personal email template

If you've been transitioned from Forms Pro, your email templates from Forms Pro are migrated as personal templates in Dynamics 365 Customer Voice. You can then import the required templates in your surveys.

1. In the email editor, select **Template** > **Import from** > **My templates**.
2. Select a template, and then select **Import**.

Create multilingual email templates

By default, the email template is created in the default language of the survey. If you've added languages to your survey, you can create email template in those languages, and send email in the customer preferred languages. This creates versions of an email template in the selected languages.

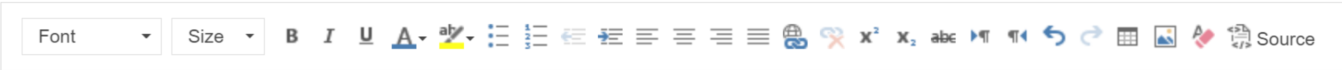
1. In the email editor, select **Language** > **Choose language**.
2. Select the languages in which you want to create email template, and then select **Add**.
3. From the **Language** list, select a language, and update the email message in the selected language.
4. Select **Save**.
5. Repeat step 3 through 4 to update email message for all the added languages.

To send survey invitation in a language other than the default, select an email template and the required language, and then send the email.

If you're using Power Automate to send survey invitations, specify the language of the survey or email template in the **Locale** field. If an email template is created in the specified language, the survey invitation is sent in the specified language. Otherwise, the survey invitation is sent in the default language.

Format email messages

You can format your email message by using the formatting toolbar at the bottom of the email editor. The formatting toolbar allows you to add formatting to your text, add table and images to your email message, and much more. You can also view the HTML source of your email message and modify the HTML code directly.



To apply formatting to your email message

- Select the text that you want to format, and then select the appropriate action on the formatting toolbar.

To view and edit the HTML code

1. Select  on the formatting toolbar.

2. On the **Source** screen, edit the HTML code, and then select **OK**.

See also

Work with survey distribution settings
Send a survey by using Power Automate
Embed a survey in a webpage
Send a survey link to others
Send a survey by using QR code

Send a survey by using Power Automate

Article • 01/06/2023

After creating a survey, you can send it to respondents based on a business trigger—resolution of a case or fulfillment of an order, for example. You can either select a built-in template or create a flow from scratch by using Power Automate. The following Power Automate templates are available out of the box in Dynamics 365 Customer Voice:

- **Send a survey when a case is resolved in Dynamics 365**: This template sends a survey when a case is resolved in Dynamics 365.
- **Send a survey when a lead is qualified in Dynamics 365**: This template sends a survey when a lead is qualified in Dynamics 365.
- **Send a survey when an order is fulfilled in Dynamics 365**: This template sends a survey when an order is fulfilled in Dynamics 365.
- **Send a survey on Power Apps button click**: This template sends a survey to the specified list of recipients when a button is selected in Power Apps.
- **Send a survey when a work order is completed or closed in Dynamics 365**: This template sends a survey when a work order is completed or closed in Dynamics 365.

> ⓘ Note
>
> In US Government Community Cloud, emails are sent from the logged in user's account.

To send a survey by using Power Automate

1. Open the survey, and go to the **Send** tab.

2. Select **Automation**.

   > ⓘ Note
   >
   > If you've sent your survey through email once, the invitation summary is displayed. To send your survey by using Power Automate, select **Resend** > **Automate**.

3. To configure a built-in flow, select a template. More information: [Create a flow from a template in Power Automate]()

4. To create a flow from scratch, select **Create from blank**. More information: Create a flow in Power Automate

> ⓘ **Note**
>
> - The flow will use the default email template for sending emails. If you want to send email by using a specific email template, ensure that you've selected it from the **Email template** list in the **send a survey** action.
> - While configuring a flow, you might see duplicate templates on the template page. To resolve this issue, navigate out of the tab, and then come back to create the flow again.
> - If you've added variables to your survey, you must specify values for it in the flow. More information: **Specify values in a flow**

5. Select **Create**.

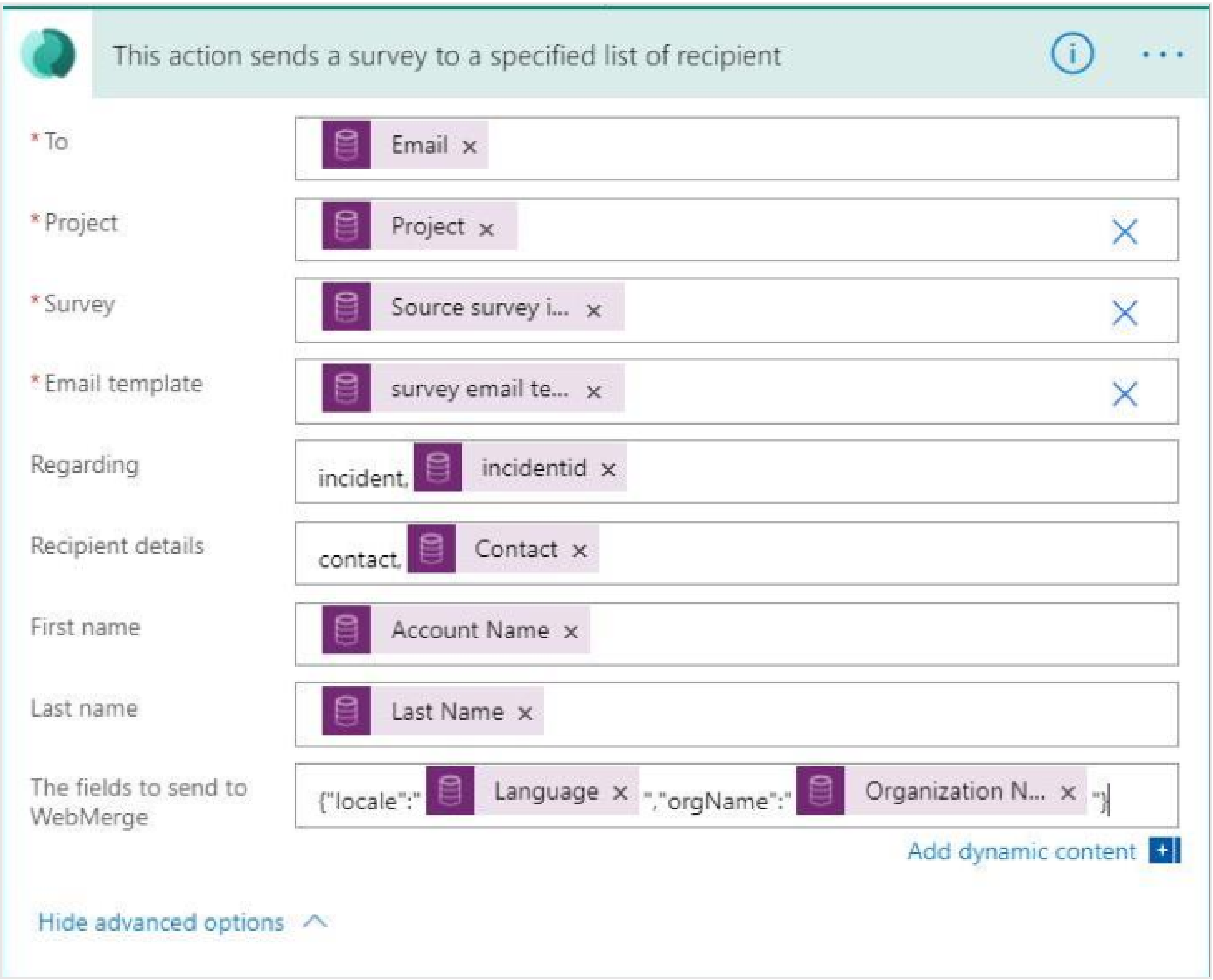
When you send a survey by using Power Automate, a survey invitation record is created. You can associate your survey invitation and response with Microsoft Dataverse.

Send a survey action

This action sends a survey to a specified list of recipients and creates a survey invitation for each recipient. You can also associate your survey invitation and response with Dataverse. When you create a flow from scratch, this can be achieved through the **Regarding** and **Recipient details** fields in a flow. If you choose to create a flow from a template, the **Regarding** and **Recipient details** fields are populated accordingly.

Let's say you need to send a survey every time a case is closed. You can use the **Regarding** field to specify the case record so that when an invitation and response are created for a particular case resolution, they're attached to that case. The case manager then can set up reports to show customer satisfaction (CSAT) scores by case, or reopen a case if the CSAT is very low.

Use the **Recipient details** field to associate your survey invitation and response records to the appropriate contact (the recipient). This allows sales personnel, or anyone, to see the contact record and the response of the customer. This can help them formulate their conversation with the customer accordingly.



ⓘ Note

The output of this action doesn't return any result. Instead, a survey is sent to the specified list of recipients.

Attributes

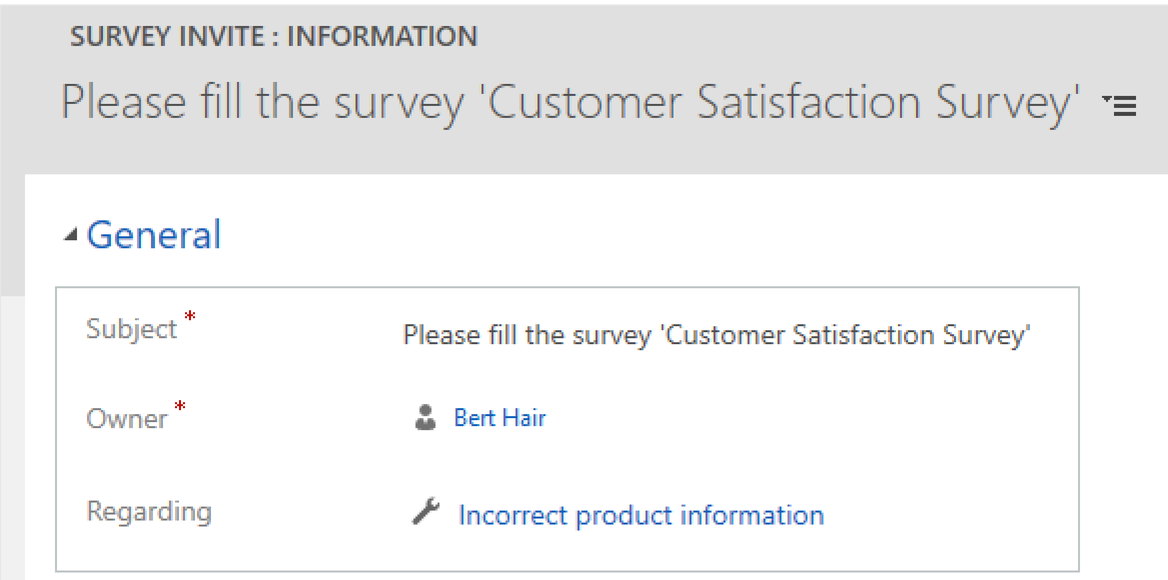
Name	Description
To	The email address to send the survey invitation to. If you're entering multiple email addresses, separate them by a semicolon. **Note**: The email address should be valid and should not return null.
Project	The project containing a survey to be sent.
Survey	The survey to be sent. **Note**: You must select a survey from the list and not enter a custom value.
Email template	The email template to use while sending the invitation. **Note**: You must select an email template from the list and not enter a custom value.

Name	Description
Regarding	The record that associates the survey invitation and response. This value is stored in the survey invitation's **Regarding** field. **Note:** • You must enter a table's logical name in this field. For example, if you want to associate the Case table, you must enter *incident*, as it is the logical name of the Case table. Similarly, if you create a custom table with its display name as *Custom Table* and its logical name as *new_customtable*, you must enter *new_customtable* in this field. • Only tables that are marked for collaboration in activities are supported. For example, the Task table is not supported.
Recipient details	The contact to associate your survey invitation and response records with. This value is stored in the survey invitation's **To** field. **Note**: Only the Contact record is supported.
The fields to send to WebMerge	To use dynamic properties for a survey, use this field to specify survey variables in JSON format. For example, `"{"locale":"<LOCALE>","orgName":"<NAME>"}"`, where `<LOCALE>` and `<NAME>` are the variable value.

ⓘ **Note**

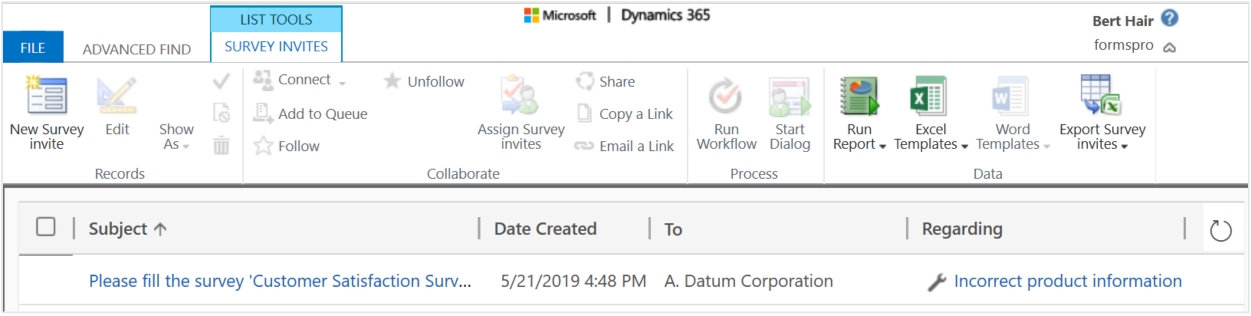
If you've used variables in your survey, they will be visible in this action and you can specify the values accordingly. More information: **Specify values in a flow**

The values from the **Regarding** and **Recipient details** fields are stored in the survey invitation, as shown in the following image.



ⓘ **Note**

The **To** field isn't displayed by default on the form. You must go to **Advanced Find**, search for the invitation, and then add the required columns to see their values.



See also

[Work with survey distribution settings]
[Send a survey by using the built-in email composer]
[Embed a survey in a webpage]
[Send a survey link to others]
[Send a survey by using QR code]

Embed a survey in a webpage

Article • 08/29/2024

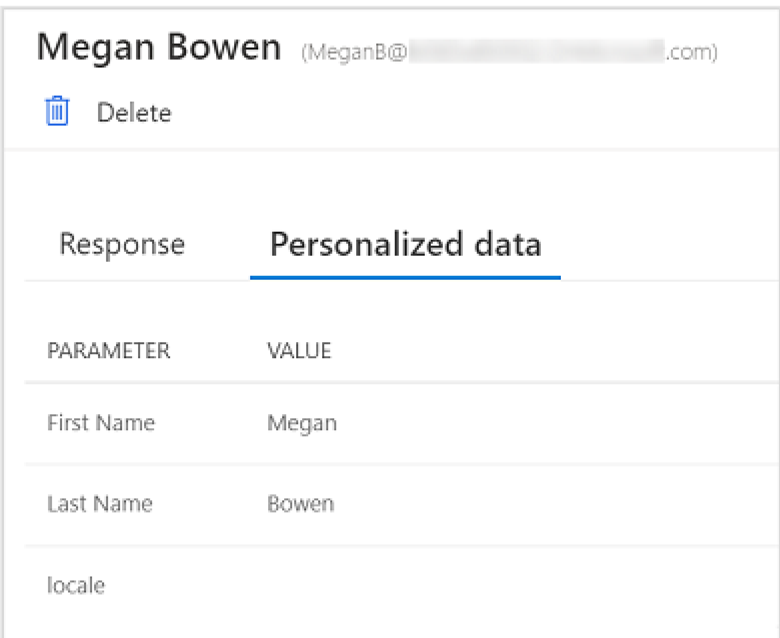
You can embed your survey in a webpage by pasting the survey's embed code into your webpage's source code. You can choose one of the following embed styles for your survey:

- **Inline**: Displays the survey statically on the webpage.
- **Pop-up window**: Displays the survey in a pop-up window based on the respondent's action.
- **Button**: Displays the survey when a button is selected. By default, the button name is **Provide feedback**.

> ⓘ **Note**
>
> When embedding a survey in a webpage, ensure that **Only people in my organization can respond setting** is turned off in survey distribution settings.

If you've created variables, they'll be used to capture your respondent's information and the context in which the response was provided, and store that data in the survey response. You can also create new variables, if you need. If the appropriate values aren't passed to variables in the embed code, the default values will be used.

The values of variables in a response are displayed on the **Personalized data** tab in a survey response.



To embed your survey

1. Open the survey you want to embed and go to the **Send** tab.

2. Select **Embed code**.

3. Under **Choose an embed format**, select one of the following options:

   - Inline

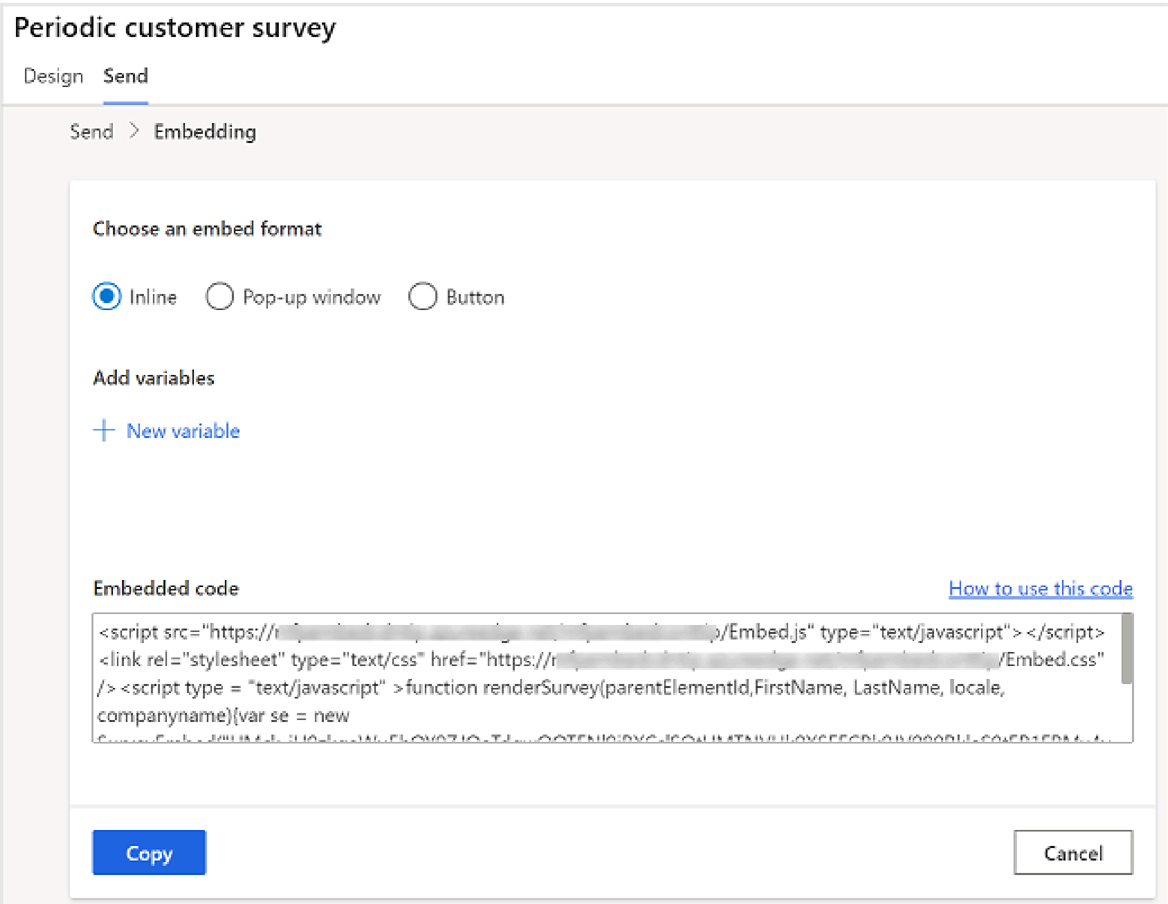
   - Pop-up window

   - Button

4. Optionally, under **Add variables**, select **New variable** to create a new variable.

   The embed code is generated in accordance with the options you selected.

5. Select **Copy**, and then paste the embed code into a webpage to embed your survey. You must then update the webpage's source code to render the survey on the webpage. For information about how to update the source code, see [Update a webpage's source code](#update-a-webpages-source-code).



Update a webpage's source code

After generating the embed code, you must add it to your webpage's source code and create a method that calls the **renderSurvey** function to render the survey on the webpage. You must ensure that the values in the **renderSurvey** function are passed in the same order as the survey variables that are defined in the **renderSurvey** function in the embed code.

For an inline survey, a parent `div` container with the ID `surveyDiv` must be defined for the survey to be displayed. The minimum width and height of the parent `div` container must be 350 pixels and 480 pixels respectively.

Scenario to embed an inline survey

Let's say you've created a survey with two additional survey variables (**Email** and **PageTitle**). You want to embed the survey as inline into your webpage and load the survey as soon as the page loads. The embed code is generated as follows:

JavaScript

```
<script src="https://www.contoso.com/Embed.js" type="text/javascript">
</script><link rel="stylesheet" type="text/css"
href="https://www.contoso.com/Embed.css" />
<script type = "text/javascript" >function renderSurvey(parentElementId,
FirstName, LastName, Email, PageTitle)
{var se = new
SurveyEmbed("JtSG9ha000000000020pTSB1AovM_5u8bQH1UQjlNQjZRWV0000000000","htt
ps://www.contoso.com/");
var context = {"FirstName": FirstName,"LastName": LastName,"Email":
Email,"PageTitle": PageTitle,};
se.renderInline(parentElementId, context);}</script>
```

In the preceding embed code, the `renderSurvey` function contains the `parentElementId` parameter in addition to the survey variables. The `parentElementId` parameter receives the `div` container ID when it's called.

You must create a `div` container with the ID `surveyDiv` on the webpage where you want to display the survey. This `div` container displays the survey statically in a designated area on the webpage. Because you'll want to load the survey when the page loads, create a method as follows:

JavaScript

```
<script>
     window.addEventListener('load', function () {
             renderSurvey("surveyDiv", "Bert", "Hair",
"bert.hair@contoso.com", "Product Overview");
```

```
        }, false);
</script>
```

The preceding method calls the `renderSurvey` function and passes the required values accordingly. In this method, static user details are passed, but you can provide a function that retrieves the logged-in user details.

> **Note**
>
> The above code snippets are provided as an example. You must generate the actual embed code from Customer Voice and create methods as per your requirements.

See also

Work with survey distribution settings
Send a survey by using the built-in email composer
Send a survey by using Power Automate
Send a survey link to others
Send a survey by using QR code

Feedback

Was this page helpful? Yes No

Provide product feedback

Send a survey link to others

Article • 08/29/2024

If you want to collect feedback from recipients using a common survey link, or if you want to send email outside of Dynamics 365 Customer Voice, you can create a link for your survey. You can then send your survey by pasting the link in an email, on a webpage, or in any mode of communication you want to use. The recipients can select the link and complete the survey. The survey link is a short URL that can be distributed easily by the platforms that have a lower character limit (for example, SMS or Twitter). The short URL is in the following format: `https://<region>.dcv.ms/<10-digit code>`.

> **Note**
>
> Starting from May 1, 2024, the short URL domain has changed from `https://<region>.microsoft.com` to `https://<region>.dcv.ms`. This change only impacts the short URLs generated after May 1, 2024; existing short URLs with `https://<region>.microsoft.com` domain will continue to work. For more information, see the FAQ.

You can create a generic survey link or custom survey links. A generic survey link is a common link that you can share with your intended audience. Custom survey links are created using survey variables and are different for an audience group. For example, as a restaurant manager, you can create multiple survey links based on the restaurant's location. Location is defined as a survey variable in this case. This helps to categorize survey responses as per the Location survey variable. If each location is mapped to an account in Dynamics 365, the survey responses are mapped as activities to respective accounts.

> **Note**
>
> - The survey link generated is a non-personalized link. If the **Only people in my organization can respond** setting is turned off in distribution settings, you won't be able to record the respondent's name or determine whether the respondent has submitted only one response. More information: Work with personalized links
> - If you've personalized your survey by using variables, they won't be replaced with their values and the variable names will be displayed as they are.
> - You can create a maximum of 10000 custom links.

Create a generic link

1. Open the survey, and go to the **Send** tab.

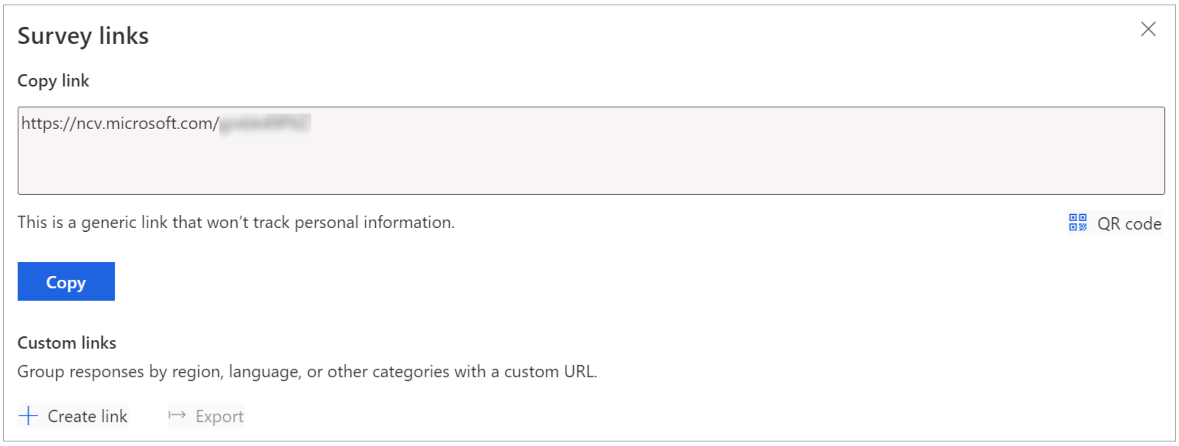
2. Select **Link**.

   ⓘ Note

   If you've sent your survey through email once, the invitation summary is displayed. To get your survey's link, select **Resend** > **Link**.

   The **Survey links** panel is displayed.

3. In the **Copy link** section, select **Copy**.

   Paste the survey link in a place that's visible to your intended audience. They can select the link to access your survey.

4. To download the QR code for the generic link, select **QR code**.

   Share the QR code wherever your intended audience can scan it with a QR code scanner, such as on a mobile device.

Create custom links

1. Open the survey, and go to the **Send** tab.

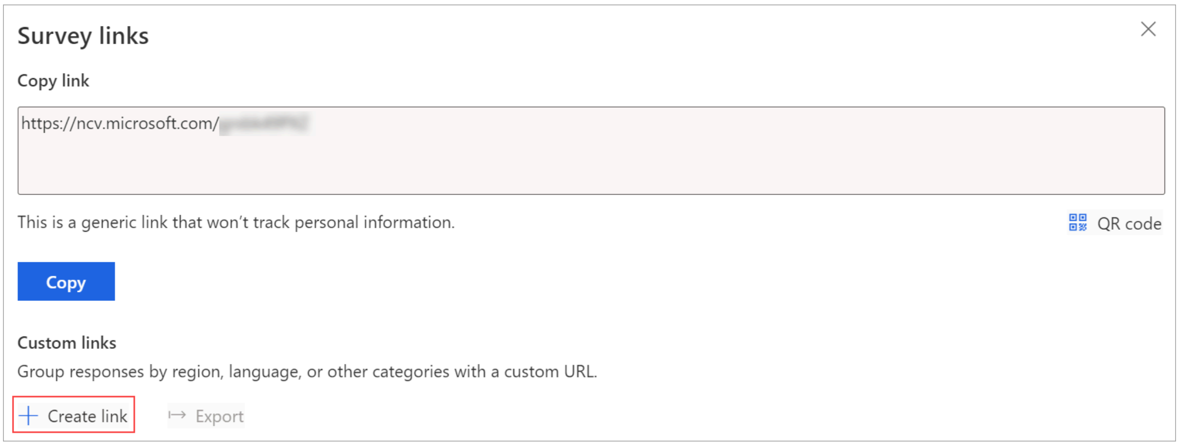
2. Select **Link**.

   ⓘ Note

If you've sent your survey through email once, the invitation summary is displayed. To get your survey's link, select **Resend** > **Link**.

The **Survey links** panel is displayed.

3. In the **Custom links** section, select **Create link**.



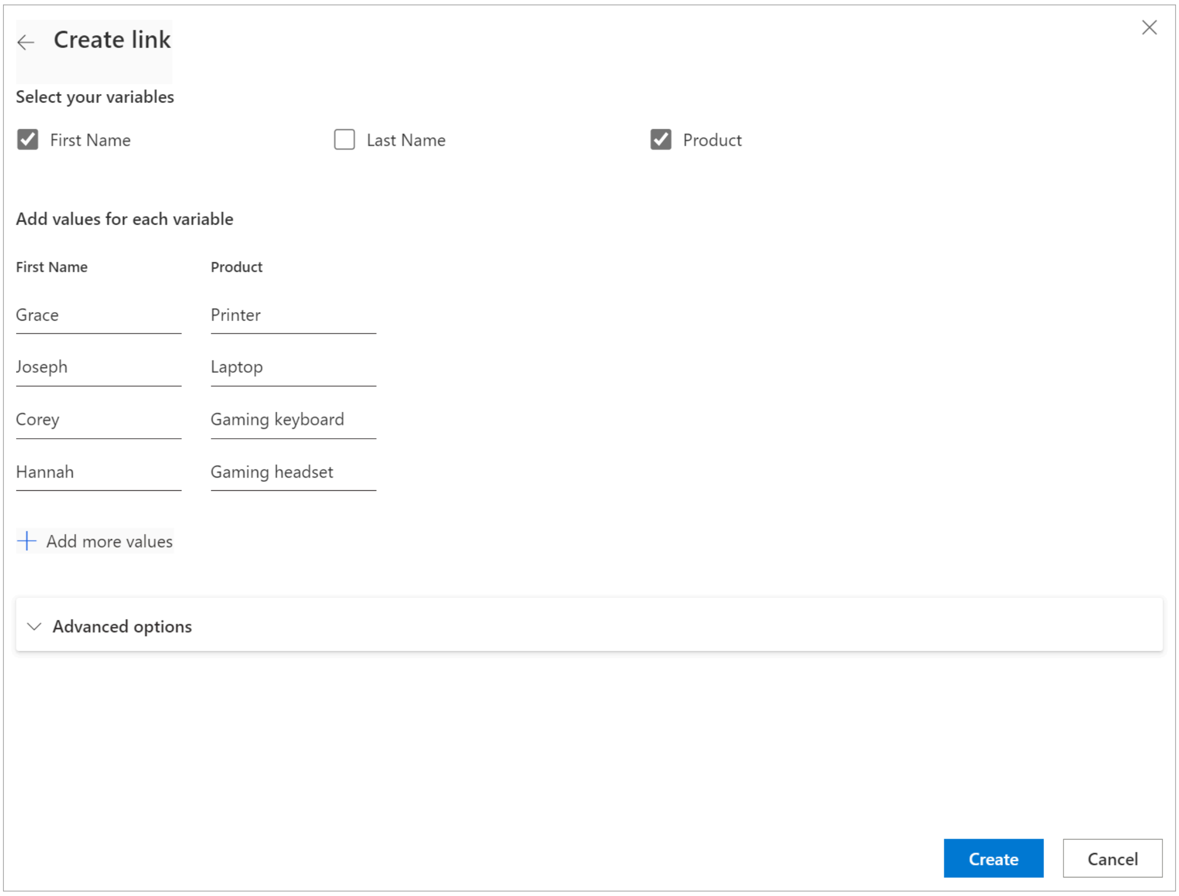
4. In the **Create link** panel, select variables to create custom links.

5. Under **Add values for each variable**, add values to each of the selected variables.

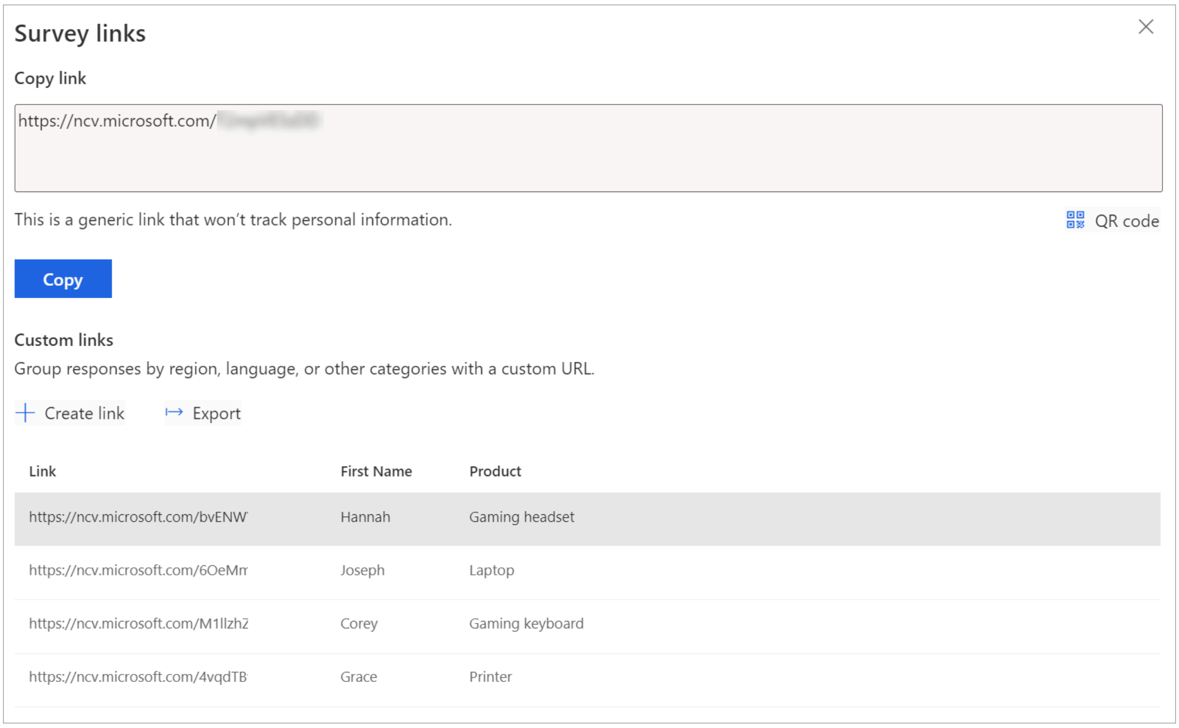
> **Note**
>
> Do not use the following special characters while adding values for variables: #, %, &, \, ', and <.

6. To add more values, select **Add more values**.

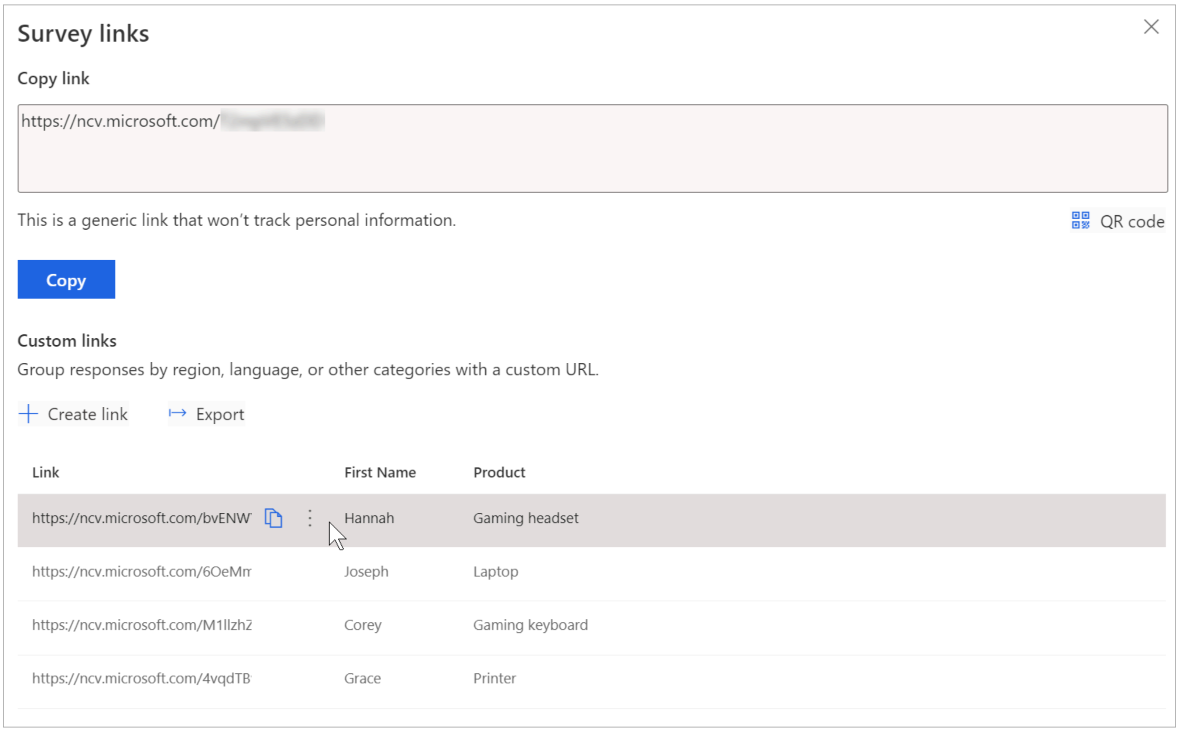
7. After you enter all the values, select **Create**.



The custom links are created based on the selected variables and displayed in the **Survey links** panel.

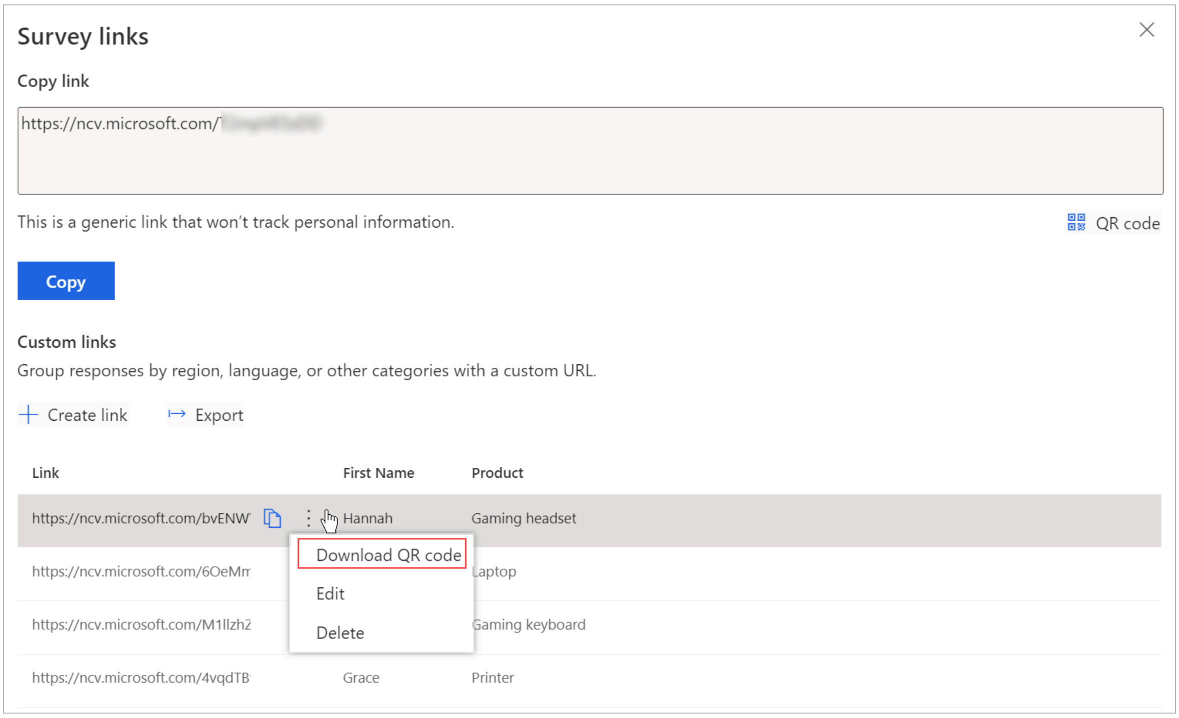


8. To copy a link, hover over the link, and then select .



9. To export all links, select **Export**. The links are downloaded in an Excel file.

10. To download QR code for a custom link, hover over the link, select **More actions** (three dots), and then select **Download QR code**.



Create custom links by using a CSV file

You can create custom links in bulk by uploading a CSV file. You can also associate survey responses to an entity by specifying regarding entity details.

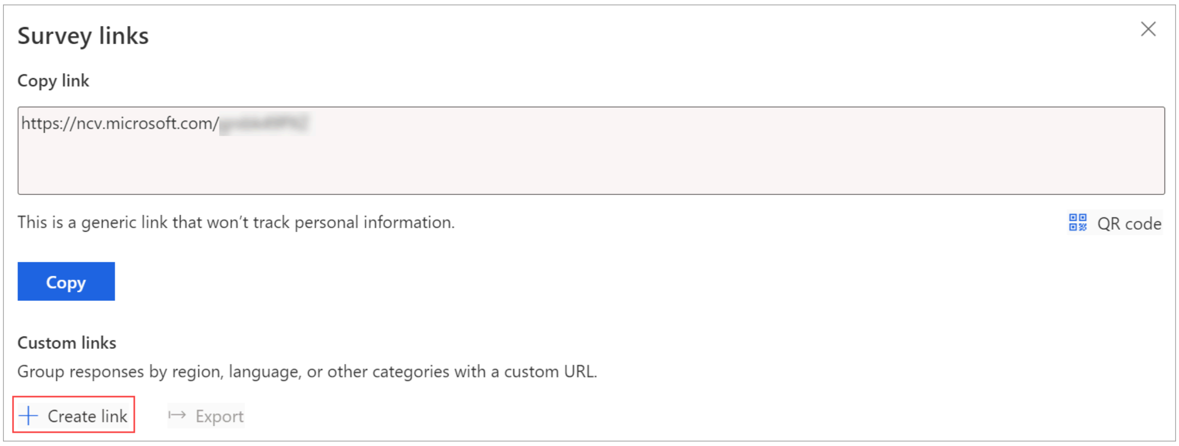
1. Open the survey, and go to the **Send** tab.

2. Select **Link**.

> ⓘ **Note**
>
> If you've sent your survey through email once, the invitation summary is displayed. To get your survey's link, select **Resend** > **Link**.

The **Survey links** panel is displayed.

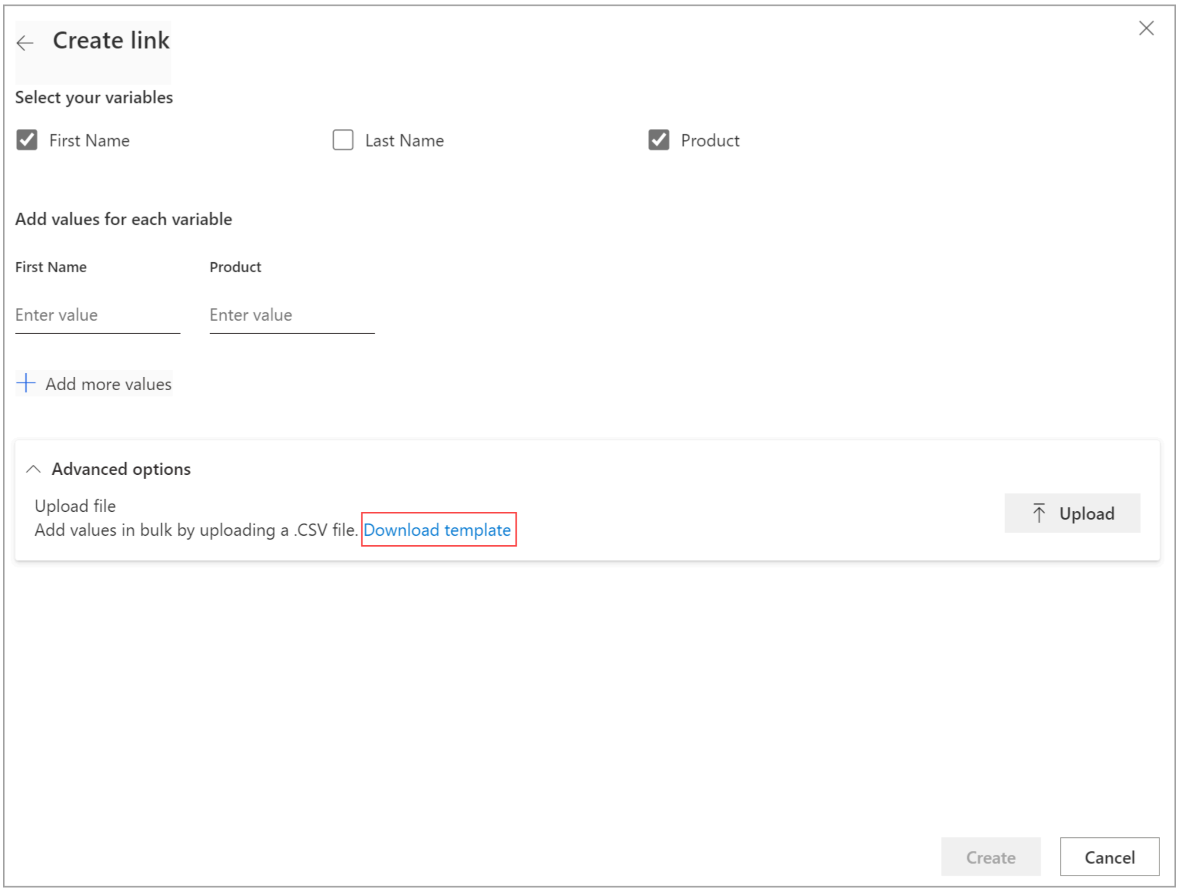
3. In the **Custom links** section, select **Create link**.



4. In the **Create link** panel, select variables to create custom links.

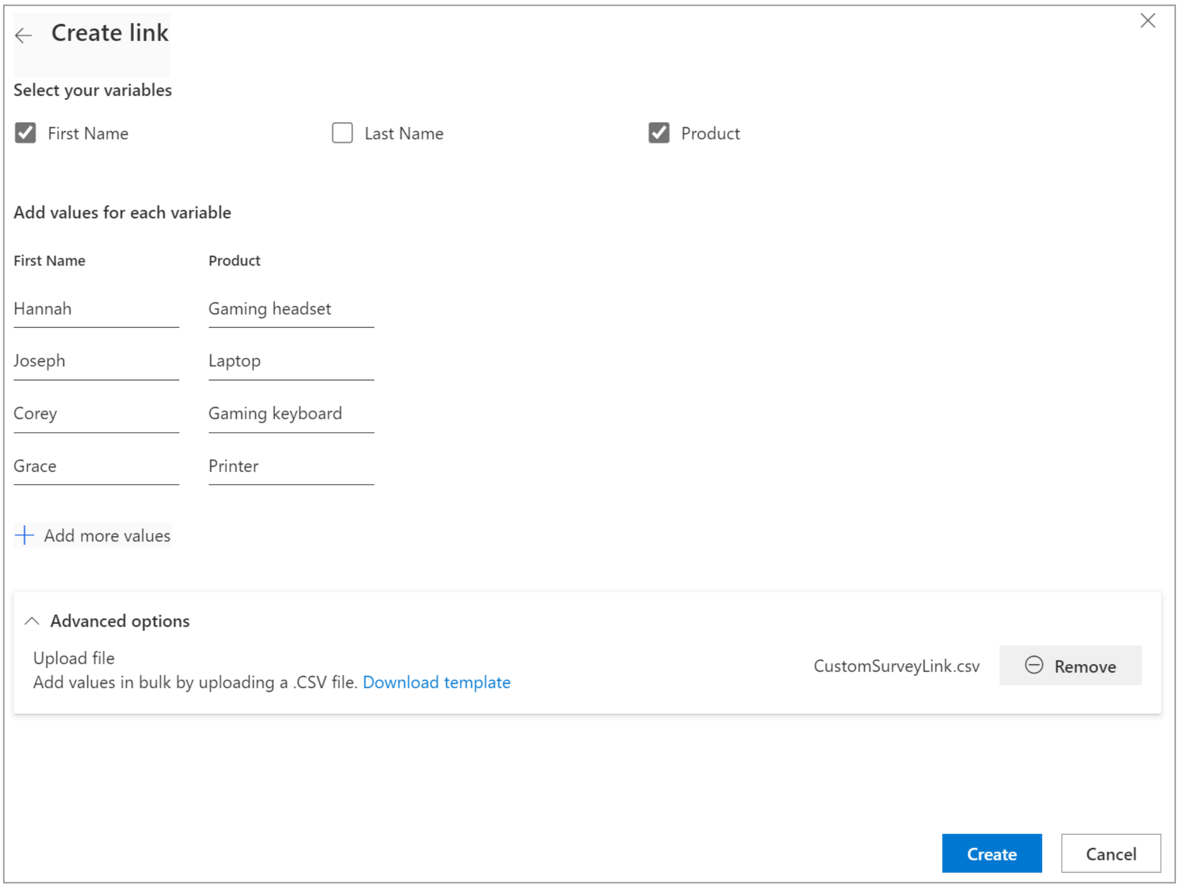
5. Expand the **Advanced options** section, and select **Download template**.

The selected variables are available as separate columns in the CSV file. Specify the values as per your requirement. If you want to associate a survey response to an entity, you can add the **RegardingID** and **RegardingEntityName** columns to the CSV file and enter the information.



6. After you create the CSV file, go to the **Create link** panel, expand the **Advanced options** section, and then select **Upload**.

7. Browse to and select the CSV file you want to upload. The values from the CSV file are populated under **Add values for each variable**.



8. Select **Create**.

   After the file is uploaded successfully, links are created, and displayed in the **Survey links** panel.

9. To copy a link, hover over the link, and then select .

10. To export all links, select **Export**.

11. To download QR code for a custom link, hover over the link, select **More actions** (three dots), and then select **Download QR code**.

Edit a custom link

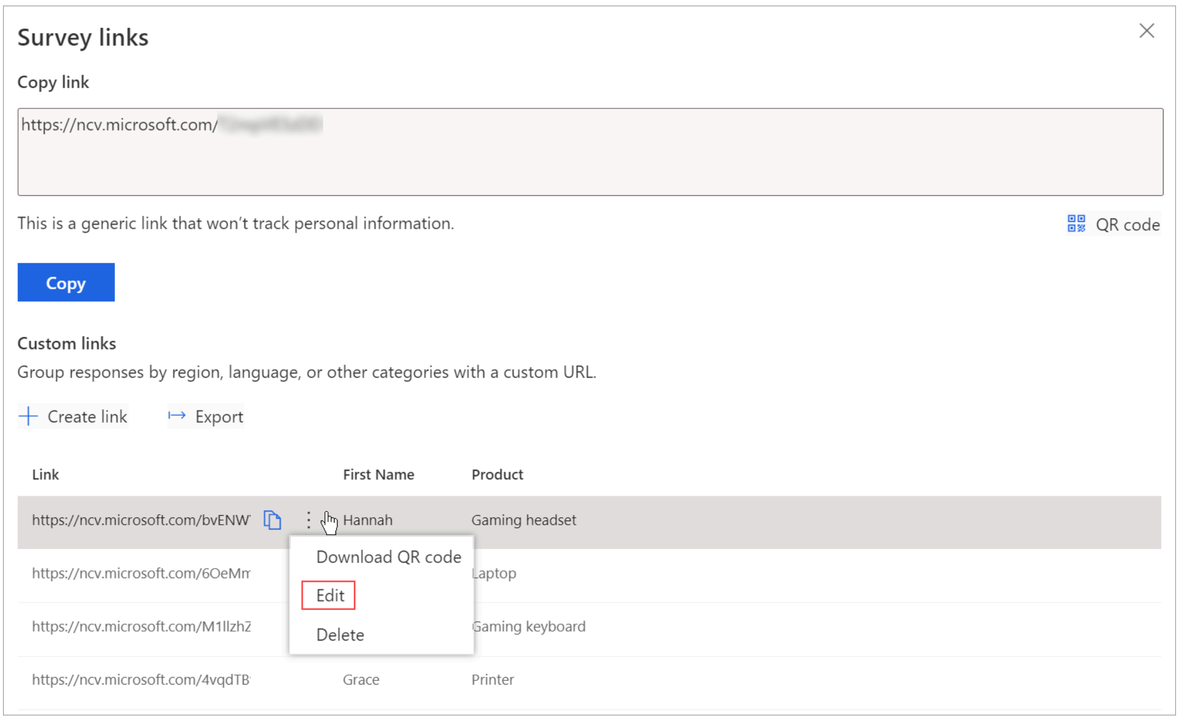
1. Open the survey, and go to the **Send** tab.

2. Select **Link**.

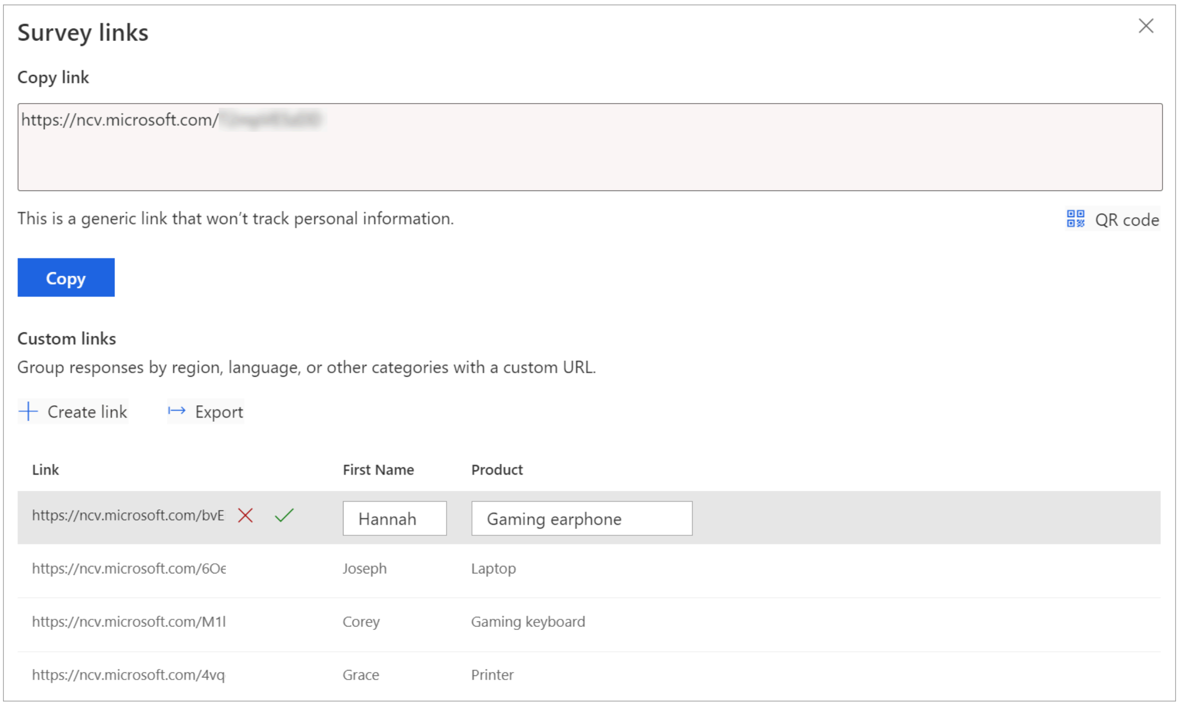
   > ⓘ **Note**
   >
   > If you've sent your survey through email once, the invitation summary is displayed. To get your survey's link, select **Resend** > **Link**.

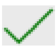
   Custom links are displayed in the **Survey links** panel.

3. Hover over the link you want to edit, select **More actions** (three dots), and then select **Edit**.



4. Edit the values for variables as required.



5. Select  to save the changes.

6. Select  to discard the changes.

Delete a custom link

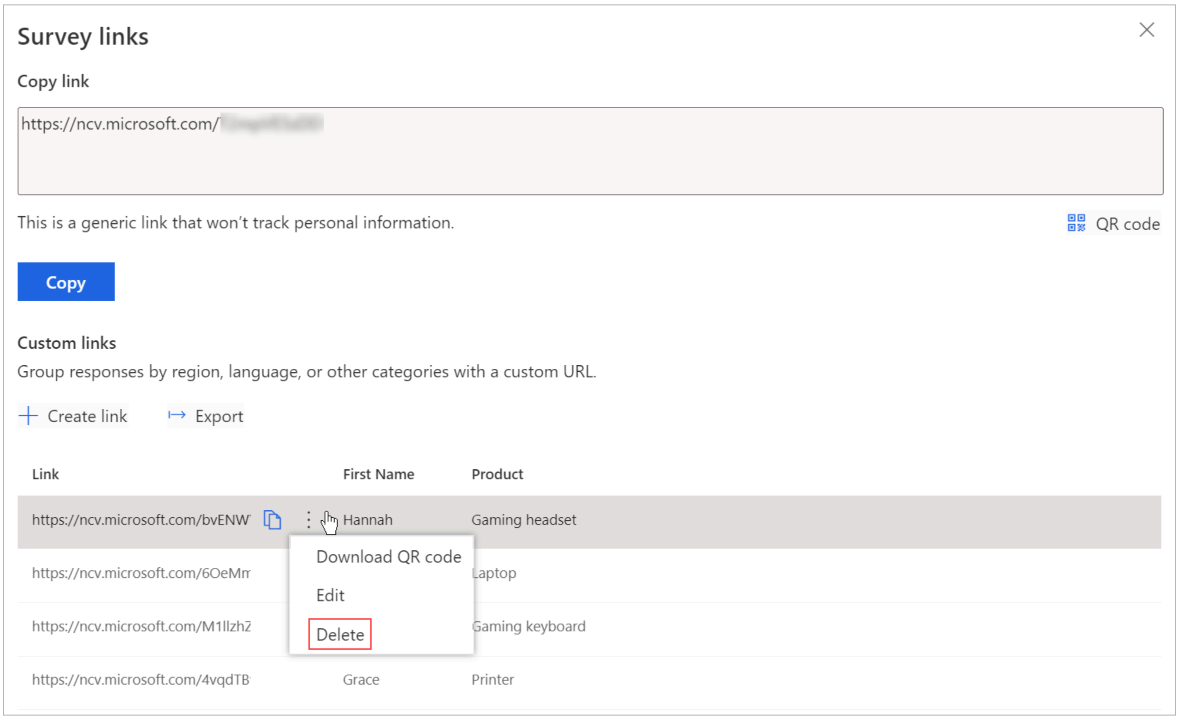
1. Open the survey, and go to the **Send** tab.

2. Select **Link**.

> **Note**
>
> If you've sent your survey through email once, the invitation summary is displayed. To get your survey's link, select **Resend** > **Link**.

Custom links are displayed in the **Survey links** panel.

3. Hover over the link you want to edit, select **More actions** (three dots), and then select **Delete**.



4. In the confirmation message, select **Delete**.

See also

[Work with survey distribution settings]
[Send a survey by using the built-in email composer]
[Send a survey by using Power Automate]
[Embed a survey in a webpage]
[Send a survey by using QR code]

Feedback

Was this page helpful? Yes No

Provide product feedback

Send a survey by using QR code

Article • 08/29/2024

A QR (Quick Response) code is a type of matrix barcode. You can print the QR code or display it on your website. A QR code stores information such as a URL for a website. A QR code can be scanned by using any smartphone or tablet.

A QR code for your survey contains a direct link to your survey. You can include the QR code on receipts, posters, or any print media to reach your recipients and collect feedback. Recipients can scan the QR code to access the survey.

> **Note**
>
> - The survey link generated is a non-personalized link. If the **Only people in my organization can respond** setting is turned off in distribution settings, you won't be able to record the respondent's name or determine whether the respondent has submitted only one response.
> - If you've personalized your survey by using variables, they won't be replaced with their values and the variable names will be displayed as-is.

To send a survey by using a QR code

1. Open the survey, and go to the **Send** tab.

2. Select **QR code**.

   > **Note**
   >
   > If you've sent your survey through email once, the invitation summary is displayed. To get your survey's QR code, select **Resend** > **QR code**.

3. In the **Download a QR code** pop-up window, select **Download**.

Share the QR code wherever your intended audience can scan it with a QR code scanner, such as on a mobile device.

See also

Work with survey distribution settings
Send a survey by using the built-in email composer
Send a survey by using Power Automate
Embed a survey in a webpage
Send a survey link to others

Feedback

Was this page helpful? Yes No

Provide product feedback

Send a survey from Dynamics 365

Article • 05/02/2024

Prerequisites

- An administrator must install the Send Customer Voice survey from Dynamics 365 app in your environment for you to send surveys from customer engagement applications. If the option to send surveys isn't visible, contact your administrator.

- An administrator must configure the Power Automate flow to send surveys. More information: Configure the Power Automate flow.

- Users must at least have the **Survey Sender** role to send the survey through Dynamics 365 apps.

You can send a survey to your customer from within the customer engagement application's interface. This helps you to send a survey at the right time in the customer's journey. Let's consider the following scenario:

As a sales representative, you don't have access to surveys in Dynamics 365 Customer Voice. With this capability, you can send the survey from a customer engagement application without requiring access to Dynamics 365 Customer Voice.

As a salesperson, you can send a survey from the following entities:

- Contact
- Opportunity
- Lead
- Account
- Case
- Contract

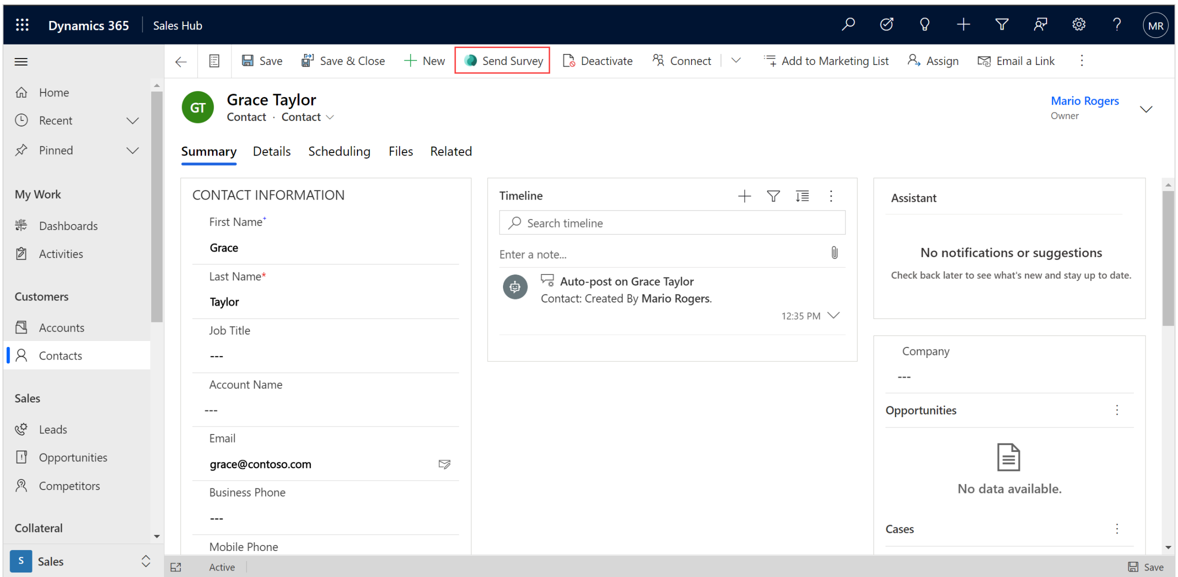
You can only send surveys that are shared with you or created by you. If no surveys are shared with you, you can create a new survey (if you have permission to create a survey) and then send it to your customers. If you have Share privilege on the Customer Voice survey entity, you can share a survey with other users or team. More information: Share a survey

To send a survey from Dynamics 365

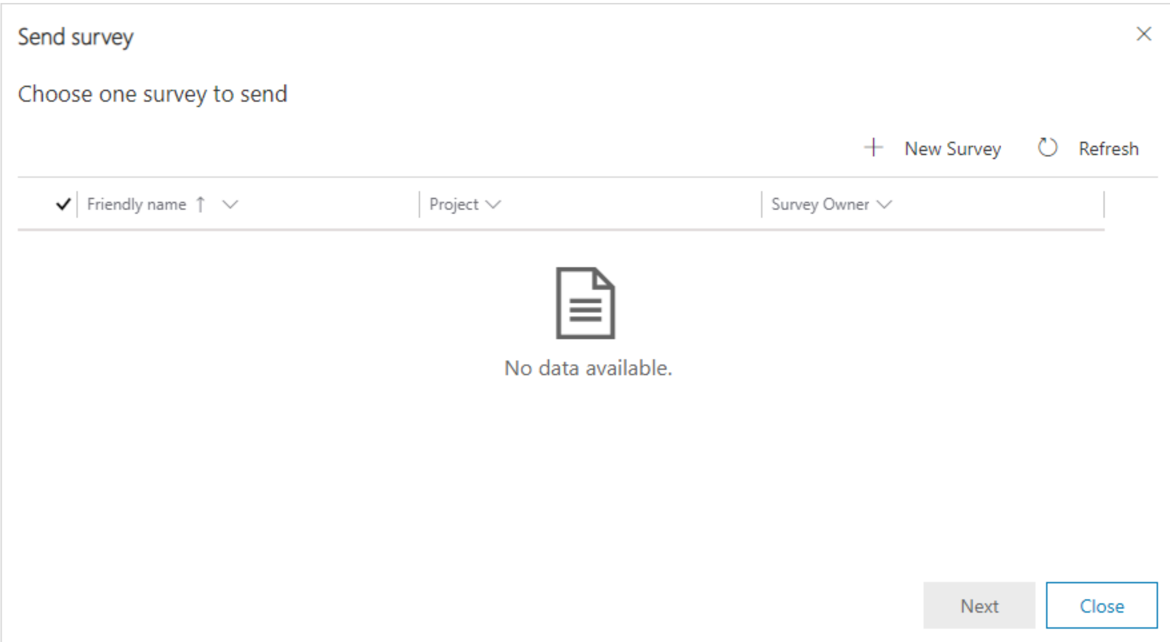
1. In the site map of the customer engagement app, select the entity from which you want to send a survey.

2. From the list of records, open a record.

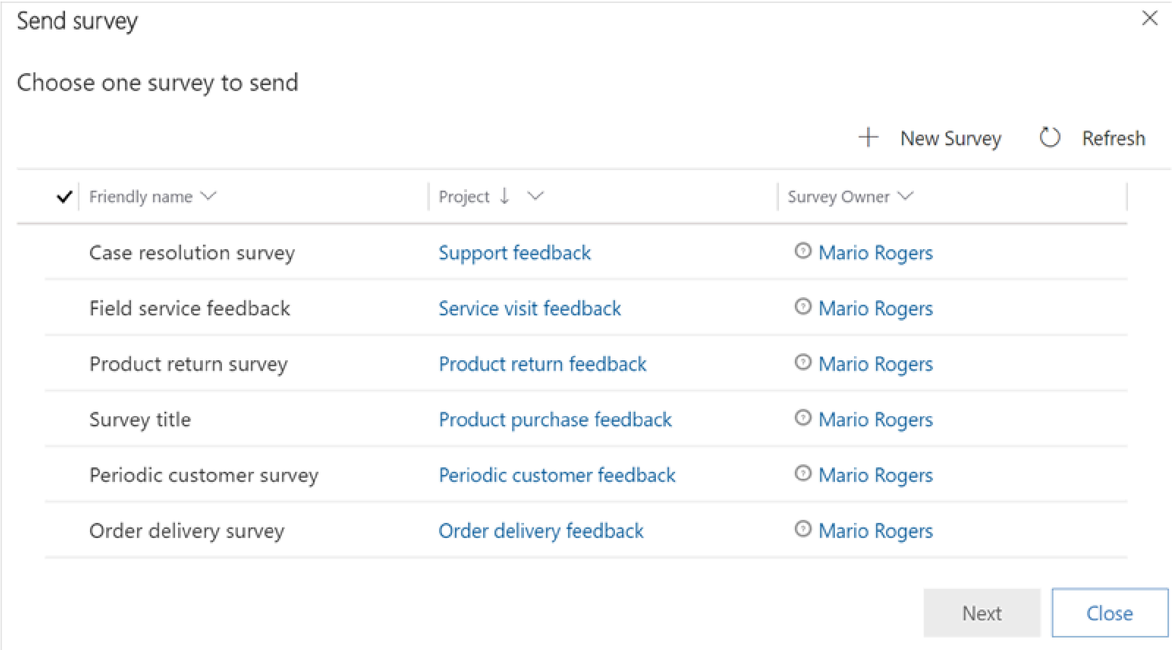
3. On the toolbar at the top of the page, select **Send Survey**.



If you don't have any surveys created or shared with you, select **+ New Survey** to create a new survey. You'll be redirected to Dynamics 365 Customer Voice for the survey creation. More information: Create a project



If you have surveys created or shared with you, you'll be provided with a list of surveys.



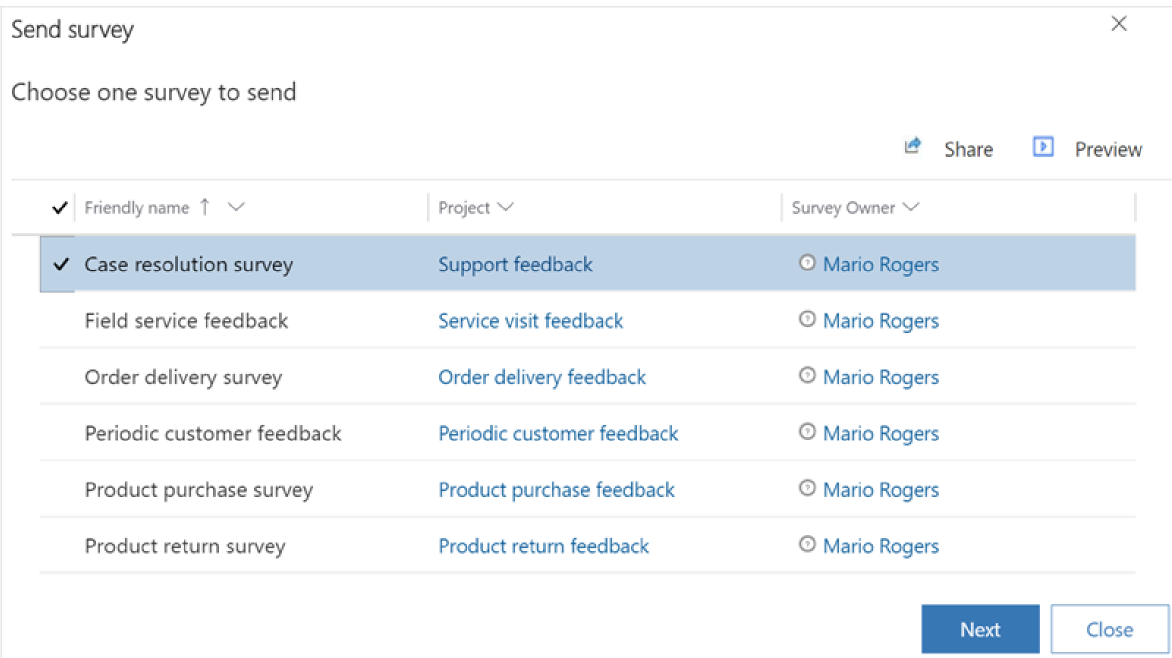
If you don't want to send a survey from the available list of surveys, you can create a new survey by selecting + **New Survey**. You'll be redirected to Dynamics 365 Customer Voice for the survey creation. More information: Create a project

4. In the **Choose one survey to send** dialog box, select a survey to be sent.

> **Note**
>
> You can select only one survey at a time.

5. To preview the survey, select **Preview**.

6. To share the survey, see Share a survey.



7. Select **Next**.

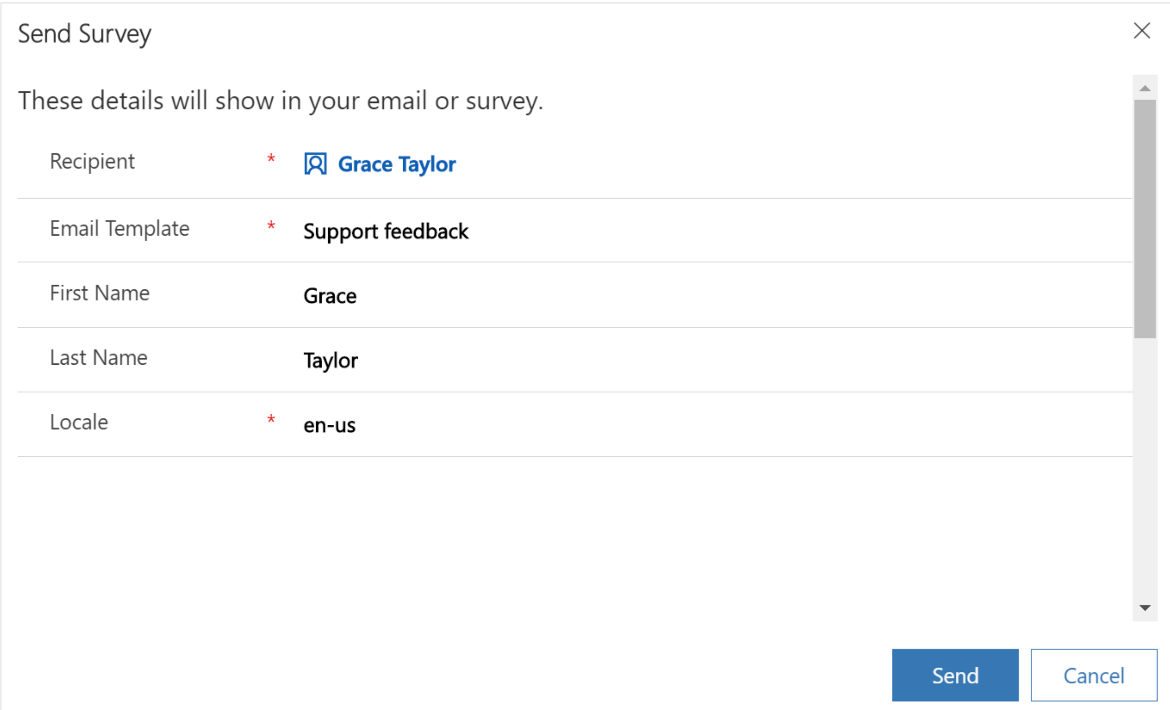
8. In the **These details will show in your email or survey** dialog box, select the following information:

    - **Recipient**: By default, the name of the contact associated with the entity is populated. You can also remove and select a different recipient, if required. You can select only one recipient at a time.

    - **Email template**: Email template to be used to send the survey invitation.

    - **Locale**: Language of the email template.

    If you've used variables in your survey, they'll be displayed as fields and you can specify their values accordingly.

9. Select **Send**.

> Note
>
> The **Regarding** field is populated only for Account, Contact, and Lead entities.

Check survey invitation status

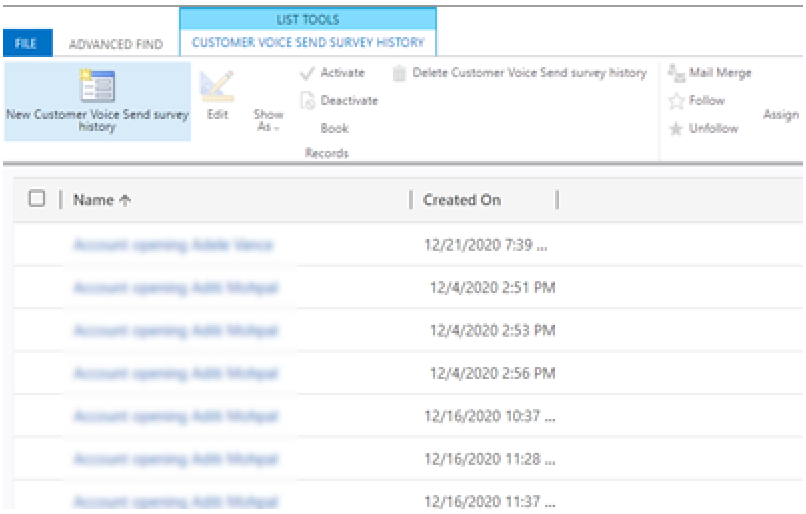
When you send a survey invitation, its status will be one of the following:

- **Sending**: The survey invitation email is being sent.

- **Sent**: The survey invitation email was sent successfully.
- **Failed**: The survey invitation email wasn't sent due to an incorrect email address or other error.

To check survey invitation status

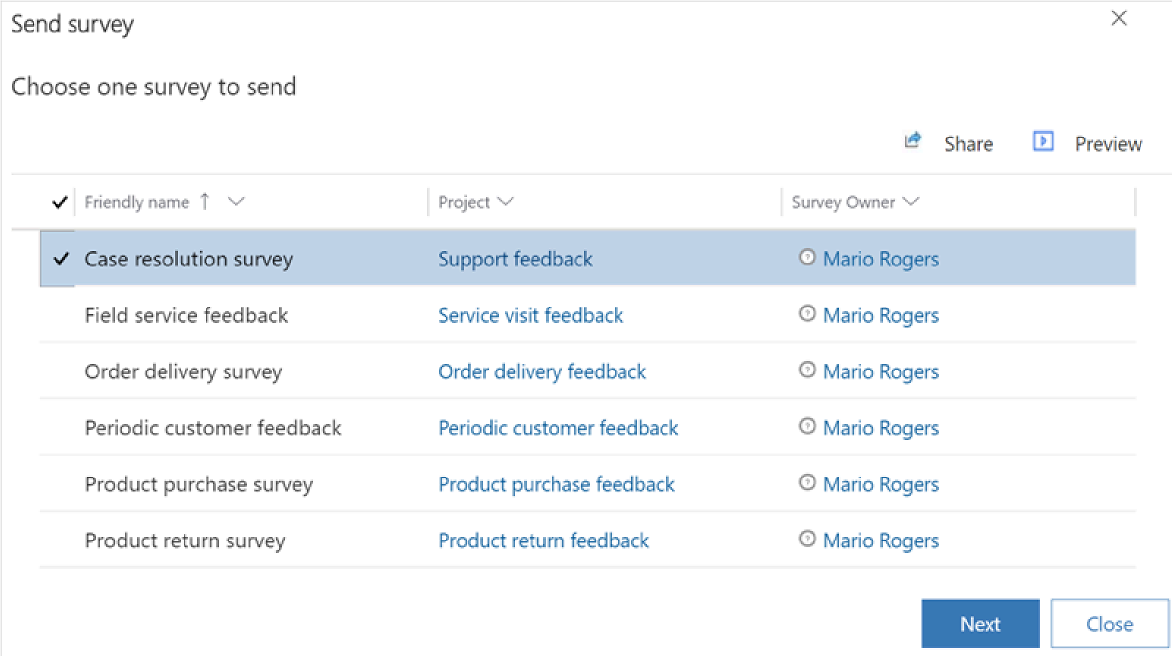
1. Go to **Advanced Find**.
2. In the **Look for** list, select **Customer Voice Send survey history**.
3. Add the **Status Reason** column.
4. Select **Results**. A list of survey invitations is displayed with their corresponding status.



Share a survey

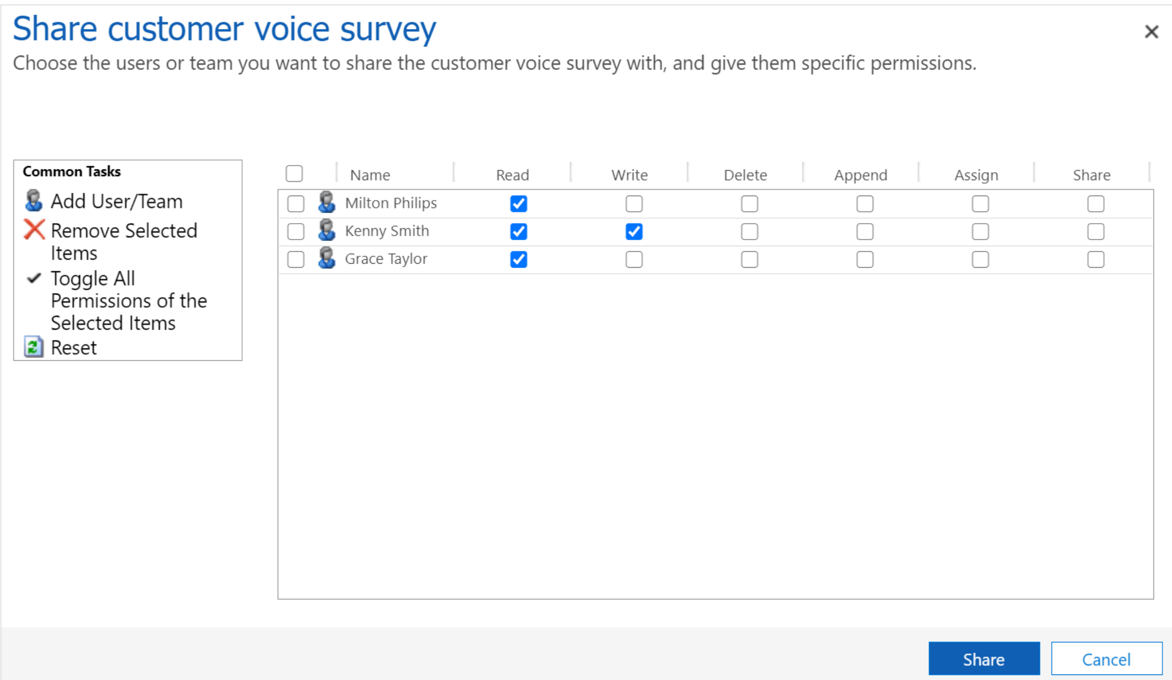
If you have Share privilege on the Dynamics 365 Customer Voice survey entity, you can share a survey with other users or a team.

1. In the **Choose one survey to send** dialog box, select a survey to be shared.
2. Select **Share**.



> **Note**
>
> If you don't have permission to share surveys, the **Share** button is not displayed.

3. In the **Share customer voice survey** dialog box, add the users or team you want.



4. Select **Share**.

Configure the Power Automate flow

The **Send survey on create of custom entity record** Power Automate flow is created automatically when the **Send survey** app is installed. This flow sends the survey when you select **Send Survey** from an entity record. An administrator must set the connection references manually and turn on the flow.

To configure the Power Automate flow

1. Go to flow.microsoft.com, and select **Solutions** on the left pane.
2. Find and select the **Send Customer Voice survey from Dynamics 365** solution to open it.
3. Find and select the **Send survey on create of custom entity record** flow to open it.
4. Select **Edit** on the toolbar at the top. The flow editor opens.

   A warning symbol is displayed in the header of conditions and actions that have the connection error.
5. Select the condition or action, and then select the appropriate connection.
6. Save the changes, and turn on the flow.

See also

Create a project

Feedback

Was this page helpful? Yes No

Provide product feedback

Create a survey invitation

Article • 01/10/2024

If you want to send a survey by using a platform other than Dynamics 365 Customer Voice—such as Outlook, Gmail, or SMS—you can create a survey invitation by using Power Automate. The survey invitation creates a personalized link that can be distributed by using the platform of your choice. The survey invitation link is a short URL that can be easily distributed by the platforms that have a lower character limit (for example, SMS or Twitter). The short URL is in the following format: `https://<region>.microsoft.com/<10-digit code>`

> **Note**
>
> - When you create a survey invitation, the email address is considered as-is, and is not validated for correctness.
> - Once you create a survey invitation, it can't be updated. If some update is required, you must create a new invitation link.
> - The output of this action will be InviteId, InviteUrl, and UnsubscribeUrl.

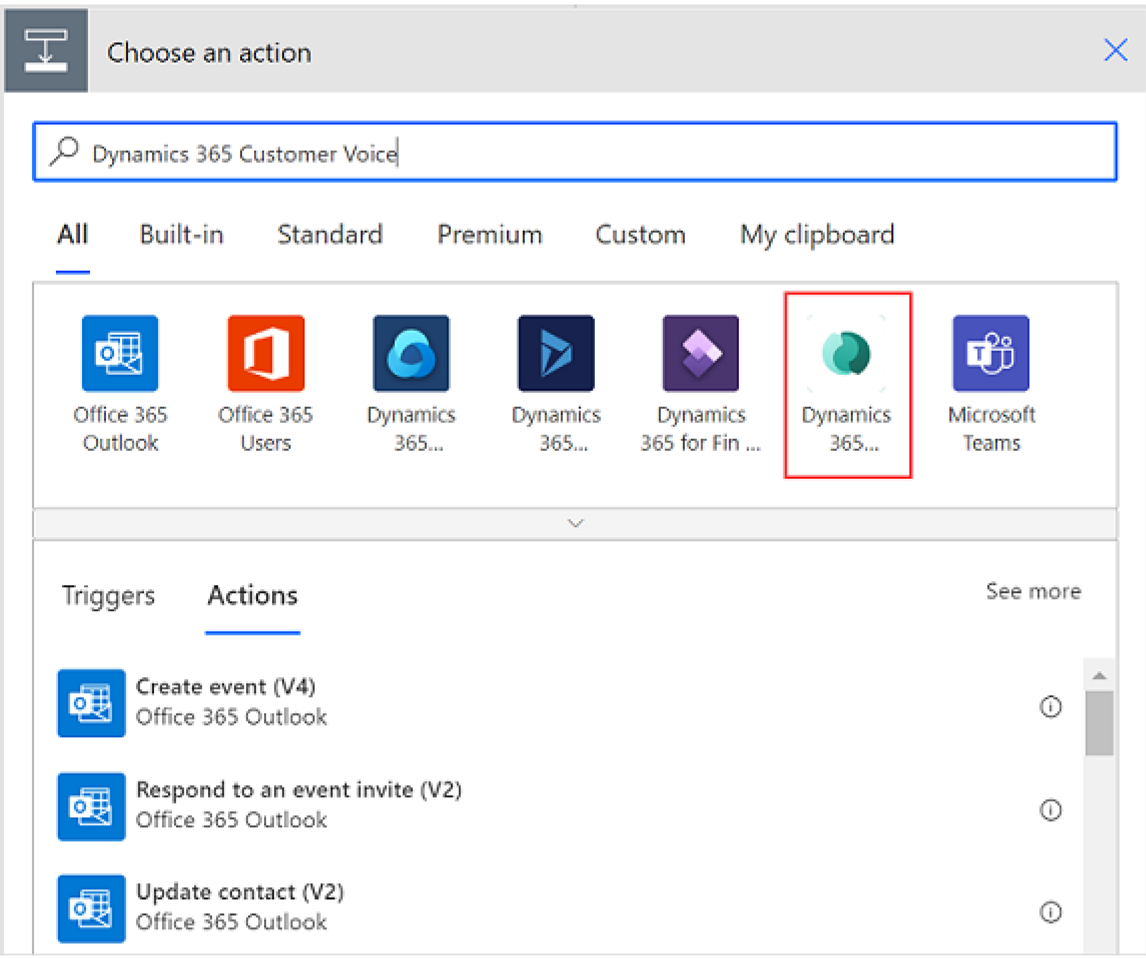
1. Sign in to flow.microsoft.com.

2. Start to create a flow from scratch. More information: Create a flow in Power Automate

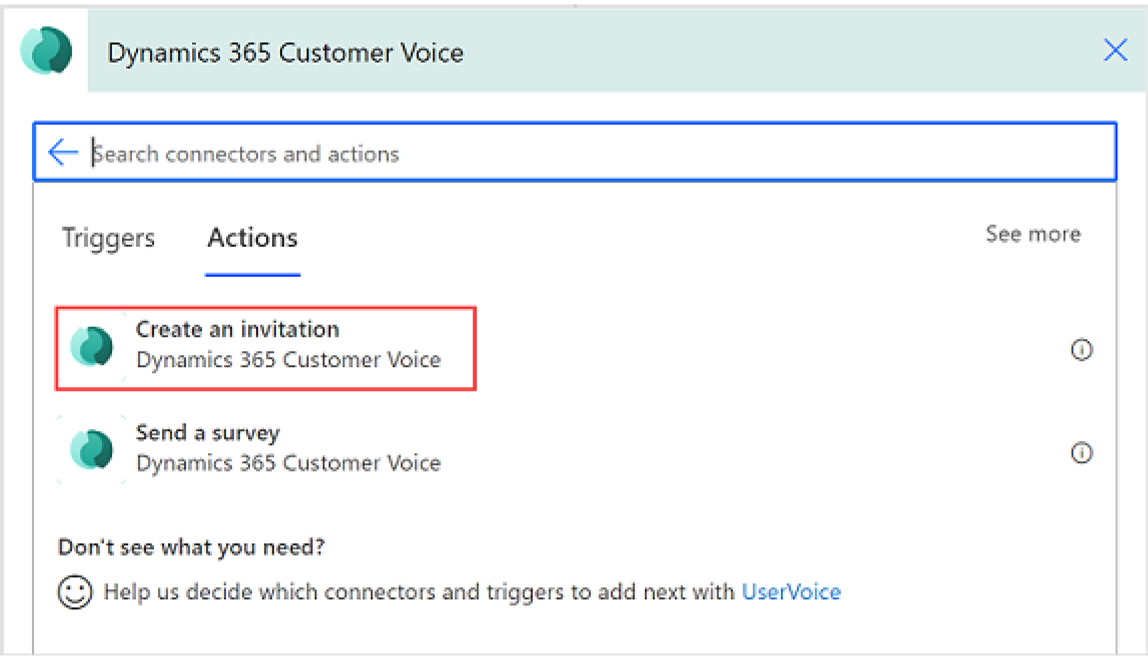
3. In the flow editor, add a trigger to start your flow.

4. After adding the trigger, add a new step, and search for the **Dynamics 365 Customer Voice** connector.

5. In search results, select **Dynamics 365 Customer Voice**.



6. Select the **Create an invitation** action.



7. In the **Create an invitation** action, enter or select the following information:

- **Project**: Select the project that contains a survey to be sent.
- **Survey**: Select the survey to be sent.
- **Email**: Enter the recipient's email address.
- **Subject**: Enter the subject of the survey invitation.

- **Regarding**: Specify a record to associate the survey invitation and response. This value is stored in the survey invitation's **Regarding** field.

> ⓘ **Note**
> - You must enter a table's logical name in this field. For example, if you want to associate the Case table, you must enter *incident*, as it is the logical name of the Case table. Similarly, if you create a custom table with its display name as *Custom Table* and its logical name as *new_customtable*, you must enter *new_customtable* in this field.
> - Only tables that are marked for collaboration in activities are supported. For example, the Task table is not supported.

- **Recipient details**: Specify a contact to associate your survey invitation and response records with. This value is stored in the survey invitation's **To** field. Only a Contact record is supported in this field.

> ⓘ **Note**
>
> - You must enter a value either in **Email** or **Recipient details** field for executing the **Create an invitation** action.
> - If you want to associate your survey invitation and response with Microsoft Dataverse, you must enter values in **Regarding** and **Recipient details** fields, respectively. You must also ensure that **Save invited participants as Contacts** is turned on in survey distribution settings. If **Save invited participants as Contacts** isn't turned on, the survey invitation's **To** field isn't populated. For more information about **Regarding** and **Recipient details** fields and how they're stored in the survey invitation, see **Send a survey action**.
> - If you've used variables in your survey, they'll be visible in this action and you can specify the values accordingly. More information: **Specify values in a flow**
> - Once invites are created, they are saved in Microsoft Dataverse. The process of saving invites in Microsoft Dataverse is asynchronous and may take some time. It is recommended that you wait for a few minutes before you use the invite for further processing. You can either add a delay after the **Create an invitation** action or create two separate flows, one for creating invites and another for sending invites. You can then

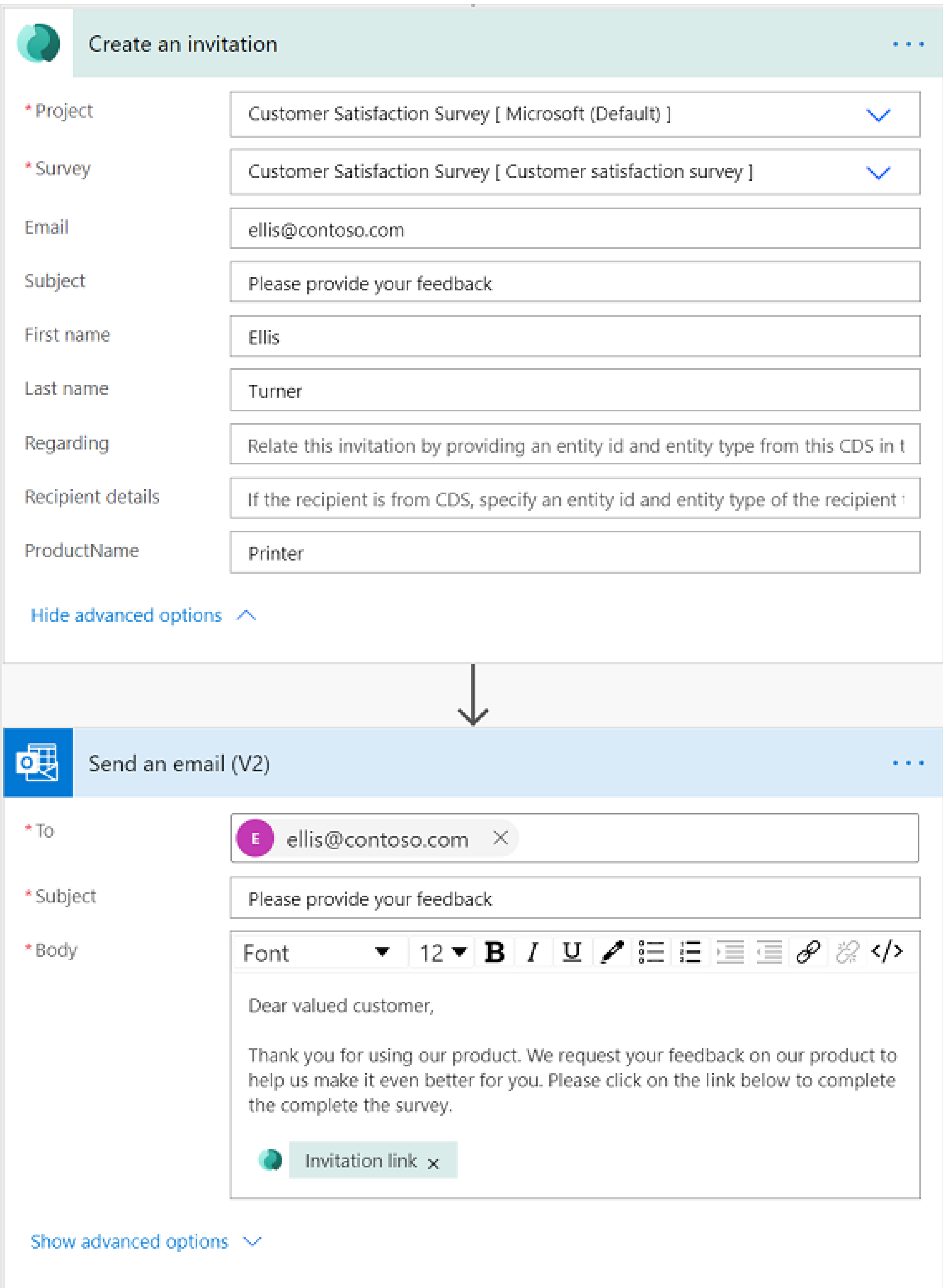
trigger the second flow based on the creation of invites in Microsoft Dataverse.

8. Add a new step, and then select the action to send the email. You can use providers such as Outlook, Gmail, or SMS; we've used Outlook to send the survey in this procedure.

9. In the **Send an email** action, do the following:

   - **To**: Enter the recipient's email address.
   - **Subject**: Enter the subject of the email.
   - **Body**: Enter the text you want for the body of the email, and add the **Invitation link** dynamic content.

After you enter the required details, the flow looks as shown in the following image:



The flow runs in accordance with the configured trigger, and then sends the survey.

See also

[Work with survey distribution settings](#)
[Send a survey by using the built-in email composer](#)
[Send a survey by using Power Automate](#)
[Embed a survey in a webpage](#)

Send a survey link to others
Send a survey by using QR code

Customize the sender's email address

Article • 05/16/2025

By default, surveys are sent from the `surveys@email.customervoice.microsoft.com` email address. The email customization feature helps you create a custom email address based on your organization's domain. You can then use this custom email address to send survey invitations to your customers.

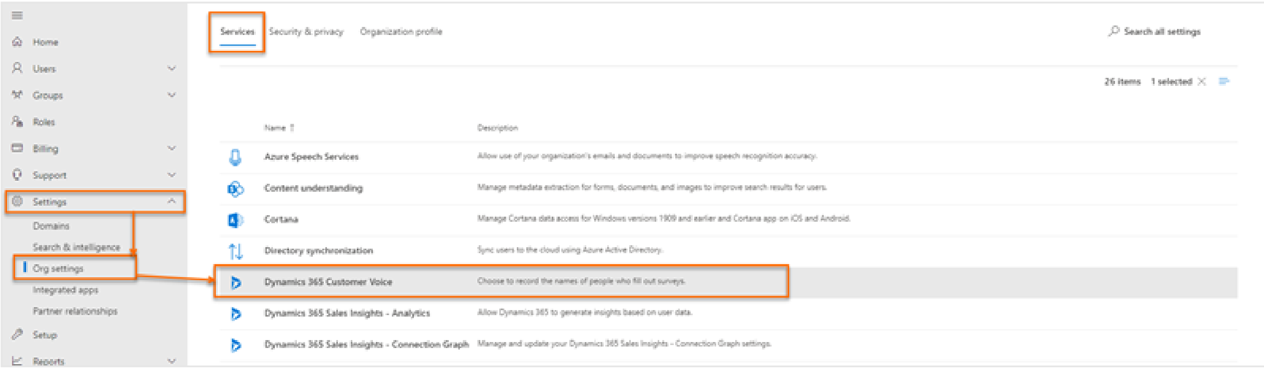
Let's say your company is Contoso Suites, and the company's website is `www.contososuites.com`. You want to create two custom email addresses based on your company's domain, such as `noreply@contososuites.com` and `support@contososuites.com`.

> **Note**
>
> - Only tenant administrators can add custom email addresses. If you want to send survey invitations from a custom email address, contact your tenant administrator to add it.
> - In US Government Community Cloud, emails are sent from the logged in user's account.
> - The capability to customize sender's email address is not available in US Government Community Cloud.
> - Ensure that your Customer Voice environment is set up successfully before you verify the domain while adding a custom email address. To confirm that your environment is set up successfully, the message `You can start building as soon as Dynamics 365 setup is complete. We'll let you know as soon as it's done.` should not be displayed on the survey design page.

Add custom email addresses

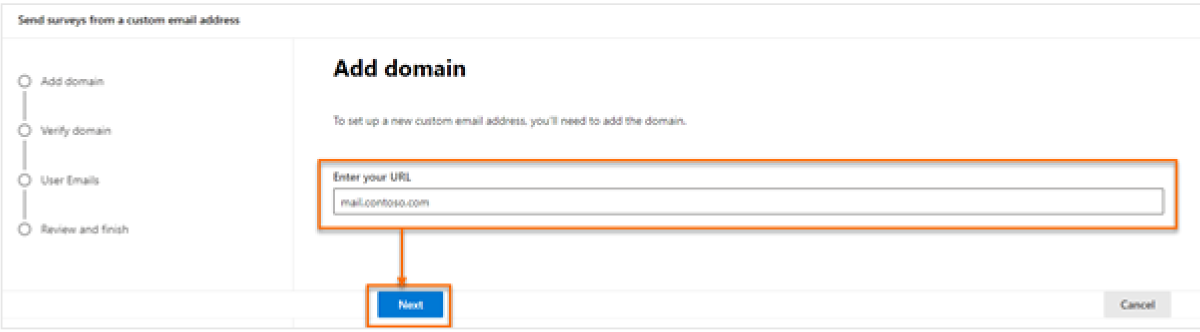
Take the following steps to add custom email addresses:

1. Sign in to Microsoft 365 admin center with your work or school account.
2. Select **Settings** > **Org settings**.
3. On the **Org settings** page, under the **Services** tab, select **Dynamics 365 Customer Voice**.

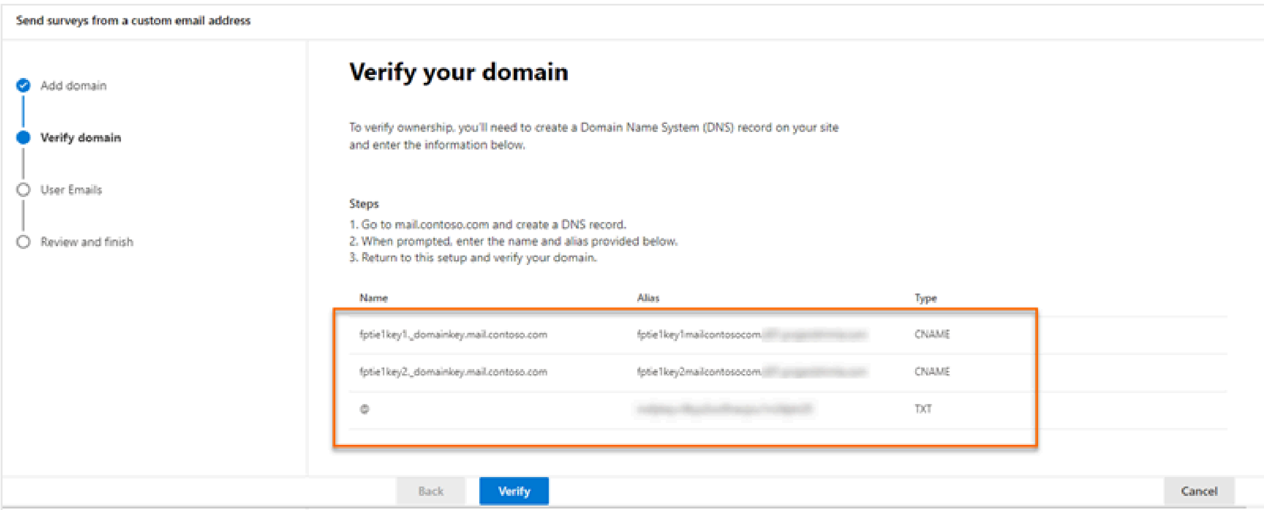


4. In the **Dynamics 365 Customer Voice** panel, under the **Distribution** tab, select **+ Add domain**.

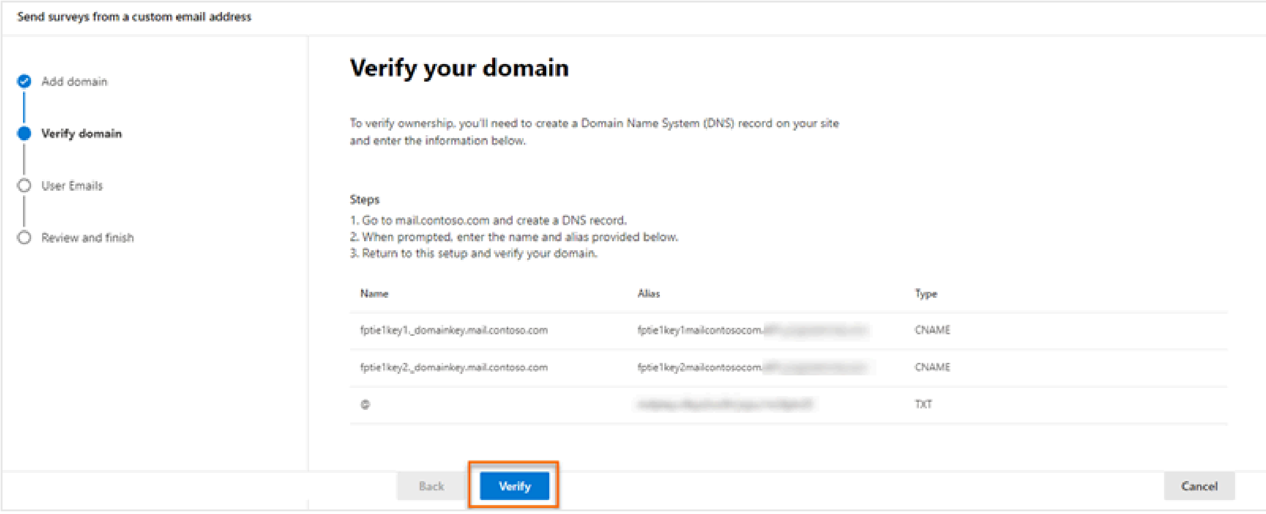
5. On the **Add domain** page, enter the domain name of the email domain you want to create in **Enter your URL**, and then select **Next**.



6. Create DNS records in your domain by using the values available under the **Create DNS record** section on the **Verify your domain** page. More information: Example DNS records.



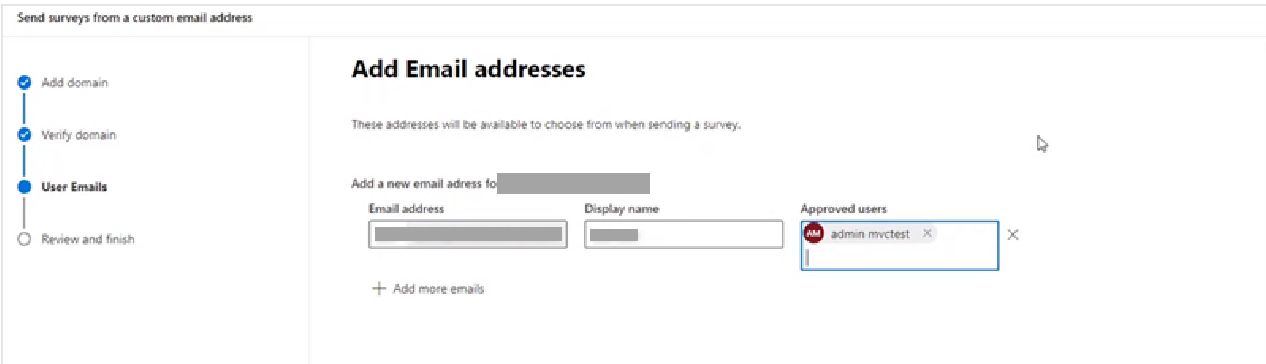
7. After creating DNS records, select **Verify**.



> ⓘ Note
>
> If the DNS records are not created, an error is displayed specifying that the application is unable to create a key and the domain can't be created.

8. On the **Add Email addresses** page, enter the following information:

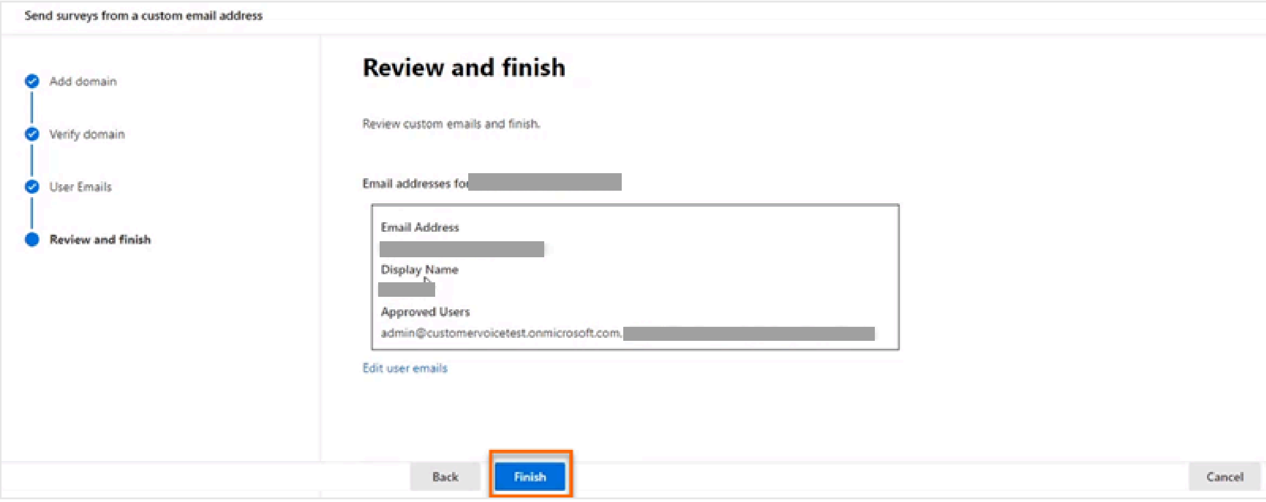
   - **Email address**: Email address to use for sending survey invitation.
   - **Display name**: Display name for the email user.
   - **Approved users**: Users who can use custom email addresses when sending survey invitations.



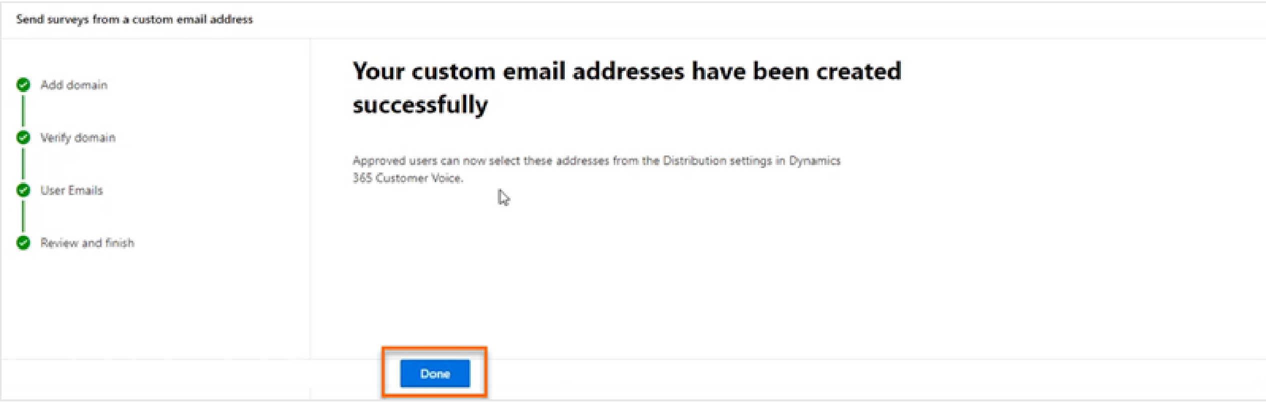
> ⓘ Note
>
> To add more email addresses, select **Add more emails**, and then provide the required information.

9. After adding the required email addresses, select **Next**.

10. On the **Review and finish** page, review the entered information, and then select **Finish**.



11. A confirmation message is displayed that the custom email address is created, select **Done**.



The custom email address is displayed in the **Dynamics 365 Customer Voice** panel.

Edit custom email addresses

After creating a custom email address, you can edit it to change its address, display name, and modify the users allowed to use the email.

1. Sign in to Microsoft 365 admin center with your work or school account.

2. Select **Settings** > **Org settings**.

3. On the **Org settings** page, under the **Services** tab, select **Dynamics 365 Customer Voice**.

4. In the **Dynamics 365 Customer Voice** panel, hover over the domain that contains the email address you want to edit, select the ellipsis button, and then select **Edit**.

5. On the **Add Email addresses** page, edit the required information, and then select **Next**.

6. On the **Review and finish** page, review the entered information, and then select **Finish**.

Delete custom email addresses

You can delete custom email addresses that are no longer required.

1. Sign in to Microsoft 365 admin center with your work or school account.
2. Select **Settings** > **Org settings**.
3. On the **Org settings** page, under the **Services** tab, select **Dynamics 365 Customer Voice**.
4. In the **Dynamics 365 Customer Voice** panel, hover over the domain that contains the email address that you want to delete, select the ellipsis button, and then select **Edit**.
5. On the **Add Email addresses** page, select ✕ for the email you want to delete, and then select **Next**.
6. On the **Review and finish** page, review the information, and then select **Finish**.

Example DNS records

Here's an example of a DNS record. The DNS records are used to verify the domain and enable sending survey invitations from the custom email address.

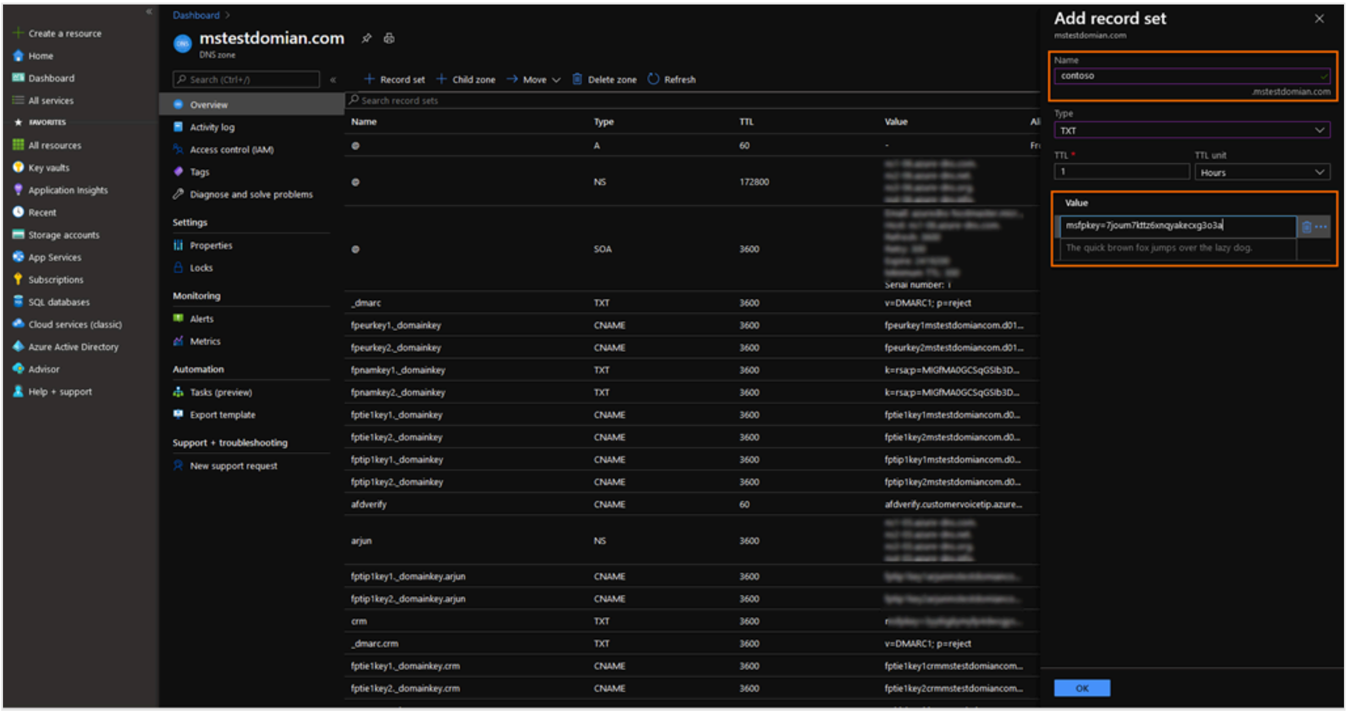
> **Note**
>
> If the domain is not getting verified, open any open-source DNS lookup tool and check if CNAME and TXT records are published. If any of the records are not published, you need to add those records in your DNS zone.

TXT record

`TXT name: @`

`TXT value: msfpkey=abc123abc123abc123abc123`

In this example screen, we're using Microsoft Azure to add the TXT name and value:



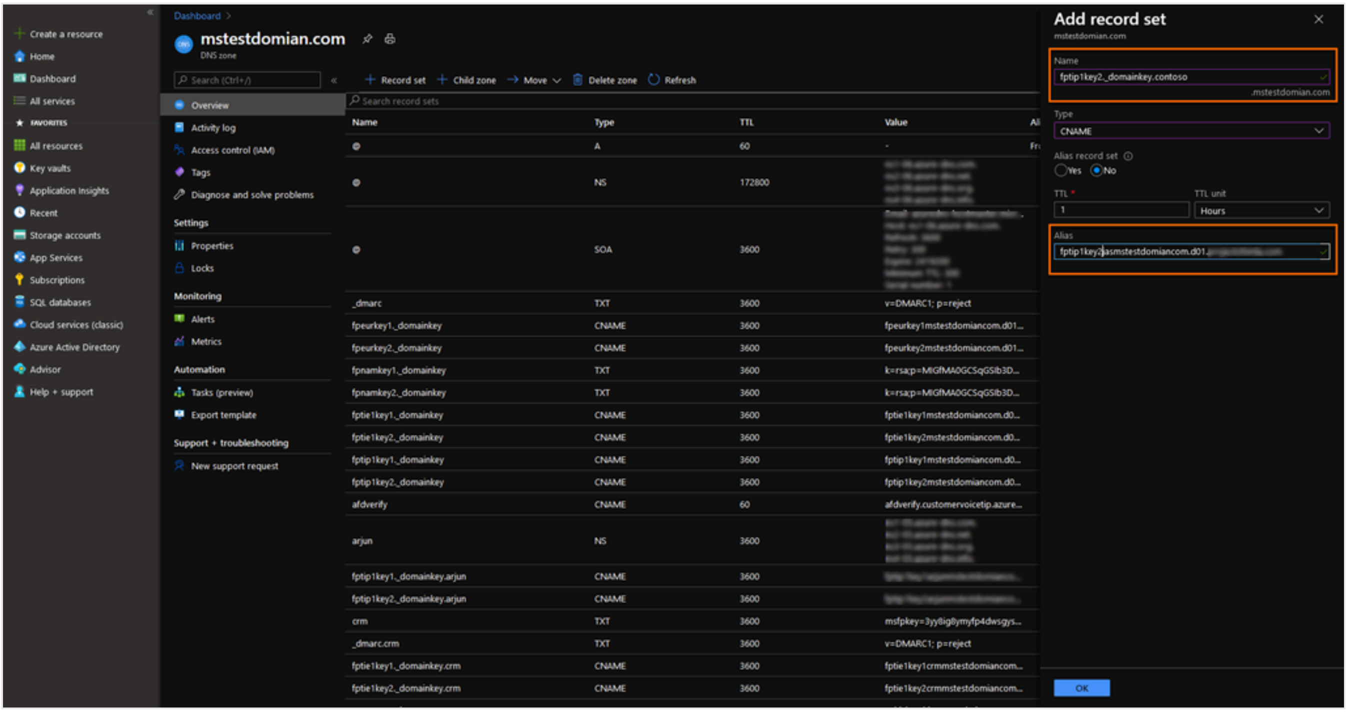
CNAME record

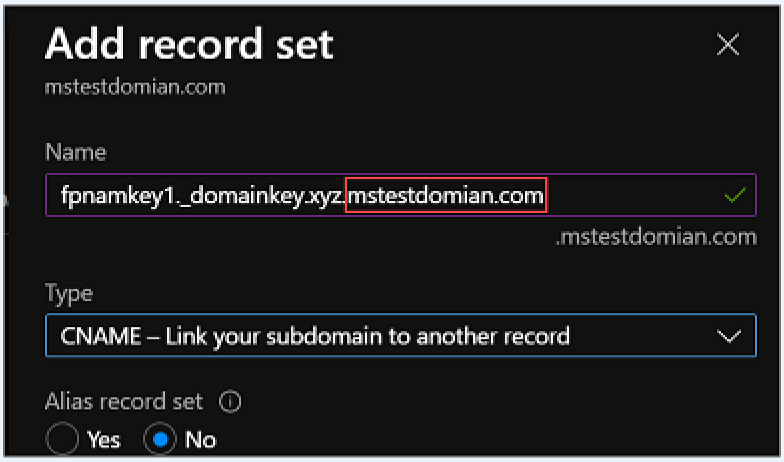
`Host name or Alias: fpeurkey1.\_domainkey`

`Points to address: fpeurkey1contosocom.d01.formspro.dynamics.com`

> ⓘ **Note**
>
> You must create two CNAME records using the information provided in step 6 of [Add custom email addresses](#).

In this example screen, we're using Microsoft Azure to add the CNAME alias and address:



> ⓘ **Important**
>
> Ensure that the domain name is not duplicated while creating a CNAME record. The domain name is added automatically to the record. For example, in the following image, adding the domain in the **Name** field will result in an incorrect record and lead to the failure of domain verification.
>
> 
>

Frequently asked questions

Should the email account be a functioning account, or can it be a dummy account?

The email account need not be a functioning account to send emails; however, a mailbox must be configured if the account is expected to receive replies. In most cases, the email address from which survey emails are sent is an unmonitored email account and need not receive emails.

See also

- Work with survey distribution settings
- Send a survey by using the built-in email composer
- Send a survey by using Power Automate
- Embed a survey in a webpage
- Send a survey link to others
- Send a survey by using QR code

View a survey invitations report

Article • 08/29/2024

A survey invitation record is created for each survey email that's sent, either manually or with Power Automate. The survey invitations associated with a survey are available on the **Send** tab.

The following survey invitation statistics are displayed in the upper part of the page, and an **Invites tracking** chart is displayed below the statistics:

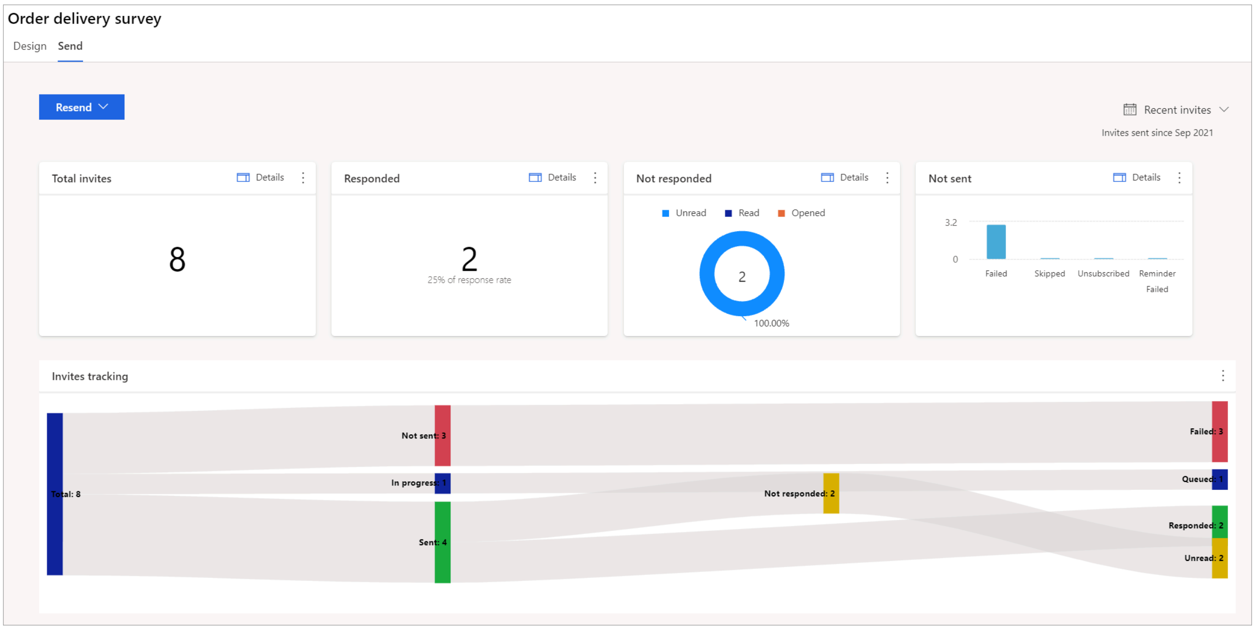
- **Total invites**: Displays the total number of survey invitations sent.
- **Responded**: Displays the total number of recipients who responded to the survey invitations.

  > ⓘ **Note**
  >
  > - The value displayed in this tile does not include responses received through mediums other than email invitation. The value will be different from the number of total responses displayed on the survey response report, as it includes responses received through all mediums.
  > - If you apply a filter, it is applied on the total number of invitations sent. For example, you've sent 20 invitations last month, but received 10 responses in the last month and 10 responses in the current month. If you apply the filter for the last month, the number of responses will be displayed as 20, as they are the responses received for the invitations sent in the last month. However, the number of responses for the last month will be displayed as 10 in the survey response report, as it shows the responses received in the selected time period.

- **Not responded**: Displays the total number of recipients who haven't responded to the survey invitations. A pie chart is displayed that shows the distribution of survey invitations by status:
  - **Unread**: The survey invitation email wasn't read.
  - **Read**: The survey invitation email was read or opened.
  - **Opened**: The survey was opened, but hasn't been completed yet.

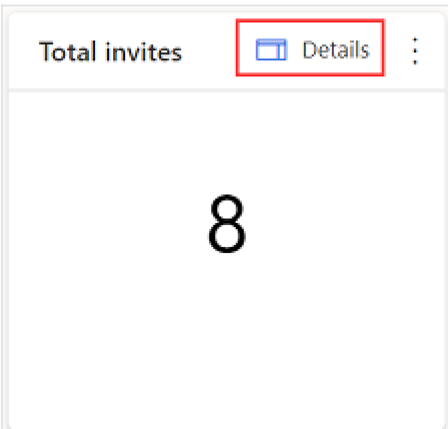
> ⓘ **Note**
>
> When an email is sent, the recipient's mailbox server might have security policies due to which the email is scanned before it's delivered to the recipient's inbox. This might result in the email being marked as **Read** or **Opened** even if the recipient hasn't opened the email.

- **Not sent**: Displays the total number of survey invitations that weren't delivered to recipients due to an incorrect email address or other error.

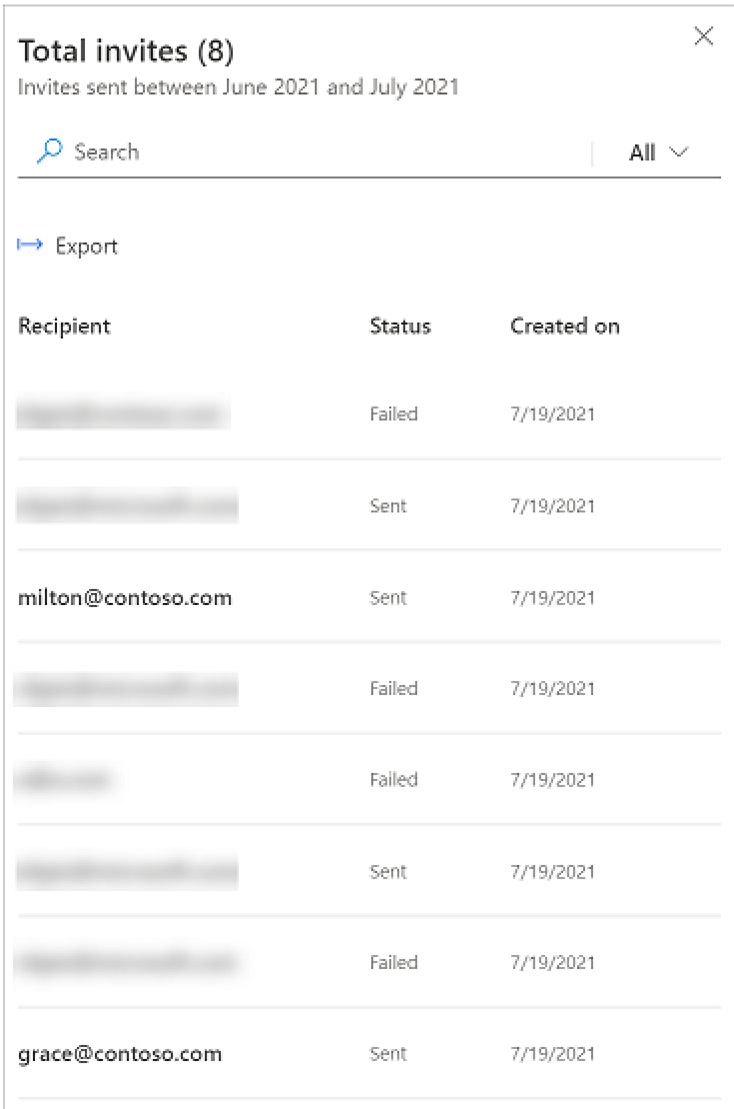


View invitation details

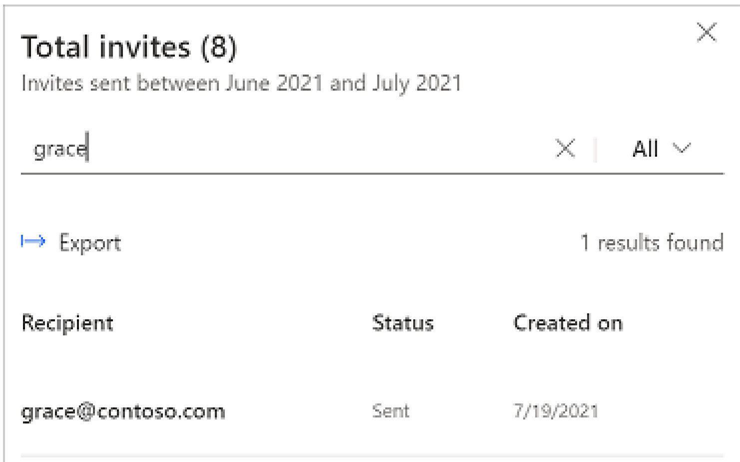
You can view details about an invitation statistic by selecting **Details** in the upper-right corner of the statistic tile. For example, if you want to see details about the total number of invitations, select **Details** on the **Total invites** tile.



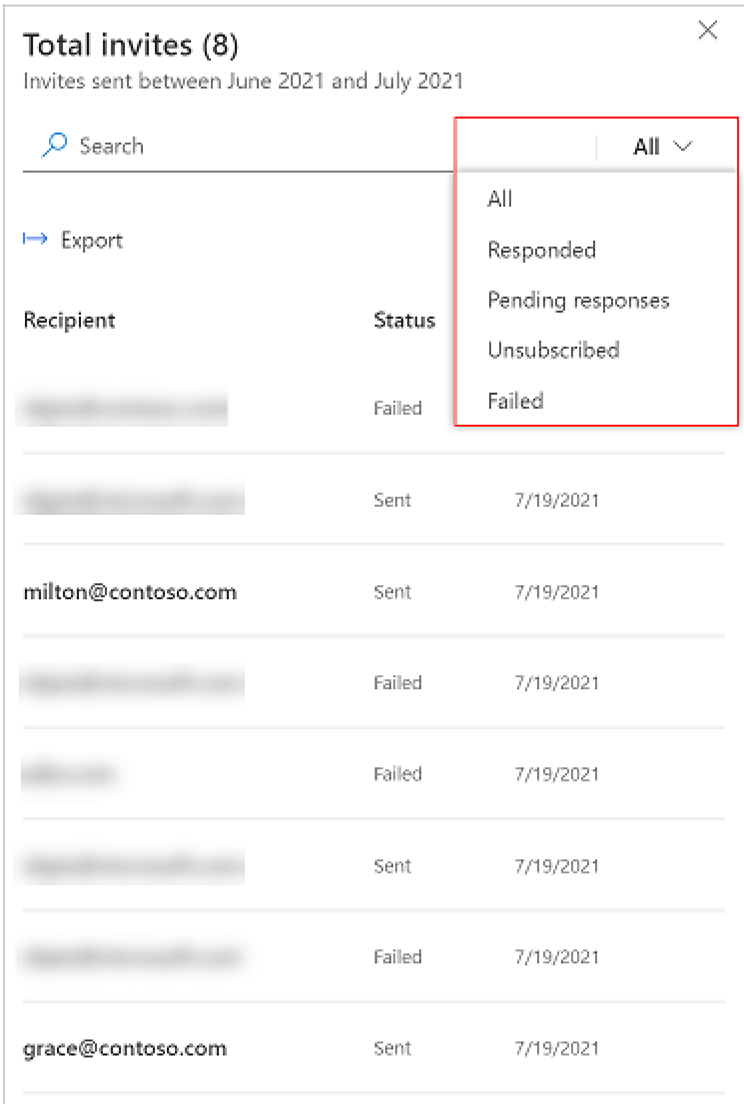
The details are displayed on a panel on the right side of the page.



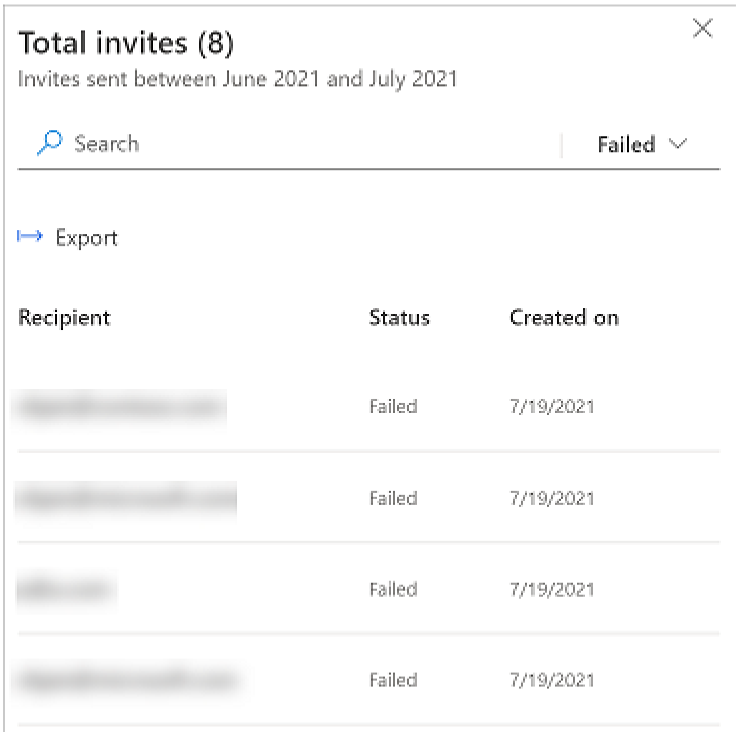
To search for a recipient, enter the recipient's name or email address in the **Search** field. The data is filtered to show results that match the search term.



By default, the **Total invites** tile displays details for all statistics. You can view details for a specific statistic by selecting the **All** filter in the **Search** field, and then selecting the option you want.



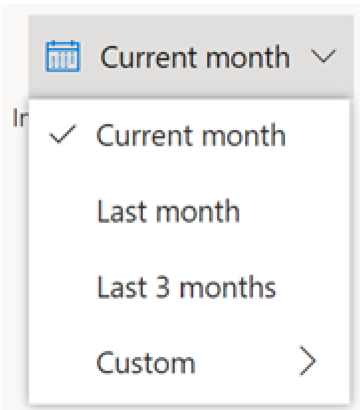
For example, the following image shows details for the failed invitations.



Filter invitation details

You can filter data in the invitation report by using the **Current month** filter. Select **Last month**, **Last 3 months**, or select **Custom** and create the range of months that you're interested in.

> ⓘ **Note**
>
> The invites are stored in UTC time. When you select a filter, the invites are filtered based on the UTC time. Hence, you might see a difference in the number of invites displayed as per your time zone.

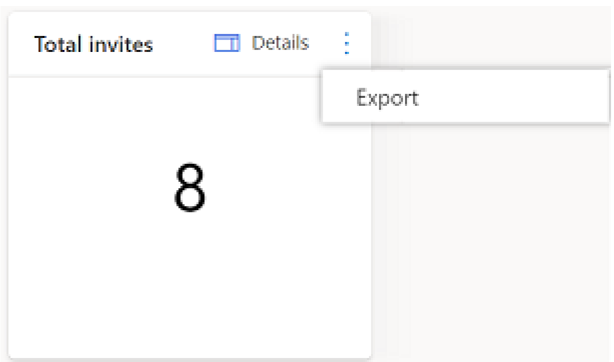


Export invitation details

You can export invitation details to a CSV file either from the statistic tile or the invitation details panel.

To export invitation details from the statistic tile

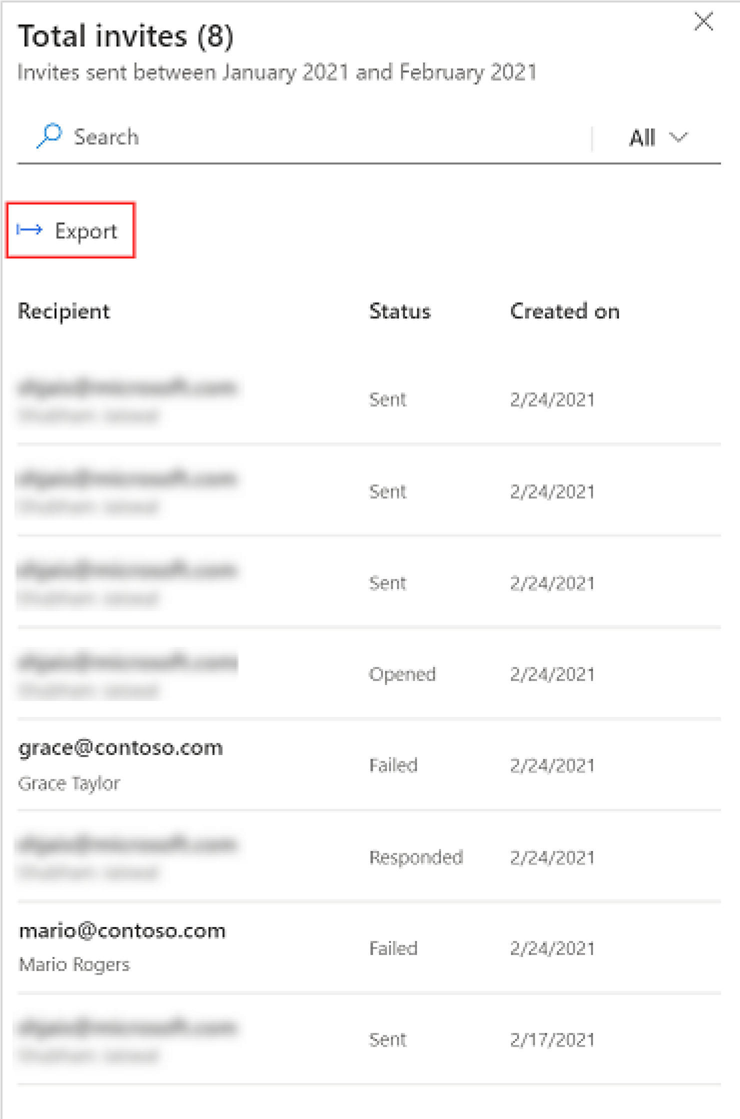
1. In the statistic tile, select the vertical ellipsis ⋮, and then select **Export**.



2. In the confirmation message, select **Export**.

To export invitation details from the invitation details panel

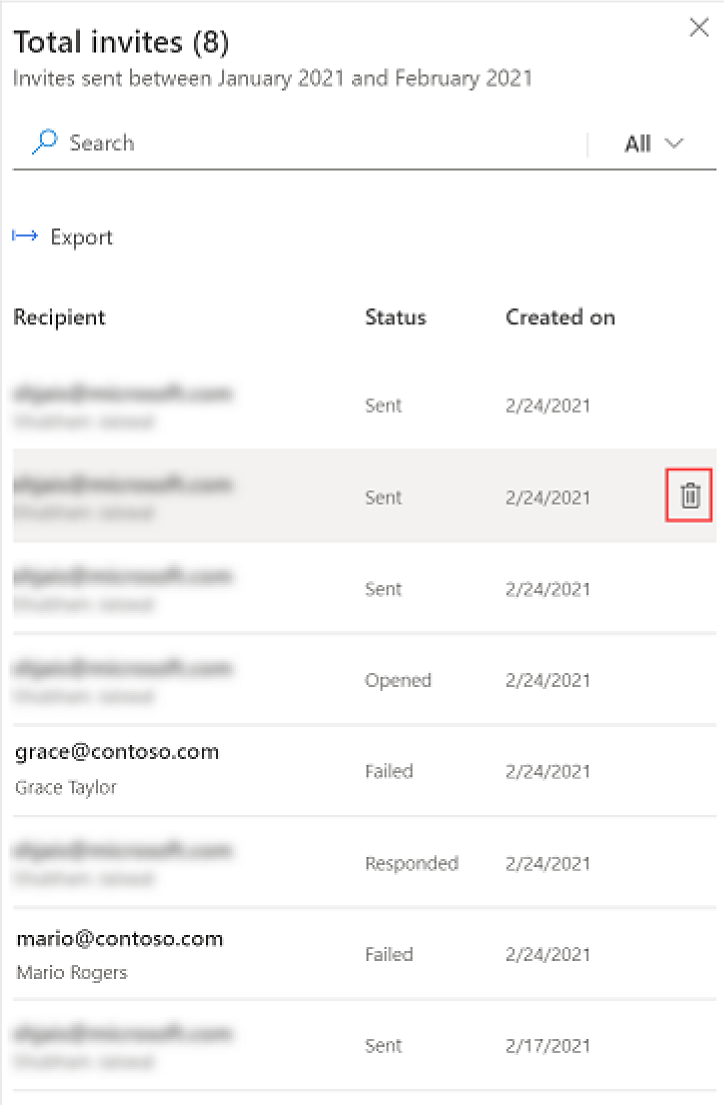
1. In the invitation details panel, select **Export**.



2. In the confirmation message, select **Export**.

Delete a survey invitation

You can delete a survey invitation that you don't need anymore. To delete a survey invitation, go to the invitation details panel, hover over the invitation, select **Delete**, and then select **Delete** in the confirmation message.



See also

Send a survey to get responses
Work with survey distribution settings
Send a survey by using the built-in email composer

Feedback

Was this page helpful? Yes No

Provide product feedback

View email delivery status

Article • 08/29/2024

A survey invitation record is created for each survey email that's sent, either through built-in email editor or with Power Automate. You can view the invitations that are associated with a survey on the **Send** tab. The survey invitations report shows statistics and details about the invitations, including:

- **Recipient**: The name and email address of the recipient.
- **Status**: The status of the invitation email, either queued, failed, or sent.
- **Created on**: The date on which the invitation was sent.

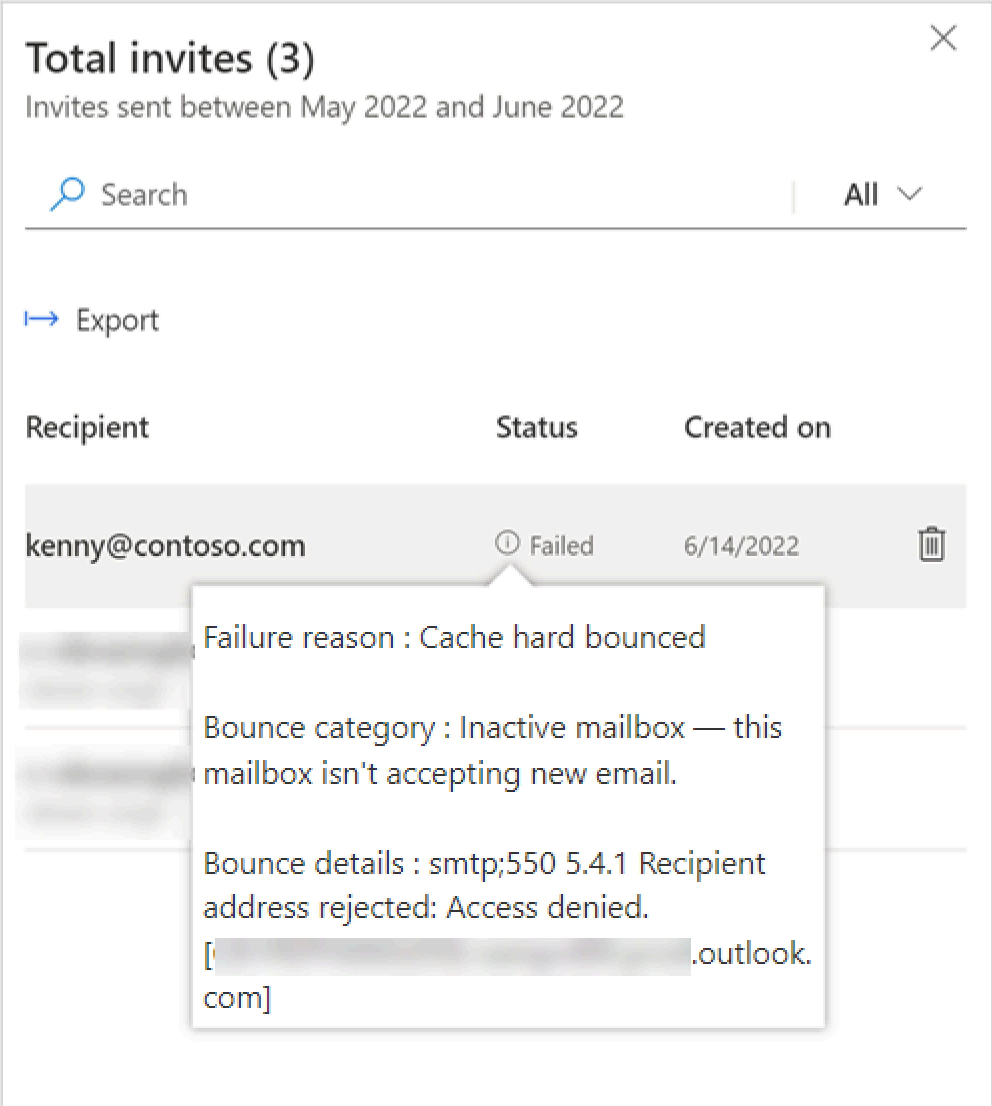
If the status of an invitation email is **Failed**, hover over the status to view the following information:

- **Failure reason**: The reason the email failed to send
  - Spam complaint
  - Soft bounced
  - Hard bounced
  - Block bounced
  - Invalid email address
  - Invalid recipient address
  - Invalid sender address
  - Invalid reply to address
  - Email activity expired
  - Cache block bounced
  - Cache hard bounced
  - Email blocked by suppression
  - Email failed due to unknown error

- **Bounce category**: The email's bounce category.

- **Bounce details**: The error message received from the destination email server.

In the following example, the survey invitation failed because the mailbox isn't accepting the email:



This information helps you to understand the reason the survey didn't reach the intended recipients. You can use this information to create effective survey reports and schedule reminders, and follow-ups.

See also

View a survey invitations report

Feedback

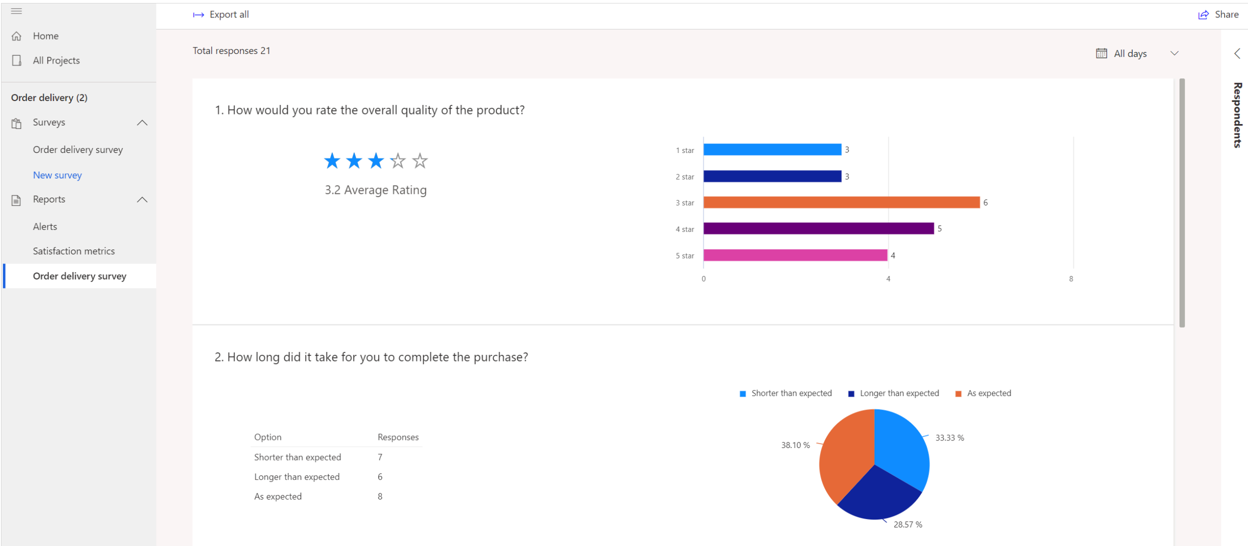
Was this page helpful? Yes No

Provide product feedback

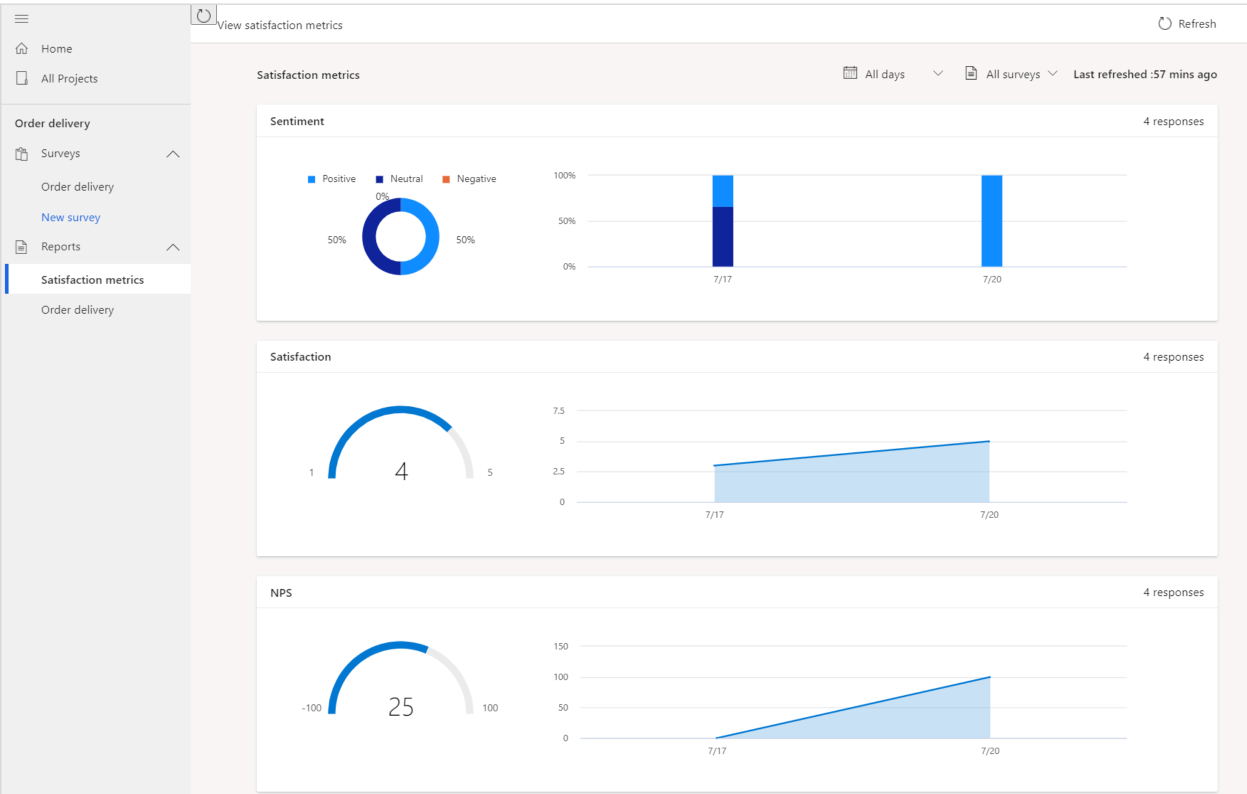
About reports

Article • 08/29/2024

After you receive responses to your survey, you can view and analyze survey results in the **Reports** section in the left pane. You can browse through the combined responses shown in a graphical format or view individual responses given by each respondent. You can export survey results to a CSV file for more in-depth analysis, and you can delete the responses that you don't need anymore. More information: View survey responses report



If you've created satisfaction metrics in your survey, a dashboard is created automatically for each set of metrics, showcasing recent scores and trends across all surveys in a project. You can filter the charts by using the date filter or select a survey for which you want to see the charts. More information: View satisfaction metrics report



See also

[View a satisfaction metrics report](#)

[View a survey response report](#)

Feedback

Was this page helpful? Yes No

[Provide product feedback](#)

View a satisfaction metrics report

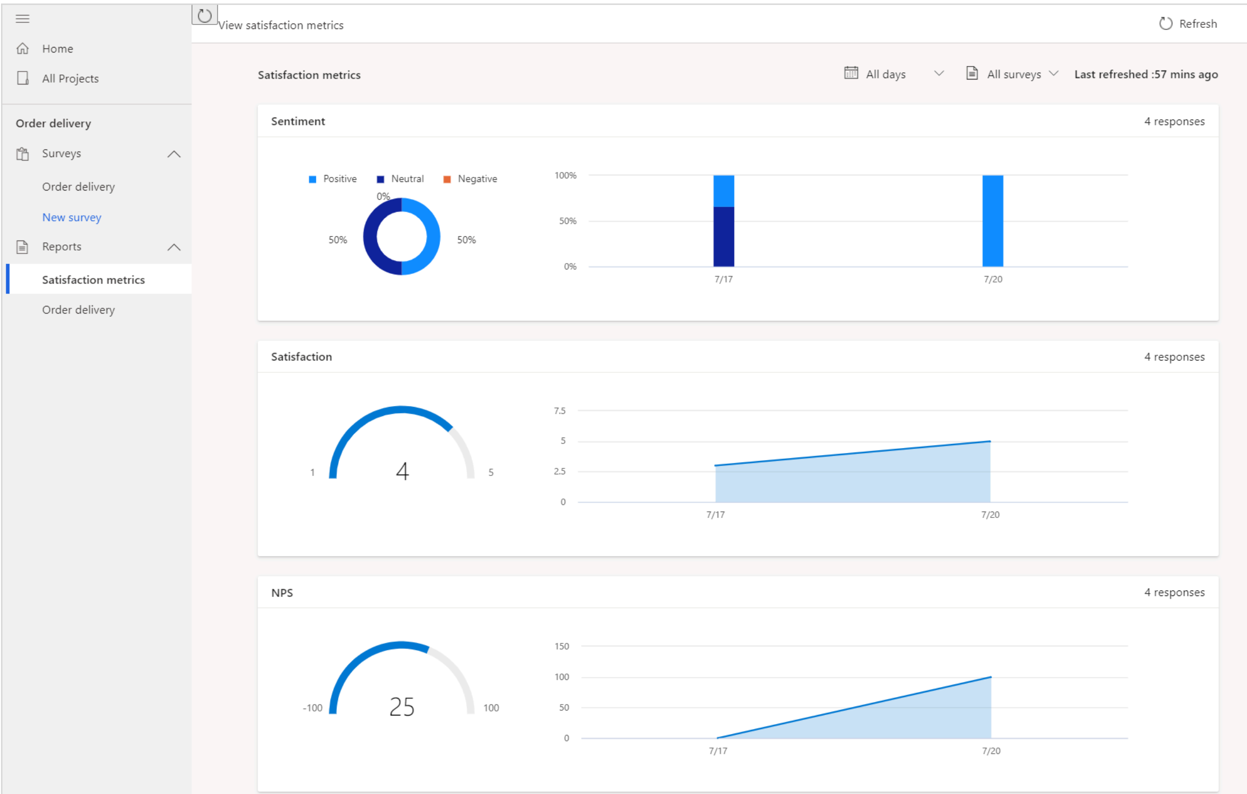
Article • 08/29/2024

The satisfaction metrics dashboard is created automatically for each set of metrics, showcasing recent scores and trends. To see the dashboard, open the project, and select **Satisfaction metrics** in the **Reports** section in the left pane.

By default, data is displayed for all surveys in a project and for all dates since the surveys were created. You can filter the data displayed in charts by using the date filter and also select a survey for which you want to see the data. The name of the charts are displayed with the metric name you entered while creating them.

The following charts are displayed for the metrics:

- **Net Promoter Score**: A meter chart shows the score for the metric. The area chart toward the right of the meter chart shows the trend of Net Promoter Score for the selected time period.
- **Sentiment**: A pie chart shows the distribution of positive, neutral, and negative sentiments for the metric. The stacked column chart toward the right of the pie chart shows the distribution of positive, neutral, and negative sentiment for the selected time period.
- **CSAT**: A meter chart shows the score for the metric. The area chart toward the right of the meter chart shows the trend of CSAT scores for the selected time period.
- **Custom score**: A meter chart shows the score for the metric. The area chart toward the right of the meter chart shows the trend of custom scores for the selected time period.



Filter data in charts

You can filter data in the charts by using the following filters:

- **All days**: Select 7 days, 28 days, 90 days, or a custom date range.
- **All surveys**: Select a survey for which you want to see the data. If your project has multiple surveys, consolidated data from all surveys is displayed by default. If you want to see data only for a particular survey, select it from the **All surveys** filter.

See also

About reports
View a survey response report
Add and configure satisfaction metrics

Feedback

Was this page helpful? Yes No

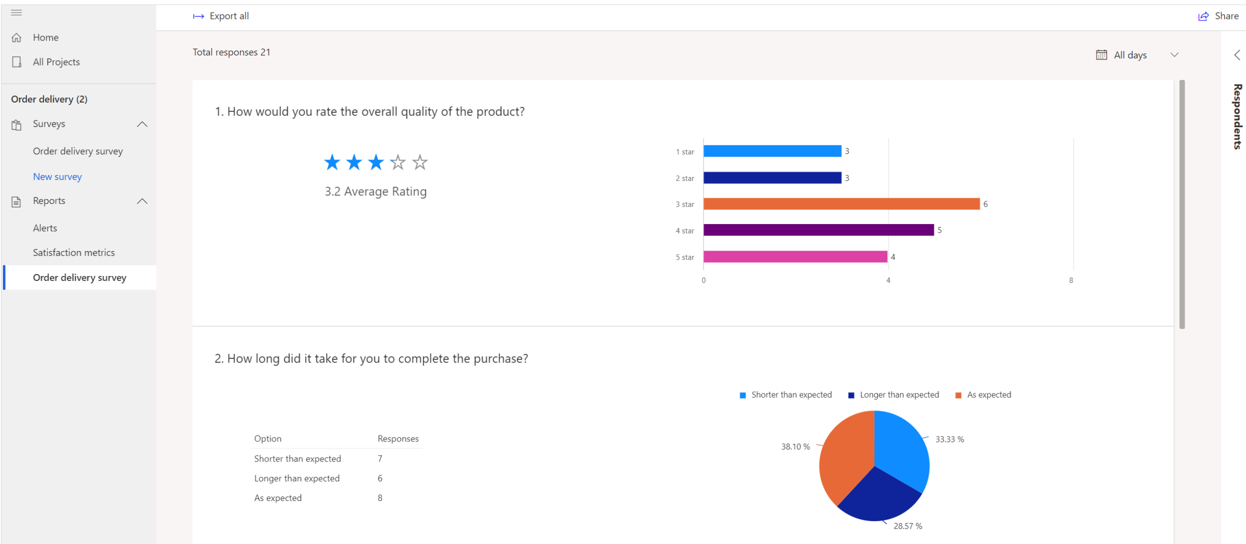
Provide product feedback

View a survey response report

Article • 12/18/2024

A survey response record is created after a respondent (tracked and anonymous) submits a survey. To see survey responses, open the project, and select the survey name in the **Reports** section in the left pane. A graphical representation of the responses is displayed. The total number of responses received is displayed at the top-left corner of the report.

> **Note**
>
> - The total number of responses displayed on this report includes responses received through all mediums such as link, QR code, and email invitations. This count will be different from the value displayed on the **Responded** tile in the survey invitations report.
> - If you add new questions after receiving responses to a survey, the newly added questions will be visible in the response report as unanswered.



View individual responses

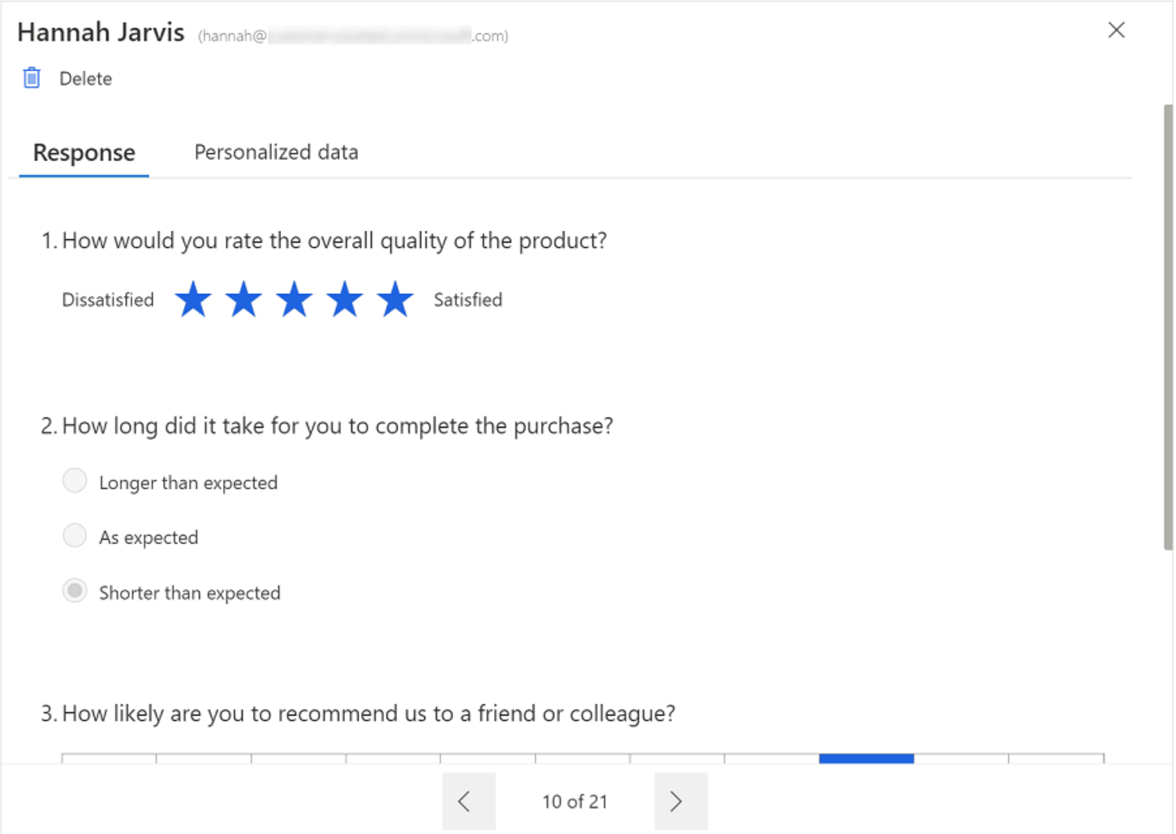
You can view individual responses to each question in a survey submitted by a respondent (tracked and anonymous).

To view individual responses

1. Open the project.
2. In the left pane, select the survey name in the **Reports** section.

3. Select **Respondents** at the right side of the page. The respondents are displayed in the **Respondents** panel.

4. Double-click a respondent's name to see their response.



5. To search for a respondent, enter the respondent's name or email in the **Search** field.

Filter data in charts

You can filter data in the charts by using the **All days** filter available above the charts. Select 7 days, 28 days, 90 days, or a custom date range from the filter. Note that you can specify a custom date range for a maximum of 90 days.

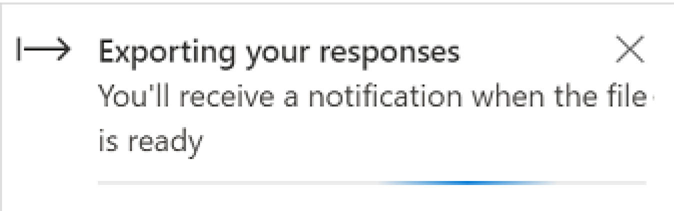
Export survey responses

You can export survey responses into an Excel file or a CSV file for further analysis and processing. Each question in your survey becomes a column, and each response becomes a row in the Excel or CSV file. If you've added variables in your survey, they are also included in the exported file.

If your survey has less than 5,000 responses, the responses are exported to an Excel (.xlsx) file by default. If your survey has more than 5,000 responses, you can choose to export the responses to an Excel file or a CSV file.

Survey with less than 5,000 responses

If there are less than 5,000 responses, the survey responses are exported to an Excel (.xlsx) file. To export survey responses, select **Export** in the upper-left corner of the report. A notification is displayed in the upper-right corner when the responses are being exported and after the export is complete.



Survey with more than 5,000 responses

If there are more than 5,000 responses, you can choose to export responses to an Excel (.xlsx) file or a CSV file. If you choose to export responses to the Excel file, only the most recent 5,000 responses are exported. To export all responses, you must choose to export responses to the CSV file.

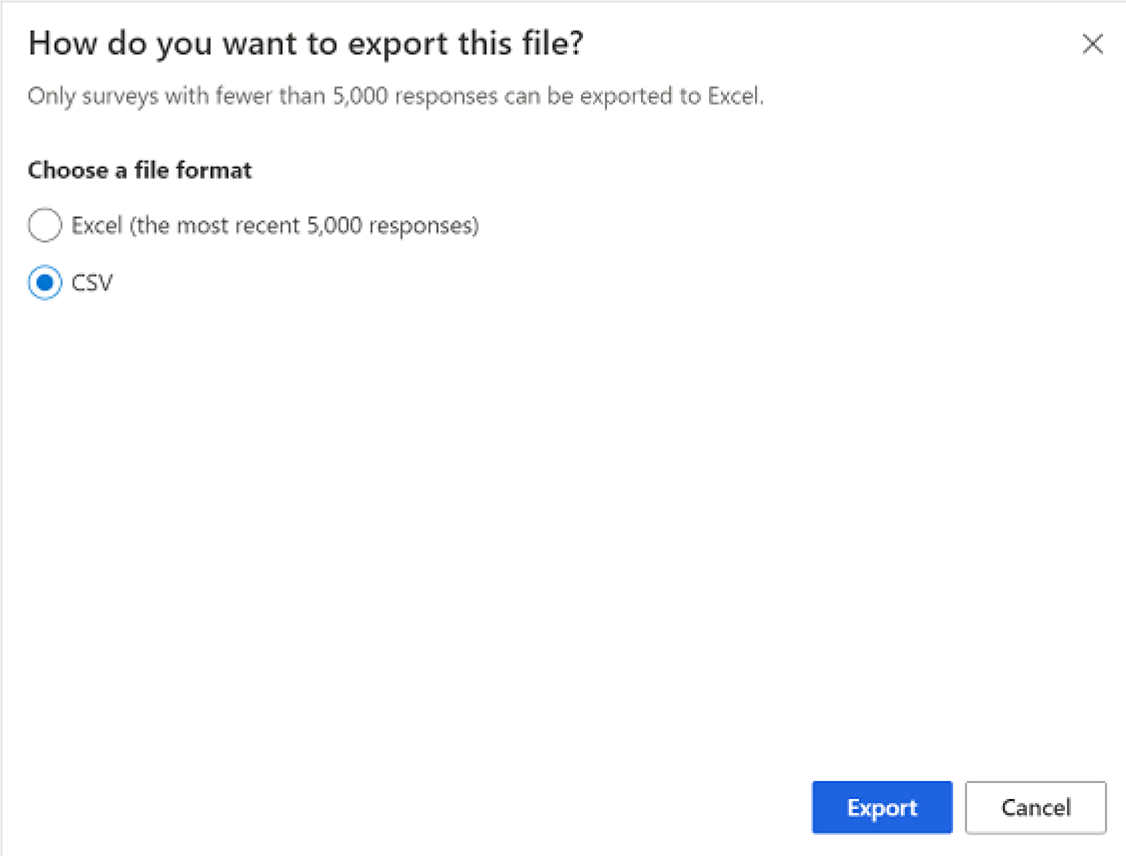
To export survey responses

1. Select **Export** in the upper-left corner of the report. The **How do you want to export this file?** screen is displayed.

2. Under **Choose a file format**, select one of the following options:

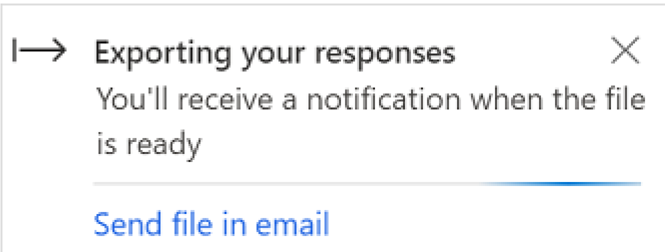
   - **Excel (the most recent 5,000 responses)**: Exports the most recent 5,000 survey responses to an Excel file.

   - **CSV**: Exports all survey responses to a CSV file.

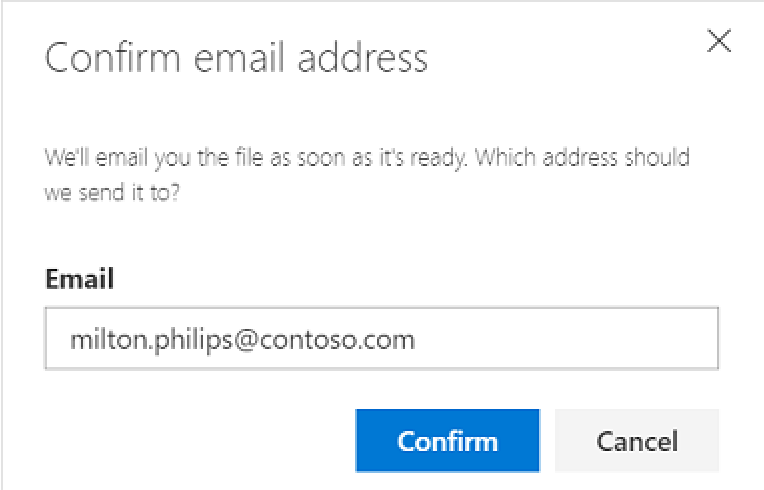


3. Select **Export**.

   A notification is displayed in the upper-right corner when the responses are being exported and after the export is complete. If you choose to export to CSV, the notification contains a link that allows you to send the CSV file to your email address.

   Select **Send file in email**, and confirm the email address in the **Confirm email address** dialog box.



Delete survey responses

You can delete survey responses you don't need anymore.

To delete a single survey response, open the **Respondents** panel on the right side, and perform one of the following actions:

- Select a response in the panel and then select **Delete**.
- Double-click a response to open it, and then select **Delete**.

To delete multiple survey responses, open the **Respondents** panel on the right side, select multiple responses, and then select **Delete**.

See also

About reports
View a satisfaction metrics report

Feedback

Was this page helpful? Yes No

Provide product feedback

Connect Dynamics 365 Customer Voice with your environment

Article • 02/15/2022

An environment is a space to store, manage, and share your organization's business data, apps, and flows. It also serves as a container to separate apps that might have different roles, security requirements, or target audiences. More information: Environments overview

In Dynamics 365 Customer Voice, all projects created by you or shared with you across environments are displayed in the **All Projects** tab. When you create a project, the project is connected to the selected environment. The survey data including invitations and responses are stored in the same environment in which the project is created. You select an environment during project creation. You can copy a project within same or across environments. More information: Manage projects

To work with projects in an environment, install the Dynamics 365 Customer Voice app (formerly called Microsoft Forms Pro) from Microsoft AppSource, and assign the Project Owner role to users in Dynamics 365. If you select an environment that doesn't have the Customer Voice app, an error message is displayed during project creation.

When you install the Customer Voice app, an application user named Customer Voice is created automatically. The email address of application user is `enterprisesurveyappuser@contoso.com`. This user is created to allow Customer Voice Azure service to authenticate with Microsoft Dataverse using Server-to-Server (S2S) authentication, and is primarily used for saving survey data in the environment. The user is a non-interactive and non-login system user. The user is assigned the System Administrator role. More information on S2S authentication: Build web applications using Server-to-Server (S2S) authentication

> ⓘ **Note**
>
> - If you have organizations for Dynamics 365 Sales, Customer Service, Marketing, and Talent, Customer Voice entities are already installed in these organizations.
> - A default environment is based on Dataverse. Before planning a large scale deployment, see **service protection API limits**. To learn more about the default environment, see **default environment**.

- You must not delete Customer Voice data directly from Dataverse. If you delete any data directly from Dataverse, it is not synchronized with Customer Voice services.

Privileges required

- Ensure that you've assigned the Project Owner role to users in Dynamics 365.
- If you've created any custom entities that you want Customer Voice to interact with, assign the **Append To** privilege of the entities to the user.

Minimum privileges for a custom role

If you've created a custom security role and want to use it as a project owner, ensure that the custom role has User permission on the entities used by Customer Voice. The following table shows the required and optional privileges for the entities.

A required privilege is denoted by ●.

If you provide the optional privileges, additional actions can be performed by the user who is assigned the custom role. For example, the Read privilege is required for the Contact entity and is used to associate invitations with a specific contact. Other privileges, such as Create and Write, are optional. If you provide Create and Write privileges, a user can perform these operations on a contact. If you provide only the Read privilege, and you want a particular user to perform create and write operations also on a contact, you can provide Create and Write privileges to the user through other security roles.

Entity	Create	Read	Write	Delete	Append	Append To
Customer Voice project	●	●	●	●	●	
Customer Voice satisfaction metric	●	●	●	●	●	
Customer Voice localized survey email template	●	●	●	●	●	
Customer Voice survey	●	●	●	●	●	
Customer Voice survey email template	●	●	●	●	●	
Customer Voice survey question	●	●	●	●	●	

Entity	Create	Read	Write	Delete	Append	Append To
Customer Voice survey question response	●	●	●	●	●	
Customer Voice unsubscribed recipient	●	●	●			
Activity	●	●	●		●	●
Contact		●				

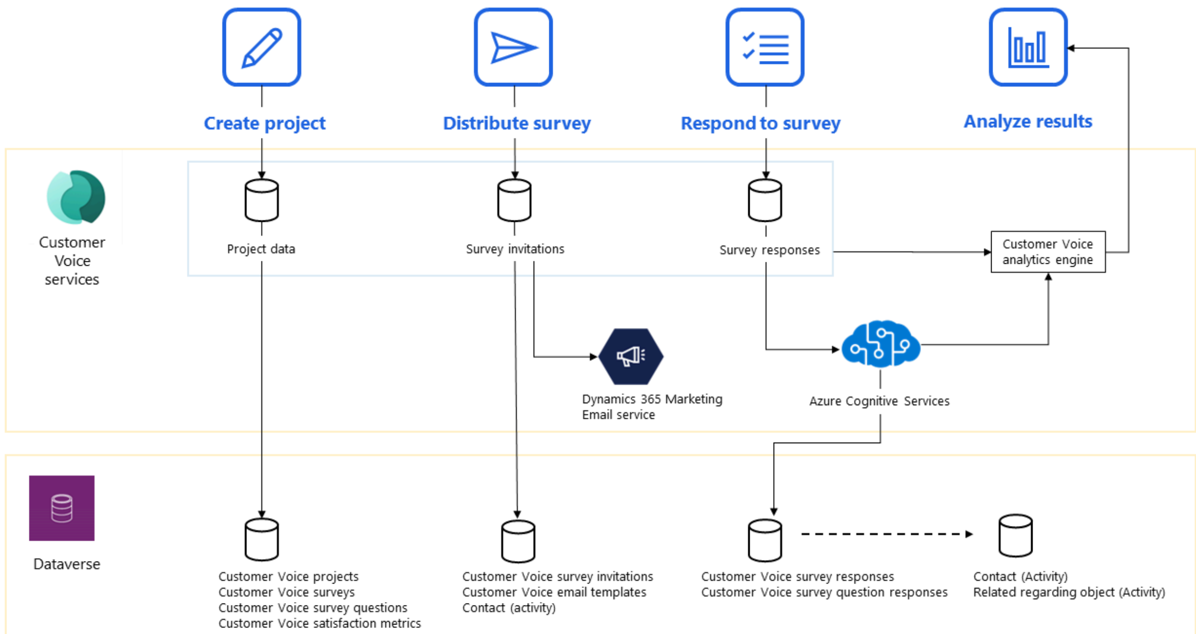
See also

Create a project
Manage projects

Data flow in Dynamics 365 Customer Voice

Article • 08/29/2024

The following data flow diagram provides a visual representation of the flow of information (data) across Customer Voice services and Microsoft Dataverse. It also provides visual information about inputs and outputs of entities and processes. The data in the Customer Voice services area is stored in Microsoft managed storage in North America or Europe, and is encrypted by using Microsoft-managed keys. The data in the Dataverse area is stored in users' Dataverse organizations in the local datacenter.



The following processes are shown in the data flow diagram:

- **Create project**: When a project owner creates a project, its data is stored in Customer Voice services and Dataverse.
- **Distribute survey**: When a survey distributor sends a survey, the survey invitations are stored in Customer Voice services and Dataverse. The survey invitation emails are sent to the recipients by using Dynamics 365 Marketing Email service internally.

> ⓘ **Note**
>
> You don't need an explicit subscription to Dynamics 365 Marketing to send emails.

- **Respond to survey**: When a respondent responds to a survey, the survey response is first stored in Customer Voice services and then sent to Azure Cognitive Services and the Customer Voice analytics engine for further processing. After responses are processed by Cognitive Services, they're stored in Dataverse.
- **Analyze results**: After data is processed by the Customer Voice analytics engine, it's ready for analysis by viewing the information in charts in Customer Voice.

See also

Create a project
Create a survey
Send a survey
About reports

Feedback

Was this page helpful? Yes No

Provide product feedback

Dynamics 365 Customer Voice privacy compliance

Article • 08/29/2024

The European Union (EU) General Data Protection Regulation (GDPR) gives significant rights to individuals regarding their data. Refer to the Microsoft Learn General Data Protection Regulation Summary for an overview of GDPR, including terminology, an action plan, and readiness checklists to help you meet your obligations under GDPR when using Microsoft products and services.

You can learn more about GDPR and how Microsoft helps support it and our customers who are affected by it.

- The Microsoft Trust Center provides general information, compliance best practices, and documentation helpful to GDPR accountability, such as Data Protection Impact Assessments, Data Subject Requests, and data breach notification.
- The Service Trust portal provides information about how Microsoft services help support compliance with GDPR.

Dynamics 365 Customer Voice includes features to discover, access, export, and delete a user's personal data.

> ⓘ **Note**
>
> This article provides instructions for exporting and deleting personal data from the device or service and can help you meet your obligations under GDPR. For general information about GDPR, see the GDPR section of the Microsoft Trust Center and the GDPR section of the Service Trust portal.

Discover

Sign in to Customer Voice and select **All Projects**. Search the list to determine which Customer Voice project owners sent a survey to the user. Ask them to share the response page link with you. Review the response page and determine whether it's relevant to the user's request.

Access

For each relevant survey, view the responses. To review them in Microsoft Excel, select **Export all** in the upper-left corner of the report. Before you share the worksheet with the user, delete or redact irrelevant data.

Delete

To delete a project, go to the **All projects** tab, select the menu button (**...**) next to the project, and then select **Delete**. When a project is deleted, all its surveys and their questions, invitations, and responses are deleted permanently. To delete a survey, open the project, select the menu button (**...**) next to the survey, and then select **Delete**. When a survey is deleted, all its questions, invitations, and responses are deleted permanently.

Export

Survey questions, invitations, and responses can be exported to an Excel file.

To export survey questions, open the survey, select **Customization** > **Languages**, add a language, and then select **Download an Excel template here**.

To export invitations, go to the **Send** tab, select **Details** on the **Total invites** tile, and then select **Export**.

To export responses, go to the survey report, and select **Export all** in the upper-left corner of the report.

Frequently asked questions

Where is the data stored for Dynamics 365 Customer Voice?

Dynamics 365 Customer Voice has two data stores. The primary data store is on servers in the United States, except in the case of tenants based in Europe. The data for European-based tenants is stored on servers in Europe. The secondary data store is in the respective Power Platform environment location.

Is the data stored for Dynamics 365 Customer Voice protected with Customer Lockbox?

The data stored in the Power Platform environment is protected with Power Platform Customer Lockbox. Learn more about securely accessing customer data using Customer

Lockbox in Power Platform.

How do I restrict access to Dynamics 365 Customer Voice?

Microsoft 365 administrators can turn off Dynamics 365 Customer Voice USL in **User Management** in the Microsoft 365 admin center. Disable Dynamics 365 Customer Voice for a user with enterprise licenses.

The original owner of a survey is no longer with the organization and/or their Dynamics 365 Customer Voice license has been removed. What happens to the data that is associated with the surveys they created?

All the customer content data captured by Dynamics 365 Customer Voice, as well as account-related data, is deleted 30 days after a user's account is closed or deactivated. As long as the user accounts are active in the organization's online service agreement, there is no limit to the data, the number of users retained, or the amount of data stored in user accounts.

How do I use the in-app functionality in Dynamics 365 Customer Voice to find, access, export, and delete personal data?

Content search does not have the ability to find data in Dynamics 365 Customer Voice. To find data, the owner of the survey must use in-product functionality or features to find data that may be relevant to a user's request. Product and service usage data follows a controlled lifecycle designed to comply with such requests.

Feedback

Was this page helpful? Yes No

Provide product feedback

Integrate Dynamics 365 Customer Voice with Dynamics 365 Customer Service

Article • 03/24/2022

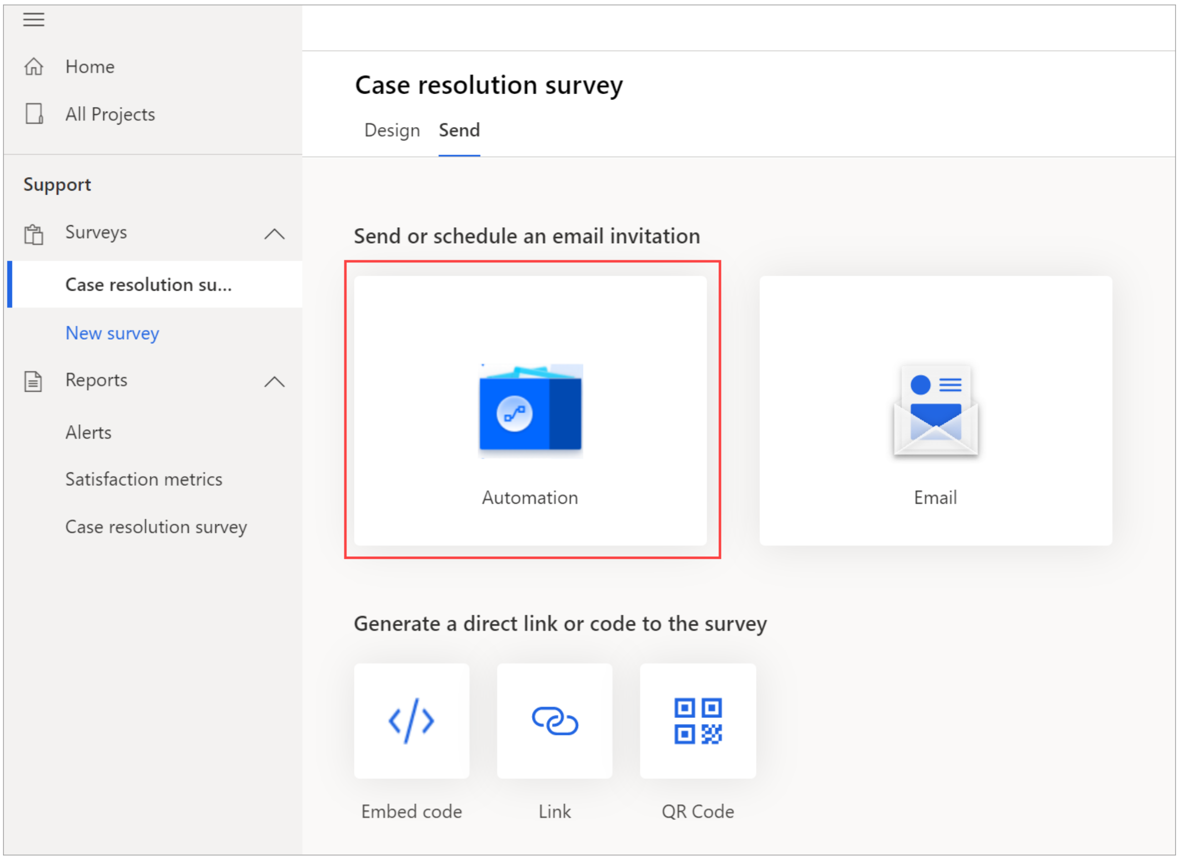
Prerequisite: You must install Dynamics 365 Customer Service in the same tenant as Dynamics 365 Customer Voice.

You can send a survey automatically to customers as soon as a case is resolved in Dynamics 365 Customer Service. When a customer submits a response to a survey, it's attached to the case. You can open the response record from the case's timeline.

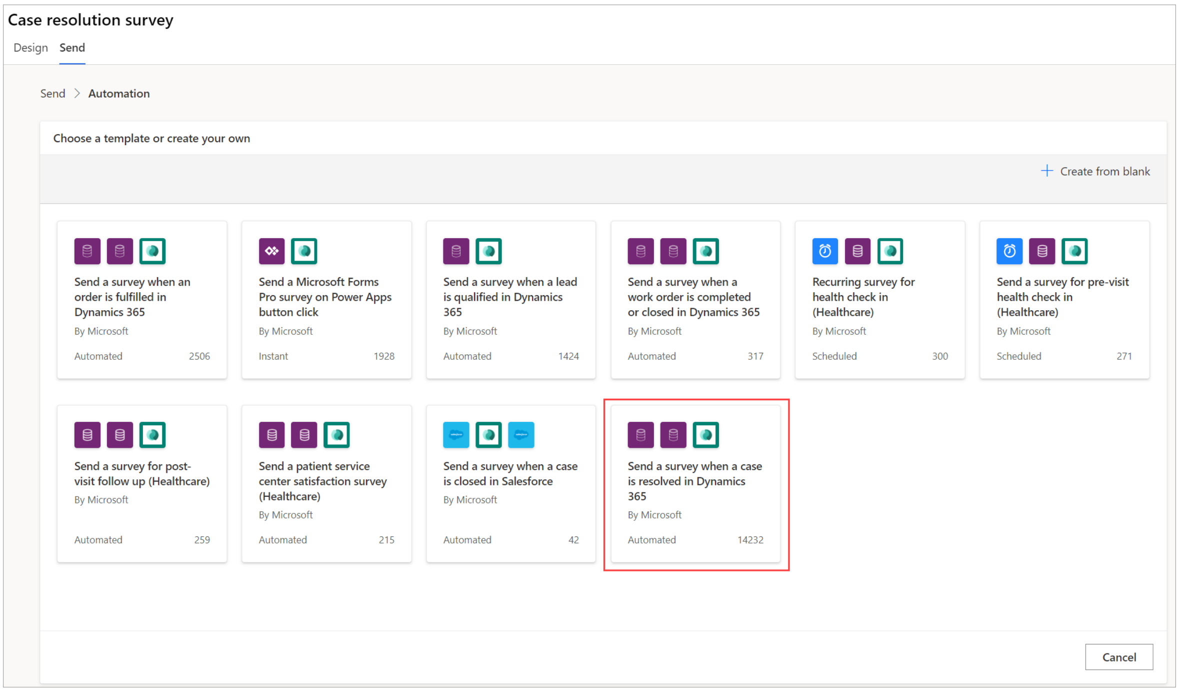
1. Create a project by using the **Support** template.

2. Modify the survey questions and customize the survey as required.

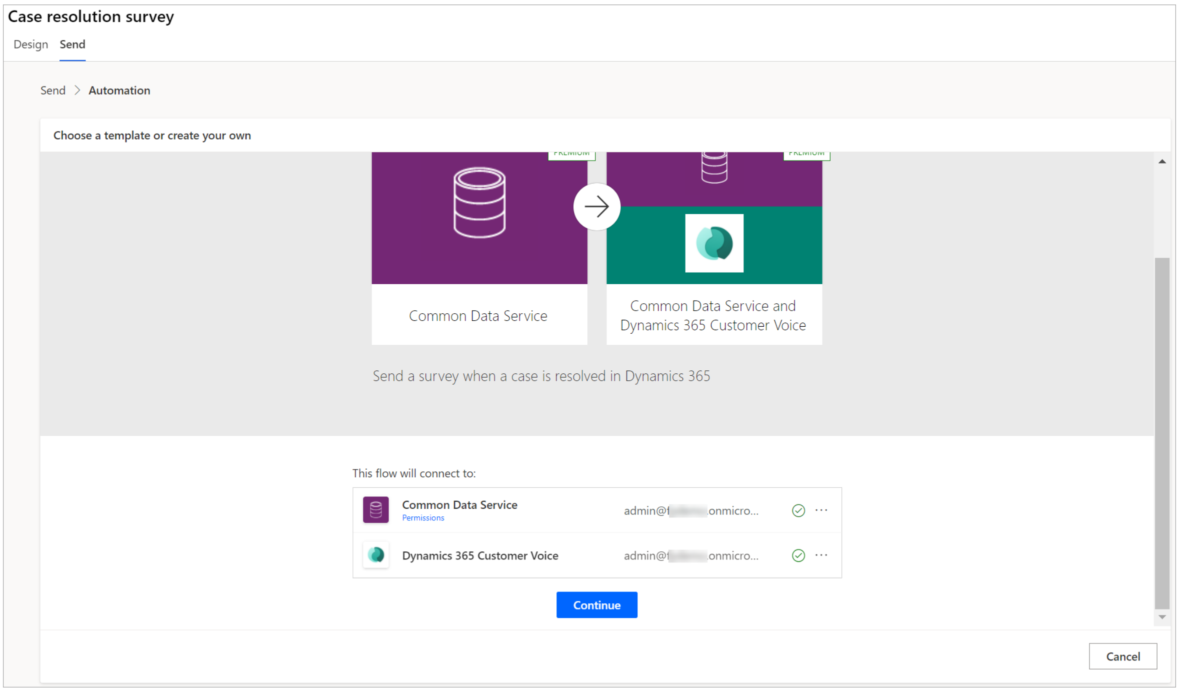
3. On the **Send** tab, select **Automation**.



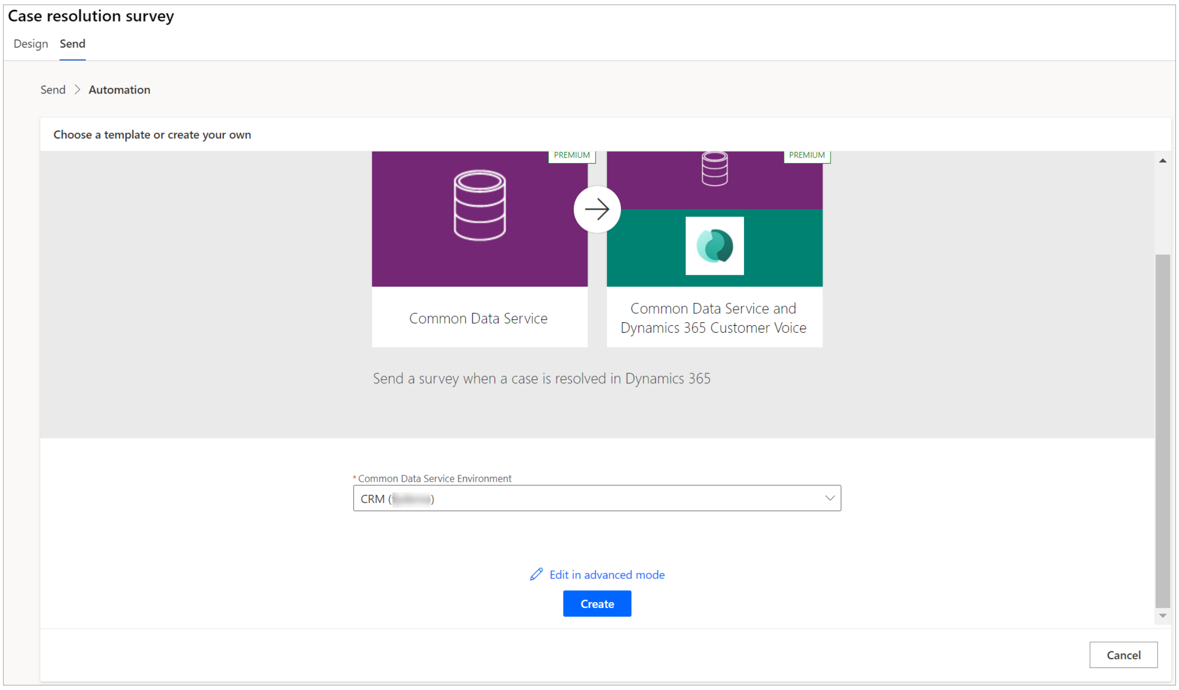
4. On the **Choose a template or create your own** screen, select **Send a survey when a case is resolved in Dynamics 365**.



5. Verify the connection details, and select **Continue**.

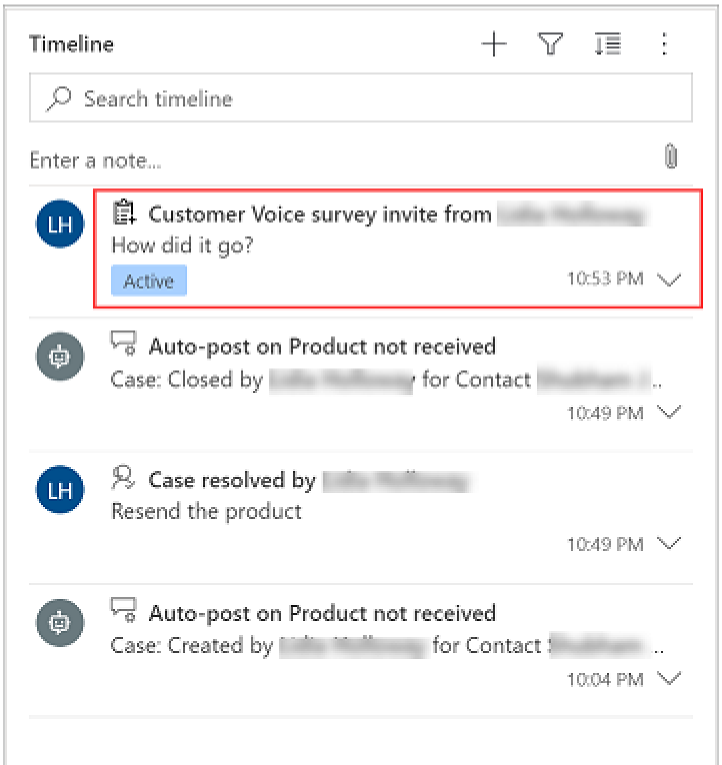


6. Select **Create**.

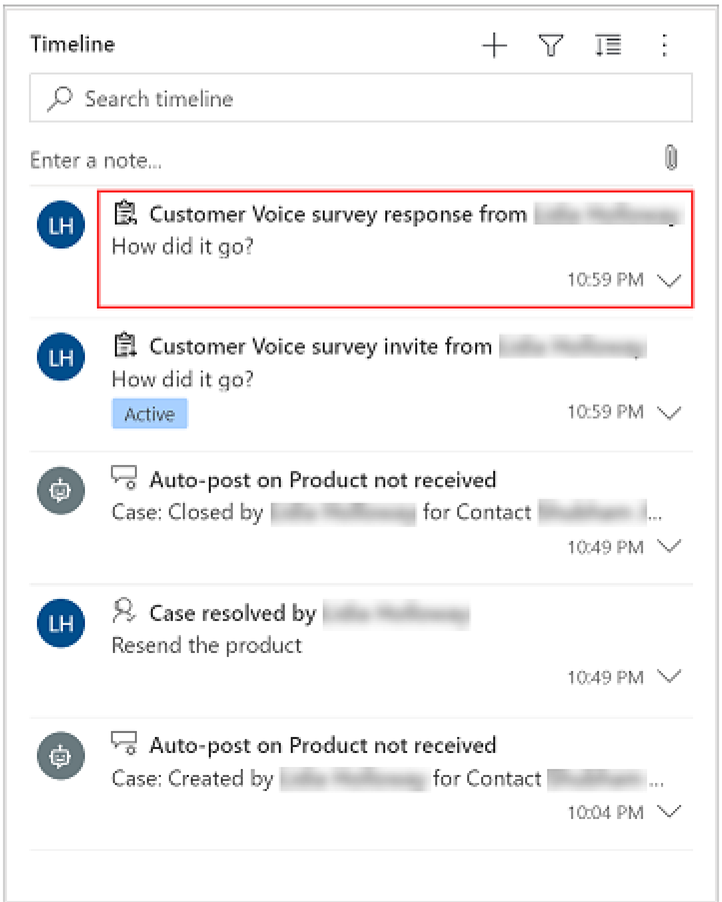


7. Go to Dynamics 365 Customer Service and resolve a case. More information: resolve a case

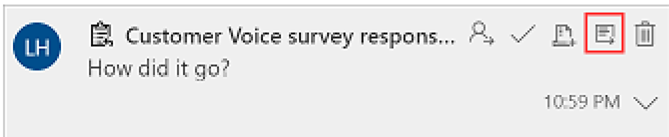
The survey is automatically sent to the contact or account linked with the case. The survey sent to the survey is visible as a record on the case's timeline.



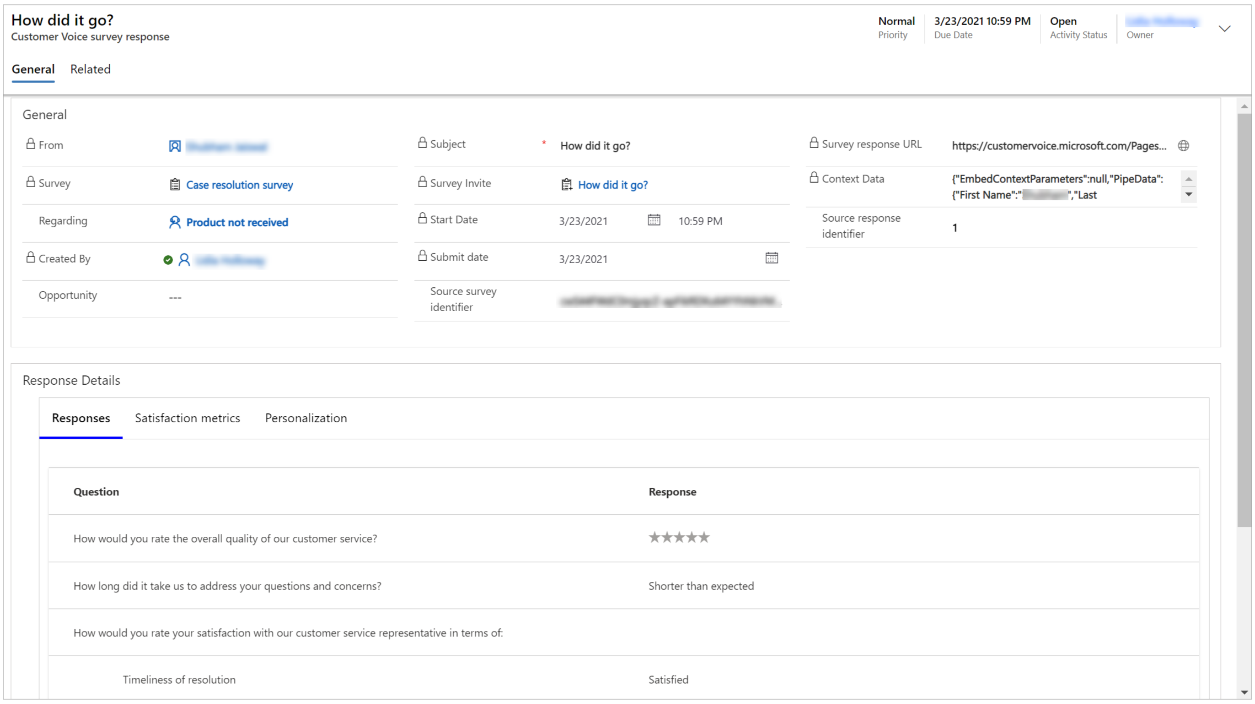
When the customer submits a response to the survey, the response record is visible as a record on the case's timeline.



To see response details, hover over the response record on the timeline, and then select **Open Record**.



The response detail is displayed in the Dynamics 365 Customer Voice survey response entity form.



See also

[Create a project]
[Manage projects]

Cookies in Dynamics 365 Customer Voice

Article • 08/29/2024

A cookie is a small file sent from the web site to visitor's device by the browser. A single web session may use multiple cookies.

Dynamics 365 Customer Voice also uses cookies to store information for various purposes. The following table describes the cookies that Dynamics 365 Customer Voice uses, and their lifetime.

Expand table

Cookie name	Description	Lifetime
AADNonce.forms	Unique identifier of one authentication session to prevent replay.	Session
DcLcid	Saves language preference.	90 days
MS0	Stores the session identification cookie.	90 days
MSFPC	Critical service cookie to analyze service usage anonymously and aggregated for statistical purpose.	1 year
MUID	Used to identify different anonymous users. Critical service cookie to analyze service usage anonymously and aggregated for statistical purpose.	1 year
_RequestVerificationToken	Used by the antiforgery system.	Session
AADAuth.forms	Microsoft Entra ID authentication token.	90 days
AADAuthCode.forms	An authentication code used to redeem Microsoft Entra ID authentication token.	90 days
AADSID.forms	Microsoft Entra ID authentication session ID.	90 days
AADState.forms	Authentication state to indicate whether user is authenticated.	90 days
FormsWebSessionId	Saves sign-in data for the session and tracks required data to run the service.	1 month
mc1	Used internally for telemetry purposes.	1 year

Feedback

Was this page helpful? Yes No

Provide product feedback

Dynamics 365 Customer Voice FAQ

Article • 04/30/2025

We've compiled a list of frequently asked questions and provided brief answers to help you get to your information quickly.

I created a guest user in Microsoft Entra ID, but the user is unable to access Dynamics 365 Customer Voice.

Guest user access isn't supported in Dynamics 365 Customer Voice. You must create a new user in your tenant and then provide access to the new user.

How is the owner of a survey response determined?

A response owner is determined by the following logic:

- For responses to a survey invitation, the invitation owner is set as the response owner.
- If the survey invitation owner doesn't have sufficient privileges to own responses, or if the response is anonymous, the survey owner is set as the response owner.
- If the account of a survey owner has been disabled or the survey owner is unable to access the application due to licensing issues, the application user is set as the response owner.

What has changed in the short URL domain for surveys?

Starting from May 1, 2024, the short URL domain has changed from `https://<region>.microsoft.com` to `https://<region>.dcv.ms`.

What will happen to the existing short URLs?

This change only impacts the short URLs generated after May 1, 2024; existing short URLs with `https://<region>.microsoft.com` domain, created before May 1, will continue to work.

What do I need to do if I'm using short URLs in my surveys?

Reach out to your IT team and check if your network firewall or email security systems requires you to allow new URLs. If yes, you need to add the new domain `dcv.ms` to your allow list immediately. If you do not have any such restrictions, you don't have to take any action. You can continue to create and send survey links as usual.

What will NOT be impacted by this short url change?

The following services will not be impacted by this change:

- The main link customervoice.microsoft.com
- The default domains for sending emails (surveys@email.formspro.microsoft.com)
- The custom domains for sending emails
- Old Short URLs
- Old QR codes

I deleted data from Microsoft Dataverse but it's visible in reports.

It's recommended not to delete data directly from Microsoft Dataverse. If you delete any data directly from Microsoft Dataverse, it isn't synchronized with Customer Voice services. If you want to delete any data, you must delete using the Dynamics 365 Customer Voice interface.

Why does the application user require the System Administrator role?

The application user requires the System Administrator role to associate survey invites and responses to any of the entities, including custom entities.

What happens if the project owner leaves the organization?

If the project owner leaves the organization, the project is deleted once the user is removed from the organization. If the project was shared by the user before leaving the organization, the existing user, with whom the project is shared, must create a copy of the project before user leaves the organization and use the copied project.

When a user is deleted, it is considered as a soft delete for 30 days. After 30 days, the user is hard deleted. This activity takes place in Microsoft Entra ID. Once the account of the survey owner is hard deleted, the survey is deleted automatically from Dynamics 365 Customer Voice but the data is retained in Microsoft Dataverse till the retention policy is met. If the user is only deactivated, the survey is not deleted but operations will fail. If a project has surveys with owners who are active, the project appears in the list of projects on the Dynamics 365 Customer Voice interface.

The original owner of a survey is no longer with the organization and/or their Customer Voice license has been removed. What happens to the data associated with the survey?

All account-related data is deleted 30 days after the account is deleted from Microsoft Entra ID.

What languages are supported for sentiment analysis?

Dynamics 365 Customer Voice supports the following languages for sentiment analysis:

Expand table

Language	Language code
Chinese	zh
Chinese-Simplified	zh-hans
Chinese-Traditional	zh-hant
Dutch	nl
English	en
French	fr
German	de
Hindi	hi
Italian	it
Japanese	ja
Korean	ko
Norwegian (Bokmål)	no
Portuguese (Brazil)	pt-BR

Language	Language code
Portuguese (Portugal)	pt-PT
Portuguese	pt
Spanish	es
Turkish	tr

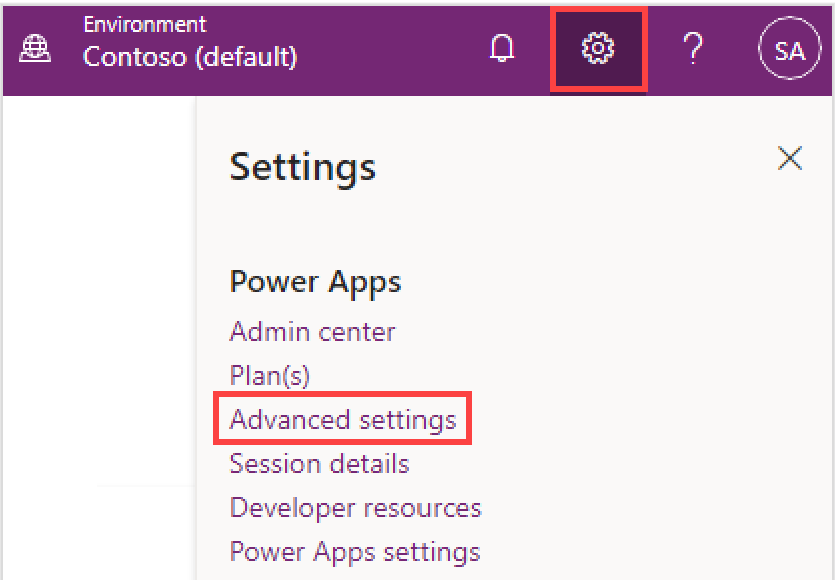
Survey responses received in languages other than the ones specified above are considered as English and sent to the cognitive services for further processing. In this case, the accuracy would be impacted.

How can I change the ownership of satisfaction metrics and alerts from owner to a team?

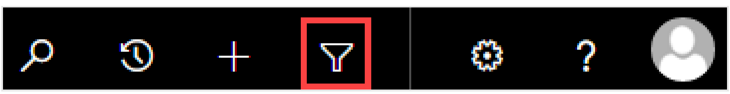
Assign the satisfaction metric record from owner to a team

1. Sign in to Power Apps with a user that has access to Dynamics 365 records.

2. Select **Settings** > **Advanced settings**.



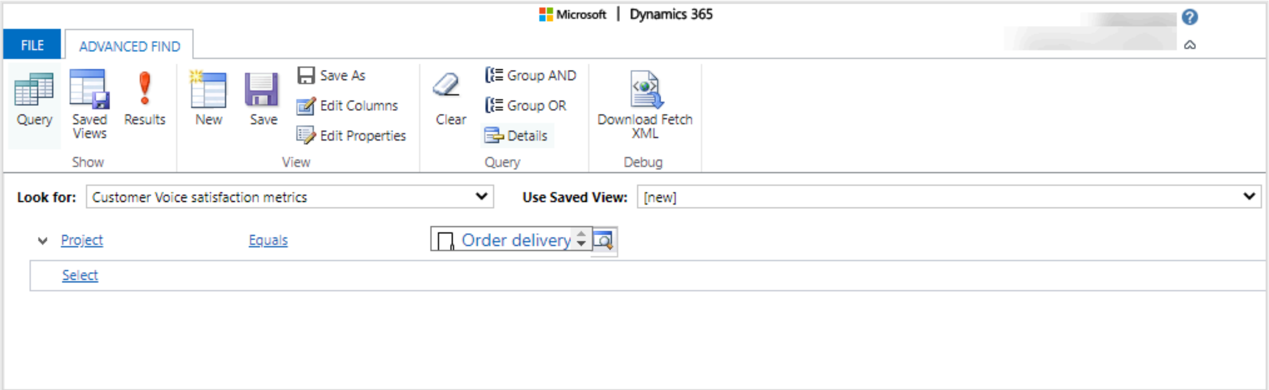
3. Select **Advanced Find** on the command bar at the top.



4. In the **Look for** list, select **Customer Voice satisfaction metric**.

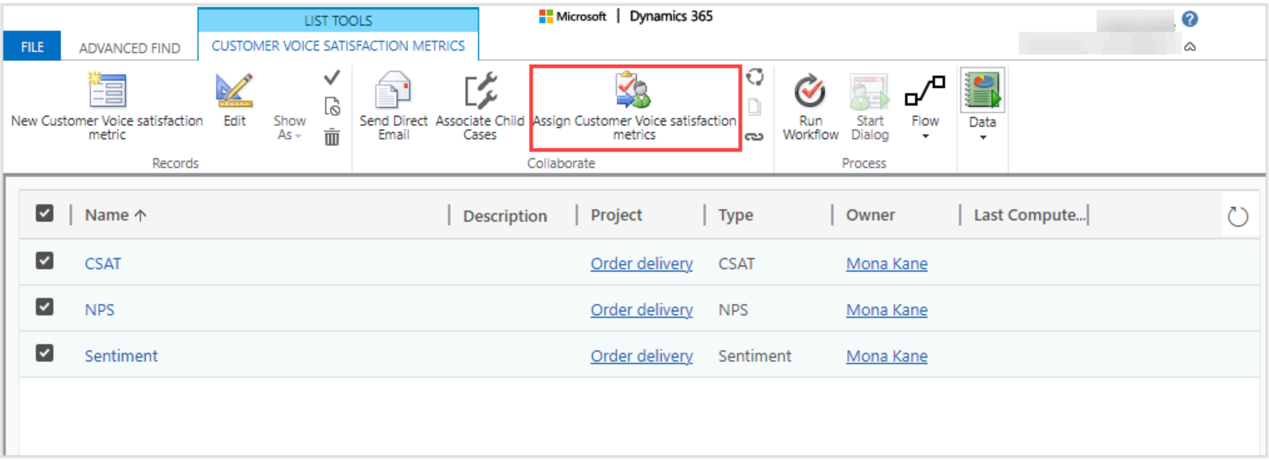
5. In the **Select** list, select **Project**.

6. Select **Enter value**, then browser and select the name of the project.



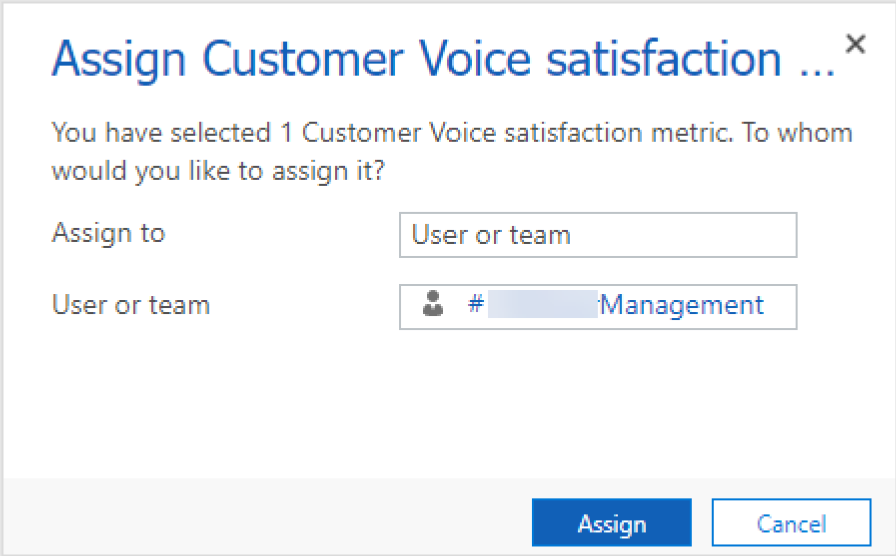
7. Select **Results**. A list of all satisfaction metrics associated to the project is displayed.

8. Select the records whose ownership needs to be changed, and then select **Assign Customer Voice Satisfaction metric**.



9. In the **Assign Customer Voice satisfaction metric** window, select the **Assign to** field to change its value to **User or team**.

10. In the **User or team** field, browse and select the team to which ownership needs to be transferred.



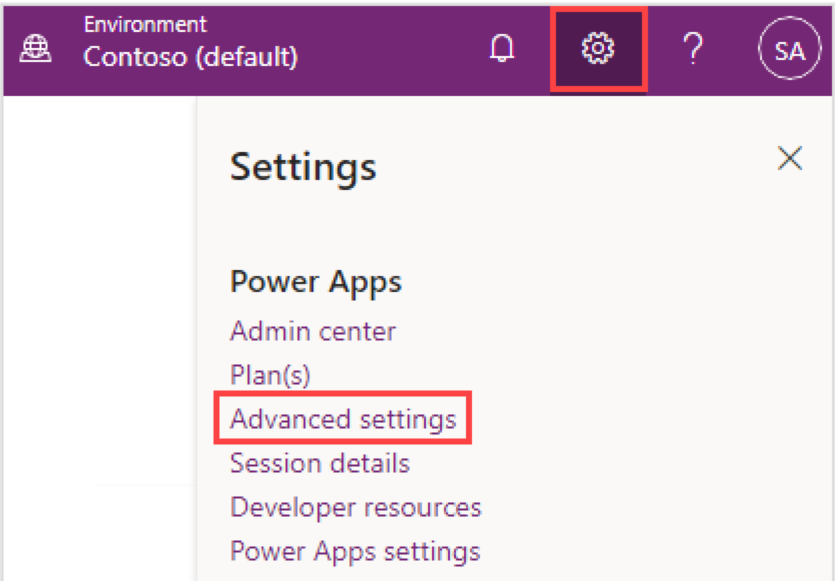
> ⓘ **Note**
>
> To know how to find a team, see [How to find a team?](#).

11. Select **Assign**.

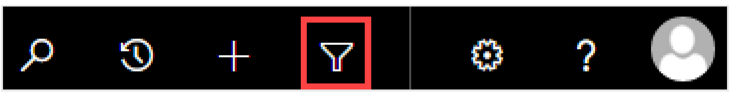
Assign the alert record from owner to a team

1. Sign in to Power Apps with a user that has access to Dynamics 365 records.

2. Select **Settings** > **Advanced settings**.



3. Select **Advanced Find** on the command bar at the top.

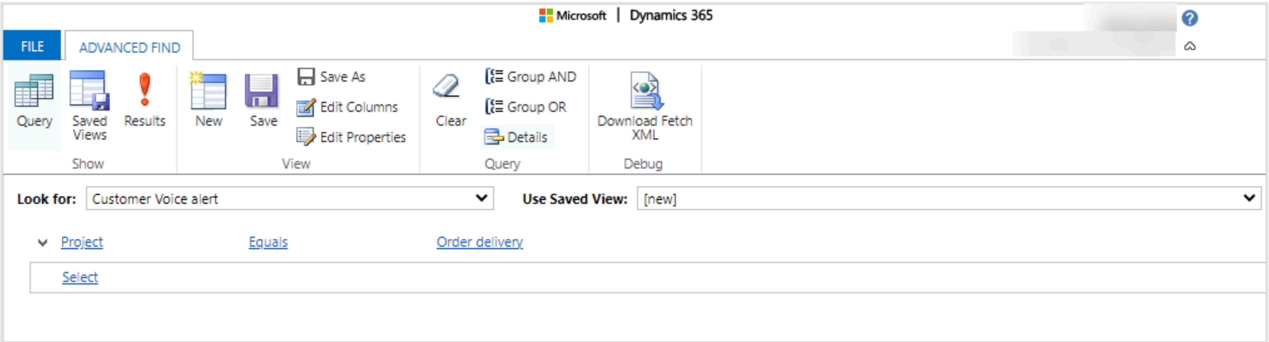


4. In the **Look for** list, select **Customer Voice alert**.

5. In the **Select** list, select **Project**.

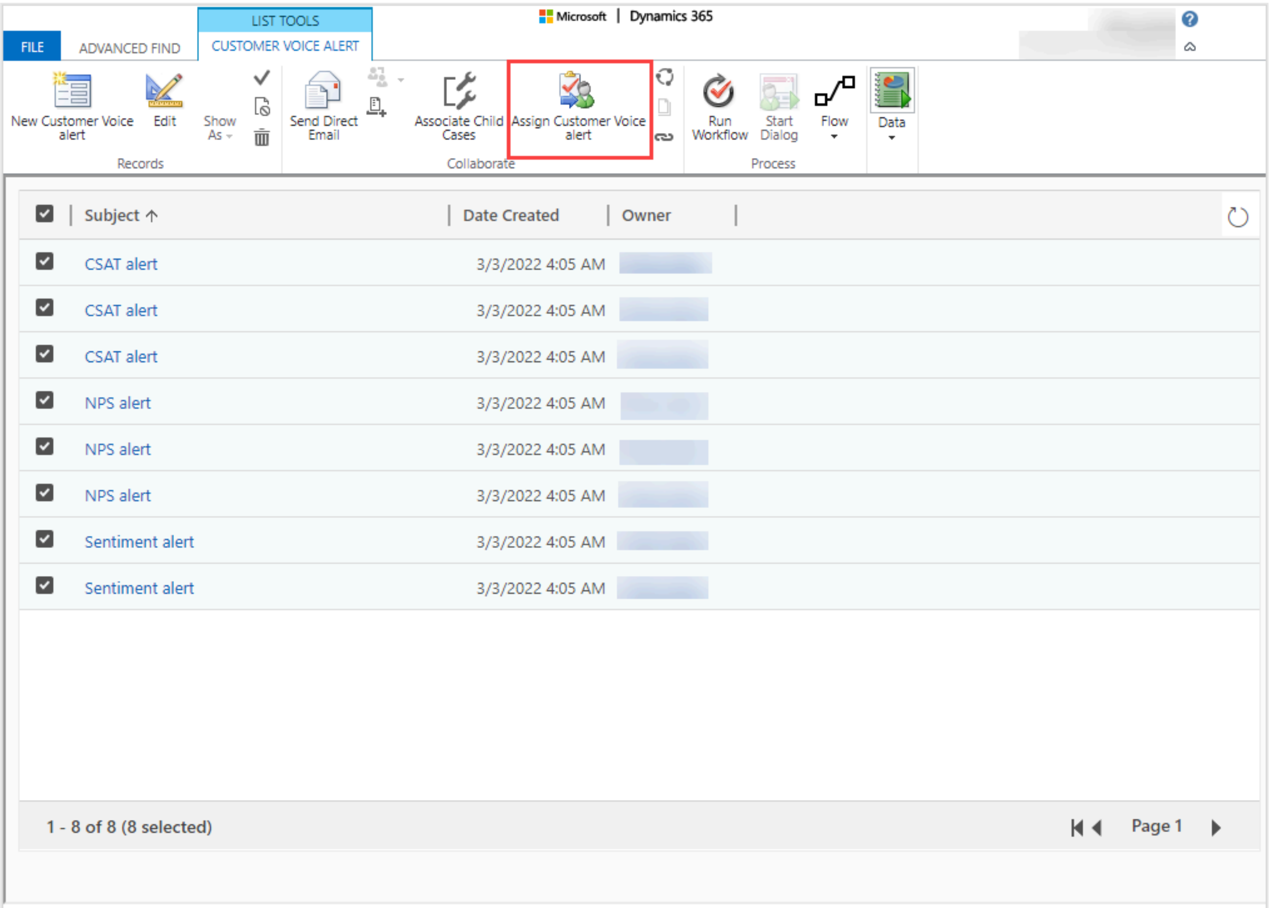
6. Select **Enter value**, then browser and select the name of the project.

7. Add the **Owner** column.



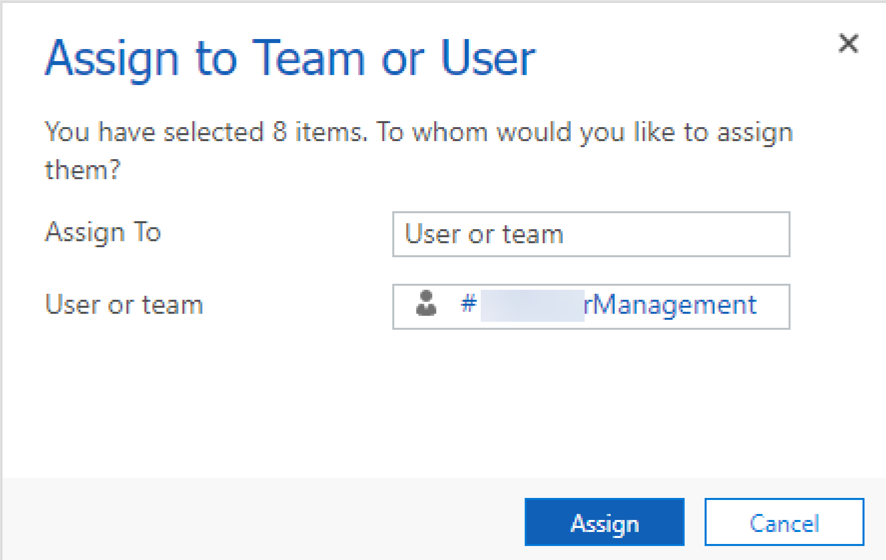
8. Select **Results**. A list of all alerts associated to the project is displayed.

9. Select the records whose ownership needs to be changed, and then select **Assign Customer Voice alert**.



10. In the **Assign to Team or User** window, select the **Assign to** field to change its value to **User or team**.

11. In the **User or team** field, browse and select the team to which ownership needs to be transferred.

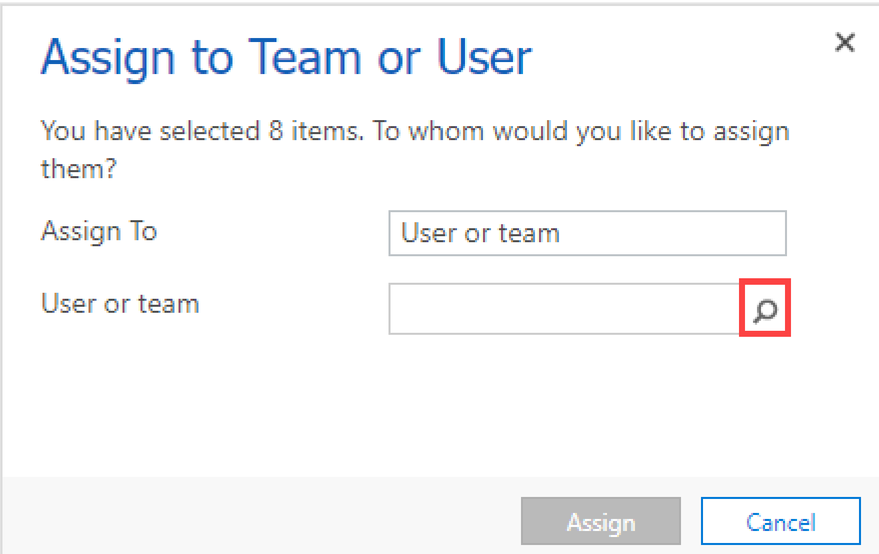


12. Select **Assign**.

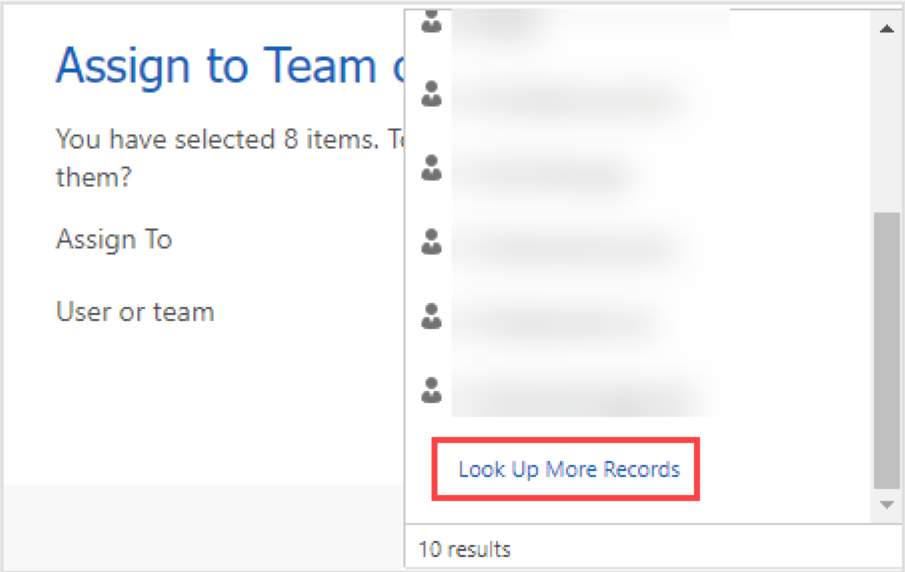
How to find a team?

1. In the **Assign to Team or User** window, select the **Assign to** field to change its value to **User or team**.

2. Hover over the **User or team** field, and select the **Select a value** icon.

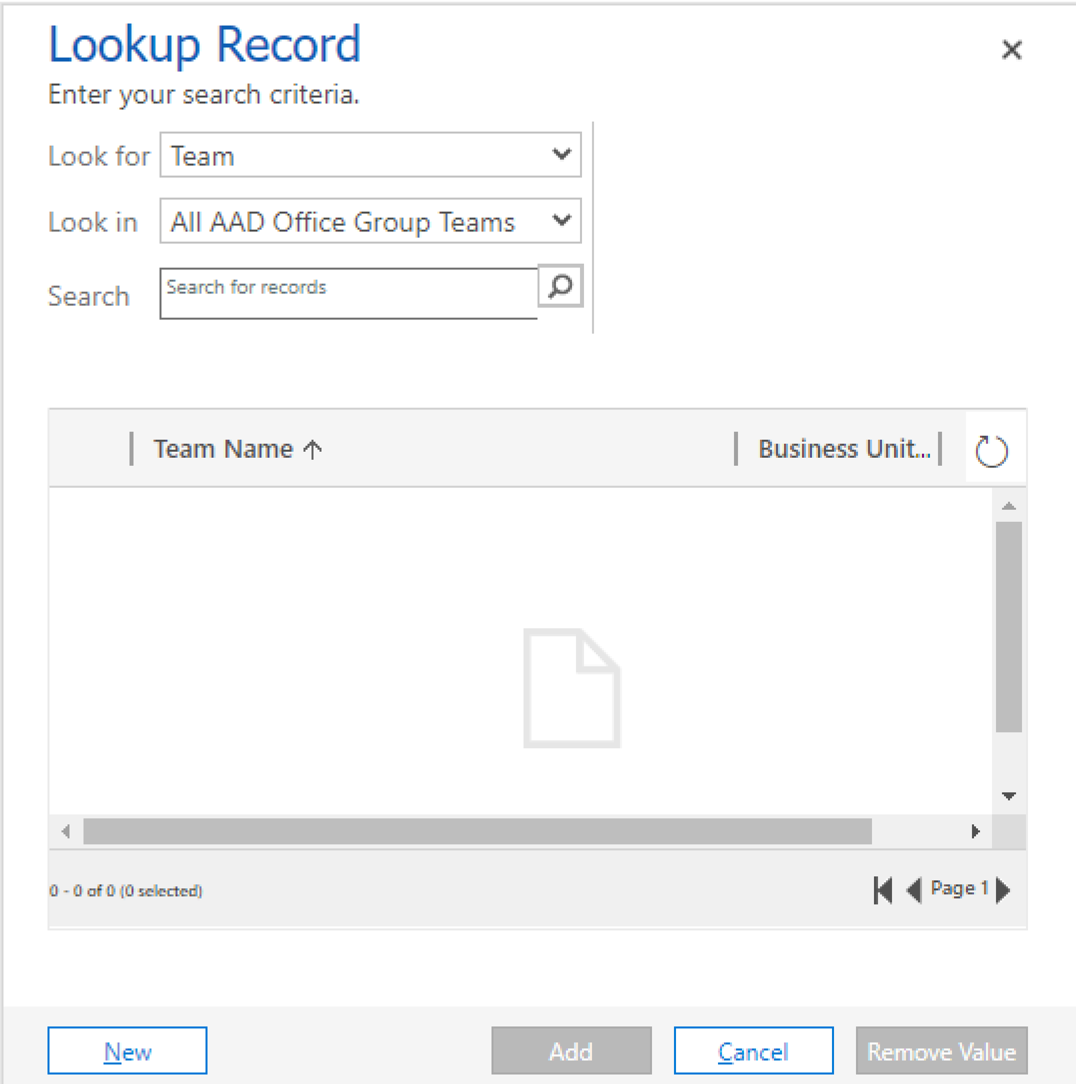


3. In the list, select **Look Up More Records**.



4. In the **Lookup Record** window, enter or select the following values:

- **Look for**: Team
- **Look in**: All AAD office Group Teams
- **Search**: Name of the team.
- Select the **Search** icon next to this field.



5. From the search results, select a team, and then select **Add**.

I deleted the old surveys and survey responses, and want to update values in the satisfaction metrics report accordingly.

This is an unsupported scenario. Deleting old surveys and survey responses won't update values in the satisfaction metrics report.

I want to delete multiple responses from the Dynamics 365 Customer Voice interface.

Deleting multiple responses from the Dynamics 365 Customer Voice interface isn't supported.

I restored Microsoft Dataverse and want Dynamics 365 Customer Voice and survey responses to work with it.

This is an unsupported scenario.

I migrated my Microsoft Dataverse environment from one tenant to another, but I don't see my existing projects when I sign in to Dynamics 365 Customer Voice in the new tenant.

Tenant to tenant migration isn't supported for Dynamics 365 Customer Voice.

Should I use Microsoft Forms connector for Customer Voice surveys in Power Automate flow?

It isn't recommended to use Microsoft forms connector for Customer Voice surveys. The flow might not run properly. You must only use Customer Voice connectors and Dataverse connectors while creating flows for Customer Voice surveys.

I added unicode character while designing a survey but it isn't rendered properly.

Manually adding unicode character isn't supported in Dynamics 365 Customer Voice. For example, if you add unicode character in a question and survey title, it will not be rendered properly.

Why projects aren't visible while creating a flow in Power Automate?

If you've created projects in Dynamics 365 Customer Voice and shared all the projects with other users, the projects won't be visible while creating a flow in Power Automate. You must create at least one project that isn't shared with other users. After the new project is created, all the projects (user owned and shared) will be visible while creating a flow in Power Automate. It takes 5 minutes for the projects to be visible in Power Automate.

Can I see responses submitted through the Report abuse link?

The responses submitted through the **Report abuse** link can only be seen by Microsoft. Neither the respondent nor the survey owner can see them. The responses help Microsoft to identify if someone is misusing a survey for phishing or any illegal activities.

Can I remove the Report abuse link from a survey?

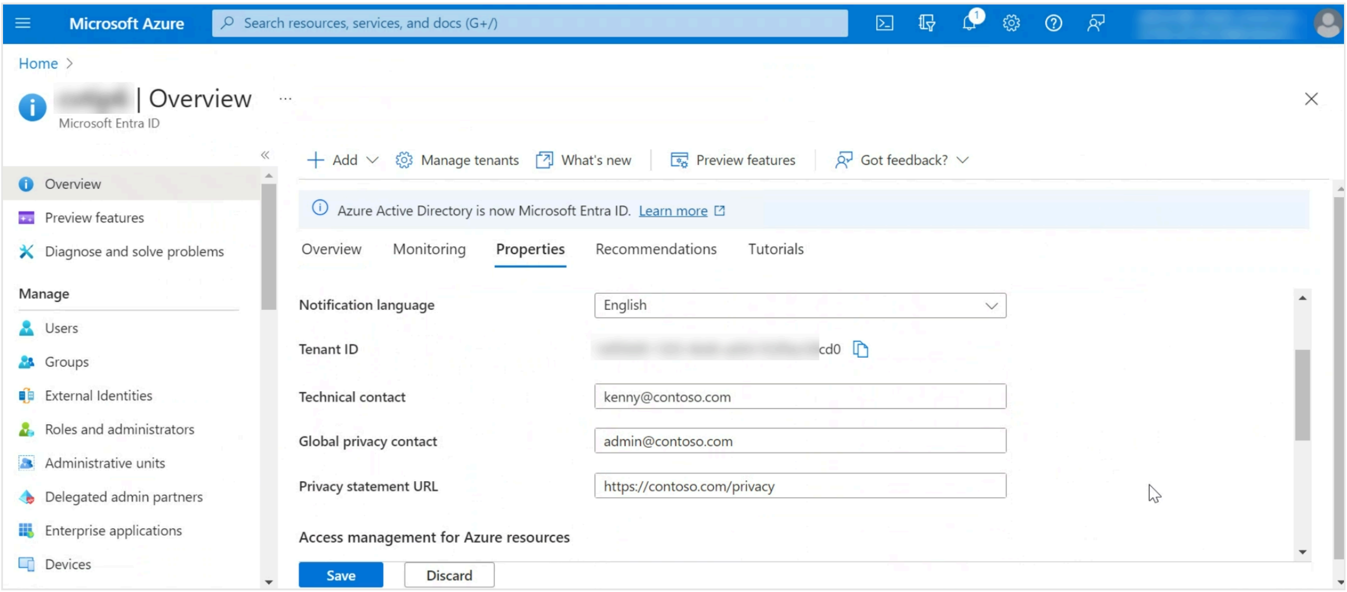
No, the **Report abuse** link can't be removed from a survey.

Why a flow retries to send a survey invitation?

A flow retries to send a survey invitation after the original request times out or fails. The retry policy works with HTTP action and handles the following status codes: 408, 429, and 5xx. The flow retries for the specified number of times and interval.

How can I customize the privacy statement?

Privacy statement can be customized by administrators from the Azure portal. In the Azure portal, open Microsoft Entra ID, and then select the **Properties** tab. In the **Properties** tab, enter the link to the privacy statement in the **Privacy statement URL** field.



Can I transfer the ownership of a project from a user who has left the organization or will leave soon?

No, transferring the ownership of a project is not supported currently. You must create a copy of the project and share it with other users. Ensure that the newly copied project is used going forward.

Can I restore a deleted project?

No, restoring a deleted project is not supported currently.

How are satisfaction metrics values aggregated in a report?

Satisfaction metrics values are aggregated based on the time filter selected in the report. The values are aggregated as follows:

- By six hours, if the value selected in the filter is less than or equal to two days.
- By 24 hours, if the value selected in the filter is less that or equal to seven days (Last 7 days).
- By week, if the value selected in the filter is more than two days but less than 30 days (All days or Last 28 days).
- By month, if the value selected in the filter is more than 30 days (Last 90 days).

Why can't I create alerts for custom score satisfaction metrics?

Alerts can't be created for custom score satisfaction metrics. It's the limitation of the product.

What P99 or average latency for data synchronization between Dynamics 365 Customer Voice and Microsoft Dataverse?

There's no official latency for data synchronization. Data is synchronized from Dynamics 365 Customer Voice to Microsoft Dataverse in an asynchronous manner.

Why the Forms connector shows warm data lock error?

When responses for a form reach 65,000, the form gets locked for archiving data to cold storage and the Forms connector shows a warm data lock error. It is recommended to use Dataverse connectors instead of the Forms connector.

Is there any impact on the performance of Customer Voice when moving the organization to a different datacenter?

There's no impact on the performance of Customer Voice when moving the organization to a different datacenter as long as the organization ID and organization name remain the same.

In which business unit is team created after sharing a project?

When a project is shared with a team, the team is created in the root business unit (BU). We recommend not to change anything manually in the organization directly.

Why can't I see personalization variables in Create an Invitation and Send a Survey Power Automate

connectors?

Perosnalization variables are not available in non-Open API Power Automate flows. It is recommended to create a new flow that is based on Open API by default. To check if your flow is non-Open API, see if there's Peek code on an action and if you see the API Connection value instead of Open API Connection in Kind field, it's a non-Open API flow.

How can I share new feature requirements or ideas?

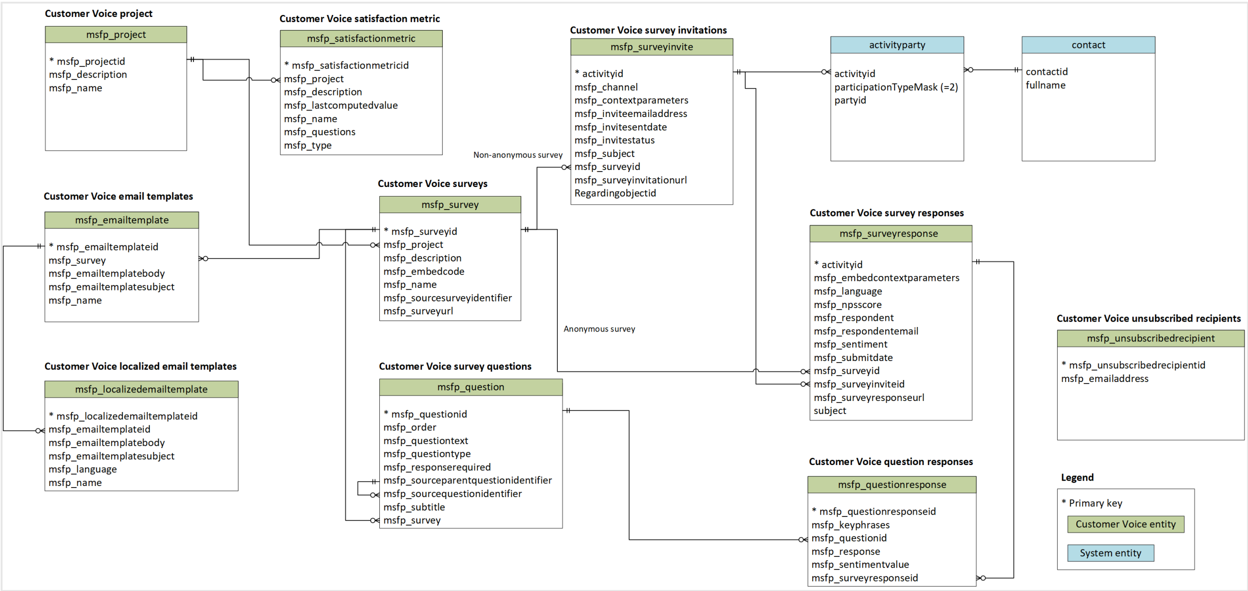
You can share your new feature requirements or ideas on the Customer Voice Ideas page.

Entity Reference for Dynamics 365 Customer Voice

Article • 04/04/2025

Use this reference to understand the available operations that can be performed on specific entities, the default attributes of each entity, and the relationship between entities.

Following is a simplified version of the entity relationship diagram of Dynamics 365 Customer Voice entities. You can generate a detailed entity relationship diagram of Dynamics 365 Customer Voice entities using the Metadata Diagram tool. To do this, you will just have to mention the entity logical names as parameters while executing the sample. More information: Use metadata to generate entity diagrams.



Entities

Expand table

Entity name	Description
msfp_alert	Alerts created in Customer Voice.
msfp_alertrule	Rule for creating alerts in Customer Voice.
msfp_emailtemplate	Template for an email message that contains the survey invitation link.
msfp_localizedemailtemplate	Stores localized data for email templates.

Entity name	Description
msfp_question	Question in a survey to collect feedback.
msfp_questionresponse	Response to a question in a survey.
msfp_survey	Set of questions to collect feedback.
msfp_surveyinvite	Activity that tracks a survey invitation sent to a person.
msfp_surveyreminder	Email reminders for surveys created in Customer Voice.
msfp_surveyresponse	Response to a survey.
msfp_project	Set of surveys to collect feedback.
msfp_unsubscribedrecipient	Email address of an unsubscribed respondent.
msfp_satisfactionmetric	Satisfaction metric defined for a project.

Feedback

msfp_alert entity reference

Article • 02/15/2022

Alerts created in Customer Voice.

Added by: Dynamics 365 Customer Voice Solution

Properties

Expand table

Property	Value
CollectionSchemaName	msfp_alerts
DisplayCollectionName	Customer Voice alert
DisplayName	Customer Voice alert
EntitySetName	msfp_alerts
IsBPFEntity	False
LogicalCollectionName	msfp_alerts
LogicalName	msfp_alert
OwnershipType	UserOwned
PrimaryIdAttribute	activityid
PrimaryNameAttribute	subject
SchemaName	msfp_alert

Writable columns/attributes

These columns/attributes return true for either **IsValidForCreate** or **IsValidForUpdate** (usually both). Listed by **SchemaName**.

- ActivityAdditionalParams
- ActivityId
- ActualDurationMinutes
- ActualEnd
- ActualStart
- BCC
- CC
- Community
- Customers
- DeliveryPriorityCode
- Description
- ExchangeItemId
- ExchangeWebLink
- From
- ImportSequenceNumber
- IsBilled
- IsMapiPrivate
- IsWorkflowCreated
- LastOnHoldTime
- LeftVoiceMail
- msfp_alertrule
- msfp_assigneeemail
- msfp_assigneename
- msfp_customeremail
- msfp_customername
- msfp_notes

- msfp_project
- msfp_questions
- msfp_reason
- msfp_resolutiondetail
- msfp_resolutionsentiment
- msfp_resolveremail
- msfp_resolvername
- msfp_satisfactionmetric
- msfp_survey
- msfp_surveyresponse
- OptionalAttendees
- Organizer
- OverriddenCreatedOn
- OwnerId
- OwnerIdType
- Partners
- PriorityCode
- ProcessId
- RegardingObjectId
- RegardingObjectIdName
- RegardingObjectIdYomiName
- RegardingObjectTypeCode
- RequiredAttendees
- Resources
- ScheduledDurationMinutes
- ScheduledEnd
- ScheduledStart
- ServiceId
- SLAId
- SortDate
- StageId
- StateCode
- StatusCode
- Subject
- TimeZoneRuleVersionNumber
- To
- TransactionCurrencyId
- TraversedPath
- UTCConversionTimeZoneCode

ActivityAdditionalParams

Expand table

Property	Value
Description	Additional information provided by the external application as JSON. For internal use only.
DisplayName	Activity Additional Parameters
Format	TextArea
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	activityadditionalparams
MaxLength	8192
RequiredLevel	None
Type	Memo

ActivityId

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the activity.
DisplayName	Activity
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	activityid
RequiredLevel	SystemRequired
Type	Uniqueidentifier

ActualDurationMinutes

Expand table

Property	Value
Description	Actual duration of the activity in minutes.
DisplayName	Actual Duration
Format	Duration
IsValidForForm	True
IsValidForRead	True
LogicalName	actualdurationminutes
MaxValue	2147483647
MinValue	0
RequiredLevel	None
Type	Integer

ActualEnd

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Actual end time of the activity.
DisplayName	Actual End
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	actualend
RequiredLevel	None
Type	DateTime

ActualStart

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Actual start time of the activity.
DisplayName	Actual Start
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	actualstart
RequiredLevel	None
Type	DateTime

BCC

Added by: Active Solution Solution

Expand table

Property	Value
Description	Blind Carbon-copy (bcc) recipients of the activity.
DisplayName	BCC
IsValidForForm	True
IsValidForRead	True
LogicalName	bcc
RequiredLevel	None
Targets	account,contact,systemuser
Type	PartyList

CC

Added by: Active Solution Solution

Expand table

Property	Value
Description	Carbon-copy (cc) recipients of the activity.
DisplayName	CC
IsValidForForm	True
IsValidForRead	True
LogicalName	cc
RequiredLevel	None
Targets	account,contact,systemuser
Type	PartyList

Community

Expand table

Property	Value
Description	Shows how contact about the social activity originated, such as from Twitter or Facebook. This field is read-only.
DisplayName	Social Channel
IsValidForForm	False
IsValidForRead	True
LogicalName	community
RequiredLevel	None
Type	Picklist

Community Choices/Options

Expand table

Value	Label
0	Other
1	Facebook
2	Twitter
3	Line
4	Wechat
5	Cortana
6	Direct Line
7	Microsoft Teams
8	Direct Line Speech
9	Email
10	GroupMe
11	Kik
12	Telegram
13	Skype
14	Slack
15	WhatsApp

Customers

Added by: Active Solution Solution

Expand table

Property	Value
Description	Customer with which the activity is associated.
DisplayName	Customers
IsValidForForm	True
IsValidForRead	True
LogicalName	customers
RequiredLevel	None

Property	Value
Targets	account,contact
Type	PartyList

DeliveryPriorityCode

Expand table

Property	Value
Description	Priority of delivery of the activity to the email server.
DisplayName	Delivery Priority
IsValidForForm	True
IsValidForRead	True
IsValidForUpdate	False
LogicalName	deliveryprioritycode
RequiredLevel	None
Type	Picklist

DeliveryPriorityCode Choices/Options

Expand table

Value	Label
0	Low
1	Normal
2	High

Description

Expand table

Property	Value
Description	Description of the activity.
DisplayName	Description
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	description
MaxLength	2000
RequiredLevel	None
Type	Memo

ExchangeItemId

Expand table

Property	Value
Description	The message id of activity which is returned from Exchange Server.
DisplayName	Exchange Item ID
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	exchangeitemid
MaxLength	200
RequiredLevel	None
Type	String

ExchangeWebLink

Expand table

Property	Value
Description	Shows the web link of Activity of type email.
DisplayName	Exchange WebLink
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	exchangeweblink
MaxLength	1250
RequiredLevel	None
Type	String

From

Added by: Active Solution Solution

Expand table

Property	Value
Description	Person who the activity is from.
DisplayName	From
IsValidForForm	True
IsValidForRead	True
LogicalName	from
RequiredLevel	None
Targets	account,contact,systemuser
Type	PartyList

ImportSequenceNumber

Expand table

Property	Value
Description	Sequence number of the import that created this record.
DisplayName	Import Sequence Number
Format	None
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	importsequencenumber
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

IsBilled

Expand table

Property	Value
Description	Information regarding whether the activity was billed as part of resolving a case.
DisplayName	Is Billed
IsValidForForm	False
IsValidForRead	True
LogicalName	isbilled
RequiredLevel	None
Type	Boolean

IsBilled Choices/Options

Expand table

Value	Label
1	Yes
0	No

DefaultValue: False

IsMapiPrivate

Expand table

Property	Value
Description	For internal use only.
DisplayName	Is Private
IsValidForForm	False
IsValidForRead	True
LogicalName	ismapiprivate

Property	Value
RequiredLevel	None
Type	Boolean

IsMapiPrivate Choices/Options

Expand table

Value	Label
1	Yes
0	No

DefaultValue: False

IsWorkflowCreated

Expand table

Property	Value
Description	Information regarding whether the activity was created from a workflow rule.
DisplayName	Is Workflow Created
IsValidForForm	False
IsValidForRead	True
LogicalName	isworkflowcreated
RequiredLevel	None
Type	Boolean

IsWorkflowCreated Choices/Options

Expand table

Value	Label
1	Yes
0	No

DefaultValue: False

LastOnHoldTime

Added by: Active Solution Solution

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Contains the date and time stamp of the last on hold time.
DisplayName	Last On Hold Time
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	lastonholdtime
RequiredLevel	None
Type	DateTime

LeftVoiceMail

Expand table

Property	Value
Description	Left the voice mail
DisplayName	Left Voice Mail
IsValidForForm	True
IsValidForRead	True
LogicalName	leftvoicemail
RequiredLevel	None
Type	Boolean

LeftVoiceMail Choices/Options

Expand table

Value	Label
1	Yes
0	No

DefaultValue: False

msfp_alertrule

Expand table

Property	Value
Description	Rule associated with this alert.
DisplayName	Alert rule
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_alertrule
RequiredLevel	None
Targets	msfp_alertrule
Type	Lookup

msfp_assigneeemail

Expand table

Property	Value
Description	Email address of the assignee of the alert.
DisplayName	Assignee email

Property	Value
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_assigneeemail
MaxLength	200
RequiredLevel	None
Type	String

msfp_assigneename

Expand table

Property	Value
Description	Name of the assignee of the alert.
DisplayName	Assignee name
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_assigneename
MaxLength	200
RequiredLevel	None
Type	String

msfp_customeremail

Expand table

Property	Value
Description	
DisplayName	Customer email
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_customeremail
MaxLength	100
RequiredLevel	None
Type	String

msfp_customername

Expand table

Property	Value
Description	
DisplayName	Customer name
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_customername
MaxLength	100
RequiredLevel	None
Type	String

msfp_notes

Expand table

Property	Value
Description	Additional detail for the alert.
DisplayName	Notes
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_notes
MaxLength	4000
RequiredLevel	None
Type	String

msfp_project

Expand table

Property	Value
Description	Project to which the alert belongs.
DisplayName	Project
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_project
RequiredLevel	None
Targets	msfp_project
Type	Lookup

msfp_questions

Expand table

Property	Value
Description	Questions associated with the alert.
DisplayName	Questions
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_questions
MaxLength	4000
RequiredLevel	None
Type	String

msfp_reason

Expand table

Property	Value
Description	Reason for creating the alert.
DisplayName	Reason
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_reason
MaxLength	4000
RequiredLevel	None
Type	String

msfp_resolutiondetail

Expand table

Property	Value
Description	Detail on how the alert was resolved.
DisplayName	Resolution detail
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_resolutiondetail
MaxLength	2000
RequiredLevel	None
Type	Memo

msfp_resolutionsentiment

Expand table

Property	Value
Description	Sentiment while resolving the alert.
DisplayName	Resolution sentiment
Format	None
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_resolutionsentiment
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

msfp_resolveremail

Expand table

Property	Value
Description	Email address of the user who resolved the alert.
DisplayName	Resolver email
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_resolveremail
MaxLength	100
RequiredLevel	None
Type	String

msfp_resolvername

Expand table

Property	Value
Description	Name of the user who resolved the alert.
DisplayName	Resolver name
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_resolvername
MaxLength	100
RequiredLevel	None
Type	String

msfp_satisfactionmetric

Expand table

Property	Value
Description	Satisfaction metric associated with the alert.
DisplayName	Satisfaction metric
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_satisfactionmetric
RequiredLevel	None
Targets	msfp_satisfactionmetric
Type	Lookup

msfp_survey

Expand table

Property	Value
Description	Survey associated with the alert.
DisplayName	Survey
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_survey
RequiredLevel	None
Targets	msfp_survey
Type	Lookup

msfp_surveyresponse

Expand table

Property	Value
Description	Survey response associated with the alert.
DisplayName	Survey Response
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_surveyresponse
RequiredLevel	None
Targets	msfp_surveyresponse
Type	Lookup

OptionalAttendees

Added by: Active Solution Solution

Expand table

Property	Value
Description	List of optional attendees for the activity.
DisplayName	Optional Attendees
IsValidForForm	True
IsValidForRead	True
LogicalName	optionalattendees
RequiredLevel	None
Targets	account,contact,entitlement,equipment,knowledgearticle,lead,queue,systemuser,unresolvedaddress
Type	PartyList

Organizer

Added by: Active Solution Solution

Expand table

Property	Value
Description	Person who organized the activity.
DisplayName	Organizer
IsValidForForm	True
IsValidForRead	True
LogicalName	organizer
RequiredLevel	None
Targets	systemuser
Type	PartyList

OverriddenCreatedOn

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time that the record was migrated.
DisplayName	Record Created On
Format	DateOnly
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	overriddencreatedon
RequiredLevel	None
Type	DateTime

OwnerId

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the user or team who owns the activity.
DisplayName	Owner
IsValidForForm	True
IsValidForRead	True
LogicalName	ownerid
RequiredLevel	SystemRequired
Targets	systemuser,team
Type	Owner

OwnerIdType

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridtype
RequiredLevel	SystemRequired
Type	EntityName

Partners

Added by: Active Solution Solution

Expand table

Property	Value
Description	Outsource vendor with which activity is associated.
DisplayName	Outsource Vendors
IsValidForForm	True
IsValidForRead	True
LogicalName	partners
RequiredLevel	None
Targets	account,contact
Type	PartyList

PriorityCode

Expand table

Property	Value
Description	Priority of the activity.
DisplayName	Priority

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	prioritycode
RequiredLevel	None
Type	Picklist

PriorityCode Choices/Options

Expand table

Value	Label
0	Low
1	Normal
2	High

ProcessId

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the Process.
DisplayName	Process
IsValidForForm	False
IsValidForRead	True
LogicalName	processid
RequiredLevel	None
Type	Uniqueidentifier

RegardingObjectId

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the object with which the activity is associated.
DisplayName	Regarding
IsValidForForm	True
IsValidForRead	True
LogicalName	regardingobjectid
RequiredLevel	None
Targets	account,bookableresourcebooking,bookableresourcebookingheader,bulkoperation,campaign,campaignactivity,contact,contract,entitlement,entitleme
Type	Lookup

RegardingObjectIdName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	regardingobjectidname
MaxLength	400
RequiredLevel	None
Type	String

RegardingObjectIdYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	regardingobjectidyominame
MaxLength	400
RequiredLevel	None
Type	String

RegardingObjectTypeCode

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
IsValidForForm	False
IsValidForRead	True
LogicalName	regardingobjecttypecode
RequiredLevel	None
Type	EntityName

RequiredAttendees

Added by: Active Solution Solution

Expand table

Property	Value
Description	List of required attendees for the activity.
DisplayName	Required Attendees
IsValidForForm	True
IsValidForRead	True
LogicalName	requiredattendees
RequiredLevel	None
Targets	account,contact,entitlement,equipment,knowledgearticle,lead,queue,systemuser,unresolvedaddress
Type	PartyList

Resources

Added by: Active Solution Solution

Expand table

Property	Value
Description	Users or facility/equipment that are required for the activity.
DisplayName	Resources
IsValidForForm	True
IsValidForRead	True
LogicalName	resources
RequiredLevel	None
Targets	systemuser
Type	PartyList

ScheduledDurationMinutes

Expand table

Property	Value
Description	Scheduled duration of the activity, specified in minutes.
DisplayName	Scheduled Duration
Format	Duration
IsValidForForm	True
IsValidForRead	True
LogicalName	scheduleddurationminutes
MaxValue	2147483647
MinValue	0
RequiredLevel	None
Type	Integer

ScheduledEnd

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Scheduled end time of the activity.
DisplayName	Due Date
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	scheduledend
RequiredLevel	None
Type	DateTime

ScheduledStart

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Scheduled start time of the activity.
DisplayName	Start Date
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	scheduledstart
RequiredLevel	None
Type	DateTime

ServiceId

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of an associated service.
DisplayName	Service
IsValidForForm	False
IsValidForRead	True
LogicalName	serviceid
RequiredLevel	None
Targets	service
Type	Lookup

SLAId

Added by: Active Solution Solution

Expand table

Property	Value
Description	Choose the service level agreement (SLA) that you want to apply to the case record.
DisplayName	SLA
IsValidForForm	True
IsValidForRead	True
LogicalName	slaid
RequiredLevel	None
Targets	sla
Type	Lookup

SortDate

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Shows the date and time by which the activities are sorted.
DisplayName	Sort Date
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	sortdate
RequiredLevel	None
Type	DateTime

StageId

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the Stage.
DisplayName	(Deprecated) Process Stage
IsValidForForm	False
IsValidForRead	True
LogicalName	stageid
RequiredLevel	None
Type	Uniqueidentifier

StateCode

Expand table

Property	Value
Description	Status of the activity.
DisplayName	Activity Status
IsValidForCreate	False
IsValidForForm	True
IsValidForRead	True
LogicalName	statecode
RequiredLevel	SystemRequired
Type	State

StateCode Choices/Options

Expand table

Value	Label	DefaultStatus	InvariantName
0	Open	1	Open
1	Completed	2	Completed
2	Canceled	3	Canceled
3	Scheduled	4	Scheduled

StatusCode

Expand table

Property	Value
Description	Reason for the status of the activity.
DisplayName	Status Reason
IsValidForForm	True
IsValidForRead	True
LogicalName	statuscode
RequiredLevel	None
Type	Status

StatusCode Choices/Options

Expand table

Value	Label	State
1	Open	0
2	Completed	1
3	Canceled	2
4	Scheduled	3

Subject

Expand table

Property	Value
Description	Subject associated with the activity.
DisplayName	Subject
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	subject
MaxLength	400
RequiredLevel	ApplicationRequired
Type	String

TimeZoneRuleVersionNumber

Expand table

Property	Value
Description	For internal use only.
DisplayName	Time Zone Rule Version Number
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	timezoneruleversionnumber
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

To

Added by: Active Solution Solution

Expand table

Property	Value
Description	Person who is the receiver of the activity.
DisplayName	To
IsValidForForm	True
IsValidForRead	True
LogicalName	to
RequiredLevel	None
Targets	account,contact,systemuser
Type	PartyList

TransactionCurrencyId

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the currency associated with the activitypointer.
DisplayName	Currency
IsValidForForm	True
IsValidForRead	True
LogicalName	transactioncurrencyid
RequiredLevel	None
Targets	transactioncurrency
Type	Lookup

TraversedPath

Added by: Active Solution Solution

Expand table

Property	Value
Description	For internal use only.
DisplayName	(Deprecated) Traversed Path
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	traversedpath
MaxLength	1250
RequiredLevel	None
Type	String

UTCConversionTimeZoneCode

Expand table

Property	Value
Description	Time zone code that was in use when the record was created.
DisplayName	UTC Conversion Time Zone Code
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	utcconversiontimezonecode
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

Read-only columns/attributes

These columns/attributes return false for both **IsValidForCreate** or **IsValidForUpdate**. Listed by **SchemaName**.

- ActivityTypeCode
- CreatedBy
- CreatedByName
- CreatedByYomiName
- CreatedOn
- CreatedOnBehalfBy
- CreatedOnBehalfByName
- CreatedOnBehalfByYomiName
- DeliveryLastAttemptedOn
- ExchangeRate
- InstanceTypeCode
- IsRegularActivity
- ModifiedBy
- ModifiedByName
- ModifiedByYomiName
- ModifiedOn
- ModifiedOnBehalfBy
- ModifiedOnBehalfByName
- ModifiedOnBehalfByYomiName
- msfp_alertruleName
- msfp_projectName
- msfp_satisfactionmetricName
- msfp_surveyName
- msfp_surveyresponseName
- OnHoldTime
- OwnerIdName
- OwnerIdYomiName
- OwningBusinessUnit
- OwningTeam
- OwningUser
- PostponeActivityProcessingUntil
- SenderMailboxId
- SenderMailboxIdName
- SentOn
- SeriesId
- ServiceIdName
- SLAInvokedId
- SLAInvokedIdName
- SLAName
- TransactionCurrencyIdName
- VersionNumber

ActivityTypeCode

Expand table

Property	Value
Description	Type of activity.
DisplayName	Activity Type
IsValidForForm	False
IsValidForRead	True
LogicalName	activitytypecode
RequiredLevel	SystemRequired
Type	EntityName

CreatedBy

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the user who created the activity.
DisplayName	Created By
IsValidForForm	True
IsValidForRead	True
LogicalName	createdby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedByName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedByYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyyominame

Property	Value
MaxLength	100
RequiredLevel	None
Type	String

CreatedOn

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the activity was created.
DisplayName	Date Created
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	createdon
RequiredLevel	None
Type	DateTime

CreatedOnBehalfBy

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the delegate user who created the activitypointer.
DisplayName	Created By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	createdonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedOnBehalfByName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False

Property	Value
IsValidForRead	True
LogicalName	createdonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedOnBehalfByYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyyominame
MaxLength	100
RequiredLevel	None
Type	String

DeliveryLastAttemptedOn

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the delivery of the activity was last attempted.
DisplayName	Date Delivery Last Attempted
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	deliverylastattemptedon
RequiredLevel	None
Type	DateTime

ExchangeRate

Added by: Active Solution Solution

Expand table

Property	Value
Description	Exchange rate for the currency associated with the activitypointer with respect to the base currency.

Property	Value
DisplayName	Exchange Rate
IsValidForForm	True
IsValidForRead	True
LogicalName	exchangerate
MaxValue	100000000000
MinValue	0.0000000001
Precision	10
RequiredLevel	None
Type	Decimal

InstanceTypeCode

Expand table

Property	Value
Description	Type of instance of a recurring series.
DisplayName	Recurring Instance Type
IsValidForForm	False
IsValidForRead	True
LogicalName	instancetypecode
RequiredLevel	SystemRequired
Type	Picklist

InstanceTypeCode Choices/Options

Expand table

Value	Label
0	Not Recurring
1	Recurring Master
2	Recurring Instance
3	Recurring Exception
4	Recurring Future Exception

IsRegularActivity

Expand table

Property	Value
Description	Information regarding whether the activity is a regular activity type or event type.
DisplayName	Is Regular Activity
IsValidForForm	False
IsValidForRead	True
LogicalName	isregularactivity
RequiredLevel	SystemRequired

Property	Value
Type	Boolean

IsRegularActivity Choices/Options

Expand table

Value	Label
1	Yes
0	No

DefaultValue: True

ModifiedBy

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of user who last modified the activity.
DisplayName	Modified By
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedByName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedByYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyyominame
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOn

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when activity was last modified.
DisplayName	Last Updated
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedon
RequiredLevel	None
Type	DateTime

ModifiedOnBehalfBy

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the delegate user who last modified the activitypointer.
DisplayName	Modified By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedOnBehalfByName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOnBehalfByYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyyominame
MaxLength	100
RequiredLevel	None
Type	String

msfp_alertruleName

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_alertrulename
MaxLength	850

Property	Value
RequiredLevel	None
Type	String

msfp_projectName

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_projectname
MaxLength	450
RequiredLevel	None
Type	String

msfp_satisfactionmetricName

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_satisfactionmetricname
MaxLength	550
RequiredLevel	None
Type	String

msfp_surveyName

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False

Property	Value
IsValidForRead	True
LogicalName	msfp_surveyname
MaxLength	450
RequiredLevel	None
Type	String

msfp_surveyresponseName

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_surveyresponsename
MaxLength	400
RequiredLevel	None
Type	String

OnHoldTime

Added by: Active Solution Solution

Expand table

Property	Value
Description	Shows how long, in minutes, that the record was on hold.
DisplayName	On Hold Time (Minutes)
Format	None
IsValidForForm	True
IsValidForRead	True
LogicalName	onholdtime
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

OwnerIdName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridname
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwnerIdYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwningBusinessUnit

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the business unit that owns the activity.
DisplayName	Owning Business Unit
IsValidForForm	False
IsValidForRead	True
LogicalName	owningbusinessunit
RequiredLevel	None
Targets	businessunit
Type	Lookup

OwningTeam

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the team that owns the activity.
DisplayName	Owning Team
IsValidForForm	False
IsValidForRead	True
LogicalName	owningteam
RequiredLevel	None
Targets	team
Type	Lookup

OwningUser

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the user that owns the activity.
DisplayName	Owning User
IsValidForForm	False
IsValidForRead	True
LogicalName	owninguser
RequiredLevel	None
Targets	systemuser
Type	Lookup

PostponeActivityProcessingUntil

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	For internal use only.
DisplayName	Delay activity processing until
Format	DateAndTime
IsValidForForm	False
IsValidForRead	True
LogicalName	postponeactivityprocessinguntil
RequiredLevel	None
Type	DateTime

SenderMailboxId

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the mailbox associated with the sender of the email message.
DisplayName	Sender's Mailbox
IsValidForForm	False
IsValidForRead	True
LogicalName	sendermailboxid
RequiredLevel	None
Targets	mailbox
Type	Lookup

SenderMailboxIdName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	sendermailboxidname
MaxLength	100
RequiredLevel	None
Type	String

SentOn

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the activity was sent.
DisplayName	Date Sent
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	senton
RequiredLevel	None
Type	DateTime

SeriesId

Expand table

Property	Value
Description	Uniqueidentifier specifying the id of recurring series of an instance.
DisplayName	Series Id
IsValidForForm	False
IsValidForRead	True
LogicalName	seriesid
RequiredLevel	None
Type	Uniqueidentifier

ServiceIdName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	serviceidname
MaxLength	100
RequiredLevel	SystemRequired
Type	String

SLAInvokedId

Added by: Active Solution Solution

Expand table

Property	Value
Description	Last SLA that was applied to this case. This field is for internal use only.
DisplayName	Last SLA applied
IsValidForForm	False
IsValidForRead	True
LogicalName	slainvokedid
RequiredLevel	None
Targets	sla
Type	Lookup

SLAInvokedIdName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	slainvokedidname
MaxLength	100
RequiredLevel	None
Type	String

SLAName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	slaname
MaxLength	100
RequiredLevel	None
Type	String

TransactionCurrencyIdName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	transactioncurrencyidname

Property	Value
MaxLength	100
RequiredLevel	None
Type	String

VersionNumber

Added by: Active Solution Solution

Expand table

Property	Value
Description	Version number of the activity.
DisplayName	Version Number
IsValidForForm	False
IsValidForRead	True
LogicalName	versionnumber
MaxValue	9223372036854775807
MinValue	-9223372036854775808
RequiredLevel	None
Type	BigInt

Many-To-One Relationships

Each Many-To-One relationship is defined by a corresponding One-To-Many relationship with the related table. Listed by **SchemaName**.

msfp_msfp_alertrule_msfp_alert_alertrule

See msfp_alertrule Table msfp_msfp_alertrule_msfp_alert_alertrule One-To-Many relationship.

See also

About the Entity Reference
Web API Reference

msfp_alertrule entity reference

Article • 02/15/2022

Rule for creating alerts in Customer Voice.

Added by: Dynamics 365 Customer Voice Solution

Properties

Expand table

Property	Value
CollectionSchemaName	msfp_alertrules
DisplayCollectionName	Customer Voice alert rules
DisplayName	Customer Voice alert rule
EntitySetName	msfp_alertrules
IsBPFEntity	False
LogicalCollectionName	msfp_alertrules
LogicalName	msfp_alertrule
OwnershipType	UserOwned
PrimaryIdAttribute	msfp_alertruleid
PrimaryNameAttribute	msfp_name
SchemaName	msfp_alertrule

Writable columns/attributes

These columns/attributes return true for either **IsValidForCreate** or **IsValidForUpdate** (usually both). Listed by **SchemaName**.

- ImportSequenceNumber
- msfp_alertruleId
- msfp_expression
- msfp_name
- msfp_project

- msfp_satisfactionmetric
- OverriddenCreatedOn
- OwnerId
- OwnerIdType
- statecode
- statuscode
- TimeZoneRuleVersionNumber
- UTCConversionTimeZoneCode

ImportSequenceNumber

Expand table

Property	Value
Description	Sequence number of the import that created this record.
DisplayName	Import Sequence Number
Format	None
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	importsequencenumber
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

msfp_alertruleId

Expand table

Property	Value
Description	Unique identifier for entity instances
DisplayName	Customer Voice alert rule

Property	Value
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	msfp_alertruleid
RequiredLevel	SystemRequired
Type	Uniqueidentifier

msfp_expression

Expand table

Property	Value
Description	Condition to run the alert rule.
DisplayName	Condition
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_expression
MaxLength	100
RequiredLevel	None
Type	String

msfp_name

Expand table

Property	Value
Description	Name of the alert rule.

Property	Value
DisplayName	Name
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_name
MaxLength	850
RequiredLevel	ApplicationRequired
Type	String

msfp_project

Expand table

Property	Value
Description	Project to which the alert rule belongs.
DisplayName	Project
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_project
RequiredLevel	None
Targets	msfp_project
Type	Lookup

msfp_satisfactionmetric

Expand table

Property	Value
Description	Satisfaction metric associated with the alert rule.

Property	Value
DisplayName	Satisfaction metric
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_satisfactionmetric
RequiredLevel	None
Targets	msfp_satisfactionmetric
Type	Lookup

OverriddenCreatedOn

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time that the record was migrated.
DisplayName	Record Created On
Format	DateOnly
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	overriddencreatedon
RequiredLevel	None
Type	DateTime

OwnerId

Added by: Active Solution Solution

Expand table

Property	Value
Description	Owner Id

Property	Value
DisplayName	Owner
IsValidForForm	True
IsValidForRead	True
LogicalName	ownerid
RequiredLevel	SystemRequired
Targets	systemuser,team
Type	Owner

OwnerIdType

Added by: Active Solution Solution

Expand table

Property	Value
Description	Owner Id Type
DisplayName	
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridtype
RequiredLevel	SystemRequired
Type	EntityName

statecode

Expand table

Property	Value
Description	Status of the Customer Voice alert rule
DisplayName	Status
IsValidForCreate	False

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	statecode
RequiredLevel	SystemRequired
Type	State

statecode Choices/Options

Expand table

Value	Label	DefaultStatus	InvariantName
0	Active	1	Active
1	Inactive	2	Inactive

statuscode

Expand table

Property	Value
Description	Reason for the status of the Customer Voice alert rule
DisplayName	Status Reason
IsValidForForm	True
IsValidForRead	True
LogicalName	statuscode
RequiredLevel	None
Type	Status

statuscode Choices/Options

Expand table

Value	Label	State
1	Active	0
2	Inactive	1

TimeZoneRuleVersionNumber

Expand table

Property	Value
Description	For internal use only.
DisplayName	Time Zone Rule Version Number
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	timezoneruleversionnumber
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

UTCConversionTimeZoneCode

Expand table

Property	Value
Description	Time zone code that was in use when the record was created.
DisplayName	UTC Conversion Time Zone Code
Format	None
IsValidForForm	False
IsValidForRead	True

Property	Value
LogicalName	utcconversiontimezonecode
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

Read-only columns/attributes

These columns/attributes return false for both **IsValidForCreate** or **IsValidForUpdate**. Listed by **SchemaName**.

- CreatedBy
- CreatedByName
- CreatedByYomiName
- CreatedOn
- CreatedOnBehalfBy
- CreatedOnBehalfByName
- CreatedOnBehalfByYomiName
- ModifiedBy
- ModifiedByName
- ModifiedByYomiName
- ModifiedOn
- ModifiedOnBehalfBy
- ModifiedOnBehalfByName
- ModifiedOnBehalfByYomiName
- msfp_projectName
- msfp_satisfactionmetricName
- OwnerIdName
- OwnerIdYomiName
- OwningBusinessUnit
- OwningTeam
- OwningUser
- VersionNumber

CreatedBy

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the user who created the record.
DisplayName	Created By
IsValidForForm	True
IsValidForRead	True
LogicalName	createdby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedByName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedByYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

CreatedOn

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was created.
DisplayName	Created On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	createdon
RequiredLevel	None

Property	Value
Type	DateTime

CreatedOnBehalfBy

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the delegate user who created the record.
DisplayName	Created By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	createdonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedOnBehalfByName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True

Property	Value
LogicalName	createdonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedOnBehalfByYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedBy

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the user who modified the record.

Property	Value
DisplayName	Modified By
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedByName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedByYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedOn

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was modified.
DisplayName	Modified On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedon
RequiredLevel	None
Type	DateTime

ModifiedOnBehalfBy

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the delegate user who modified the record.
DisplayName	Modified By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedOnBehalfByName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOnBehalfByYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

msfp_projectName

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_projectname
MaxLength	450

Property	Value
RequiredLevel	None
Type	String

msfp_satisfactionmetricName

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_satisfactionmetricname
MaxLength	550
RequiredLevel	None
Type	String

OwnerIdName

Added by: Active Solution Solution

Expand table

Property	Value
Description	Name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False

Property	Value
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridname
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwnerIdYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	Yomi name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwningBusinessUnit

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier for the business unit that owns the record
DisplayName	Owning Business Unit
IsValidForForm	False
IsValidForRead	True
LogicalName	owningbusinessunit
RequiredLevel	None
Targets	businessunit
Type	Lookup

OwningTeam

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier for the team that owns the record.
DisplayName	Owning Team
IsValidForForm	False
IsValidForRead	True
LogicalName	owningteam
RequiredLevel	None
Targets	team
Type	Lookup

OwningUser

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier for the user that owns the record.
DisplayName	Owning User
IsValidForForm	False
IsValidForRead	True
LogicalName	owninguser
RequiredLevel	None
Targets	systemuser
Type	Lookup

VersionNumber

Added by: Active Solution Solution

Expand table

Property	Value
Description	Version Number
DisplayName	Version Number
IsValidForForm	False
IsValidForRead	True
LogicalName	versionnumber
MaxValue	9223372036854775807
MinValue	-9223372036854775808
RequiredLevel	None
Type	BigInt

One-To-Many Relationships

Listed by **SchemaName**.

msfp_msfp_alertrule_msfp_alert_alertrule

Same as msfp_alert table msfp_msfp_alertrule_msfp_alert_alertrule Many-To-One relationship.

Expand table

Property	Value
ReferencingEntity	msfp_alert
ReferencingAttribute	msfp_alertrule
IsHierarchical	False
IsCustomizable	True
ReferencedEntityNavigationPropertyName	msfp_msfp_alertrule_msfp_alert_alertrule
AssociatedMenuConfiguration	Behavior: UseCollectionName Group: Details Label: Order: 10000
CascadeConfiguration	Assign: NoCascade Delete: RemoveLink Merge: NoCascade Reparent: NoCascade Share: NoCascade Unshare: NoCascade

See also

About the Entity Reference
Web API Reference

msfp_emailtemplate Entity Reference

Article • 02/15/2022

Template for an email message that contains the survey invitation link.

Added by: Dynamics 365 Customer Voice Solution

Entity Properties

Property	Value
CollectionSchemaName	msfp_emailtemplates
DisplayCollectionName	Customer Voice survey email templates
DisplayName	Customer Voice survey email template
EntitySetName	msfp_emailtemplates
IsBPFEntity	False
LogicalCollectionName	msfp_emailtemplates
LogicalName	msfp_emailtemplate
OwnershipType	UserOwned
PrimaryIdAttribute	msfp_emailtemplateid
PrimaryNameAttribute	msfp_name
SchemaName	msfp_emailtemplate

Writable attributes

These attributes return true for either **IsValidForCreate** or **IsValidForUpdate** (usually both). Listed by **SchemaName**.

- ImportSequenceNumber
- msfp_Candelete
- msfp_Canedit
- msfp_Canrename
- msfp_emailtemplatebody
- msfp_emailtemplateId
- msfp_emailtemplatesubject
- msfp_language

- msfp_name
- msfp_sourcesurveyidentifier
- msfp_survey
- msfp_tags
- msfp_templatetype
- msfp_version
- OverriddenCreatedOn
- OwnerId
- OwnerIdType
- statecode
- statuscode
- TimeZoneRuleVersionNumber
- UTCConversionTimeZoneCode

ImportSequenceNumber

Property	Value
Description	Sequence number of the import that created this record.
DisplayName	Import Sequence Number
Format	None
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	importsequencenumber
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

msfp_Candelete

Property	Value
Description	Specifies if the email template can be deleted.
DisplayName	Is deletable

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_candelete
RequiredLevel	None
Type	Boolean

msfp_Candelete Options

Value	Label
1	Yes
0	No

DefaultValue: True

msfp_Canedit

Property	Value
Description	Specifies if the email template can be edited.
DisplayName	Is editable
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_canedit
RequiredLevel	None
Type	Boolean

msfp_Canedit Options

Value	Label
1	Yes
0	No

DefaultValue: True

msfp_Canrename

Property	Value
Description	Specifies if the email template can be renamed.
DisplayName	Is renamable
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_canrename
RequiredLevel	None
Type	Boolean

msfp_Canrename Options

Value	Label
1	Yes
0	No

DefaultValue: True

msfp_emailtemplatebody

Property	Value
Description	Stores body of the email template.
DisplayName	Email template body
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_emailtemplatebody
MaxLength	1000000

Property	Value
RequiredLevel	None
Type	Memo

msfp_emailtemplateId

Property	Value
Description	Unique identifier for entity instances
DisplayName	Survey email template
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	msfp_emailtemplateid
RequiredLevel	SystemRequired
Type	Uniqueidentifier

msfp_emailtemplatesubject

Property	Value
Description	Stores subject of the email template.
DisplayName	Email template subject
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_emailtemplatesubject
MaxLength	1000
RequiredLevel	None
Type	String

msfp_language

Property	Value
Description	Language of the email message template
DisplayName	Language
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_language
MaxLength	400
RequiredLevel	None
Type	String

msfp_name

Property	Value
Description	The name of the custom entity.
DisplayName	Name
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_name
MaxLength	250
RequiredLevel	ApplicationRequired
Type	String

msfp_sourcesurveyidentifier

Property	Value
Description	Unique identifier for the survey in the source application.
DisplayName	Source survey identifier
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_sourcesurveyidentifier
MaxLength	100
RequiredLevel	None
Type	String

msfp_survey

Property	Value
Description	Unique identifier for Customer Voice survey associated with Customer Voice survey email template.
DisplayName	survey email template
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_survey
RequiredLevel	None
Targets	msfp_survey
Type	Lookup

msfp_tags

Property	Value
Description	Stores tags added to the email template.
DisplayName	Tags

Property	Value
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_tags
MaxLength	1000
RequiredLevel	None
Type	String

msfp_templatetype

Property	Value
Description	Determines the type of template.
DisplayName	Template type
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_templatetype
RequiredLevel	None
Type	Picklist

msfp_templatetype Options

Value	Label
647390000	User
647390001	Survey

msfp_version

Property	Value

Property	Value
Description	Version of the email message template
DisplayName	Version
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_version
MaxLength	400
RequiredLevel	None
Type	String

OverriddenCreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time that the record was migrated.
DisplayName	Record Created On
Format	DateOnly
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	overriddencreatedon
RequiredLevel	None
Type	DateTime

OwnerId

Added by: Active Solution Solution

Property	Value
Description	Owner Id
DisplayName	Owner
IsValidForForm	True
IsValidForRead	True
LogicalName	ownerid
RequiredLevel	SystemRequired
Targets	systemuser,team
Type	Owner

OwnerIdType

Added by: Active Solution Solution

Property	Value
Description	Owner Id Type
DisplayName	
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridtype
RequiredLevel	SystemRequired
Type	EntityName

statecode

Property	Value
Description	Status of the Survey email template
DisplayName	Status
IsValidForCreate	False
IsValidForForm	True

Property	Value
IsValidForRead	True
LogicalName	statecode
RequiredLevel	SystemRequired
Type	State

statecode Options

Value	Label	DefaultStatus	InvariantName
0	Active	1	Active
1	Inactive	2	Inactive

statuscode

Property	Value
Description	Reason for the status of the Survey email template
DisplayName	Status Reason
IsValidForForm	True
IsValidForRead	True
LogicalName	statuscode
RequiredLevel	None
Type	Status

statuscode Options

Value	Label	State
1	Active	0
2	Inactive	1

TimeZoneRuleVersionNumber

Property	Value
Description	For internal use only.
DisplayName	Time Zone Rule Version Number
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	timezoneruleversionnumber
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

UTCConversionTimeZoneCode

Property	Value
Description	Time zone code that was in use when the record was created.
DisplayName	UTC Conversion Time Zone Code
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	utcconversiontimezonecode
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

Read-only attributes

These attributes return false for both **IsValidForCreate** or **IsValidForUpdate**. Listed by **SchemaName**.

- CreatedBy
- CreatedByName
- CreatedByYomiName
- CreatedOn
- CreatedOnBehalfBy
- CreatedOnBehalfByName
- CreatedOnBehalfByYomiName
- ModifiedBy
- ModifiedByName
- ModifiedByYomiName
- ModifiedOn
- ModifiedOnBehalfBy
- ModifiedOnBehalfByName
- ModifiedOnBehalfByYomiName
- msfp_surveyName
- OwnerIdName
- OwnerIdYomiName
- OwningBusinessUnit
- OwningTeam
- OwningUser
- VersionNumber

CreatedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who created the record.
DisplayName	Created By
IsValidForForm	True
IsValidForRead	True
LogicalName	createdby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

CreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was created.
DisplayName	Created On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	createdon
RequiredLevel	None
Type	DateTime

CreatedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who created the record.
DisplayName	Created By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	createdonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	

Property	Value
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who modified the record.
DisplayName	Modified By
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedByYomiName

Added by: Active Solution Solution

Property	Value

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was modified.
DisplayName	Modified On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedon
RequiredLevel	None
Type	DateTime

ModifiedOnBehalfBy

Added by: Active Solution Solution

Property	Value

Property	Value
Description	Unique identifier of the delegate user who modified the record.
DisplayName	Modified By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

msfp_surveyName

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_surveyname
MaxLength	450
RequiredLevel	None
Type	String

OwnerIdName

Added by: Active Solution Solution

Property	Value
Description	Name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridname
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwnerIdYomiName

Added by: Active Solution Solution

Property	Value
Description	Yomi name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwningBusinessUnit

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the business unit that owns the record
DisplayName	Owning Business Unit
IsValidForForm	False
IsValidForRead	True
LogicalName	owningbusinessunit
RequiredLevel	None
Targets	businessunit
Type	Lookup

OwningTeam

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the team that owns the record.
DisplayName	Owning Team
IsValidForForm	False
IsValidForRead	True
LogicalName	owningteam
RequiredLevel	None
Targets	team
Type	Lookup

OwningUser

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the user that owns the record.
DisplayName	Owning User

Property	Value
IsValidForForm	False
IsValidForRead	True
LogicalName	owninguser
RequiredLevel	None
Targets	systemuser
Type	Lookup

VersionNumber

Added by: Active Solution Solution

Property	Value
Description	Version Number
DisplayName	Version Number
IsValidForForm	False
IsValidForRead	True
LogicalName	versionnumber
MaxValue	9223372036854775807
MinValue	-9223372036854775808
RequiredLevel	None
Type	BigInt

One-To-Many Relationships

Listed by **SchemaName**.

msfp_msfp_emailtemplate_msfp_localizedemailtem

Same as msfp_localizedemailtemplate entity msfp_msfp_emailtemplate_msfp_localizedemailtem Many-To-One relationship.

Property	Value

Property	Value
ReferencingEntity	msfp_localizedemailtemplate
ReferencingAttribute	msfp_emailtemplateid
IsHierarchical	False
IsCustomizable	True
ReferencedEntityNavigationPropertyName	msfp_msfp_emailtemplate_msfp_localizedemailtem
AssociatedMenuConfiguration	Behavior: UseCollectionName Group: Details Label: Order: 10000
CascadeConfiguration	Assign: Cascade Delete: Cascade Merge: NoCascade Reparent: Cascade Share: Cascade Unshare: Cascade

Many-To-One Relationships

Each Many-To-One relationship is defined by a corresponding One-To-Many relationship with the related entity. Listed by **SchemaName**.

msfp_msfp_survey_msfp_emailtemplate_surveyid

See msfp_survey Entity msfp_msfp_survey_msfp_emailtemplate_surveyid One-To-Many relationship.

msfp_msfp_emailtemplate_msfp_surveyreminder_emailtemplate

Same as msfp_surveyreminder table msfp_msfp_emailtemplate_msfp_surveyreminder_emailtemplate Many-To-One relationship.

Property	Value
ReferencingEntity	msfp_surveyreminder
ReferencingAttribute	msfp_emailtemplate
IsHierarchical	False

Property	Value
IsCustomizable	True
ReferencedEntityNavigationPropertyName	msfp_msfp_emailtemplate_msfp_surveyreminder_emailtemplate
AssociatedMenuConfiguration	Behavior: UseCollectionName Group: Details Label: Order: 10000
CascadeConfiguration	Assign: NoCascade Delete: RemoveLink Merge: NoCascade Reparent: NoCascade Share: NoCascade Unshare: NoCascade

See also

About the Entity Reference
Programming reference for Dynamics 365 Customer Engagement (on-premises)
Web API reference

msfp_localizedemailtemplate Entity Reference

Article • 02/15/2022

Stores localized data for email templates.

Added by: Dynamics 365 Customer Voice Solution

Entity Properties

Property	Value
CollectionSchemaName	msfp_localizedemailtemplates
DisplayCollectionName	Customer Voice localized survey email templates
DisplayName	Customer Voice localized survey email template
EntitySetName	msfp_localizedemailtemplates
IsBPFEntity	False
LogicalCollectionName	msfp_localizedemailtemplates
LogicalName	msfp_localizedemailtemplate
OwnershipType	UserOwned
PrimaryIdAttribute	msfp_localizedemailtemplateid
PrimaryNameAttribute	msfp_name
SchemaName	msfp_localizedemailtemplate

Writable attributes

These attributes return true for either **IsValidForCreate** or **IsValidForUpdate** (usually both). Listed by **SchemaName**.

- ImportSequenceNumber
- msfp_emailtemplatebody
- msfp_emailtemplateid
- msfp_emailtemplatesubject
- msfp_language

- msfp_localizedemailtemplateId
- msfp_name
- msfp_version
- OverriddenCreatedOn
- OwnerId
- OwnerIdType
- statecode
- statuscode
- TimeZoneRuleVersionNumber
- UTCConversionTimeZoneCode

ImportSequenceNumber

Property	**Value**
Description	Sequence number of the import that created this record.
DisplayName	Import Sequence Number
Format	None
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	importsequencenumber
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

msfp_emailtemplatebody

Property	**Value**
Description	Stores body of the email template.
DisplayName	Email template body
Format	Text

Property	Value
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_emailtemplatebody
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_emailtemplateid

Property	Value
Description	Unique identifier for Customer Voice survey email template associated with Customer Voice localized survey email template.
DisplayName	Email template
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_emailtemplateid
RequiredLevel	None
Targets	msfp_emailtemplate
Type	Lookup

msfp_emailtemplatesubject

Property	Value
Description	Stores subject of the email template.
DisplayName	Email template subject
FormatName	Text
IsLocalizable	False

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_emailtemplatesubject
MaxLength	1000
RequiredLevel	None
Type	String

msfp_language

Property	Value
Description	Language of the email message template
DisplayName	Language
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_language
MaxLength	400
RequiredLevel	None
Type	String

msfp_localizedemailtemplateId

Property	Value
Description	Unique identifier for entity instances
DisplayName	Customer Voice localized survey email template
IsValidForForm	False
IsValidForRead	True

Property	Value
IsValidForUpdate	False
LogicalName	msfp_localizedemailtemplateid
RequiredLevel	SystemRequired
Type	Uniqueidentifier

msfp_name

Property	Value
Description	The name of the custom entity.
DisplayName	Name
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_name
MaxLength	100
RequiredLevel	ApplicationRequired
Type	String

msfp_version

Property	Value
Description	Version of the email message template
DisplayName	Version
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	msfp_version
MaxLength	400
RequiredLevel	None
Type	String

OverriddenCreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time that the record was migrated.
DisplayName	Record Created On
Format	DateOnly
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	overriddencreatedon
RequiredLevel	None
Type	DateTime

OwnerId

Added by: Active Solution Solution

Property	Value
Description	Owner Id
DisplayName	Owner
IsValidForForm	True
IsValidForRead	True
LogicalName	ownerid

Property	Value
RequiredLevel	SystemRequired
Targets	systemuser,team
Type	Owner

OwnerIdType

Added by: Active Solution Solution

Property	Value
Description	Owner Id Type
DisplayName	
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridtype
RequiredLevel	SystemRequired
Type	EntityName

statecode

Property	Value
Description	Status of the Customer Voice localized survey email template.
DisplayName	Status
IsValidForCreate	False
IsValidForForm	True
IsValidForRead	True
LogicalName	statecode
RequiredLevel	SystemRequired
Type	State

statecode Options

Value	Label	DefaultStatus	InvariantName
0	Active	1	Active
1	Inactive	2	Inactive

statuscode

Property	Value
Description	Reason for the status of the Customer Voice localized survey email template.
DisplayName	Status Reason
IsValidForForm	True
IsValidForRead	True
LogicalName	statuscode
RequiredLevel	None
Type	Status

statuscode Options

Value	Label	State
1	Active	0
2	Inactive	1

TimeZoneRuleVersionNumber

Property	Value
Description	For internal use only.
DisplayName	Time Zone Rule Version Number
Format	None
IsValidForForm	False
IsValidForRead	True

Property	Value
LogicalName	timezoneruleversionnumber
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

UTCConversionTimeZoneCode

Property	Value
Description	Time zone code that was in use when the record was created.
DisplayName	UTC Conversion Time Zone Code
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	utcconversiontimezonecode
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

Read-only attributes

These attributes return false for both **IsValidForCreate** or **IsValidForUpdate**. Listed by **SchemaName**.

- CreatedBy
- CreatedByName
- CreatedByYomiName
- CreatedOn
- CreatedOnBehalfBy
- CreatedOnBehalfByName

- CreatedOnBehalfByYomiName
- ModifiedBy
- ModifiedByName
- ModifiedByYomiName
- ModifiedOn
- ModifiedOnBehalfBy
- ModifiedOnBehalfByName
- ModifiedOnBehalfByYomiName
- msfp_emailtemplateidName
- OwnerIdName
- OwnerIdYomiName
- OwningBusinessUnit
- OwningTeam
- OwningUser
- VersionNumber

CreatedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who created the record.
DisplayName	Created By
IsValidForForm	True
IsValidForRead	True
LogicalName	createdby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedByName

Added by: Active Solution Solution

Property	Value
Description	

Property	Value
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

CreatedOn

Property	Value

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was created.
DisplayName	Created On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	createdon
RequiredLevel	None
Type	DateTime

CreatedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who created the record.
DisplayName	Created By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	createdonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	

Property	Value
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who modified the record.
DisplayName	Modified By
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedByYomiName

Added by: Active Solution Solution

Property	Value

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was modified.
DisplayName	Modified On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedon
RequiredLevel	None
Type	DateTime

ModifiedOnBehalfBy

Added by: Active Solution Solution

Property	Value

Property	Value
Description	Unique identifier of the delegate user who modified the record.
DisplayName	Modified By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

msfp_emailtemplateidName

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_emailtemplateidname
MaxLength	250
RequiredLevel	None
Type	String

OwnerIdName

Added by: Active Solution Solution

Property	Value
Description	Name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridname
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwnerIdYomiName

Added by: Active Solution Solution

Property	Value
Description	Yomi name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwningBusinessUnit

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the business unit that owns the record
DisplayName	Owning Business Unit
IsValidForForm	False
IsValidForRead	True
LogicalName	owningbusinessunit
RequiredLevel	None
Targets	businessunit
Type	Lookup

OwningTeam

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the team that owns the record.
DisplayName	Owning Team
IsValidForForm	False
IsValidForRead	True
LogicalName	owningteam
RequiredLevel	None
Targets	team
Type	Lookup

OwningUser

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the user that owns the record.

Property	Value
DisplayName	Owning User
IsValidForForm	False
IsValidForRead	True
LogicalName	owninguser
RequiredLevel	None
Targets	systemuser
Type	Lookup

VersionNumber

Added by: Active Solution Solution

Property	Value
Description	Version Number
DisplayName	Version Number
IsValidForForm	False
IsValidForRead	True
LogicalName	versionnumber
MaxValue	9223372036854775807
MinValue	-9223372036854775808
RequiredLevel	None
Type	BigInt

Many-To-One Relationships

Each Many-To-One relationship is defined by a corresponding One-To-Many relationship with the related entity. Listed by **SchemaName**.

msfp_msfp_emailtemplate_msfp_localizedemailtem

See msfp_emailtemplate Entity msfp_msfp_emailtemplate_msfp_localizedemailtem One-To-Many relationship.

See also

About the Entity Reference
Programming reference for Dynamics 365 Customer Engagement (on-premises)
Web API reference

msfp_project Entity Reference

Article • 02/15/2022

Set of surveys to collect feedback.

Added by: Dynamics 365 Customer Voice Solution

Entity Properties

Property	Value
CollectionSchemaName	msfp_projects
DisplayCollectionName	Customer Voice projects
DisplayName	Customer Voice project
EntitySetName	msfp_projects
IsBPFEntity	False
LogicalCollectionName	msfp_projects
LogicalName	msfp_project
OwnershipType	UserOwned
PrimaryIdAttribute	msfp_projectid
PrimaryNameAttribute	msfp_name
SchemaName	msfp_project

Writable attributes

These attributes return true for either **IsValidForCreate** or **IsValidForUpdate** (usually both). Listed by **SchemaName**.

- ImportSequenceNumber
- msfp_description
- msfp_environmentid
- msfp_environmentregion
- msfp_name
- msfp_projectId
- msfp_status

- msfp_templateid
- msfp_templateversion
- OverriddenCreatedOn
- OwnerId
- OwnerIdType
- statecode
- statuscode
- TimeZoneRuleVersionNumber
- UTCConversionTimeZoneCode

ImportSequenceNumber

Property	Value
Description	Sequence number of the import that created this record.
DisplayName	Import Sequence Number
Format	None
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	importsequencenumber
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

msfp_description

Property	Value
Description	Description of the project.
DisplayName	Description
Format	Text
IsLocalizable	False

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_description
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_environmentid

Property	Value
Description	Environment ID where project is stored.
DisplayName	Environment ID
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_environmentid
MaxLength	100
RequiredLevel	None
Type	String

msfp_environmentregion

Property	Value
Description	Environment region where project is stored.
DisplayName	Environment region
FormatName	Text
IsLocalizable	False

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_environmentregion
MaxLength	100
RequiredLevel	None
Type	String

msfp_name

Property	Value
Description	Name of the project.
DisplayName	Name
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_name
MaxLength	450
RequiredLevel	ApplicationRequired
Type	String

msfp_projectId

Property	Value
Description	Unique identifier for entity instances
DisplayName	Customer Voice project
IsValidForForm	False
IsValidForRead	True

Property	Value
IsValidForUpdate	False
LogicalName	msfp_projectid
RequiredLevel	SystemRequired
Type	Uniqueidentifier

msfp_status

Property	Value
Description	Status of the project.
DisplayName	Status
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_status
RequiredLevel	None
Type	Picklist

msfp_status Options

Value	Label
647390000	Active
647390001	InActive

msfp_templateid

Property	Value
Description	Project template ID.
DisplayName	Template ID
FormatName	Text
IsLocalizable	False

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_templateid
MaxLength	100
RequiredLevel	None
Type	String

msfp_templateversion

Property	Value
Description	Version number of the project template.
DisplayName	Template version
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_templateversion
MaxLength	1000
RequiredLevel	None
Type	String

OverriddenCreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time that the record was migrated.
DisplayName	Record Created On
Format	DateOnly

Property	Value
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	overriddencreatedon
RequiredLevel	None
Type	DateTime

OwnerId

Added by: Active Solution Solution

Property	Value
Description	Owner Id
DisplayName	Owner
IsValidForForm	True
IsValidForRead	True
LogicalName	ownerid
RequiredLevel	SystemRequired
Targets	systemuser,team
Type	Owner

OwnerIdType

Added by: Active Solution Solution

Property	Value
Description	Owner Id Type
DisplayName	
IsValidForForm	False
IsValidForRead	True

Property	Value
LogicalName	owneridtype
RequiredLevel	SystemRequired
Type	EntityName

statecode

Property	Value
Description	Status of the Customer Voice project
DisplayName	Status
IsValidForCreate	False
IsValidForForm	True
IsValidForRead	True
LogicalName	statecode
RequiredLevel	SystemRequired
Type	State

statecode Options

Value	Label	DefaultStatus	InvariantName
0	Active	1	Active
1	Inactive	2	Inactive

statuscode

Property	Value
Description	Reason for the status of the Customer Voice project
DisplayName	Status Reason
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	statuscode
RequiredLevel	None
Type	Status

statuscode Options

Value	Label	State
1	Active	0
2	Inactive	1

TimeZoneRuleVersionNumber

Property	Value
Description	For internal use only.
DisplayName	Time Zone Rule Version Number
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	timezoneruleversionnumber
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

UTCConversionTimeZoneCode

Property	Value
Description	Time zone code that was in use when the record was created.
DisplayName	UTC Conversion Time Zone Code

Property	Value
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	utcconversiontimezonecode
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

Read-only attributes

These attributes return false for both **IsValidForCreate** or **IsValidForUpdate**. Listed by **SchemaName**.

- CreatedBy
- CreatedByName
- CreatedByYomiName
- CreatedOn
- CreatedOnBehalfBy
- CreatedOnBehalfByName
- CreatedOnBehalfByYomiName
- ModifiedBy
- ModifiedByName
- ModifiedByYomiName
- ModifiedOn
- ModifiedOnBehalfBy
- ModifiedOnBehalfByName
- ModifiedOnBehalfByYomiName
- OwnerIdName
- OwnerIdYomiName
- OwningBusinessUnit
- OwningTeam
- OwningUser
- VersionNumber

CreatedBy

Added by: Active Solution Solution

Property	Value
Description	User who created the project.
DisplayName	Created By
IsValidForForm	True
IsValidForRead	True
LogicalName	createdby
RequiredLevel	ApplicationRequired
Targets	systemuser
Type	Lookup

CreatedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

CreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the project was created.
DisplayName	Created On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	createdon
RequiredLevel	ApplicationRequired
Type	DateTime

CreatedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who created the record.
DisplayName	Created By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	createdonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedBy

Added by: Active Solution Solution

Property	Value
Description	User who modified the project.
DisplayName	Modified By
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedby
RequiredLevel	ApplicationRequired
Targets	systemuser
Type	Lookup

ModifiedByName

Added by: Active Solution Solution

Property	Value

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the project was modified.
DisplayName	Modified On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedon
RequiredLevel	None
Type	DateTime

ModifiedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who modified the record.
DisplayName	Modified By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	

Property	Value
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwnerIdName

Added by: Active Solution Solution

Property	Value
Description	Name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridname
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwnerIdYomiName

Added by: Active Solution Solution

Property	Value
Description	Yomi name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwningBusinessUnit

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the business unit that owns the record
DisplayName	Owning Business Unit
IsValidForForm	False
IsValidForRead	True
LogicalName	owningbusinessunit
RequiredLevel	None
Targets	businessunit
Type	Lookup

OwningTeam

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the team that owns the record.
DisplayName	Owning Team
IsValidForForm	False
IsValidForRead	True
LogicalName	owningteam
RequiredLevel	None
Targets	team
Type	Lookup

OwningUser

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the user that owns the record.

Property	Value
DisplayName	Owning User
IsValidForForm	False
IsValidForRead	True
LogicalName	owninguser
RequiredLevel	None
Targets	systemuser
Type	Lookup

VersionNumber

Added by: Active Solution Solution

Property	Value
Description	Version Number
DisplayName	Version Number
IsValidForForm	False
IsValidForRead	True
LogicalName	versionnumber
MaxValue	9223372036854775807
MinValue	-9223372036854775808
RequiredLevel	None
Type	BigInt

One-To-Many Relationships

Listed by **SchemaName**.

- msfp_msfp_project_msfp_satisfactionmetric_project
- msfp_msfp_project_msfp_survey_project

msfp_msfp_project_msfp_satisfactionmetric_project

Same as msfp_satisfactionmetric entity msfp_msfp_project_msfp_satisfactionmetric_project Many-To-One relationship.

Property	Value
ReferencingEntity	msfp_satisfactionmetric
ReferencingAttribute	msfp_project
IsHierarchical	False
IsCustomizable	True
ReferencedEntityNavigationPropertyName	msfp_msfp_project_msfp_satisfactionmetric_project
AssociatedMenuConfiguration	Behavior: UseCollectionName Group: Details Label: Order: 10000
CascadeConfiguration	Assign: NoCascade Delete: RemoveLink Merge: NoCascade Reparent: NoCascade Share: NoCascade Unshare: NoCascade

msfp_msfp_project_msfp_survey_project

Same as msfp_survey entity msfp_msfp_project_msfp_survey_project Many-To-One relationship.

Property	Value
ReferencingEntity	msfp_survey
ReferencingAttribute	msfp_project
IsHierarchical	False
IsCustomizable	True
ReferencedEntityNavigationPropertyName	msfp_msfp_project_msfp_survey_project
AssociatedMenuConfiguration	Behavior: UseCollectionName Group: Details Label: Order: 10000

Property	Value
CascadeConfiguration	Assign: NoCascade Delete: RemoveLink Merge: NoCascade Reparent: NoCascade Share: NoCascade Unshare: NoCascade

See also

About the Entity Reference
Programming reference for Dynamics 365 Customer Engagement (on-premises)
Web API reference

msfp_question Entity Reference

Article • 02/15/2022

Question in a survey to collect feedback.

Added by: Dynamics 365 Customer Voice Solution

Entity Properties

Property	Value
CollectionSchemaName	msfp_questions
DisplayCollectionName	Customer Voice survey questions
DisplayName	Customer Voice survey question
EntitySetName	msfp_questions
IsBPFEntity	False
LogicalCollectionName	msfp_questions
LogicalName	msfp_question
OwnershipType	UserOwned
PrimaryIdAttribute	msfp_questionid
PrimaryNameAttribute	msfp_name
SchemaName	msfp_question

Writable attributes

These attributes return true for either **IsValidForCreate** or **IsValidForUpdate** (usually both). Listed by **SchemaName**.

- ImportSequenceNumber
- msfp_choicetype
- msfp_correctanswer
- msfp_imageproperties
- msfp_Maximumrating
- msfp_multiline
- msfp_name

- msfp_order
- msfp_otherproperties
- msfp_questionchoices
- msfp_questionId
- msfp_questiontext
- msfp_questiontype
- msfp_responserequired
- msfp_sequence
- msfp_sourceparentquestionidentifier
- msfp_Sourcequestionidentifier
- msfp_sourcesurveyidentifier
- msfp_subtitle
- msfp_Survey
- OverriddenCreatedOn
- OwnerId
- OwnerIdType
- statecode
- statuscode
- TimeZoneRuleVersionNumber
- UTCConversionTimeZoneCode

ImportSequenceNumber

Property	Value
Description	Sequence number of the import that created this record.
DisplayName	Import Sequence Number
Format	None
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	importsequencenumber
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

msfp_choicetype

Property	Value
Description	Shows whether the question accepts single line or multiple lines of response.
DisplayName	Choice question type
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_choicetype
RequiredLevel	None
Type	Picklist

msfp_choicetype Options

Value	Label
647390000	Single choice
647390001	Multi choice
647390002	none

msfp_correctanswer

Property	Value
Description	Stores the correct answer in case of quizzes.
DisplayName	Correct answer
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_correctanswer
MaxLength	1000000
RequiredLevel	None

Property	Value
Type	Memo

msfp_imageproperties

Property	Value
Description	Question image properties in JSON format.
DisplayName	Image Properties
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_imageproperties
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_Maximumrating

Property	Value
Description	Stores maximum rating of rating question type
DisplayName	Maximum rating
Format	None
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_maximumrating
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None

Property	Value
Type	Integer

msfp_multiline

Property	Value
Description	Shows if the text question is multiple lines or not
DisplayName	Multiple lines
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_multiline
RequiredLevel	None
Type	Boolean

msfp_multiline Options

Value	Label
1	Yes
0	No

DefaultValue: False

msfp_name

Property	Value
Description	The name of the custom entity.
DisplayName	Name
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	msfp_name
MaxLength	100
RequiredLevel	ApplicationRequired
Type	String

msfp_order

Property	Value
Description	Order of the question in the survey.
DisplayName	Order
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_order
MaxValue	100000000000
MinValue	-100000000000
Precision	10
RequiredLevel	None
Type	Decimal

msfp_otherproperties

Property	Value
Description	Stores other question properties in JSON format.
DisplayName	Other properties
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	msfp_otherproperties
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_questionchoices

Property	Value
Description	Stores the list of answer options
DisplayName	Question choices
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_questionchoices
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_questionId

Property	Value
Description	Unique identifier for entity instances
DisplayName	Question
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	msfp_questionid

Property	Value
RequiredLevel	SystemRequired
Type	Uniqueidentifier

msfp_questiontext

Property	Value
Description	Text of the question in the survey.
DisplayName	Question text
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_questiontext
MaxLength	100000
RequiredLevel	None
Type	Memo

msfp_questiontype

Property	Value
Description	Stores the type of question to display.
DisplayName	Question type
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_questiontype
RequiredLevel	None
Type	Picklist

msfp_questiontype Options

Value	Label
647390000	Choice
647390001	Text
647390002	Rating
647390003	Date
647390004	Ranking
647390005	MatrixChoiceGroup
647390006	MatrixChoice
647390007	NPS
647390008	File Upload
647390009	Number
647390010	Date and time
647390011	Drop-down

msfp_responserequired

Property	Value
Description	Shows if the question is mandatory.
DisplayName	Response required
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_responserequired
RequiredLevel	None
Type	Boolean

msfp_responserequired Options

Value	Label

Value	Label
1	Yes
0	No

DefaultValue: False

msfp_sequence

Property	Value
Description	Order of the question in the survey.
DisplayName	Sequence
Format	None
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_sequence
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

msfp_sourceparentquestionidentifier

Property	Value
Description	Unique identifier for the parent question in the source application.
DisplayName	Source parent question identifier
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_sourceparentquestionidentifier

Property	Value
MaxLength	250
RequiredLevel	None
Type	String

msfp_Sourcequestionidentifier

Property	Value
Description	Unique identifier for the question in the source application.
DisplayName	Source question identifier
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_sourcequestionidentifier
MaxLength	100
RequiredLevel	None
Type	String

msfp_sourcesurveyidentifier

Property	Value
Description	Unique identifier for the survey in the source application.
DisplayName	Source survey identifier
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_sourcesurveyidentifier

Property	Value
MaxLength	100
RequiredLevel	None
Type	String

msfp_subtitle

Property	Value
Description	Stores subtitle of a question.
DisplayName	Subtitle
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_subtitle
MaxLength	50000
RequiredLevel	None
Type	Memo

msfp_Survey

Property	Value
Description	Unique identifier of the survey to which the question belongs.
DisplayName	Survey
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_survey
RequiredLevel	None
Targets	msfp_survey

Property	Value
Type	Lookup

OverriddenCreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time that the record was migrated.
DisplayName	Record Created On
Format	DateOnly
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	overriddencreatedon
RequiredLevel	None
Type	DateTime

OwnerId

Added by: Active Solution Solution

Property	Value
Description	Owner Id
DisplayName	Owner
IsValidForForm	True
IsValidForRead	True
LogicalName	ownerid
RequiredLevel	SystemRequired
Targets	systemuser,team
Type	Owner

OwnerIdType

Added by: Active Solution Solution

Property	Value
Description	Owner Id Type
DisplayName	
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridtype
RequiredLevel	SystemRequired
Type	EntityName

statecode

Property	Value
Description	Status of the Question
DisplayName	Status
IsValidForCreate	False
IsValidForForm	True
IsValidForRead	True
LogicalName	statecode
RequiredLevel	SystemRequired
Type	State

statecode Options

Value	Label	DefaultStatus	InvariantName
0	Active	1	Active
1	Inactive	2	Inactive

statuscode

Property	Value
Description	Reason for the status of the Question
DisplayName	Status Reason
IsValidForForm	True
IsValidForRead	True
LogicalName	statuscode
RequiredLevel	None
Type	Status

statuscode Options

Value	Label	State
1	Active	0
2	Inactive	1

TimeZoneRuleVersionNumber

Property	Value
Description	For internal use only.
DisplayName	Time Zone Rule Version Number
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	timezoneruleversionnumber
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

UTCConversionTimeZoneCode

Property	Value
Description	Time zone code that was in use when the record was created.
DisplayName	UTC Conversion Time Zone Code
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	utcconversiontimezonecode
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

Read-only attributes

These attributes return false for both **IsValidForCreate** or **IsValidForUpdate**. Listed by **SchemaName**.

- CreatedBy
- CreatedByName
- CreatedByYomiName
- CreatedOn
- CreatedOnBehalfBy
- CreatedOnBehalfByName
- CreatedOnBehalfByYomiName
- ModifiedBy
- ModifiedByName
- ModifiedByYomiName
- ModifiedOn
- ModifiedOnBehalfBy
- ModifiedOnBehalfByName
- ModifiedOnBehalfByYomiName
- msfp_SurveyName
- OwnerIdName

- OwnerIdYomiName
- OwningBusinessUnit
- OwningTeam
- OwningUser
- VersionNumber

CreatedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who created the record.
DisplayName	Created By
IsValidForForm	True
IsValidForRead	True
LogicalName	createdby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyname

Property	Value
MaxLength	100
RequiredLevel	None
Type	String

CreatedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

CreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was created.
DisplayName	Created On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	createdon
RequiredLevel	None
Type	DateTime

CreatedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who created the record.
DisplayName	Created By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	createdonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyname

Property	Value
MaxLength	100
RequiredLevel	None
Type	String

CreatedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who modified the record.
DisplayName	Modified By
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedby

Property	Value
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False

Property	Value
IsValidForRead	True
LogicalName	modifiedbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was modified.
DisplayName	Modified On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedon
RequiredLevel	None
Type	DateTime

ModifiedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who modified the record.
DisplayName	Modified By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedonbehalfby

Property	Value
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False

Property	Value
IsValidForRead	True
LogicalName	modifiedonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

msfp_SurveyName

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_surveyname
MaxLength	450
RequiredLevel	None
Type	String

OwnerIdName

Added by: Active Solution Solution

Property	Value
Description	Name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False

Property	Value
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridname
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwnerIdYomiName

Added by: Active Solution Solution

Property	Value
Description	Yomi name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwningBusinessUnit

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the business unit that owns the record
DisplayName	Owning Business Unit

Property	Value
IsValidForForm	False
IsValidForRead	True
LogicalName	owningbusinessunit
RequiredLevel	None
Targets	businessunit
Type	Lookup

OwningTeam

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the team that owns the record.
DisplayName	Owning Team
IsValidForForm	False
IsValidForRead	True
LogicalName	owningteam
RequiredLevel	None
Targets	team
Type	Lookup

OwningUser

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the user that owns the record.
DisplayName	Owning User
IsValidForForm	False
IsValidForRead	True

Property	Value
LogicalName	owninguser
RequiredLevel	None
Targets	systemuser
Type	Lookup

VersionNumber

Added by: Active Solution Solution

Property	Value
Description	Version Number
DisplayName	Version Number
IsValidForForm	False
IsValidForRead	True
LogicalName	versionnumber
MaxValue	9223372036854775807
MinValue	-9223372036854775808
RequiredLevel	None
Type	BigInt

One-To-Many Relationships

Listed by **SchemaName**.

msfp_msfp_question_msfp_questionresponse_questionid

Same as msfp_questionresponse entity msfp_msfp_question_msfp_questionresponse_questionid Many-To-One relationship.

Property	Value
ReferencingEntity	msfp_questionresponse

Property	Value
ReferencingAttribute	msfp_questionid
IsHierarchical	False
IsCustomizable	True
ReferencedEntityNavigationPropertyName	msfp_msfp_question_msfp_questionresponse_questionid
AssociatedMenuConfiguration	Behavior: UseCollectionName Group: Details Label: Order: 10000
CascadeConfiguration	Assign: NoCascade Delete: RemoveLink Merge: NoCascade Reparent: NoCascade Share: Cascade Unshare: Cascade

Many-To-One Relationships

Each Many-To-One relationship is defined by a corresponding One-To-Many relationship with the related entity. Listed by **SchemaName**.

msfp_msfp_survey_msfp_question_Survey

See msfp_survey Entity msfp_msfp_survey_msfp_question_Survey One-To-Many relationship.

See also

About the Entity Reference
Programming reference for Dynamics 365 Customer Engagement (on-premises)
Web API reference

msfp_questionresponse Entity Reference

Article • 02/15/2022

Response to a question in a survey.

Added by: Dynamics 365 Customer Voice Solution

Entity Properties

Property	Value
CollectionSchemaName	msfp_questionresponses
DisplayCollectionName	Customer Voice survey question responses
DisplayName	Customer Voice survey question response
EntitySetName	msfp_questionresponses
IsBPFEntity	False
LogicalCollectionName	msfp_questionresponses
LogicalName	msfp_questionresponse
OwnershipType	UserOwned
PrimaryIdAttribute	msfp_questionresponseid
PrimaryNameAttribute	msfp_name
SchemaName	msfp_questionresponse

Writable attributes

These attributes return true for either **IsValidForCreate** or **IsValidForUpdate** (usually both). Listed by **SchemaName**.

- ImportSequenceNumber
- msfp_keyphrases
- msfp_name
- msfp_otherproperties
- msfp_questionid
- msfp_questionresponseId
- msfp_response
- msfp_Sentimentvalue
- msfp_sourcequestionidentifier
- msfp_sourceresponseidentifier
- msfp_sourcesurveyidentifier

- msfp_surveyresponseid
- OverriddenCreatedOn
- OwnerId
- OwnerIdType
- statecode
- statuscode
- TimeZoneRuleVersionNumber
- UTCConversionTimeZoneCode

ImportSequenceNumber

Property	Value
Description	Sequence number of the import that created this record.
DisplayName	Import Sequence Number
Format	None
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	importsequencenumber
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

msfp_keyphrases

Property	Value
Description	Stores key Phrases from text response.
DisplayName	Key phrases
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_keyphrases
MaxLength	1000000

Property	Value
RequiredLevel	None
Type	Memo

msfp_name

Property	Value
Description	The name of the custom entity.
DisplayName	Name
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_name
MaxLength	100
RequiredLevel	ApplicationRequired
Type	String

msfp_otherproperties

Property	Value
Description	Other question response properties in JSON format.
DisplayName	Other properties
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_otherproperties
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_questionid

Property	Value
Description	Question associated with the question response.
DisplayName	Question
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_questionid
RequiredLevel	None
Targets	msfp_question
Type	Lookup

msfp_questionresponseId

Property	Value
Description	Unique identifier for entity instances
DisplayName	Survey question response
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	msfp_questionresponseid
RequiredLevel	SystemRequired
Type	Uniqueidentifier

msfp_response

Property	Value
Description	Question response value as string.
DisplayName	Response
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	msfp_response
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_Sentimentvalue

Property	Value
Description	Sentiment of the question response.
DisplayName	Sentiment value
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_sentimentvalue
MaxValue	100000000000
MinValue	-100000000000
Precision	2
RequiredLevel	None
Type	Decimal

msfp_sourcequestionidentifier

Property	Value
Description	Unique identifier for the question in the source application.
DisplayName	Source question identifier
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_sourcequestionidentifier
MaxLength	100
RequiredLevel	None

Property	Value
Type	String

msfp_sourceresponseidentifier

Property	Value
Description	Unique identifier for the response in the source application.
DisplayName	Source response identifier
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_sourceresponseidentifier
MaxLength	100
RequiredLevel	None
Type	String

msfp_sourcesurveyidentifier

Property	Value
Description	Unique identifier for the survey in the source application.
DisplayName	Source survey identifier
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_sourcesurveyidentifier
MaxLength	100
RequiredLevel	None
Type	String

msfp_surveyresponseid

Property	Value
Description	Survey response associated with the question response.
DisplayName	Survey response
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_surveyresponseid
RequiredLevel	None
Targets	msfp_surveyresponse
Type	Lookup

OverriddenCreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time that the record was migrated.
DisplayName	Record Created On
Format	DateOnly
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	overriddencreatedon
RequiredLevel	None
Type	DateTime

OwnerId

Added by: Active Solution Solution

Property	Value
Description	Owner Id
DisplayName	Owner
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	ownerid
RequiredLevel	SystemRequired
Targets	systemuser,team
Type	Owner

OwnerIdType

Added by: Active Solution Solution

Property	Value
Description	Owner Id Type
DisplayName	
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridtype
RequiredLevel	SystemRequired
Type	EntityName

statecode

Property	Value
Description	Status of the Survey question response
DisplayName	Status
IsValidForCreate	False
IsValidForForm	True
IsValidForRead	True
LogicalName	statecode
RequiredLevel	SystemRequired
Type	State

statecode Options

Value	Label	DefaultStatus	InvariantName

Value	Label	DefaultStatus	InvariantName
0	Active	1	Active
1	Inactive	2	Inactive

statuscode

Property	Value
Description	Reason for the status of the Survey question response
DisplayName	Status Reason
IsValidForForm	True
IsValidForRead	True
LogicalName	statuscode
RequiredLevel	None
Type	Status

statuscode Options

Value	Label	State
1	Active	0
2	Inactive	1

TimeZoneRuleVersionNumber

Property	Value
Description	For internal use only.
DisplayName	Time Zone Rule Version Number
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	timezoneruleversionnumber
MaxValue	2147483647
MinValue	-1
RequiredLevel	None

Property	Value
Type	Integer

UTCConversionTimeZoneCode

Property	Value
Description	Time zone code that was in use when the record was created.
DisplayName	UTC Conversion Time Zone Code
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	utcconversiontimezonecode
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

Read-only attributes

These attributes return false for both **IsValidForCreate** or **IsValidForUpdate**. Listed by **SchemaName**.

- CreatedBy
- CreatedByName
- CreatedByYomiName
- CreatedOn
- CreatedOnBehalfBy
- CreatedOnBehalfByName
- CreatedOnBehalfByYomiName
- ModifiedBy
- ModifiedByName
- ModifiedByYomiName
- ModifiedOn
- ModifiedOnBehalfBy
- ModifiedOnBehalfByName
- ModifiedOnBehalfByYomiName
- msfp_questionidName
- msfp_surveyresponseidName
- OwnerIdName
- OwnerIdYomiName

- OwningBusinessUnit
- OwningTeam
- OwningUser
- VersionNumber

CreatedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who created the record.
DisplayName	Created By
IsValidForForm	True
IsValidForRead	True
LogicalName	createdby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

CreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was created.
DisplayName	Created On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	createdon
RequiredLevel	None
Type	DateTime

CreatedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who created the record.
DisplayName	Created By (Delegate)

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	createdonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False

Property	Value
IsValidForRead	True
LogicalName	createdonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who modified the record.
DisplayName	Modified By
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyname
MaxLength	100

Property	Value
RequiredLevel	None
Type	String

ModifiedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was modified.
DisplayName	Modified On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedon
RequiredLevel	None
Type	DateTime

ModifiedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who modified the record.
DisplayName	Modified By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	

Property	Value
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

msfp_questionidName

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_questionidname
MaxLength	100
RequiredLevel	None
Type	String

msfp_surveyresponseidName

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False

Property	Value
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_surveyresponseidname
MaxLength	400
RequiredLevel	None
Type	String

OwnerIdName

Added by: Active Solution Solution

Property	Value
Description	Name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridname
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwnerIdYomiName

Added by: Active Solution Solution

Property	Value
Description	Yomi name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False

Property	Value
IsValidForRead	True
LogicalName	owneridyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwningBusinessUnit

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the business unit that owns the record
DisplayName	Owning Business Unit
IsValidForForm	False
IsValidForRead	True
LogicalName	owningbusinessunit
RequiredLevel	None
Targets	businessunit
Type	Lookup

OwningTeam

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the team that owns the record.
DisplayName	Owning Team
IsValidForForm	False
IsValidForRead	True
LogicalName	owningteam
RequiredLevel	None
Targets	team
Type	Lookup

OwningUser

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the user that owns the record.
DisplayName	Owning User
IsValidForForm	False
IsValidForRead	True
LogicalName	owninguser
RequiredLevel	None
Targets	systemuser
Type	Lookup

VersionNumber

Added by: Active Solution Solution

Property	Value
Description	Version Number
DisplayName	Version Number
IsValidForForm	False
IsValidForRead	True
LogicalName	versionnumber
MaxValue	9223372036854775807
MinValue	-9223372036854775808
RequiredLevel	None
Type	BigInt

Many-To-One Relationships

Each Many-To-One relationship is defined by a corresponding One-To-Many relationship with the related entity. Listed by **SchemaName**.

- msfp_msfp_question_msfp_questionresponse_questionid
- msfp_msfp_surveyresponse_msfp_questionresponse_surveyresponseid

msfp_msfp_question_msfp_questionresponse_questionid

See msfp_question Entity msfp_msfp_question_msfp_questionresponse_questionid One-To-Many relationship.

msfp_msfp_surveyresponse_msfp_questionresponse_surveyresponseid

Added by: Active Solution Solution

See msfp_surveyresponse Entity msfp_msfp_surveyresponse_msfp_questionresponse_surveyresponseid One-To-Many relationship.

See also

About the Entity Reference
Programming reference for Dynamics 365 Customer Engagement (on-premises)
Web API reference

msfp_satisfactionmetric Entity Reference

Article • 02/15/2022

Satisfaction metric defined for a project.

Added by: Dynamics 365 Customer Voice Solution

Entity Properties

Property	Value
CollectionSchemaName	msfp_satisfactionmetrics
DisplayCollectionName	Customer Voice satisfaction metrics
DisplayName	Customer Voice satisfaction metric
EntitySetName	msfp_satisfactionmetrics
IsBPFEntity	False
LogicalCollectionName	msfp_satisfactionmetrics
LogicalName	msfp_satisfactionmetric
OwnershipType	UserOwned
PrimaryIdAttribute	msfp_satisfactionmetricid
PrimaryNameAttribute	msfp_name
SchemaName	msfp_satisfactionmetric

Writable attributes

These attributes return true for either **IsValidForCreate** or **IsValidForUpdate** (usually both). Listed by **SchemaName**.

- ImportSequenceNumber
- msfp_description
- msfp_historicalcomputedvalue
- msfp_issystemkpi
- msfp_lastcomputedon
- msfp_lastcomputedvalue
- msfp_maximumvalue

- msfp_minimumvalue
- msfp_name
- msfp_project
- msfp_questions
- msfp_satisfactionmetricId
- msfp_status
- msfp_threshold
- msfp_type
- msfp_versionnumber
- OverriddenCreatedOn
- OwnerId
- OwnerIdType
- statecode
- statuscode
- TimeZoneRuleVersionNumber
- UTCConversionTimeZoneCode

ImportSequenceNumber

Property	Value
Description	Sequence number of the import that created this record.
DisplayName	Import Sequence Number
Format	None
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	importsequencenumber
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

msfp_description

Property	Value
Description	Description of the satisfaction metric.
DisplayName	Description
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_description
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_historicalcomputedvalue

Property	Value
Description	Historical computed value of the satisfaction metric.
DisplayName	Historical computed value
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_historicalcomputedvalue
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_issystemkpi

Property	Value

Property	Value
Description	Indicates if the satisfaction metric is system defined or user defined.
DisplayName	Is system KPI
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_issystemkpi
RequiredLevel	None
Type	Boolean

msfp_issystemkpi Options

Value	Label
1	True
0	False

DefaultValue: False

msfp_lastcomputedon

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the satisfaction metric was last computed.
DisplayName	Last computed on
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_lastcomputedon
RequiredLevel	None
Type	DateTime

msfp_lastcomputedvalue

Property	Value
Description	Last computed value of the satisfaction metric.
DisplayName	Last Computed Value
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_lastcomputedvalue
MaxLength	4000
RequiredLevel	None
Type	String

msfp_maximumvalue

Property	Value
Description	Maximum value of the satisfaction metric.
DisplayName	Maximum value
Format	None
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_maximumvalue
MaxValue	2147483647
MinValue	0
RequiredLevel	None
Type	Integer

msfp_minimumvalue

Property	Value
Description	Minimum value of the satisfaction metric.
DisplayName	Minimum value
Format	None
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_minimumvalue
MaxValue	2147483647
MinValue	0
RequiredLevel	None
Type	Integer

msfp_name

Property	Value
Description	Name of the satisfaction metric.
DisplayName	Name
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_name
MaxLength	550
RequiredLevel	ApplicationRequired
Type	String

msfp_project

Property	Value

Property	Value
Description	Project to which the satisfaction metric belongs.
DisplayName	Project
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_project
RequiredLevel	ApplicationRequired
Targets	msfp_project
Type	Lookup

msfp_questions

Property	Value
Description	Questions on which the satisfaction metric is calculated.
DisplayName	Questions
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_questions
MaxLength	50000
RequiredLevel	None
Type	Memo

msfp_satisfactionmetricId

Property	Value
Description	Unique identifier for entity instances
DisplayName	Customer Voice satisfaction metric

Property	Value
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	msfp_satisfactionmetricid
RequiredLevel	SystemRequired
Type	Uniqueidentifier

msfp_status

Property	Value
Description	Status of the satisfaction metric.
DisplayName	Status
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_status
RequiredLevel	None
Type	Picklist

msfp_status Options

Value	Label
647390000	Active
647390001	InActive

msfp_threshold

Property	Value
Description	Threshold value of the satisfaction metric.
DisplayName	Threshold

Property	Value
Format	None
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_threshold
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	ApplicationRequired
Type	Integer

msfp_type

Property	Value
Description	Type of the satisfaction metric.
DisplayName	Type
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_type
MaxLength	200
RequiredLevel	None
Type	String

msfp_versionnumber

Property	Value
Description	Version number of the satisfaction metric.
DisplayName	Version number

Property	Value
Format	None
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_versionnumber
MaxValue	2147483647
MinValue	0
RequiredLevel	ApplicationRequired
Type	Integer

OverriddenCreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time that the record was migrated.
DisplayName	Record Created On
Format	DateOnly
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	overriddencreatedon
RequiredLevel	None
Type	DateTime

OwnerId

Added by: Active Solution Solution

Property	Value
Description	User who owns the satisfaction metric.

Property	Value
DisplayName	Owner
IsValidForForm	True
IsValidForRead	True
LogicalName	ownerid
RequiredLevel	SystemRequired
Targets	systemuser,team
Type	Owner

OwnerIdType

Added by: Active Solution Solution

Property	Value
Description	Owner Id Type
DisplayName	
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridtype
RequiredLevel	SystemRequired
Type	EntityName

statecode

Property	Value
Description	Status of the Satisfaction metric
DisplayName	Status
IsValidForCreate	False
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	statecode
RequiredLevel	SystemRequired
Type	State

statecode Options

Value	Label	DefaultStatus	InvariantName
0	Active	1	Active
1	Inactive	2	Inactive

statuscode

Property	Value
Description	Reason for the status of the Satisfaction metric
DisplayName	Status Reason
IsValidForForm	True
IsValidForRead	True
LogicalName	statuscode
RequiredLevel	None
Type	Status

statuscode Options

Value	Label	State
1	Active	0
2	Inactive	1

TimeZoneRuleVersionNumber

Property	Value

Property	Value
Description	For internal use only.
DisplayName	Time Zone Rule Version Number
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	timezoneruleversionnumber
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

UTCConversionTimeZoneCode

Property	Value
Description	Time zone code that was in use when the record was created.
DisplayName	UTC Conversion Time Zone Code
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	utcconversiontimezonecode
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

Read-only attributes

These attributes return false for both **IsValidForCreate** or **IsValidForUpdate**. Listed by **SchemaName**.

- CreatedBy
- CreatedByName
- CreatedByYomiName
- CreatedOn
- CreatedOnBehalfBy
- CreatedOnBehalfByName
- CreatedOnBehalfByYomiName
- ModifiedBy
- ModifiedByName
- ModifiedByYomiName
- ModifiedOn
- ModifiedOnBehalfBy
- ModifiedOnBehalfByName
- ModifiedOnBehalfByYomiName
- msfp_projectName
- OwnerIdName
- OwnerIdYomiName
- OwningBusinessUnit
- OwningTeam
- OwningUser
- VersionNumber

CreatedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who created the record.
DisplayName	Created By
IsValidForForm	True
IsValidForRead	True
LogicalName	createdby
RequiredLevel	None
Targets	systemuser

Property	Value
Type	Lookup

CreatedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyyominame

Property	Value
MaxLength	100
RequiredLevel	SystemRequired
Type	String

CreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was created.
DisplayName	Created On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	createdon
RequiredLevel	None
Type	DateTime

CreatedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who created the record.
DisplayName	Created By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	createdonbehalfby
RequiredLevel	None
Targets	systemuser

Property	Value
Type	Lookup

CreatedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyyominame

Property	Value
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who modified the record.
DisplayName	Modified By
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyname

Property	Value
MaxLength	100
RequiredLevel	None
Type	String

ModifiedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was modified.
DisplayName	Modified On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	modifiedon
RequiredLevel	None
Type	DateTime

ModifiedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who modified the record.
DisplayName	Modified By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyname

Property	Value
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

msfp_projectName

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True

Property	Value
LogicalName	msfp_projectname
MaxLength	450
RequiredLevel	None
Type	String

OwnerIdName

Added by: Active Solution Solution

Property	Value
Description	Name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridname
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwnerIdYomiName

Added by: Active Solution Solution

Property	Value
Description	Yomi name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False

Property	Value
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwningBusinessUnit

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the business unit that owns the record
DisplayName	Owning Business Unit
IsValidForForm	False
IsValidForRead	True
LogicalName	owningbusinessunit
RequiredLevel	None
Targets	businessunit
Type	Lookup

OwningTeam

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the team that owns the record.
DisplayName	Owning Team
IsValidForForm	False
IsValidForRead	True

Property	Value
LogicalName	owningteam
RequiredLevel	None
Targets	team
Type	Lookup

OwningUser

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the user that owns the record.
DisplayName	Owning User
IsValidForForm	False
IsValidForRead	True
LogicalName	owninguser
RequiredLevel	None
Targets	systemuser
Type	Lookup

VersionNumber

Added by: Active Solution Solution

Property	Value
Description	Version Number
DisplayName	Version Number
IsValidForForm	False
IsValidForRead	True
LogicalName	versionnumber
MaxValue	9223372036854775807

Property	Value
MinValue	-9223372036854775808
RequiredLevel	None
Type	BigInt

Many-To-One Relationships

Each Many-To-One relationship is defined by a corresponding One-To-Many relationship with the related entity. Listed by **SchemaName**.

msfp_msfp_project_msfp_satisfactionmetric_project

See msfp_project Entity msfp_msfp_project_msfp_satisfactionmetric_project One-To-Many relationship.

See also

About the Entity Reference
Programming reference for Dynamics 365 Customer Engagement (on-premises)
Web API reference

msfp_survey Entity Reference

Article • 02/15/2022

Set of questions to collect feedback.

Added by: Dynamics 365 Customer Voice Solution

Entity Properties

Property	Value
CollectionSchemaName	msfp_surveies
DisplayCollectionName	Customer Voice surveys
DisplayName	Customer Voice survey
EntitySetName	msfp_surveies
IsBPFEntity	False
LogicalCollectionName	msfp_surveies
LogicalName	msfp_survey
OwnershipType	UserOwned
PrimaryIdAttribute	msfp_surveyid
PrimaryNameAttribute	msfp_name
SchemaName	msfp_survey

Writable attributes

These attributes return true for either **IsValidForCreate** or **IsValidForUpdate** (usually both). Listed by **SchemaName**.

- ImportSequenceNumber
- msfp_acceptanonymousresponses
- msfp_anonymousurl
- msfp_description
- msfp_embedcode
- msfp_friendlyname
- msfp_name

- msfp_otherproperties
- msfp_project
- msfp_publishedby
- msfp_publishedon
- msfp_sourcesurveyidentifier
- msfp_sourcesurveymodifieddate
- msfp_sourcesurveyversion
- msfp_surveyId
- msfp_surveysource
- msfp_surveyurl
- OverriddenCreatedOn
- OwnerId
- OwnerIdType
- statecode
- statuscode
- TimeZoneRuleVersionNumber
- UTCConversionTimeZoneCode

ImportSequenceNumber

Property	Value
Description	Sequence number of the import that created this record.
DisplayName	Import Sequence Number
Format	None
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	importsequencenumber
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

msfp_acceptanonymousresponses

Property	Value
Description	Specifies if responses can be accepted from anonymous respondents.
DisplayName	Accept anonymous responses
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_acceptanonymousresponses
RequiredLevel	None
Type	Boolean

msfp_acceptanonymousresponses Options

Value	Label
1	Yes
0	No

DefaultValue: False

msfp_anonymousurl

Property	Value
Description	Link to the anonymous survey response.
DisplayName	Anonymous URL
FormatName	Url
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_anonymousurl
MaxLength	4000
RequiredLevel	None
Type	String

msfp_description

Property	Value
Description	Description of the survey.
DisplayName	Description
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_description
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_embedcode

Property	Value
Description	Embed code for the survey
DisplayName	Embed code for the survey
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_embedcode
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_friendlyname

Property	Value
Description	Friendly name of the survey.
DisplayName	Friendly name
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_friendlyname
MaxLength	400
RequiredLevel	None
Type	String

msfp_name

Property	Value
Description	The name of the custom entity.
DisplayName	Name
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_name
MaxLength	450
RequiredLevel	ApplicationRequired
Type	String

msfp_otherproperties

Property	Value

Property	Value
Description	Other survey properties in JSON format.
DisplayName	Other properties
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_otherproperties
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_project

Property	Value
Description	Project associated with the survey.
DisplayName	Project
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_project
RequiredLevel	None
Targets	msfp_project
Type	Lookup

msfp_publishedby

Property	Value
Description	User who published the survey.
DisplayName	Published by

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_publishedby
RequiredLevel	None
Targets	systemuser
Type	Lookup

msfp_publishedon

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time on which the survey was published.
DisplayName	Published on
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_publishedon
RequiredLevel	None
Type	DateTime

msfp_sourcesurveyidentifier

Property	Value
Description	Unique identifier for the survey in the source application.
DisplayName	Source survey identifier
FormatName	Text
IsLocalizable	False
IsValidForForm	True

Property	Value
IsValidForRead	True
LogicalName	msfp_sourcesurveyidentifier
MaxLength	100
RequiredLevel	None
Type	String

msfp_sourcesurveymodifieddate

Property	Value
DateTimeBehavior	UserLocal
Description	Date when a survey is modified in source.
DisplayName	Source survey modified date
Format	DateOnly
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_sourcesurveymodifieddate
RequiredLevel	None
Type	DateTime

msfp_sourcesurveyversion

Property	Value
Description	Version number of the survey.
DisplayName	Source survey version
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	msfp_sourcesurveyversion
MaxLength	100
RequiredLevel	None
Type	String

msfp_surveyId

Property	Value
Description	Unique identifier for entity instances
DisplayName	Survey
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	msfp_surveyid
RequiredLevel	SystemRequired
Type	Uniqueidentifier

msfp_surveysource

Property	Value
Description	Source through which the survey was created.
DisplayName	Survey source
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_surveysource
MaxLength	100

Property	Value
RequiredLevel	None
Type	String

msfp_surveyurl

Property	Value
Description	Link to the survey in Customer Voice.
DisplayName	Survey URL
FormatName	Url
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_surveyurl
MaxLength	4000
RequiredLevel	None
Type	String

OverriddenCreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time that the record was migrated.
DisplayName	Record Created On
Format	DateOnly
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	overriddencreatedon

Property	Value
RequiredLevel	None
Type	DateTime

OwnerId

Added by: Active Solution Solution

Property	Value
Description	Owner Id
DisplayName	Owner
IsValidForForm	True
IsValidForRead	True
LogicalName	ownerid
RequiredLevel	SystemRequired
Targets	systemuser,team
Type	Owner

OwnerIdType

Added by: Active Solution Solution

Property	Value
Description	Owner Id Type
DisplayName	
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridtype
RequiredLevel	SystemRequired
Type	EntityName

statecode

Property	Value
Description	Status of the Survey
DisplayName	Status
IsValidForCreate	False
IsValidForForm	True
IsValidForRead	True
LogicalName	statecode
RequiredLevel	SystemRequired
Type	State

statecode Options

Value	Label	DefaultStatus	InvariantName
0	Active	1	Active
1	Inactive	2	Inactive

statuscode

Property	Value
Description	Reason for the status of the Survey
DisplayName	Status Reason
IsValidForForm	True
IsValidForRead	True
LogicalName	statuscode
RequiredLevel	None
Type	Status

statuscode Options

Value	Label	State
1	Active	0
2	Inactive	1
100000000	Draft	0
100000002	Deleted	1
100000003	Published	0

TimeZoneRuleVersionNumber

Property	Value
Description	For internal use only.
DisplayName	Time Zone Rule Version Number
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	timezoneruleversionnumber
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

UTCConversionTimeZoneCode

Property	Value
Description	Time zone code that was in use when the record was created.
DisplayName	UTC Conversion Time Zone Code
Format	None
IsValidForForm	False
IsValidForRead	True

Property	Value
LogicalName	utcconversiontimezonecode
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

Read-only attributes

These attributes return false for both **IsValidForCreate** or **IsValidForUpdate**. Listed by **SchemaName**.

- CreatedBy
- CreatedByName
- CreatedByYomiName
- CreatedOn
- CreatedOnBehalfBy
- CreatedOnBehalfByName
- CreatedOnBehalfByYomiName
- ModifiedBy
- ModifiedByName
- ModifiedByYomiName
- ModifiedOn
- ModifiedOnBehalfBy
- ModifiedOnBehalfByName
- ModifiedOnBehalfByYomiName
- msfp_projectName
- msfp_publishedbyName
- msfp_publishedbyYomiName
- OwnerIdName
- OwnerIdYomiName
- OwningBusinessUnit
- OwningTeam
- OwningUser
- VersionNumber

CreatedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who created the record.
DisplayName	Created By
IsValidForForm	True
IsValidForRead	True
LogicalName	createdby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

CreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was created.
DisplayName	Created On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	createdon
RequiredLevel	None
Type	DateTime

CreatedOnBehalfBy

Added by: Active Solution Solution

Property	Value

Property	Value
Description	Unique identifier of the delegate user who created the record.
DisplayName	Created By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	createdonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who modified the record.
DisplayName	Modified By
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedByName

Added by: Active Solution Solution

Property	Value

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was modified.
DisplayName	Modified On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedon
RequiredLevel	None
Type	DateTime

ModifiedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who modified the record.
DisplayName	Modified By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	

Property	Value
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

msfp_projectName

Property	Value

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_projectname
MaxLength	450
RequiredLevel	None
Type	String

msfp_publishedbyName

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_publishedbyname
MaxLength	200
RequiredLevel	None
Type	String

msfp_publishedbyYomiName

Property	Value

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_publishedbyyominame
MaxLength	200
RequiredLevel	None
Type	String

OwnerIdName

Added by: Active Solution Solution

Property	Value
Description	Name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridname
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwnerIdYomiName

Added by: Active Solution Solution

Property	Value
Description	Yomi name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwningBusinessUnit

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the business unit that owns the record
DisplayName	Owning Business Unit
IsValidForForm	False
IsValidForRead	True
LogicalName	owningbusinessunit
RequiredLevel	None
Targets	businessunit
Type	Lookup

OwningTeam

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the team that owns the record.
DisplayName	Owning Team
IsValidForForm	False
IsValidForRead	True
LogicalName	owningteam
RequiredLevel	None
Targets	team
Type	Lookup

OwningUser

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the user that owns the record.
DisplayName	Owning User
IsValidForForm	False
IsValidForRead	True
LogicalName	owninguser
RequiredLevel	None
Targets	systemuser
Type	Lookup

VersionNumber

Added by: Active Solution Solution

Property	Value
Description	Version Number
DisplayName	Version Number

Property	Value
IsValidForForm	False
IsValidForRead	True
LogicalName	versionnumber
MaxValue	9223372036854775807
MinValue	-9223372036854775808
RequiredLevel	None
Type	BigInt

One-To-Many Relationships

Listed by **SchemaName**.

- msfp_msfp_survey_msfp_question_Survey
- msfp_msfp_survey_msfp_surveyinvite_surveyid
- msfp_msfp_survey_msfp_surveyresponse_surveyid
- msfp_msfp_survey_msfp_emailtemplate_surveyid

msfp_msfp_survey_msfp_question_Survey

Same as msfp_question entity msfp_msfp_survey_msfp_question_Survey Many-To-One relationship.

Property	Value
ReferencingEntity	msfp_question
ReferencingAttribute	msfp_survey
IsHierarchical	False
IsCustomizable	True
ReferencedEntityNavigationPropertyName	msfp_msfp_survey_msfp_question_Survey
AssociatedMenuConfiguration	Behavior: UseCollectionName Group: Details Label: Order: 10000

Property	Value
CascadeConfiguration	Assign: Cascade Delete: Cascade Merge: NoCascade Reparent: Cascade Share: Cascade Unshare: Cascade

msfp_msfp_survey_msfp_surveyinvite_surveyid

Same as msfp_surveyinvite entity msfp_msfp_survey_msfp_surveyinvite_surveyid Many-To-One relationship.

Property	Value
ReferencingEntity	msfp_surveyinvite
ReferencingAttribute	msfp_surveyid
IsHierarchical	False
IsCustomizable	True
ReferencedEntityNavigationPropertyName	msfp_msfp_survey_msfp_surveyinvite_surveyid
AssociatedMenuConfiguration	Behavior: UseCollectionName Group: Details Label: Order: 10000
CascadeConfiguration	Assign: NoCascade Delete: RemoveLink Merge: NoCascade Reparent: NoCascade Share: NoCascade Unshare: NoCascade

msfp_msfp_survey_msfp_surveyresponse_surveyid

Same as msfp_surveyresponse entity msfp_msfp_survey_msfp_surveyresponse_surveyid Many-To-One relationship.

Property	Value
ReferencingEntity	msfp_surveyresponse

Property	Value
ReferencingAttribute	msfp_surveyid
IsHierarchical	False
IsCustomizable	True
ReferencedEntityNavigationPropertyName	msfp_msfp_survey_msfp_surveyresponse_surveyid
AssociatedMenuConfiguration	Behavior: UseCollectionName Group: Details Label: Order: 10000
CascadeConfiguration	Assign: NoCascade Delete: RemoveLink Merge: NoCascade Reparent: NoCascade Share: NoCascade Unshare: NoCascade

msfp_msfp_survey_msfp_emailtemplate_surveyid

Same as msfp_emailtemplate entity msfp_msfp_survey_msfp_emailtemplate_surveyid Many-To-One relationship.

Property	Value
ReferencingEntity	msfp_emailtemplate
ReferencingAttribute	msfp_survey
IsHierarchical	False
IsCustomizable	True
ReferencedEntityNavigationPropertyName	msfp_msfp_survey_msfp_emailtemplate_surveyid
AssociatedMenuConfiguration	Behavior: UseCollectionName Group: Details Label: Order: 10000

Property	Value
CascadeConfiguration	Assign: Cascade Delete: Cascade Merge: NoCascade Reparent: Cascade Share: Cascade Unshare: Cascade

Many-To-One Relationships

Each Many-To-One relationship is defined by a corresponding One-To-Many relationship with the related entity. Listed by **SchemaName**.

msfp_msfp_project_msfp_survey_project

See msfp_project Entity msfp_msfp_project_msfp_survey_project One-To-Many relationship.

See also

About the Entity Reference
Programming reference for Dynamics 365 Customer Engagement (on-premises)
Web API reference

msfp_surveyinvite Entity Reference

Article • 05/23/2023

Activity that tracks a survey invitation sent to a person.

Added by: Dynamics 365 Customer Voice Solution

Entity Properties

Property	Value
CollectionSchemaName	msfp_surveyinvites
DisplayCollectionName	Customer Voice survey invites
DisplayName	Customer Voice survey invite
EntitySetName	msfp_surveyinvites
IsBPFEntity	False
LogicalCollectionName	msfp_surveyinvites
LogicalName	msfp_surveyinvite
OwnershipType	UserOwned
PrimaryIdAttribute	activityid
PrimaryNameAttribute	subject
SchemaName	msfp_surveyinvite

Writable attributes

These attributes return true for either **IsValidForCreate** or **IsValidForUpdate** (usually both). Listed by **SchemaName**.

- ActivityAdditionalParams
- ActivityId
- ActualDurationMinutes
- ActualEnd
- ActualStart
- BCC
- CC

- Community
- Customers
- DeliveryPriorityCode
- Description
- ExchangeItemId
- ExchangeWebLink
- From
- ImportSequenceNumber
- IsBilled
- IsMapiPrivate
- IsWorkflowCreated
- LastOnHoldTime
- LeftVoiceMail
- msfp_channel
- msfp_contextparameters
- msfp_fromemailaddress
- msfp_inviteemailaddress
- msfp_invitesentdate
- msfp_invitestatus
- msfp_invitestatusreason
- msfp_inviteupdateddate
- msfp_isincentiveEnabled
- msfp_otherproperties
- msfp_respondent
- msfp_sourcesurveyidentifier
- msfp_subject
- msfp_surveyid
- msfp_surveyinvitationurl
- OptionalAttendees
- Organizer
- OverriddenCreatedOn
- OwnerId
- OwnerIdType
- Partners
- PriorityCode
- ProcessId
- RegardingObjectId
- RegardingObjectIdName
- RegardingObjectIdYomiName
- RegardingObjectTypeCode

- RequiredAttendees
- Resources
- ScheduledDurationMinutes
- ScheduledEnd
- ScheduledStart
- SLAId
- SortDate
- StageId
- StateCode
- StatusCode
- Subject
- TimeZoneRuleVersionNumber
- To
- TransactionCurrencyId
- TraversedPath
- UTCConversionTimeZoneCode

ActivityAdditionalParams

Property	Value
Description	Additional information provided by the external application as JSON. For internal use only.
DisplayName	Activity Additional Parameters
Format	TextArea
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	activityadditionalparams
MaxLength	8192
RequiredLevel	None
Type	Memo

ActivityId

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the activity.
DisplayName	Activity
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	activityid
RequiredLevel	SystemRequired
Type	Uniqueidentifier

ActualDurationMinutes

Property	Value
Description	Actual duration of the activity in minutes.
DisplayName	Actual Duration
Format	Duration
IsValidForForm	True
IsValidForRead	True
LogicalName	actualdurationminutes
MaxValue	2147483647
MinValue	0
RequiredLevel	None
Type	Integer

ActualEnd

Property	Value
DateTimeBehavior	UserLocal
Description	Actual end time of the activity.

Property	Value
DisplayName	Actual End
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	actualend
RequiredLevel	None
Type	DateTime

ActualStart

Property	Value
DateTimeBehavior	UserLocal
Description	Actual start time of the activity.
DisplayName	Actual Start
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	actualstart
RequiredLevel	None
Type	DateTime

BCC

Added by: Active Solution Solution

Property	Value
Description	Blind Carbon-copy (bcc) recipients of the activity.
DisplayName	BCC
IsValidForForm	True

Property	Value
IsValidForRead	True
LogicalName	bcc
RequiredLevel	None
Targets	account,contact,systemuser
Type	PartyList

CC

Added by: Active Solution Solution

Property	Value
Description	Carbon-copy (cc) recipients of the activity.
DisplayName	CC
IsValidForForm	True
IsValidForRead	True
LogicalName	cc
RequiredLevel	None
Targets	account,contact,systemuser
Type	PartyList

Community

Property	Value
Description	Shows how contact about the social activity originated, such as from Twitter or Facebook. This field is read-only.
DisplayName	Social Channel
IsValidForForm	False
IsValidForRead	True
LogicalName	community

Property	Value
RequiredLevel	None
Type	Picklist

Community Options

Value	Label
0	Other
1	Facebook
2	Twitter

Customers

Added by: Active Solution Solution

Property	Value
Description	Customer with which the activity is associated.
DisplayName	Customers
IsValidForForm	True
IsValidForRead	True
LogicalName	customers
RequiredLevel	None
Targets	account,contact
Type	PartyList

DeliveryPriorityCode

Property	Value
Description	Priority of delivery of the activity to the email server.
DisplayName	Delivery Priority
IsValidForForm	True

Property	Value
IsValidForRead	True
IsValidForUpdate	False
LogicalName	deliveryprioritycode
RequiredLevel	None
Type	Picklist

DeliveryPriorityCode Options

Value	Label
0	Low
1	Normal
2	High

Description

Property	Value
Description	Description of the activity.
DisplayName	Description
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	description
MaxLength	2000
RequiredLevel	None
Type	Memo

ExchangeItemId

Property	Value
Description	The message id of activity which is returned from Exchange Server.
DisplayName	Exchange Item ID
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	exchangeitemid
MaxLength	200
RequiredLevel	None
Type	String

ExchangeWebLink

Property	Value
Description	Shows the web link of Activity of type email.
DisplayName	Exchange WebLink
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	exchangeweblink
MaxLength	1250
RequiredLevel	None
Type	String

From

Added by: Active Solution Solution

Property	Value
Description	Person who the activity is from.
DisplayName	From
IsValidForForm	True
IsValidForRead	True
LogicalName	from
RequiredLevel	None
Targets	account,contact,systemuser
Type	PartyList

ImportSequenceNumber

Property	Value
Description	Sequence number of the import that created this record.
DisplayName	Import Sequence Number
Format	None
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	importsequencenumber
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

IsBilled

Property	Value
Description	Information regarding whether the activity was billed as part of resolving a case.

Property	Value
DisplayName	Is Billed
IsValidForForm	False
IsValidForRead	True
LogicalName	isbilled
RequiredLevel	None
Type	Boolean

IsBilled Options

Value	Label
1	Yes
0	No

DefaultValue: False

IsMapiPrivate

Property	Value
Description	For internal use only.
DisplayName	Is Private
IsValidForForm	False
IsValidForRead	True
LogicalName	ismapiprivate
RequiredLevel	None
Type	Boolean

IsMapiPrivate Options

Value	Label
1	Yes

Value	Label
0	No

DefaultValue: False

IsWorkflowCreated

Property	Value
Description	Information regarding whether the activity was created from a workflow rule.
DisplayName	Is Workflow Created
IsValidForForm	False
IsValidForRead	True
LogicalName	isworkflowcreated
RequiredLevel	None
Type	Boolean

IsWorkflowCreated Options

Value	Label
1	Yes
0	No

DefaultValue: False

LastOnHoldTime

Added by: Active Solution Solution

Property	Value
DateTimeBehavior	UserLocal
Description	Contains the date and time stamp of the last on hold time.
DisplayName	Last On Hold Time
Format	DateAndTime

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	lastonholdtime
RequiredLevel	None
Type	DateTime

LeftVoiceMail

Property	Value
Description	Left the voice mail
DisplayName	Left Voice Mail
IsValidForForm	True
IsValidForRead	True
LogicalName	leftvoicemail
RequiredLevel	None
Type	Boolean

LeftVoiceMail Options

Value	Label
1	Yes
0	No

DefaultValue: False

msfp_channel

Property	Value
Description	Channel through which the survey invitation was sent.
DisplayName	Survey invitation source channel

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_channel
RequiredLevel	None
Type	Picklist

msfp_channel Options

Value	Label
647390000	Email
647390001	Flow

msfp_contextparameters

Property	Value
Description	Context parameters for the invitation.
DisplayName	Context parameters
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_contextparameters
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_fromemailaddress

Property	Value

Property	Value
Description	Email address from which the survey invitation was sent.
DisplayName	From email address
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_fromemailaddress
MaxLength	2000
RequiredLevel	None
Type	String

msfp_inviteemailaddress

Property	Value
Description	Email to which the survey invitation is sent.
DisplayName	Invitation email address
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_inviteemailaddress
MaxLength	250
RequiredLevel	None
Type	String

msfp_invitesentdate

Property	Value

Property	Value
DateTimeBehavior	UserLocal
Description	Date when the survey invitation was sent.
DisplayName	Invitation sent date
Format	DateOnly
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_invitesentdate
RequiredLevel	None
Type	DateTime

msfp_invitestatus

Property	Value
Description	Status of the survey invitation.
DisplayName	Survey Invite status
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_invitestatus
RequiredLevel	None
Type	Picklist

msfp_invitestatus Options

Value	Label	Description
647390000	Queued	Email is initiated but not yet sent.
647390001	UnSubscribed	Recipient has unsubscribed from Customer Voice invites.
647390002	Sent	Email is sent to recipient.
647390003	Responded	Recipient has responded to the survey.

Value	Label	Description
647390004	Failed	Email failed to send.
647390005	Created	Survey invite is created.
647390006	Read	Recipient has either read or opened the survey invitation email.
647390007	Started	Recipient has opened the survey but not yet submitted the responses.

msfp_invitestatusreason

Property	Value
Description	Survey invitation status reason.
DisplayName	Invite status reason
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_invitestatusreason
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_inviteupdateddate

Property	Value
DateTimeBehavior	UserLocal
Description	Date when the survey invitation was updated.
DisplayName	Invitation updated date
Format	DateOnly
IsValidForForm	True

Property	Value
IsValidForRead	True
LogicalName	msfp_inviteupdateddate
RequiredLevel	None
Type	DateTime

msfp_isincentiveEnabled

Property	Value
Description	
DisplayName	isincentiveEnabled
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_isincentiveenabled
RequiredLevel	None
Type	Boolean

msfp_isincentiveEnabled Options

Value	Label
1	Yes
0	No

DefaultValue: False

msfp_otherproperties

Property	Value
Description	Stores other survey invitation properties in JSON format.
DisplayName	Other properties
Format	Text

Property	Value
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_otherproperties
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_respondent

Property	Value
Description	Name of the respondent
DisplayName	Respondent
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_respondent
MaxLength	600
RequiredLevel	None
Type	String

msfp_sourcesurveyidentifier

Property	Value
Description	Unique identifier for the survey in the source application.
DisplayName	Source survey identifier
FormatName	Text

Property	Value
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_sourcesurveyidentifier
MaxLength	250
RequiredLevel	None
Type	String

msfp_subject

Property	Value
Description	Stores the subject associated with the invitation.
DisplayName	Subject
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_subject
MaxLength	2000
RequiredLevel	None
Type	String

msfp_surveyid

Property	Value
Description	Stores the survey associated with the survey invitation.
DisplayName	Survey
IsValidForForm	True

Property	Value
IsValidForRead	True
LogicalName	msfp_surveyid
RequiredLevel	None
Targets	msfp_survey
Type	Lookup

msfp_surveyinvitationurl

Property	Value
Description	Personalized survey link sent with the invitation.
DisplayName	Survey invitation URL
FormatName	Url
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_surveyinvitationurl
MaxLength	2000
RequiredLevel	None
Type	String

OptionalAttendees

Added by: Active Solution Solution

Property	Value
Description	List of optional attendees for the activity.
DisplayName	Optional Attendees
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	optionalattendees
RequiredLevel	None
Targets	account,contact,knowledgearticle,queue,systemuser,unresolvedaddress
Type	PartyList

Organizer

Added by: Active Solution Solution

Property	Value
Description	Person who organized the activity.
DisplayName	Organizer
IsValidForForm	True
IsValidForRead	True
LogicalName	organizer
RequiredLevel	None
Targets	systemuser
Type	PartyList

OverriddenCreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time that the record was migrated.
DisplayName	Record Created On
Format	DateOnly
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False

Property	Value
LogicalName	overriddencreatedon
RequiredLevel	None
Type	DateTime

OwnerId

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user or team who owns the activity.
DisplayName	Owner
IsValidForForm	True
IsValidForRead	True
LogicalName	ownerid
RequiredLevel	SystemRequired
Targets	systemuser,team
Type	Owner

OwnerIdType

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridtype
RequiredLevel	SystemRequired
Type	EntityName

Partners

Added by: Active Solution Solution

Property	Value
Description	Outsource vendor with which activity is associated.
DisplayName	Outsource Vendors
IsValidForForm	True
IsValidForRead	True
LogicalName	partners
RequiredLevel	None
Targets	account,contact
Type	PartyList

PriorityCode

Property	Value
Description	Priority of the activity.
DisplayName	Priority
IsValidForForm	True
IsValidForRead	True
LogicalName	prioritycode
RequiredLevel	None
Type	Picklist

PriorityCode Options

Value	Label
0	Low
1	Normal
2	High

ProcessId

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the Process.
DisplayName	Process
IsValidForForm	False
IsValidForRead	True
LogicalName	processid
RequiredLevel	None
Type	Uniqueidentifier

RegardingObjectId

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the object with which the activity is associated.
DisplayName	Regarding
IsValidForForm	True
IsValidForRead	True
LogicalName	regardingobjectid
RequiredLevel	None
Targets	account,contact,interactionforemail,knowledgearticle,knowledgebaserecord
Type	Lookup

RegardingObjectIdName

Added by: Active Solution Solution

Property	Value

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	regardingobjectidname
MaxLength	400
RequiredLevel	None
Type	String

RegardingObjectIdYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	regardingobjectidyominame
MaxLength	400
RequiredLevel	None
Type	String

RegardingObjectTypeCode

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
IsValidForForm	False
IsValidForRead	True
LogicalName	regardingobjecttypecode
RequiredLevel	None
Type	EntityName

RequiredAttendees

Added by: Active Solution Solution

Property	Value
Description	List of required attendees for the activity.
DisplayName	Required Attendees
IsValidForForm	True
IsValidForRead	True
LogicalName	requiredattendees
RequiredLevel	None
Targets	account,contact,knowledgearticle,queue,systemuser,unresolvedaddress
Type	PartyList

Resources

Added by: Active Solution Solution

Property	Value
Description	Users or facility/equipment that are required for the activity.
DisplayName	Resources

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	resources
RequiredLevel	None
Targets	systemuser
Type	PartyList

ScheduledDurationMinutes

Property	Value
Description	Scheduled duration of the activity, specified in minutes.
DisplayName	Scheduled Duration
Format	Duration
IsValidForForm	True
IsValidForRead	True
LogicalName	scheduleddurationminutes
MaxValue	2147483647
MinValue	0
RequiredLevel	None
Type	Integer

ScheduledEnd

Property	Value
DateTimeBehavior	UserLocal
Description	Scheduled end time of the activity.
DisplayName	Due Date
Format	DateAndTime

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	scheduledend
RequiredLevel	None
Type	DateTime

ScheduledStart

Property	Value
DateTimeBehavior	UserLocal
Description	Scheduled start time of the activity.
DisplayName	Start Date
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	scheduledstart
RequiredLevel	None
Type	DateTime

SLAId

Added by: Active Solution Solution

Property	Value
Description	Choose the service level agreement (SLA) that you want to apply to the case record.
DisplayName	SLA
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	slaid
RequiredLevel	None
Targets	sla
Type	Lookup

SortDate

Property	Value
DateTimeBehavior	UserLocal
Description	Shows the date and time by which the activities are sorted.
DisplayName	Sort Date
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	sortdate
RequiredLevel	None
Type	DateTime

StageId

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the Stage.
DisplayName	(Deprecated) Process Stage
IsValidForForm	False
IsValidForRead	True
LogicalName	stageid
RequiredLevel	None

Property	Value
Type	Uniqueidentifier

StateCode

Property	Value
Description	Status of the activity.
DisplayName	Activity Status
IsValidForCreate	False
IsValidForForm	True
IsValidForRead	True
LogicalName	statecode
RequiredLevel	SystemRequired
Type	State

StateCode Options

Value	Label	DefaultStatus	InvariantName
0	Open	1	Open
1	Completed	2	Completed
2	Canceled	3	Canceled
3	Scheduled	4	Scheduled

StatusCode

Property	Value
Description	Reason for the status of the activity.
DisplayName	Status Reason
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	statuscode
RequiredLevel	None
Type	Status

StatusCode Options

Value	Label	State
1	Open	0
2	Completed	1
3	Canceled	2
4	Scheduled	3

Subject

Property	Value
Description	Subject associated with the activity.
DisplayName	Subject
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	subject
MaxLength	400
RequiredLevel	ApplicationRequired
Type	String

TimeZoneRuleVersionNumber

Property	Value

Property	Value
Description	For internal use only.
DisplayName	Time Zone Rule Version Number
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	timezoneruleversionnumber
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

To

Added by: Active Solution Solution

Property	Value
Description	Person who is the receiver of the activity.
DisplayName	To
IsValidForForm	True
IsValidForRead	True
LogicalName	to
RequiredLevel	None
Targets	account,contact,systemuser
Type	PartyList

TransactionCurrencyId

Added by: Active Solution Solution

Property	Value

Property	Value
Description	Unique identifier of the currency associated with the activitypointer.
DisplayName	Currency
IsValidForForm	True
IsValidForRead	True
LogicalName	transactioncurrencyid
RequiredLevel	None
Targets	transactioncurrency
Type	Lookup

TraversedPath

Added by: Active Solution Solution

Property	Value
Description	For internal use only.
DisplayName	(Deprecated) Traversed Path
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	traversedpath
MaxLength	1250
RequiredLevel	None
Type	String

UTCConversionTimeZoneCode

Property	Value
Description	Time zone code that was in use when the record was created.

Property	Value
DisplayName	UTC Conversion Time Zone Code
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	utcconversiontimezonecode
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

Read-only attributes

These attributes return false for both **IsValidForCreate** or **IsValidForUpdate**. Listed by **SchemaName**.

- ActivityTypeCode
- CreatedBy
- CreatedByName
- CreatedByYomiName
- CreatedOn
- CreatedOnBehalfBy
- CreatedOnBehalfByName
- CreatedOnBehalfByYomiName
- DeliveryLastAttemptedOn
- ExchangeRate
- InstanceTypeCode
- IsRegularActivity
- ModifiedBy
- ModifiedByName
- ModifiedByYomiName
- ModifiedOn
- ModifiedOnBehalfBy
- ModifiedOnBehalfByName
- ModifiedOnBehalfByYomiName
- msfp_surveyidName

- OnHoldTime
- OwnerIdName
- OwnerIdYomiName
- OwningBusinessUnit
- OwningTeam
- OwningUser
- PostponeActivityProcessingUntil
- SenderMailboxId
- SenderMailboxIdName
- SentOn
- SeriesId
- SLAInvokedId
- SLAInvokedIdName
- SLAName
- TransactionCurrencyIdName
- VersionNumber

ActivityTypeCode

Property	Value
Description	Type of activity.
DisplayName	Activity Type
IsValidForForm	False
IsValidForRead	True
LogicalName	activitytypecode
RequiredLevel	SystemRequired
Type	EntityName

CreatedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who created the activity.
DisplayName	Created By

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	createdby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	

Property	Value
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyyominame
MaxLength	100
RequiredLevel	None
Type	String

CreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the activity was created.
DisplayName	Date Created
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	createdon
RequiredLevel	None
Type	DateTime

CreatedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who created the activitypointer.
DisplayName	Created By (Delegate)

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	createdonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	

Property	Value
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyyominame
MaxLength	100
RequiredLevel	None
Type	String

DeliveryLastAttemptedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the delivery of the activity was last attempted.
DisplayName	Date Delivery Last Attempted
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	deliverylastattemptedon
RequiredLevel	None
Type	DateTime

ExchangeRate

Added by: Active Solution Solution

Property	Value
Description	Exchange rate for the currency associated with the activitypointer with respect to the base currency.

Property	Value
DisplayName	Exchange Rate
IsValidForForm	True
IsValidForRead	True
LogicalName	exchangerate
MaxValue	100000000000
MinValue	0.0000000001
Precision	10
RequiredLevel	None
Type	Decimal

InstanceTypeCode

Property	Value
Description	Type of instance of a recurring series.
DisplayName	Recurring Instance Type
IsValidForForm	False
IsValidForRead	True
LogicalName	instancetypecode
RequiredLevel	SystemRequired
Type	Picklist

InstanceTypeCode Options

Value	Label
0	Not Recurring
1	Recurring Master
2	Recurring Instance
3	Recurring Exception

Value	Label
4	Recurring Future Exception

IsRegularActivity

Property	Value
Description	Information regarding whether the activity is a regular activity type or event type.
DisplayName	Is Regular Activity
IsValidForForm	False
IsValidForRead	True
LogicalName	isregularactivity
RequiredLevel	SystemRequired
Type	Boolean

IsRegularActivity Options

Value	Label
1	Yes
0	No

DefaultValue: True

ModifiedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of user who last modified the activity.
DisplayName	Modified By
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	modifiedby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False

Property	Value
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyyominame
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when activity was last modified.
DisplayName	Last Updated
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedon
RequiredLevel	None
Type	DateTime

ModifiedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who last modified the activitypointer.
DisplayName	Modified By (Delegate)
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	modifiedonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False

Property	Value
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyyominame
MaxLength	100
RequiredLevel	None
Type	String

msfp_surveyidName

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_surveyidname
MaxLength	450
RequiredLevel	None
Type	String

OnHoldTime

Added by: Active Solution Solution

Property	Value
Description	Shows how long, in minutes, that the record was on hold.
DisplayName	On Hold Time (Minutes)
Format	None

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	onholdtime
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

OwnerIdName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridname
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwnerIdYomiName

Added by: Active Solution Solution

Property	Value
Description	

Property	Value
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwningBusinessUnit

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the business unit that owns the activity.
DisplayName	Owning Business Unit
IsValidForForm	False
IsValidForRead	True
LogicalName	owningbusinessunit
RequiredLevel	None
Targets	businessunit
Type	Lookup

OwningTeam

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the team that owns the activity.

Property	Value
DisplayName	Owning Team
IsValidForForm	False
IsValidForRead	True
LogicalName	owningteam
RequiredLevel	None
Targets	team
Type	Lookup

OwningUser

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user that owns the activity.
DisplayName	Owning User
IsValidForForm	False
IsValidForRead	True
LogicalName	owninguser
RequiredLevel	None
Targets	systemuser
Type	Lookup

PostponeActivityProcessingUntil

Property	Value
DateTimeBehavior	UserLocal
Description	For internal use only.
DisplayName	Delay activity processing until
Format	DateAndTime

Property	Value
IsValidForForm	False
IsValidForRead	True
LogicalName	postponeactivityprocessinguntil
RequiredLevel	None
Type	DateTime

SenderMailboxId

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the mailbox associated with the sender of the email message.
DisplayName	Sender's Mailbox
IsValidForForm	False
IsValidForRead	True
LogicalName	sendermailboxid
RequiredLevel	None
Targets	mailbox
Type	Lookup

SenderMailboxIdName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False

Property	Value
IsValidForForm	False
IsValidForRead	True
LogicalName	sendermailboxidname
MaxLength	100
RequiredLevel	None
Type	String

SentOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the activity was sent.
DisplayName	Date Sent
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	senton
RequiredLevel	None
Type	DateTime

SeriesId

Property	Value
Description	Uniqueidentifier specifying the id of recurring series of an instance.
DisplayName	Series Id
IsValidForForm	False
IsValidForRead	True
LogicalName	seriesid

Property	Value
RequiredLevel	None
Type	Uniqueidentifier

SLAInvokedId

Added by: Active Solution Solution

Property	Value
Description	Last SLA that was applied to this case. This field is for internal use only.
DisplayName	Last SLA applied
IsValidForForm	False
IsValidForRead	True
LogicalName	slainvokedid
RequiredLevel	None
Targets	sla
Type	Lookup

SLAInvokedIdName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	slainvokedidname
MaxLength	100

Property	Value
RequiredLevel	None
Type	String

SLAName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	slaname
MaxLength	100
RequiredLevel	None
Type	String

TransactionCurrencyIdName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True

Property	Value
LogicalName	transactioncurrencyidname
MaxLength	100
RequiredLevel	None
Type	String

VersionNumber

Added by: Active Solution Solution

Property	Value
Description	Version number of the activity.
DisplayName	Version Number
IsValidForForm	False
IsValidForRead	True
LogicalName	versionnumber
MaxValue	9223372036854775807
MinValue	-9223372036854775808
RequiredLevel	None
Type	BigInt

One-To-Many Relationships

Listed by **SchemaName**.

msfp_msfp_surveyinvite_msfp_surveyresponse_surveyinviteid

Same as msfp_surveyresponse entity msfp_msfp_surveyinvite_msfp_surveyresponse_surveyinviteid Many-To-One relationship.

Property	Value
ReferencingEntity	msfp_surveyresponse

Property	Value
ReferencingAttribute	msfp_surveyinviteid
IsHierarchical	False
IsCustomizable	True
ReferencedEntityNavigationPropertyName	msfp_msfp_surveyinvite_msfp_surveyresponse_surveyinviteid
AssociatedMenuConfiguration	Behavior: UseCollectionName Group: Details Label: Order: 10000
CascadeConfiguration	Assign: NoCascade Delete: RemoveLink Merge: NoCascade Reparent: NoCascade Share: NoCascade Unshare: NoCascade

Many-To-One Relationships

Each Many-To-One relationship is defined by a corresponding One-To-Many relationship with the related entity. Listed by **SchemaName**.

msfp_msfp_survey_msfp_surveyinvite_surveyid

See msfp_survey Entity msfp_msfp_survey_msfp_surveyinvite_surveyid One-To-Many relationship.

See also

About the Entity Reference
Programming reference for Dynamics 365 Customer Engagement (on-premises)
Web API reference

msfp_surveyreminder entity reference

Article • 02/15/2022

Email reminders for surveys created in Customer Voice.

Added by: Dynamics 365 Customer Voice Solution

Properties

Expand table

Property	Value
CollectionSchemaName	msfp_surveyreminders
DisplayCollectionName	Customer Voice survey reminders
DisplayName	Customer Voice survey reminder
EntitySetName	msfp_surveyreminders
IsBPFEntity	False
LogicalCollectionName	msfp_surveyreminders
LogicalName	msfp_surveyreminder
OwnershipType	UserOwned
PrimaryIdAttribute	msfp_surveyreminderid
PrimaryNameAttribute	msfp_name
SchemaName	msfp_surveyreminder

Writable columns/attributes

These columns/attributes return true for either **IsValidForCreate** or **IsValidForUpdate** (usually both). Listed by **SchemaName**.

- CreatedOn
- ImportSequenceNumber
- msfp_description
- msfp_emailtemplate
- msfp_name
- msfp_properties

- msfp_scheduleddate
- msfp_status
- msfp_survey
- msfp_surveyreminderId
- msfp_type
- OverriddenCreatedOn
- OwnerId
- OwnerIdType
- statecode
- statuscode
- TimeZoneRuleVersionNumber
- UTCConversionTimeZoneCode

CreatedOn

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the survey reminder was created.
DisplayName	Created On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	createdon
RequiredLevel	None
Type	DateTime

ImportSequenceNumber

Expand table

Property	Value
Description	Sequence number of the import that created this record.
DisplayName	Import Sequence Number

Property	Value
Format	None
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	importsequencenumber
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

msfp_description

Expand table

Property	Value
Description	Description of the survey reminder.
DisplayName	Description
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_description
MaxLength	2000
RequiredLevel	None
Type	String

msfp_emailtemplate

Expand table

Property	Value
Description	Email template used in the survey reminder.
DisplayName	Email template
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_emailtemplate
RequiredLevel	ApplicationRequired
Targets	msfp_emailtemplate
Type	Lookup

msfp_name

Expand table

Property	Value
Description	Name of the survey reminder.
DisplayName	Name
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_name
MaxLength	100
RequiredLevel	ApplicationRequired
Type	String

msfp_properties

Expand table

Property	Value
Description	Properties of the survey reminder.
DisplayName	Properties
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_properties
MaxLength	1000000
RequiredLevel	ApplicationRequired
Type	Memo

msfp_scheduleddate

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time for which the survey reminder is scheduled to be sent.
DisplayName	Scheduled date
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_scheduleddate
RequiredLevel	ApplicationRequired
Type	DateTime

msfp_status

Expand table

Property	Value
Description	Status of the survey reminder.
DisplayName	Reminder Status
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_status
RequiredLevel	ApplicationRequired
Type	Picklist

msfp_status Choices/Options

Expand table

Value	Label
647390000	Active
647390001	Completed
647390002	Failed

msfp_survey

Expand table

Property	Value
Description	Survey for which the reminder was created.
DisplayName	Survey
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_survey
RequiredLevel	ApplicationRequired
Targets	msfp_survey
Type	Lookup

msfp_surveyreminderId

Expand table

Property	Value
Description	Unique identifier for entity instances
DisplayName	Customer Voice survey reminder
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	msfp_surveyreminderid
RequiredLevel	SystemRequired
Type	Uniqueidentifier

msfp_type

Expand table

Property	Value
Description	Type of the survey reminder.
DisplayName	Type
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_type
MaxLength	100
RequiredLevel	ApplicationRequired
Type	String

OverriddenCreatedOn

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time that the record was migrated.
DisplayName	Record Created On
Format	DateOnly
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	overriddencreatedon
RequiredLevel	None
Type	DateTime

OwnerId

Added by: Active Solution Solution

Expand table

Property	Value
Description	Owner Id
DisplayName	Owner
IsValidForForm	True
IsValidForRead	True
LogicalName	ownerid
RequiredLevel	SystemRequired
Targets	systemuser,team
Type	Owner

OwnerIdType

Added by: Active Solution Solution

Expand table

Property	Value
Description	Owner Id Type
DisplayName	
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridtype
RequiredLevel	SystemRequired
Type	EntityName

statecode

Expand table

Property	Value
Description	Status of the Customer Voice survey reminder
DisplayName	Status
IsValidForCreate	False
IsValidForForm	True
IsValidForRead	True
LogicalName	statecode
RequiredLevel	SystemRequired
Type	State

statecode Choices/Options

Expand table

Value	Label	DefaultStatus	InvariantName
0	Active	1	Active

Value	Label	DefaultStatus	InvariantName
1	Inactive	2	Inactive

statuscode

Expand table

Property	Value
Description	Reason for the status of the Customer Voice survey reminder
DisplayName	Status Reason
IsValidForForm	True
IsValidForRead	True
LogicalName	statuscode
RequiredLevel	None
Type	Status

statuscode Choices/Options

Expand table

Value	Label	State
1	Active	0
2	Inactive	1

TimeZoneRuleVersionNumber

Expand table

Property	Value
Description	For internal use only.
DisplayName	Time Zone Rule Version Number
Format	None
IsValidForForm	False

Property	Value
IsValidForRead	True
LogicalName	timezoneruleversionnumber
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

UTCConversionTimeZoneCode

Expand table

Property	Value
Description	Time zone code that was in use when the record was created.
DisplayName	UTC Conversion Time Zone Code
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	utcconversiontimezonecode
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

Read-only columns/attributes

These columns/attributes return false for both **IsValidForCreate** or **IsValidForUpdate**. Listed by **SchemaName**.

- CreatedBy
- CreatedByName
- CreatedByYomiName
- CreatedOnBehalfBy

- CreatedOnBehalfByName
- CreatedOnBehalfByYomiName
- ModifiedBy
- ModifiedByName
- ModifiedByYomiName
- ModifiedOn
- ModifiedOnBehalfBy
- ModifiedOnBehalfByName
- ModifiedOnBehalfByYomiName
- msfp_emailtemplateName
- msfp_surveyName
- OwnerIdName
- OwnerIdYomiName
- OwningBusinessUnit
- OwningTeam
- OwningUser
- VersionNumber

CreatedBy

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the user who created the record.
DisplayName	Created By
IsValidForForm	True
IsValidForRead	True
LogicalName	createdby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedByName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedByYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

CreatedOnBehalfBy

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the delegate user who created the record.
DisplayName	Created By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	createdonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedOnBehalfByName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedOnBehalfByYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedBy

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the user who modified the record.
DisplayName	Modified By
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedByName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedByYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyyominame
MaxLength	100

Property	Value
RequiredLevel	SystemRequired
Type	String

ModifiedOn

Expand table

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was modified.
DisplayName	Modified On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedon
RequiredLevel	None
Type	DateTime

ModifiedOnBehalfBy

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier of the delegate user who modified the record.
DisplayName	Modified By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedonbehalfby
RequiredLevel	None

Property	Value
Targets	systemuser
Type	Lookup

ModifiedOnBehalfByName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOnBehalfByYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False

Property	Value
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

msfp_emailtemplateName

Expand table

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_emailtemplatename
MaxLength	250
RequiredLevel	None
Type	String

msfp_surveyName

Expand table

Property	Value
Description	
DisplayName	

Property	Value
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_surveyname
MaxLength	450
RequiredLevel	None
Type	String

OwnerIdName

Added by: Active Solution Solution

Expand table

Property	Value
Description	Name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridname
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwnerIdYomiName

Added by: Active Solution Solution

Expand table

Property	Value
Description	Yomi name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwningBusinessUnit

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier for the business unit that owns the record
DisplayName	Owning Business Unit
IsValidForForm	False
IsValidForRead	True
LogicalName	owningbusinessunit
RequiredLevel	None
Targets	businessunit
Type	Lookup

OwningTeam

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier for the team that owns the record.
DisplayName	Owning Team
IsValidForForm	False
IsValidForRead	True
LogicalName	owningteam
RequiredLevel	None
Targets	team
Type	Lookup

OwningUser

Added by: Active Solution Solution

Expand table

Property	Value
Description	Unique identifier for the user that owns the record.
DisplayName	Owning User
IsValidForForm	False
IsValidForRead	True
LogicalName	owninguser
RequiredLevel	None
Targets	systemuser
Type	Lookup

VersionNumber

Added by: Active Solution Solution

Expand table

Property	Value
Description	Version Number
DisplayName	Version Number
IsValidForForm	False
IsValidForRead	True
LogicalName	versionnumber
MaxValue	9223372036854775807
MinValue	-9223372036854775808
RequiredLevel	None
Type	BigInt

Many-To-One Relationships

Each Many-To-One relationship is defined by a corresponding One-To-Many relationship with the related table. Listed by **SchemaName**.

msfp_msfp_emailtemplate_msfp_surveyreminder_emailtemplate

See msfp_emailtemplate Table msfp_msfp_emailtemplate_msfp_surveyreminder_emailtemplate One-To-Many relationship.

See also

About the Entity Reference
Web API Reference

msfp_surveyresponse Entity Reference

Article • 02/15/2022

Response to a survey.

Added by: Dynamics 365 Customer Voice Solution

Entity Properties

Property	Value
CollectionSchemaName	msfp_surveyresponses
DisplayCollectionName	Customer Voice survey responses
DisplayName	Customer Voice survey response
EntitySetName	msfp_surveyresponses
IsBPFEntity	False
LogicalCollectionName	msfp_surveyresponses
LogicalName	msfp_surveyresponse
OwnershipType	UserOwned
PrimaryIdAttribute	activityid
PrimaryNameAttribute	subject
SchemaName	msfp_surveyresponse

Writable attributes

These attributes return true for either **IsValidForCreate** or **IsValidForUpdate** (usually both). Listed by **SchemaName**.

- ActivityAdditionalParams
- ActivityId
- ActualDurationMinutes
- ActualEnd
- ActualStart
- BCC
- CC
- Community
- Customers
- DeliveryPriorityCode
- Description

- ExchangeItemId
- ExchangeWebLink
- From
- ImportSequenceNumber
- IsBilled
- IsMapiPrivate
- IsWorkflowCreated
- LastOnHoldTime
- LeftVoiceMail
- msfp_embedcontextparameters
- msfp_language
- msfp_locale
- msfp_name
- msfp_npsscore
- msfp_otherproperties
- msfp_parentsurveyresponse
- msfp_respondent
- msfp_respondentemailaddress
- msfp_satisfactionmetriccalculated
- msfp_satisfactionmetricvalue
- msfp_sentiment
- msfp_sourceresponseidentifier
- msfp_sourcesurveyidentifier
- msfp_Startdate
- msfp_submitdate
- msfp_surveyid
- msfp_surveyinviteid
- msfp_surveyresponse
- msfp_surveyresponseurl
- OptionalAttendees
- Organizer
- OverriddenCreatedOn
- OwnerId
- OwnerIdType
- Partners
- PriorityCode
- ProcessId
- RegardingObjectId
- RegardingObjectIdName
- RegardingObjectIdYomiName
- RegardingObjectTypeCode
- RequiredAttendees
- Resources
- ScheduledDurationMinutes
- ScheduledEnd

- ScheduledStart
- SLAId
- SortDate
- StageId
- StateCode
- StatusCode
- Subject
- TimeZoneRuleVersionNumber
- To
- TransactionCurrencyId
- TraversedPath
- UTCConversionTimeZoneCode

ActivityAdditionalParams

Property	Value
Description	Additional information provided by the external application as JSON. For internal use only.
DisplayName	Activity Additional Parameters
Format	TextArea
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	activityadditionalparams
MaxLength	8192
RequiredLevel	None
Type	Memo

ActivityId

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the activity.
DisplayName	Activity
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False

Property	Value
LogicalName	activityid
RequiredLevel	SystemRequired
Type	Uniqueidentifier

ActualDurationMinutes

Property	Value
Description	Actual duration of the activity in minutes.
DisplayName	Actual Duration
Format	Duration
IsValidForForm	True
IsValidForRead	True
LogicalName	actualdurationminutes
MaxValue	2147483647
MinValue	0
RequiredLevel	None
Type	Integer

ActualEnd

Property	Value
DateTimeBehavior	UserLocal
Description	Actual end time of the activity.
DisplayName	Actual End
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	actualend
RequiredLevel	None
Type	DateTime

ActualStart

Property	Value
DateTimeBehavior	UserLocal
Description	Actual start time of the activity.
DisplayName	Actual Start
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	actualstart
RequiredLevel	None
Type	DateTime

BCC

Added by: Active Solution Solution

Property	Value
Description	Blind Carbon-copy (bcc) recipients of the activity.
DisplayName	BCC
IsValidForForm	True
IsValidForRead	True
LogicalName	bcc
RequiredLevel	None
Targets	account,contact,systemuser
Type	PartyList

CC

Added by: Active Solution Solution

Property	Value
Description	Carbon-copy (cc) recipients of the activity.
DisplayName	CC
IsValidForForm	True

Property	Value
IsValidForRead	True
LogicalName	cc
RequiredLevel	None
Targets	account,contact,systemuser
Type	PartyList

Community

Property	Value
Description	Shows how contact about the social activity originated, such as from Twitter or Facebook. This field is read-only.
DisplayName	Social Channel
IsValidForForm	False
IsValidForRead	True
LogicalName	community
RequiredLevel	None
Type	Picklist

Community Options

Value	Label
0	Other
1	Facebook
2	Twitter

Customers

Added by: Active Solution Solution

Property	Value
Description	Customer with which the activity is associated.
DisplayName	Customers
IsValidForForm	True

Property	Value
IsValidForRead	True
LogicalName	customers
RequiredLevel	None
Targets	account,contact
Type	PartyList

DeliveryPriorityCode

Property	Value
Description	Priority of delivery of the activity to the email server.
DisplayName	Delivery Priority
IsValidForForm	True
IsValidForRead	True
IsValidForUpdate	False
LogicalName	deliveryprioritycode
RequiredLevel	None
Type	Picklist

DeliveryPriorityCode Options

Value	Label
0	Low
1	Normal
2	High

Description

Property	Value
Description	Description of the activity.
DisplayName	Description
Format	Text
IsLocalizable	False

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	description
MaxLength	2000
RequiredLevel	None
Type	Memo

ExchangeItemId

Property	Value
Description	The message id of activity which is returned from Exchange Server.
DisplayName	Exchange Item ID
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	exchangeitemid
MaxLength	200
RequiredLevel	None
Type	String

ExchangeWebLink

Property	Value
Description	Shows the web link of Activity of type email.
DisplayName	Exchange WebLink
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	exchangeweblink

Property	Value
MaxLength	1250
RequiredLevel	None
Type	String

From

Added by: Active Solution Solution

Property	Value
Description	Person who the activity is from.
DisplayName	From
IsValidForForm	True
IsValidForRead	True
LogicalName	from
RequiredLevel	None
Targets	account,contact,systemuser
Type	PartyList

ImportSequenceNumber

Property	Value
Description	Sequence number of the import that created this record.
DisplayName	Import Sequence Number
Format	None
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	importsequencenumber
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

IsBilled

Property	Value
Description	Information regarding whether the activity was billed as part of resolving a case.
DisplayName	Is Billed
IsValidForForm	False
IsValidForRead	True
LogicalName	isbilled
RequiredLevel	None
Type	Boolean

IsBilled Options

Value	Label
1	Yes
0	No

DefaultValue: False

IsMapiPrivate

Property	Value
Description	For internal use only.
DisplayName	Is Private
IsValidForForm	False
IsValidForRead	True
LogicalName	ismapiprivate
RequiredLevel	None
Type	Boolean

IsMapiPrivate Options

Value	Label
1	Yes
0	No

DefaultValue: False

IsWorkflowCreated

Property	Value
Description	Information regarding whether the activity was created from a workflow rule.
DisplayName	Is Workflow Created
IsValidForForm	False
IsValidForRead	True
LogicalName	isworkflowcreated
RequiredLevel	None
Type	Boolean

IsWorkflowCreated Options

Value	Label
1	Yes
0	No

DefaultValue: False

LastOnHoldTime

Added by: Active Solution Solution

Property	Value
DateTimeBehavior	UserLocal
Description	Contains the date and time stamp of the last on hold time.
DisplayName	Last On Hold Time
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	lastonholdtime
RequiredLevel	None
Type	DateTime

LeftVoiceMail

Property	Value
Description	Left the voice mail
DisplayName	Left Voice Mail
IsValidForForm	True
IsValidForRead	True
LogicalName	leftvoicemail
RequiredLevel	None
Type	Boolean

LeftVoiceMail Options

Value	Label
1	Yes
0	No

DefaultValue: False

msfp_embedcontextparameters

Property	Value
Description	Context data for the survey response.
DisplayName	Context Data
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_embedcontextparameters
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_language

Property	Value
Description	Shows the language of the respondent.
DisplayName	Language
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_language
MaxLength	250
RequiredLevel	None
Type	String

msfp_locale

Property	Value
Description	Shows the locale of the respondent.
DisplayName	Locale
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_locale
MaxLength	100
RequiredLevel	None
Type	String

msfp_name

Property	Value
Description	The survey response name.
DisplayName	Name
FormatName	Text

Property	Value
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_name
MaxLength	2000
RequiredLevel	None
Type	String

msfp_npsscore

Property	Value
Description	Net Promoter Score of the response.
DisplayName	NPS Score
Format	None
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_npsscore
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

msfp_otherproperties

Property	Value
Description	Other survey response properties in JSON format.
DisplayName	Other properties
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	msfp_otherproperties
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_parentsurveyresponse

Property	Value
Description	Parent survey response for the chained survey
DisplayName	ParentSurveyResponse
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_parentsurveyresponse
RequiredLevel	None
Targets	
Type	Lookup

msfp_respondent

Property	Value
Description	Name of the respondent.
DisplayName	Respondent
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_respondent
MaxLength	1000
RequiredLevel	None
Type	String

msfp_respondentemailaddress

Property	Value
Description	Email address of the respondent.
DisplayName	Respondent email address
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_respondentemailaddress
MaxLength	250
RequiredLevel	None
Type	String

msfp_satisfactionmetriccalculated

Property	Value
Description	
DisplayName	Satisfaction metric calculated
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_satisfactionmetriccalculated
RequiredLevel	None
Type	Boolean

msfp_satisfactionmetriccalculated Options

Value	Label
1	Yes
0	No

DefaultValue: False

msfp_satisfactionmetricvalue

Property	Value
Description	Satisfaction metric values for the survey response.
DisplayName	Satisfaction metric value
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_satisfactionmetricvalue
MaxLength	2000
RequiredLevel	None
Type	Memo

msfp_sentiment

Property	Value
Description	Sentiment of the response.
DisplayName	Sentiment
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_sentiment
RequiredLevel	None
Type	Picklist

msfp_sentiment Options

Value	Label
647390000	Positive
647390001	Neutral
647390002	Negative

msfp_sourceresponseidentifier

Property	Value

Property	Value
Description	Unique identifier for the response in the source application.
DisplayName	Source response identifier
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_sourceresponseidentifier
MaxLength	100
RequiredLevel	None
Type	String

msfp_sourcesurveyidentifier

Property	Value
Description	Unique identifier for the survey in the source application.
DisplayName	Source survey identifier
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_sourcesurveyidentifier
MaxLength	100
RequiredLevel	None
Type	String

msfp_Startdate

Property	Value
DateTimeBehavior	UserLocal
Description	Stores the date when a response was submitted.
DisplayName	Start date

Property	Value
Format	DateOnly
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_startdate
RequiredLevel	None
Type	DateTime

msfp_submitdate

Property	Value
DateTimeBehavior	UserLocal
Description	Stores the date when a response was submitted.
DisplayName	Submit date
Format	DateOnly
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_submitdate
RequiredLevel	None
Type	DateTime

msfp_surveyid

Property	Value
Description	Specifies the survey associated with the survey response.
DisplayName	Survey
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_surveyid
RequiredLevel	None
Targets	msfp_survey
Type	Lookup

msfp_surveyinviteid

Property	Value
Description	Specifies survey invitation associated with the survey response
DisplayName	Survey Invite
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_surveyinviteid
RequiredLevel	None
Targets	msfp_surveyinvite
Type	Lookup

msfp_surveyresponse

Property	Value
Description	Response to the survey.
DisplayName	Survey response
Format	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_surveyresponse
MaxLength	1000000
RequiredLevel	None
Type	Memo

msfp_surveyresponseurl

Property	Value
Description	Link to the survey response in Customer Voice.
DisplayName	Survey response URL
FormatName	Url
IsLocalizable	False

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_surveyresponseurl
MaxLength	2000
RequiredLevel	None
Type	String

OptionalAttendees

Added by: Active Solution Solution

Property	Value
Description	List of optional attendees for the activity.
DisplayName	Optional Attendees
IsValidForForm	True
IsValidForRead	True
LogicalName	optionalattendees
RequiredLevel	None
Targets	account,contact,knowledgearticle,queue,systemuser,unresolvedaddress
Type	PartyList

Organizer

Added by: Active Solution Solution

Property	Value
Description	Person who organized the activity.
DisplayName	Organizer
IsValidForForm	True
IsValidForRead	True
LogicalName	organizer
RequiredLevel	None
Targets	systemuser

Property	Value
Type	PartyList

OverriddenCreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time that the record was migrated.
DisplayName	Record Created On
Format	DateOnly
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	overriddencreatedon
RequiredLevel	None
Type	DateTime

OwnerId

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user or team who owns the activity.
DisplayName	Owner
IsValidForForm	True
IsValidForRead	True
LogicalName	ownerid
RequiredLevel	SystemRequired
Targets	systemuser,team
Type	Owner

OwnerIdType

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridtype
RequiredLevel	SystemRequired
Type	EntityName

Partners

Added by: Active Solution Solution

Property	Value
Description	Outsource vendor with which activity is associated.
DisplayName	Outsource Vendors
IsValidForForm	True
IsValidForRead	True
LogicalName	partners
RequiredLevel	None
Targets	account,contact
Type	PartyList

PriorityCode

Property	Value
Description	Priority of the activity.
DisplayName	Priority
IsValidForForm	True
IsValidForRead	True
LogicalName	prioritycode
RequiredLevel	None
Type	Picklist

PriorityCode Options

Value	Label
0	Low
1	Normal
2	High

ProcessId

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the Process.
DisplayName	Process
IsValidForForm	False
IsValidForRead	True
LogicalName	processid
RequiredLevel	None
Type	Uniqueidentifier

RegardingObjectId

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the object with which the activity is associated.
DisplayName	Regarding
IsValidForForm	True
IsValidForRead	True
LogicalName	regardingobjectid
RequiredLevel	None
Targets	account,contact,interactionforemail,knowledgearticle,knowledgebaserecord
Type	Lookup

RegardingObjectIdName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	regardingobjectidname
MaxLength	400
RequiredLevel	None
Type	String

RegardingObjectIdYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	regardingobjectidyominame
MaxLength	400
RequiredLevel	None
Type	String

RegardingObjectTypeCode

Added by: Active Solution Solution

Property	Value

Property	Value
Description	
DisplayName	
IsValidForForm	False
IsValidForRead	True
LogicalName	regardingobjecttypecode
RequiredLevel	None
Type	EntityName

RequiredAttendees

Added by: Active Solution Solution

Property	Value
Description	List of required attendees for the activity.
DisplayName	Required Attendees
IsValidForForm	True
IsValidForRead	True
LogicalName	requiredattendees
RequiredLevel	None
Targets	account,contact,knowledgearticle,queue,systemuser,unresolvedaddress
Type	PartyList

Resources

Added by: Active Solution Solution

Property	Value
Description	Users or facility/equipment that are required for the activity.
DisplayName	Resources
IsValidForForm	True
IsValidForRead	True
LogicalName	resources
RequiredLevel	None

Property	Value
Targets	systemuser
Type	PartyList

ScheduledDurationMinutes

Property	Value
Description	Scheduled duration of the activity, specified in minutes.
DisplayName	Scheduled Duration
Format	Duration
IsValidForForm	True
IsValidForRead	True
LogicalName	scheduleddurationminutes
MaxValue	2147483647
MinValue	0
RequiredLevel	None
Type	Integer

ScheduledEnd

Property	Value
DateTimeBehavior	UserLocal
Description	Scheduled end time of the activity.
DisplayName	Due Date
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	scheduledend
RequiredLevel	None
Type	DateTime

ScheduledStart

Property	Value
DateTimeBehavior	UserLocal
Description	Scheduled start time of the activity.
DisplayName	Start Date
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	scheduledstart
RequiredLevel	None
Type	DateTime

SLAId

Added by: Active Solution Solution

Property	Value
Description	Choose the service level agreement (SLA) that you want to apply to the case record.
DisplayName	SLA
IsValidForForm	True
IsValidForRead	True
LogicalName	slaid
RequiredLevel	None
Targets	sla
Type	Lookup

SortDate

Property	Value
DateTimeBehavior	UserLocal
Description	Shows the date and time by which the activities are sorted.
DisplayName	Sort Date
Format	DateAndTime
IsValidForForm	True

Property	Value
IsValidForRead	True
LogicalName	sortdate
RequiredLevel	None
Type	DateTime

StageId

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the Stage.
DisplayName	(Deprecated) Process Stage
IsValidForForm	False
IsValidForRead	True
LogicalName	stageid
RequiredLevel	None
Type	Uniqueidentifier

StateCode

Property	Value
Description	Status of the activity.
DisplayName	Activity Status
IsValidForCreate	False
IsValidForForm	True
IsValidForRead	True
LogicalName	statecode
RequiredLevel	SystemRequired
Type	State

StateCode Options

Value	Label	DefaultStatus	InvariantName

Value	Label	DefaultStatus	InvariantName
0	Open	1	Open
1	Completed	2	Completed
2	Canceled	3	Canceled
3	Scheduled	4	Scheduled

StatusCode

Property	Value
Description	Reason for the status of the activity.
DisplayName	Status Reason
IsValidForForm	True
IsValidForRead	True
LogicalName	statuscode
RequiredLevel	None
Type	Status

StatusCode Options

Value	Label	State
1	Open	0
2	Completed	1
3	Canceled	2
4	Scheduled	3

Subject

Property	Value
Description	Subject associated with the activity.
DisplayName	Subject
FormatName	Text
IsLocalizable	False
IsValidForForm	True

Property	Value
IsValidForRead	True
LogicalName	subject
MaxLength	400
RequiredLevel	ApplicationRequired
Type	String

TimeZoneRuleVersionNumber

Property	Value
Description	For internal use only.
DisplayName	Time Zone Rule Version Number
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	timezoneruleversionnumber
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

To

Added by: Active Solution Solution

Property	Value
Description	Person who is the receiver of the activity.
DisplayName	To
IsValidForForm	True
IsValidForRead	True
LogicalName	to
RequiredLevel	None
Targets	account,contact,systemuser

Property	Value
Type	PartyList

TransactionCurrencyId

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the currency associated with the activitypointer.
DisplayName	Currency
IsValidForForm	True
IsValidForRead	True
LogicalName	transactioncurrencyid
RequiredLevel	None
Targets	transactioncurrency
Type	Lookup

TraversedPath

Added by: Active Solution Solution

Property	Value
Description	For internal use only.
DisplayName	(Deprecated) Traversed Path
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	traversedpath
MaxLength	1250
RequiredLevel	None
Type	String

UTCConversionTimeZoneCode

Property	Value
Description	Time zone code that was in use when the record was created.
DisplayName	UTC Conversion Time Zone Code
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	utcconversiontimezonecode
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

Read-only attributes

These attributes return false for both **IsValidForCreate** or **IsValidForUpdate**. Listed by **SchemaName**.

- ActivityTypeCode
- CreatedBy
- CreatedByName
- CreatedByYomiName
- CreatedOn
- CreatedOnBehalfBy
- CreatedOnBehalfByName
- CreatedOnBehalfByYomiName
- DeliveryLastAttemptedOn
- ExchangeRate
- InstanceTypeCode
- IsRegularActivity
- ModifiedBy
- ModifiedByName
- ModifiedByYomiName
- ModifiedOn
- ModifiedOnBehalfBy
- ModifiedOnBehalfByName
- ModifiedOnBehalfByYomiName
- msfp_surveyidName
- msfp_surveyinviteidName
- OnHoldTime
- OwnerIdName
- OwnerIdYomiName

- OwningBusinessUnit
- OwningTeam
- OwningUser
- PostponeActivityProcessingUntil
- SenderMailboxId
- SenderMailboxIdName
- SentOn
- SeriesId
- SLAInvokedId
- SLAInvokedIdName
- SLAName
- TransactionCurrencyIdName
- VersionNumber

ActivityTypeCode

Property	Value
Description	Type of activity.
DisplayName	Activity Type
IsValidForForm	False
IsValidForRead	True
LogicalName	activitytypecode
RequiredLevel	SystemRequired
Type	EntityName

CreatedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who created the activity.
DisplayName	Created By
IsValidForForm	True
IsValidForRead	True
LogicalName	createdby
RequiredLevel	None
Targets	systemuser

Property	Value
Type	Lookup

CreatedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyyominame
MaxLength	100
RequiredLevel	None
Type	String

CreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the activity was created.
DisplayName	Date Created
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	createdon
RequiredLevel	None
Type	DateTime

CreatedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who created the activitypointer.
DisplayName	Created By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	createdonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text

Property	Value
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyyominame
MaxLength	100
RequiredLevel	None
Type	String

DeliveryLastAttemptedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the delivery of the activity was last attempted.
DisplayName	Date Delivery Last Attempted
Format	DateAndTime
IsValidForForm	True

Property	Value
IsValidForRead	True
LogicalName	deliverylastattemptedon
RequiredLevel	None
Type	DateTime

ExchangeRate

Added by: Active Solution Solution

Property	Value
Description	Exchange rate for the currency associated with the activitypointer with respect to the base currency.
DisplayName	Exchange Rate
IsValidForForm	True
IsValidForRead	True
LogicalName	exchangerate
MaxValue	100000000000
MinValue	0.0000000001
Precision	10
RequiredLevel	None
Type	Decimal

InstanceTypeCode

Property	Value
Description	Type of instance of a recurring series.
DisplayName	Recurring Instance Type
IsValidForForm	False
IsValidForRead	True
LogicalName	instancetypecode
RequiredLevel	SystemRequired
Type	Picklist

InstanceTypeCode Options

Value	Label
0	Not Recurring
1	Recurring Master
2	Recurring Instance
3	Recurring Exception
4	Recurring Future Exception

IsRegularActivity

Property	Value
Description	Information regarding whether the activity is a regular activity type or event type.
DisplayName	Is Regular Activity
IsValidForForm	False
IsValidForRead	True
LogicalName	isregularactivity
RequiredLevel	SystemRequired
Type	Boolean

IsRegularActivity Options

Value	Label
1	Yes
0	No

DefaultValue: True

ModifiedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of user who last modified the activity.
DisplayName	Modified By
IsValidForForm	True

Property	Value
IsValidForRead	True
LogicalName	modifiedby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True

Property	Value
LogicalName	modifiedbyyominame
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when activity was last modified.
DisplayName	Last Updated
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedon
RequiredLevel	None
Type	DateTime

ModifiedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who last modified the activitypointer.
DisplayName	Modified By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyyominame
MaxLength	100
RequiredLevel	None
Type	String

msfp_surveyidName

Property	Value

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_surveyidname
MaxLength	450
RequiredLevel	None
Type	String

msfp_surveyinviteidName

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	msfp_surveyinviteidname
MaxLength	400
RequiredLevel	None
Type	String

OnHoldTime

Added by: Active Solution Solution

Property	Value
Description	Shows how long, in minutes, that the record was on hold.
DisplayName	On Hold Time (Minutes)

Property	Value
Format	None
IsValidForForm	True
IsValidForRead	True
LogicalName	onholdtime
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

OwnerIdName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridname
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwnerIdYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text

Property	Value
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwningBusinessUnit

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the business unit that owns the activity.
DisplayName	Owning Business Unit
IsValidForForm	False
IsValidForRead	True
LogicalName	owningbusinessunit
RequiredLevel	None
Targets	businessunit
Type	Lookup

OwningTeam

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the team that owns the activity.
DisplayName	Owning Team
IsValidForForm	False
IsValidForRead	True
LogicalName	owningteam
RequiredLevel	None

Property	Value
Targets	team
Type	Lookup

OwningUser

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user that owns the activity.
DisplayName	Owning User
IsValidForForm	False
IsValidForRead	True
LogicalName	owninguser
RequiredLevel	None
Targets	systemuser
Type	Lookup

PostponeActivityProcessingUntil

Property	Value
DateTimeBehavior	UserLocal
Description	For internal use only.
DisplayName	Delay activity processing until
Format	DateAndTime
IsValidForForm	False
IsValidForRead	True
LogicalName	postponeactivityprocessinguntil
RequiredLevel	None
Type	DateTime

SenderMailboxId

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the mailbox associated with the sender of the email message.
DisplayName	Sender's Mailbox
IsValidForForm	False
IsValidForRead	True
LogicalName	sendermailboxid
RequiredLevel	None
Targets	mailbox
Type	Lookup

SenderMailboxIdName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	sendermailboxidname
MaxLength	100
RequiredLevel	None
Type	String

SentOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the activity was sent.
DisplayName	Date Sent
Format	DateAndTime

Property	Value
IsValidForForm	True
IsValidForRead	True
LogicalName	senton
RequiredLevel	None
Type	DateTime

SeriesId

Property	Value
Description	Uniqueidentifier specifying the id of recurring series of an instance.
DisplayName	Series Id
IsValidForForm	False
IsValidForRead	True
LogicalName	seriesid
RequiredLevel	None
Type	Uniqueidentifier

SLAInvokedId

Added by: Active Solution Solution

Property	Value
Description	Last SLA that was applied to this case. This field is for internal use only.
DisplayName	Last SLA applied
IsValidForForm	False
IsValidForRead	True
LogicalName	slainvokedid
RequiredLevel	None
Targets	sla
Type	Lookup

SLAInvokedIdName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	slainvokedidname
MaxLength	100
RequiredLevel	None
Type	String

SLAName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	slaname
MaxLength	100
RequiredLevel	None
Type	String

TransactionCurrencyIdName

Added by: Active Solution Solution

Property	Value

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	transactioncurrencyidname
MaxLength	100
RequiredLevel	None
Type	String

VersionNumber

Added by: Active Solution Solution

Property	Value
Description	Version number of the activity.
DisplayName	Version Number
IsValidForForm	False
IsValidForRead	True
LogicalName	versionnumber
MaxValue	9223372036854775807
MinValue	-9223372036854775808
RequiredLevel	None
Type	BigInt

One-To-Many Relationships

Listed by **SchemaName**.

msfp_msfp_surveyresponse_msfp_questionresponse_surveyresponseid

Same as msfp_questionresponse entity msfp_msfp_surveyresponse_msfp_questionresponse_surveyresponseid Many-To-One relationship.

Property	Value
ReferencingEntity	msfp_questionresponse
ReferencingAttribute	msfp_surveyresponseid
IsHierarchical	False
IsCustomizable	True
ReferencedEntityNavigationPropertyName	msfp_msfp_surveyresponse_msfp_questionresponse_surveyresponseid
AssociatedMenuConfiguration	Behavior: UseCollectionName Group: Details Label: Order: 10000
CascadeConfiguration	Assign: NoCascade Delete: RemoveLink Merge: NoCascade Reparent: NoCascade Share: NoCascade Unshare: NoCascade

Many-To-One Relationships

Each Many-To-One relationship is defined by a corresponding One-To-Many relationship with the related entity. Listed by **SchemaName**.

- msfp_msfp_survey_msfp_surveyresponse_surveyid
- msfp_msfp_surveyinvite_msfp_surveyresponse_surveyinviteid

msfp_msfp_survey_msfp_surveyresponse_surveyid

See msfp_survey Entity msfp_msfp_survey_msfp_surveyresponse_surveyid One-To-Many relationship.

msfp_msfp_surveyinvite_msfp_surveyresponse_surveyinviteid

Added by: Active Solution Solution

See msfp_surveyinvite Entity msfp_msfp_surveyinvite_msfp_surveyresponse_surveyinviteid One-To-Many relationship.

See also

About the Entity Reference
Programming reference for Dynamics 365 Customer Engagement (on-premises)
Web API reference

msfp_unsubscribedrecipient Entity Reference

Article • 02/15/2022

Email address of an unsubscribed respondent.

Added by: Dynamics 365 Customer Voice Solution

Entity Properties

Property	Value
CollectionSchemaName	msfp_unsubscribedrecipients
DisplayCollectionName	Customer Voice unsubscribed recipients
DisplayName	Customer Voice unsubscribed recipient
EntitySetName	msfp_unsubscribedrecipients
IsBPFEntity	False
LogicalCollectionName	msfp_unsubscribedrecipients
LogicalName	msfp_unsubscribedrecipient
OwnershipType	UserOwned
PrimaryIdAttribute	msfp_unsubscribedrecipientid
PrimaryNameAttribute	msfp_name
SchemaName	msfp_unsubscribedrecipient

Writable attributes

These attributes return true for either **IsValidForCreate** or **IsValidForUpdate** (usually both). Listed by **SchemaName**.

- ImportSequenceNumber
- msfp_emailaddress
- msfp_name
- msfp_unsubscribedrecipientId
- OverriddenCreatedOn

- OwnerId
- OwnerIdType
- statecode
- statuscode
- TimeZoneRuleVersionNumber
- UTCConversionTimeZoneCode

ImportSequenceNumber

Property	Value
Description	Sequence number of the import that created this record.
DisplayName	Import Sequence Number
Format	None
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	importsequencenumber
MaxValue	2147483647
MinValue	-2147483648
RequiredLevel	None
Type	Integer

msfp_emailaddress

Property	Value
Description	Email address of the unsubscribed recipient.
DisplayName	Email address
FormatName	Email
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True

Property	Value
LogicalName	msfp_emailaddress
MaxLength	100
RequiredLevel	None
Type	String

msfp_name

Property	Value
Description	The name of the custom entity.
DisplayName	Name
FormatName	Text
IsLocalizable	False
IsValidForForm	True
IsValidForRead	True
LogicalName	msfp_name
MaxLength	100
RequiredLevel	ApplicationRequired
Type	String

msfp_unsubscribedrecipientId

Property	Value
Description	Unique identifier for entity instances
DisplayName	Unsubscribed recipient
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	msfp_unsubscribedrecipientid

Property	Value
RequiredLevel	SystemRequired
Type	Uniqueidentifier

OverriddenCreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time that the record was migrated.
DisplayName	Record Created On
Format	DateOnly
IsValidForForm	False
IsValidForRead	True
IsValidForUpdate	False
LogicalName	overriddencreatedon
RequiredLevel	None
Type	DateTime

OwnerId

Added by: Active Solution Solution

Property	Value
Description	Owner Id
DisplayName	Owner
IsValidForForm	True
IsValidForRead	True
LogicalName	ownerid
RequiredLevel	SystemRequired
Targets	systemuser,team

Property	Value
Type	Owner

OwnerIdType

Added by: Active Solution Solution

Property	Value
Description	Owner Id Type
DisplayName	
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridtype
RequiredLevel	SystemRequired
Type	EntityName

statecode

Property	Value
Description	Status of the Unsubscribed recipient
DisplayName	Status
IsValidForCreate	False
IsValidForForm	True
IsValidForRead	True
LogicalName	statecode
RequiredLevel	SystemRequired
Type	State

statecode Options

Value	Label	DefaultStatus	InvariantName

Value	Label	DefaultStatus	InvariantName
0	Active	1	Active
1	Inactive	2	Inactive

statuscode

Property	Value
Description	Reason for the status of the Unsubscribed recipient
DisplayName	Status Reason
IsValidForForm	True
IsValidForRead	True
LogicalName	statuscode
RequiredLevel	None
Type	Status

statuscode Options

Value	Label	State
1	Active	0
2	Inactive	1

TimeZoneRuleVersionNumber

Property	Value
Description	For internal use only.
DisplayName	Time Zone Rule Version Number
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	timezoneruleversionnumber

Property	Value
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

UTCConversionTimeZoneCode

Property	Value
Description	Time zone code that was in use when the record was created.
DisplayName	UTC Conversion Time Zone Code
Format	None
IsValidForForm	False
IsValidForRead	True
LogicalName	utcconversiontimezonecode
MaxValue	2147483647
MinValue	-1
RequiredLevel	None
Type	Integer

Read-only attributes

These attributes return false for both **IsValidForCreate** or **IsValidForUpdate**. Listed by **SchemaName**.

- CreatedBy
- CreatedByName
- CreatedByYomiName
- CreatedOn
- CreatedOnBehalfBy
- CreatedOnBehalfByName
- CreatedOnBehalfByYomiName
- ModifiedBy

- ModifiedByName
- ModifiedByYomiName
- ModifiedOn
- ModifiedOnBehalfBy
- ModifiedOnBehalfByName
- ModifiedOnBehalfByYomiName
- OwnerIdName
- OwnerIdYomiName
- OwningBusinessUnit
- OwningTeam
- OwningUser
- VersionNumber

CreatedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who created the record.
DisplayName	Created By
IsValidForForm	True
IsValidForRead	True
LogicalName	createdby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text

Property	Value
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

CreatedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was created.

Property	Value
DisplayName	Created On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	createdon
RequiredLevel	None
Type	DateTime

CreatedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who created the record.
DisplayName	Created By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	createdonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

CreatedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text

Property	Value
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

CreatedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	createdonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the user who modified the record.

Property	Value
DisplayName	Modified By
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedByYomiName

Added by: Active Solution Solution

Property	Value
Description	

Property	Value
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

ModifiedOn

Property	Value
DateTimeBehavior	UserLocal
Description	Date and time when the record was modified.
DisplayName	Modified On
Format	DateAndTime
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedon
RequiredLevel	None
Type	DateTime

ModifiedOnBehalfBy

Added by: Active Solution Solution

Property	Value
Description	Unique identifier of the delegate user who modified the record.

Property	Value
DisplayName	Modified By (Delegate)
IsValidForForm	True
IsValidForRead	True
LogicalName	modifiedonbehalfby
RequiredLevel	None
Targets	systemuser
Type	Lookup

ModifiedOnBehalfByName

Added by: Active Solution Solution

Property	Value
Description	
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyname
MaxLength	100
RequiredLevel	None
Type	String

ModifiedOnBehalfByYomiName

Added by: Active Solution Solution

Property	Value
Description	

Property	Value
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	modifiedonbehalfbyyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwnerIdName

Added by: Active Solution Solution

Property	Value
Description	Name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridname
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwnerIdYomiName

Added by: Active Solution Solution

Property	Value
Description	Yomi name of the owner
DisplayName	
FormatName	Text
IsLocalizable	False
IsValidForForm	False
IsValidForRead	True
LogicalName	owneridyominame
MaxLength	100
RequiredLevel	SystemRequired
Type	String

OwningBusinessUnit

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the business unit that owns the record
DisplayName	Owning Business Unit
IsValidForForm	False
IsValidForRead	True
LogicalName	owningbusinessunit
RequiredLevel	None
Targets	businessunit
Type	Lookup

OwningTeam

Added by: Active Solution Solution

Property	Value

Property	Value
Description	Unique identifier for the team that owns the record.
DisplayName	Owning Team
IsValidForForm	False
IsValidForRead	True
LogicalName	owningteam
RequiredLevel	None
Targets	team
Type	Lookup

OwningUser

Added by: Active Solution Solution

Property	Value
Description	Unique identifier for the user that owns the record.
DisplayName	Owning User
IsValidForForm	False
IsValidForRead	True
LogicalName	owninguser
RequiredLevel	None
Targets	systemuser
Type	Lookup

VersionNumber

Added by: Active Solution Solution

Property	Value
Description	Version Number
DisplayName	Version Number

Property	Value
IsValidForForm	False
IsValidForRead	True
LogicalName	versionnumber
MaxValue	9223372036854775807
MinValue	-9223372036854775808
RequiredLevel	None
Type	BigInt

See also

About the Entity Reference
Programming reference for Dynamics 365 Customer Engagement (on-premises)
Web API reference