

NPS Survey



NPS Survey

Measure Net Promoter Score , Transform
Customer Service



available on
AppExchange





Key Features

Survey Creation & Customization



Intuitive Builder Interface

Create surveys effortlessly with drag-and-drop simplicity.



Salesforce Record Mapping

Link responses directly to Leads, Contacts, or custom objects.



Fully Customizable Layouts

Control every detail—titles, fonts, colors, backgrounds, logos, headers, and footers.



Diverse Question Types

Choose from rating scales, text inputs, picklists, and more.



Scoring Logic

Assign scores to responses for quantified feedback.



Required/Optional Logic

Fine-tune respondent experience and data quality.



Conditional Display

Show questions dynamically based on picklist values.

The screenshot displays the NPS Survey Builder interface. At the top, there's a navigation bar with a search bar and various menu items: NPS Survey Builder, NPS Survey, Accounts, Contacts, Survey Forms, Questions, Field Mappings, Responses, Score Levels, Survey Distributions, Survey Recipients, and More. Below the navigation bar is a progress bar with steps: 'Add Questions & Branding' is the current step, indicated by an orange arrow. The main section is titled 'Create Your Survey Questions'. On the left, there's a list of question types: Text, Text Area, Long Text Area, URL, Email, Picklist, Multiselect Picklist, Date, Date/Time, Number, Percentage, File Upload, Rating, Currency, Ranking, NPS, CSAT, and CES. The central area shows a list of question types with a 'Drag a question type from the left to begin.' prompt. The right side features a 'Preview' section showing a sample survey question: 'On a scale of 0 to 10, how likely are you to recommend our [product/service] to a friend or colleague?' with a rating scale from 0 to 10. Below this, there's another question: 'How satisfied are you with your overall experience using our [product/service]?' with a star rating scale. The bottom section shows a question: 'What category best describes the product or service you used?' with a dropdown menu set to 'AI Technology'. The final question is 'How did you feel about the length and clarity of this survey?' with a text input field.



Key Features

Service Settings & Automation



AUTO CLOSE DATES

Set deadlines to automatically close surveys.



MILESTONE TRACKING

Use achieved dates to mark survey lifecycle progress.



CUSTOM TIME LIMITS

Limit response windows to meet internal SLA or compliance needs.



RECURRING SURVEYS

Automate periodic distribution for consistent feedback.



CLONE PROTECTION

Prevent unauthorized duplication of surveys.

The screenshot shows the 'NPS Survey Builder' interface. The top navigation bar includes 'NPS Survey', 'NPS Dashboard', 'Accounts', 'Contacts', 'Survey Forms', 'Questions', 'Field Mappings', 'Responses', 'Score Levels', 'Close The Loop Details', 'Close Loop With Response', and 'More'. The main header is 'NPS Survey Builder' with a progress bar showing steps: 'Add Questions & Branding'. The left sidebar has 'Settings' selected, with sub-items: 'Design Options', 'Question Dependency', 'Response Mapping', 'Score Levels', and 'Translations'. The main content area is titled 'Customize Form' and shows the 'Score Level' configuration. It has a table with columns: 'SCORE RANGE', 'SCORE LABEL', 'SCORE COLOR', and 'ACTION'. The table has three rows: 0 to 10 (Low, #F4D505), 11 to 20 (Med, #FDED12), and 21 to 30 (Hi, #05EE19). At the bottom are 'Cancel' and 'Save' buttons.

SCORE RANGE	SCORE LABEL	SCORE COLOR	ACTION
0 - 10	Low	#F4D505	
11 - 20	Med	#FDED12	
21 - 30	Hi	#05EE19	

The screenshot shows the 'NPS Survey Builder' interface. The top navigation bar is the same as the previous screenshot. The left sidebar has 'Design Options' selected. The main content area is titled 'Customize Form' and shows the 'Design Options' configuration. It has a grid of settings: Title Text Color (#B39196), Title Font Type (Arial), Title Font Size (36), Question Text Color (#000000), Question Font Type (Arial), Question Font Size (18), Answer Text Color (#24E789), Section Background color (#FFFFFF), Number of Questions Per Page (6), Background color (#008080), Background Image (Upload Files or drop files), Logo Image (Upload Files or drop files), Header Image (Upload Files or drop files), and Footer Image (Upload Files or drop files). At the bottom right is an 'Apply' button.



Key Features

Distribution & Delivery



Multi-Channel Delivery

Send surveys via branded emails or QR codes.

Branded Email

QR Code

Post Survey URL in Social Channel

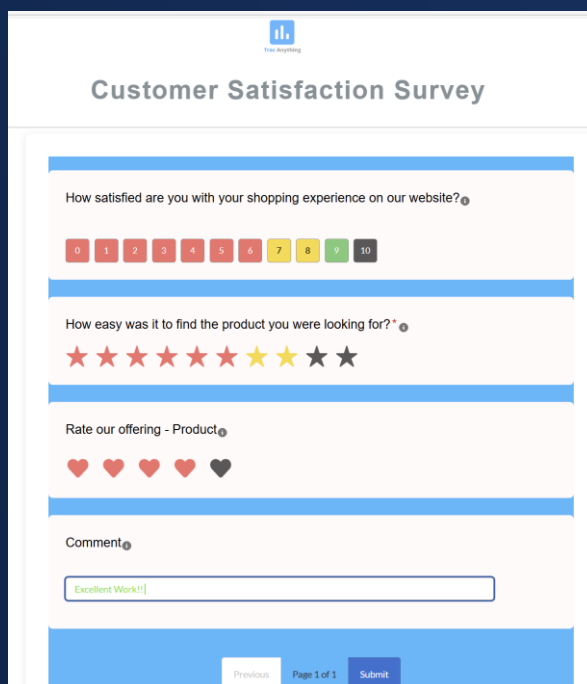
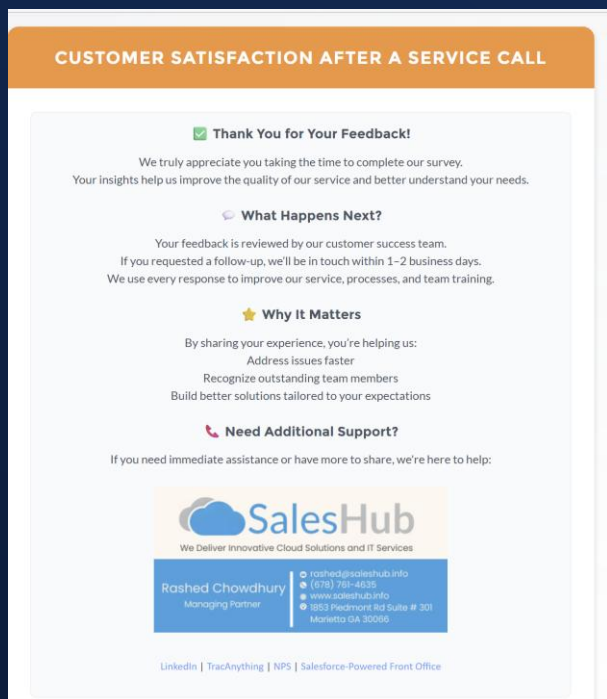
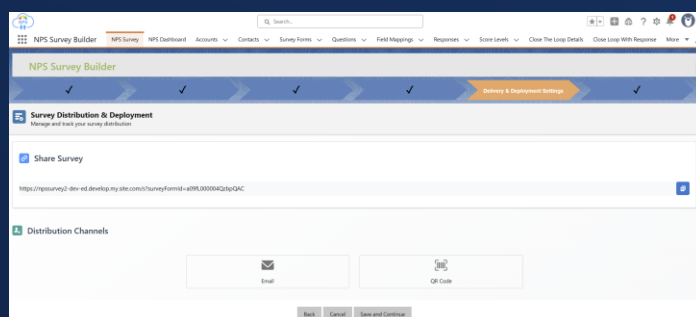


Scheduled Distribution

Automate delivery based on predefined timelines or triggers.



Use Lead or Contact List View to send single or bulk survey





Key Features

Response Management



Real-Time Dashboard

Track responses as they come in—daily and cumulative.



Insightful Metrics

View totals, response rates, and activity breakdowns.



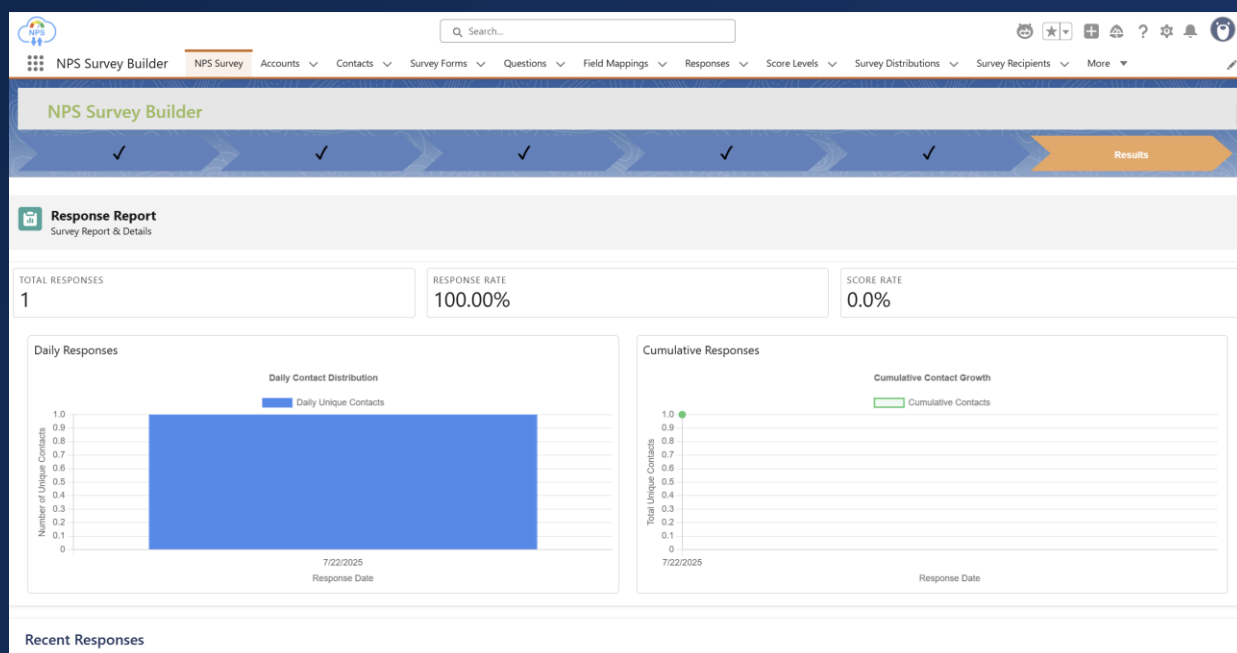
Response Review & Export

Access individual responses, download images, or export results.



Form Control Options

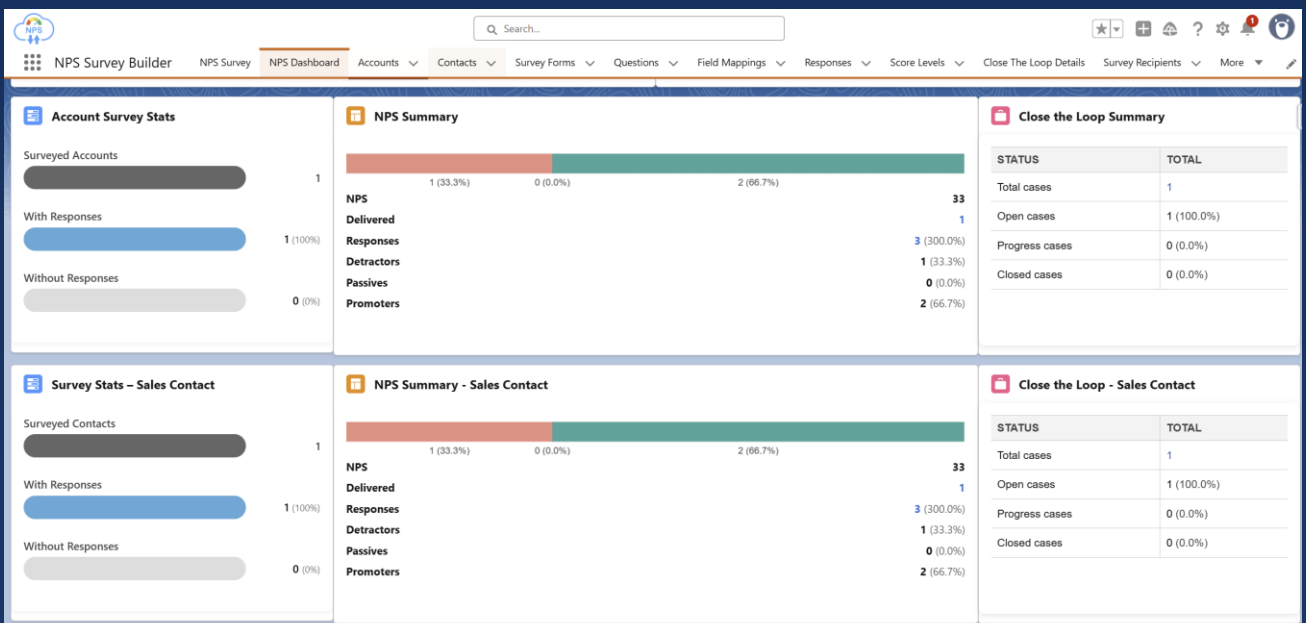
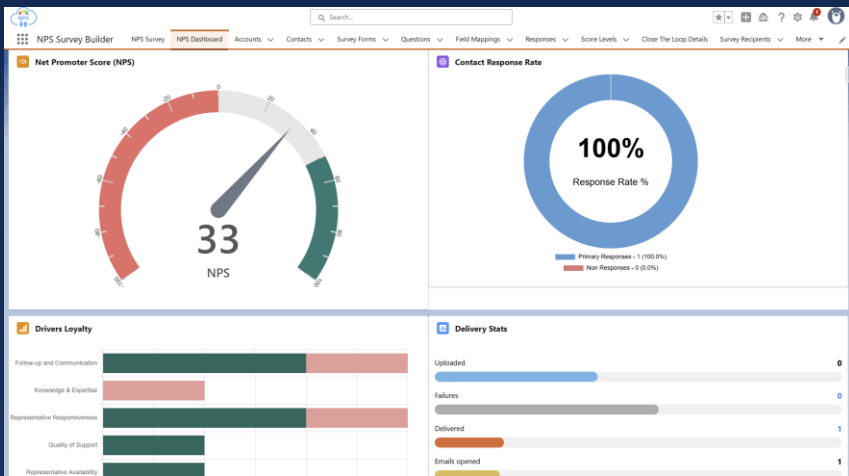
Edit, delete, clone, or share forms with full audit visibility.



Dashboard



- Real-time NPS scoring- Promoter/Passive/Detractor trends
- Response rates
- Drivers
- Automated close-the-loop workflows
- Clean, responsive
- Lightning interface





NPS Survey Pricing Overview

Component	Price	What's Included
Custom Survey Builder	\$5/user/month(billed annually)	• Build any survey or form- 15+ question types • Advanced branching & logic • QR code, email delivery • Field mapping & scoring • Custom templates
NPS Survey Dashboard (LWC)	\$5/user/month(billed annually)	• Real-time NPS scoring • Promoter/Passive/Detractor trends • Response rates & loyalty drivers • Automated close the-loop workflows • Clean, responsive Lightning interface
Implementation & Annual Support	Starting at \$2,500/year	• Full setup & onboarding • Dashboard customization- • Admin training & enablement • Ongoing platform support • All future enhancements included • Access to new features, driven by partnerships with Salesforce & CX leaders
Premium Support (Optional)	35% of annual license	• Priority response SLAs • 1:1 admin training • Dedicated account manager • Strategic platform guidance

Thank you



**Revolutionize your customer feedback
process with NPS Survey 2.0!**

Use our app.

