

NPS SURVEY BY SALESHUB

Discover the transformative power of customer feedback with the latest release of our NPS Survey solution. This new version empowers businesses to seamlessly integrate Net Promoter Score (NPS) surveys into their Salesforce ecosystem, automating the process of gathering, analyzing, and acting on customer insights. With enhanced features for survey customization, real-time analytics, and automated follow-ups, our NPS Survey solution helps you understand your customers better, improve their experiences, and drive loyalty like never before. Dive into the details and learn how this powerful tool can elevate your customer service and satisfaction strategies to new heights.



Data Sheet

**available on
AppExchange**



NPS Survey – Data Sheet

Introduction

SalesHub's NPS Survey Solution is designed to help businesses accurately measure customer satisfaction and loyalty. By leveraging Salesforce integration, advanced analytics, and user-friendly survey tools, our solution provides actionable insights to drive growth and improve customer experiences.



Key Features:

- **Salesforce Integration:** Seamlessly integrates with Salesforce to automate survey distribution and data collection.
- **Customizable Surveys:** Create surveys tailored to your business needs with easy-to-use templates.
- **Real-Time Analytics:** Get instant access to survey results with real-time dashboards and reports.
- **Advanced Segmentation:** Analyze feedback by customer segment, product line, or region.
- **Automated Workflows:** Set up automated follow-up actions based on survey responses.
- **Multi-Channel Distribution:** Distribute surveys via email, SMS, web links, or QR codes.

Benefits:



Improve Customer Retention: Identify at-risk customers and address their concerns promptly.



Enhance Customer Experience: Gain insights into customer preferences and pain points to enhance service delivery.



Boost NPS Scores: Implement targeted actions to improve your Net Promoter Score and overall brand reputation.



Data-Driven Decisions: Leverage detailed analytics to make informed business decisions.

"If everything is a priority, nothing is."

—Marc Benioff, CHAIRMAN & CEO, Salesforce.com

Technical Specifications:

- Compatibility: Salesforce Classic and Lightning Experience
- Languages Supported: Multiple languages including English, Spanish, French, and more
- Security: Data encryption, GDPR compliant
- Deployment: Cloud-based, accessible on any device

Pricing:

Out of the Box: \$5 per user/month.

Contact SalesHub for a personalized quote based on your business requirements.

Contact Information:

- Website: www.saleshub.com
- Email: support@saleshub.com
- Phone: +1 (833) 733-2468

Resources

Discover how the NPS Survey by SalesHub can transform your customer service by automatically triggering surveys based on customer activity and seamlessly integrating responses into Salesforce, enabling your team to close the loop effectively.

- NPS Survey – Salesforce AppExchange Link – <https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000FtRTKUA3>
- NPS Survey – Solution Detail Site Link – <https://saleshub.info/nps-survey>

NPS Survey App for Salesforce is an excellent survey tool that could automatically trigger Surveys will be based on customer activity, and then responses will be pushed to Salesforce so your team can close the loop.

- ☑ Net Promoter Score measures customer experience based on a client's response to a single question: "Using a scale of 0-10, how likely is it that you would recommend our Company to a friend or colleague?"
- ☑ Capturing this client feedback in Salesforce contributes to a better understanding of the overall client relationship while also informing marketing and process improvement efforts.
- ☑ Closing the feedback loop with clients to ensure we fully understand and act upon any concerns they raised during the NPS survey is essential to improving the client experience and turning Detractors and Passives into Promoters.

Ready to measure **Net Promoter Score (NPS)** and transform Customer Service?



Get it Now ...