# 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.
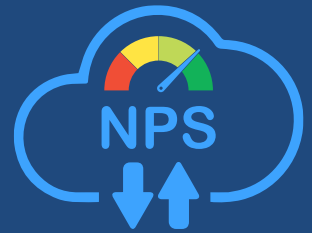
NPS Survey - Technical Documentation

Introduction

This document provides detailed technical documentation for the Lightning Web Components (LWC) and Apex classes used in the NPS application. It covers each component's purpose, functionality, and usage, offering a comprehensive guide for developers to understand and implement the solution effectively.

LWC Documentation

- URL Location – Internal
- URL Location – External

Component 1: **csatSurveyForm**

Description:

This component is used to fill out the CSAT Survey Form on the Site page based on specific criteria.

Methods:

- getRelatedRecord: Retrieves related users and records from the email template, associating them with the survey score during record creation.
- createSurveyRecord: Executes when a user submits their CSAT Survey response via email link.

Component 2: **followupSurveyForm**

Description:

This component is used to fill out the Follow-up Survey Form on the Site page based on specific criteria.

Methods:

- getFollowupQuestion: Fetches Follow-up Questions from Salesforce.org to display on the user interface, allowing customization based on business needs.
- createFollowupSurvey: Creates a Follow-up Survey response.

Component 3: npsSurveyForm

Description:

This component is used to fill out the NPS Survey Form on the Site page based on specific criteria.

Methods:

- getRelatedRecord: Retrieves related users and record from the email template, associating them with the survey score during record creation.
- createSurveyRecord: Creates a Follow-up Survey response.

Component 4: sendBulkEmail

Description:

This component is used to send bulk emails from the Account, Contact, and Opportunity objects. Users can select multiple records and send surveys to them.

Methods:

- callSendEmail: Collects data based on record IDs and emails of all participants.

Component 5: sendFeedbackEmail

Description:

This component sends emails from the Account, Contact, and Opportunity records. Users can send survey emails for a specific record.

Methods:

- callSendEmail: Collects data based on recorded IDs and email participants.

Component 6: surveySchedule

Description:

This component is used to schedule surveys for the Account, Contact, and Opportunity objects. Users can schedule the Apex class based on specified criteria.

Methods:

- handleCreateSurveySchedule: Allows users to create multiple criteria and schedule Apex classes to send emails.

Apex Documentation

Class 1: **BulkEmailController**

Description: Used for sending emails to participants.

Class 2: **CreateNPSSurvey**

Description: Used to create survey responses and collect user responses.

Class 3: **CSATSurveyFormController**

Description: Used to create a CSAT Survey response based on user input.

Class 4: **EmailController**

Description: Used to send emails to specific participants based on record ID.

Class 5: **FollowupSurveyFormController**

Description: Used to create Follow-up Survey responses and collect user responses.

Best Practices

Survey Design

- **Keep It Simple**: Use straightforward language and limit the number of questions to ensure higher response rates.

- **Timing**: To capture accurate sentiment, send surveys at strategic times, such as after a purchase (opportunity closed won or closed lost) or service interaction (case closed or case escalated).

Survey Distribution

- **Avoid Fatigue**: Limit the frequency of survey requests to avoid overwhelming your customers.

- **Personalization**: Tailor the survey invitation to the recipient to increase engagement.

Data Analysis

- **Segment Responses**: Analyze responses by different customer demographics or interaction points to gain deeper insights.

- **Act on Feedback**: Implement a process to address customer feedback promptly and close the loop with respondents.

Coding Practices

- **Modular Code**: Write reusable and modular components to streamline development and maintenance.

- **Error Handling**: Implement robust error handling to manage exceptions and ensure a smooth user experience.

- **Documentation**: Maintain comprehensive documentation for each component and method to facilitate future updates and troubleshooting.

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