

NPS Survey



NPS Survey

Measure Net Promoter Score , Transform
Customer Service



available on
AppExchange





Create surveys effortlessly with drag-and-drop simplicity.

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

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

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

Assign scores to responses for quantified feedback.

Fine-tune respondent experience and data quality.

Show questions dynamically based on picklist values.

NPS Survey Builder

NPS Survey

Accounts

Contacts

Survey Forms

Questions

Field Mappings

Responses

Score Levels

Survey Distributions

Survey Recipients

More

NPS Survey Builder

✓

✓

Add Questions & Branding

✓

✓

✓

Create Your Survey Questions

Text

Text Area

Long Text Area

URL

Email

Picklist

Multiselect Picklist

Date

Date/Time

Number

Percentage

File Upload

Rating

Currency

Ranking

NPS

CSAT

CES

Drag a question type from the left to begin.

On a scale of 0 to 10, how likely are you to recommend our [product/service] to a friend or colleague? (nps)

How satisfied are you with your overall experience using our [product/service]? (csat)

What category best describes the product or service you used? (Picklist)

How did you feel about the length and clarity of this survey? (Text)

Preview

On a scale of 0 to 10, how likely are you to recommend our [product/service] to a friend or colleague?

0

1

2

3

4

5

6

7

8

9

10

How satisfied are you with your overall experience using our [product/service]? *

★

★

★

★

★

★

★

★

★

★

What category best describes the product or service you used? *

Choose an option

AI Technology

How did you feel about the length and clarity of this survey? *

Your Answer



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 '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). There are 'Cancel' and 'Save' buttons at the bottom.

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). There are 'Apply' and 'Save' buttons at the bottom.



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

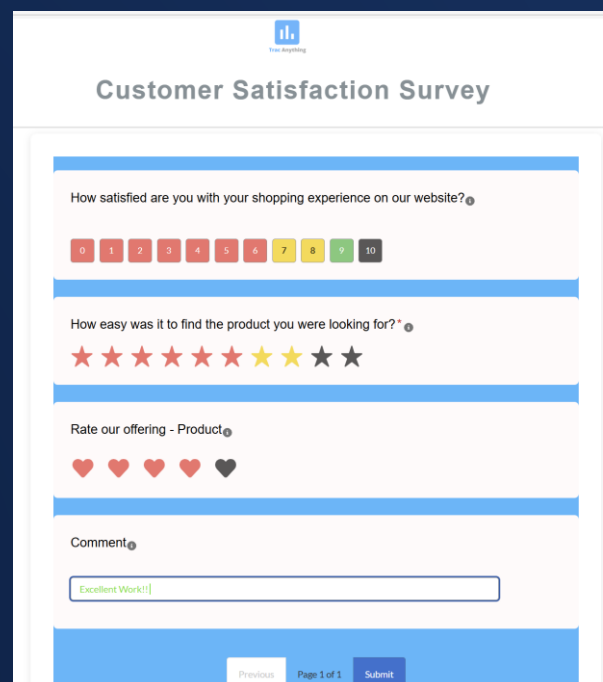
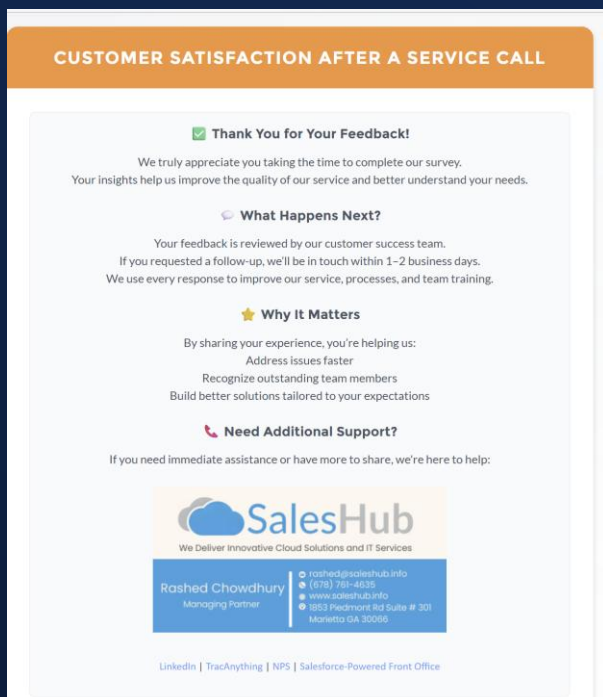
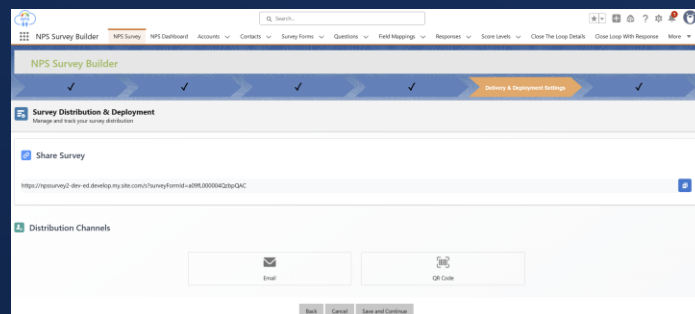


Scheduled Distribution

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.



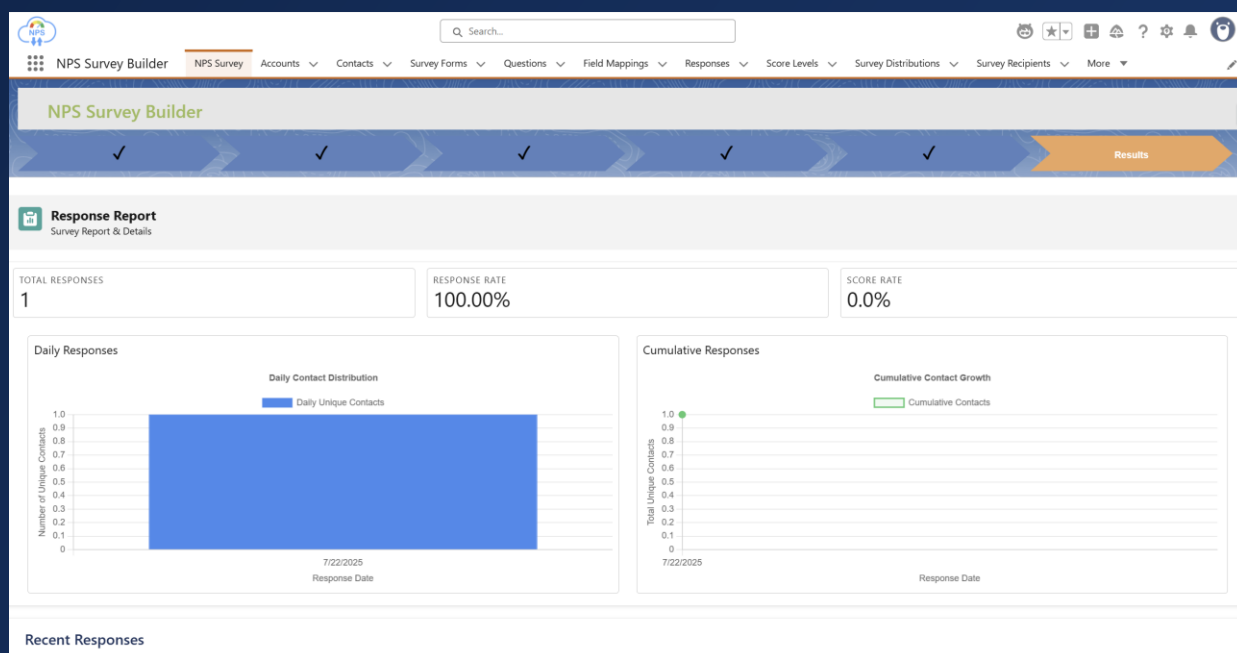
Response Review & Export

Access individual responses, download images, or export results.



Form Control Options

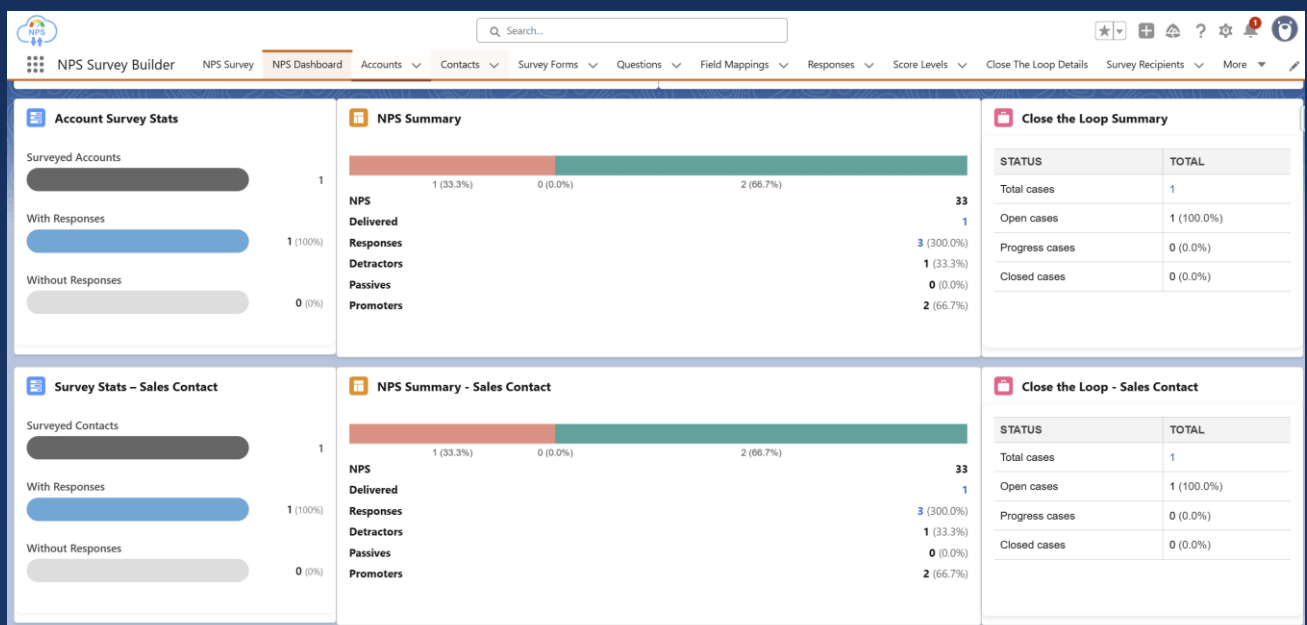
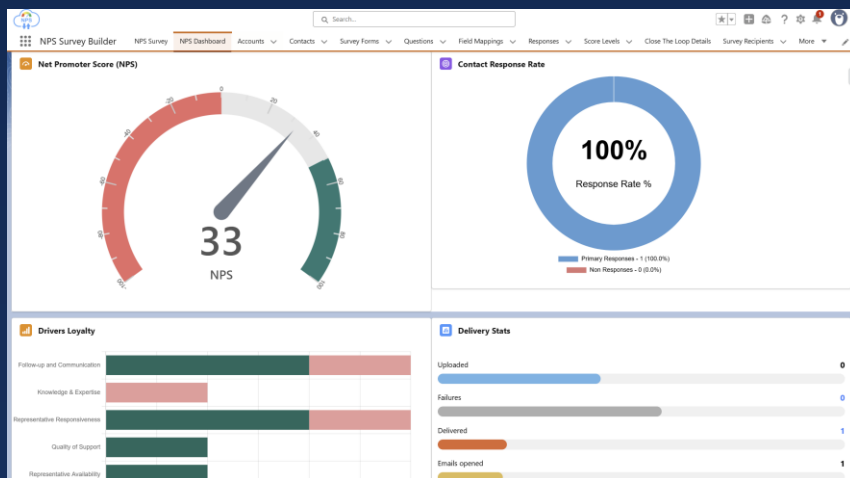
Edit, delete, clone, or share forms with full audit visibility.





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)	<ul style="list-style-type: none">• 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)	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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.

