NPS Survey

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Measure Net Promoter Score , Transform Customer Service

salesforce **available on AppExchange**

Key Features
Survey Creation & Customization

NPS

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.

Key Features
Service Settings & Automation

NPS

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.

Key Features
Distribution & Delivery

Multi-Channel Delivery
Send surveys via branded emails or QR codes.

Branded Email
QR Code
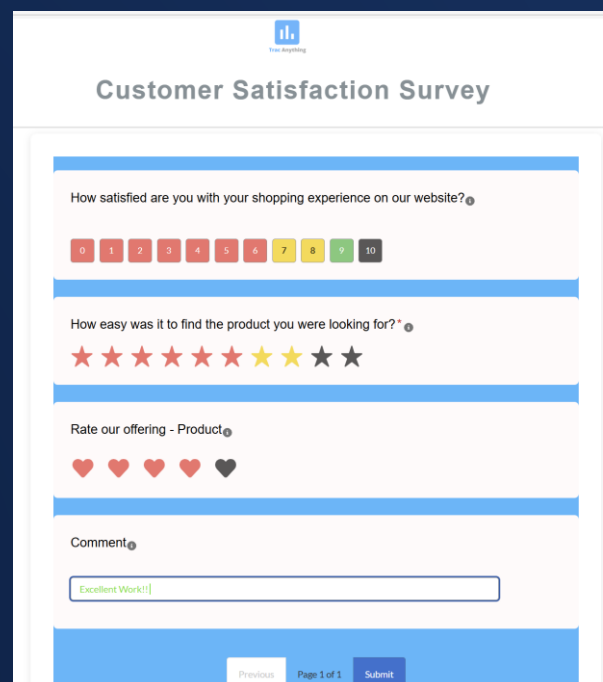Post Survey URL in Social Channel

Scheduled Distribution
Automate delivery based on predefined timelines or triggers.

Use Lead or Contact List View to send single or bulk survey
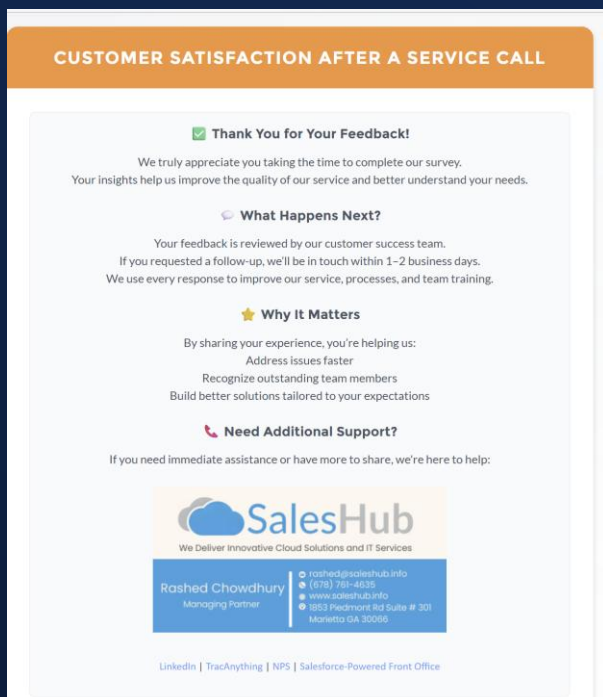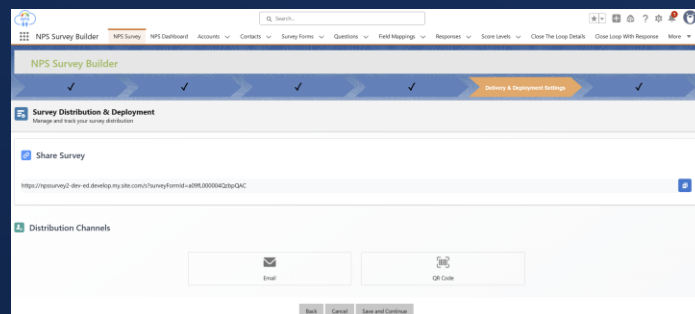
Key Features
Response Management

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
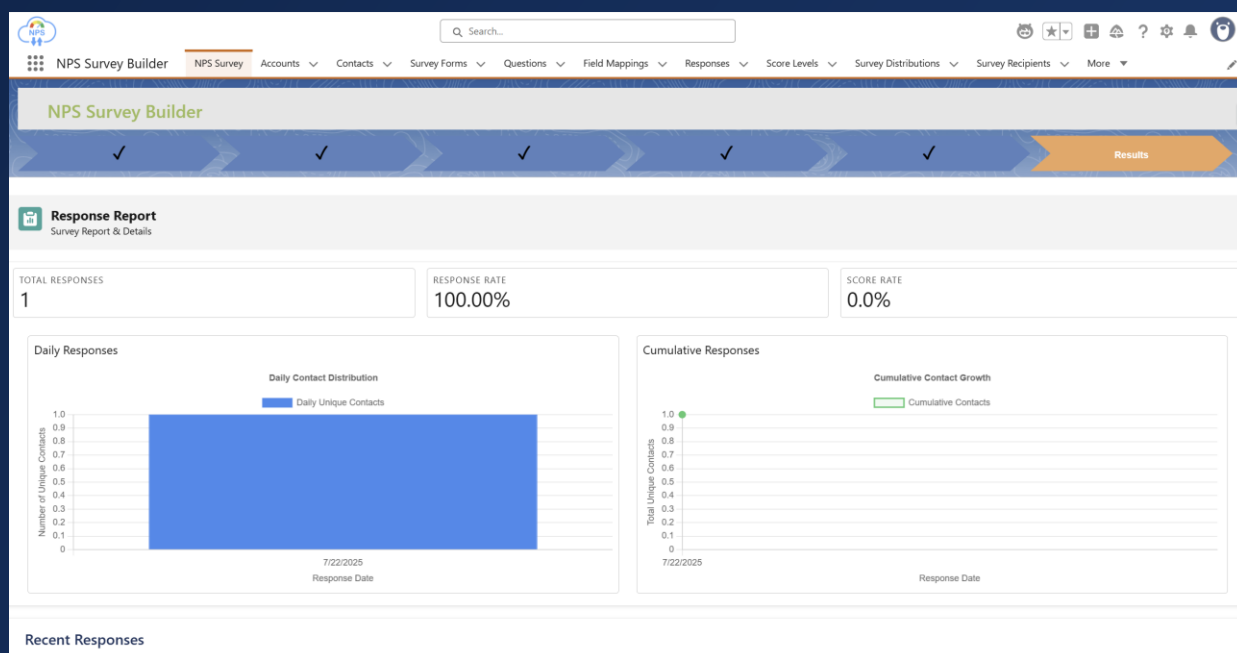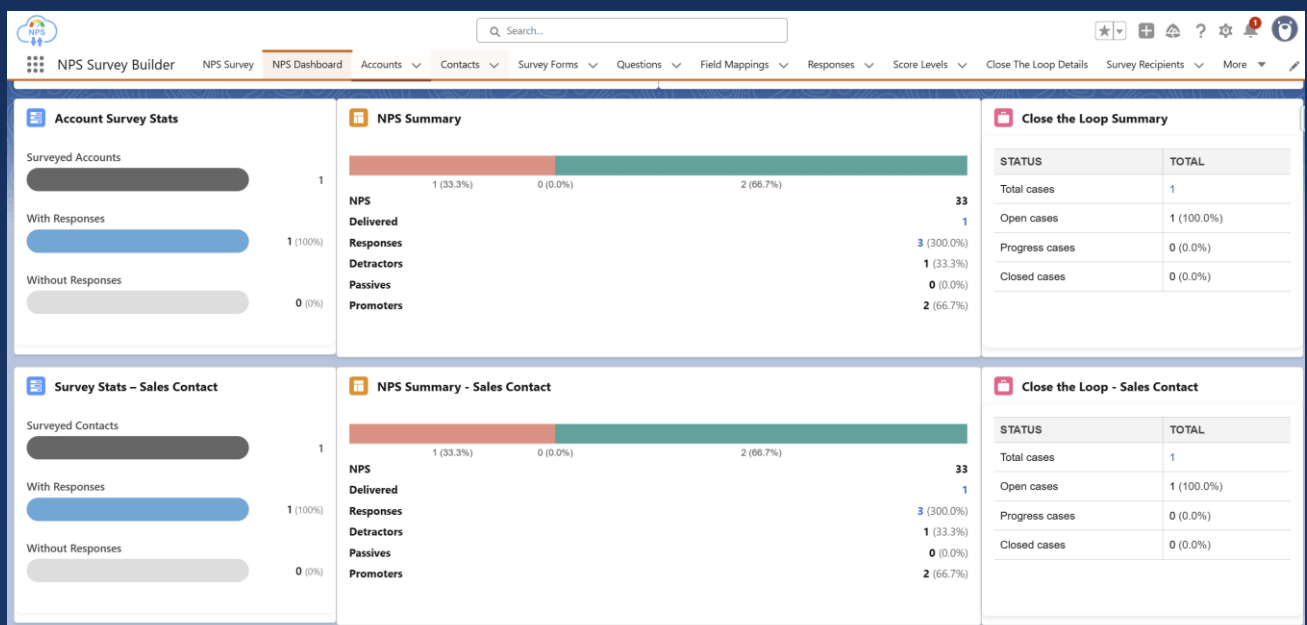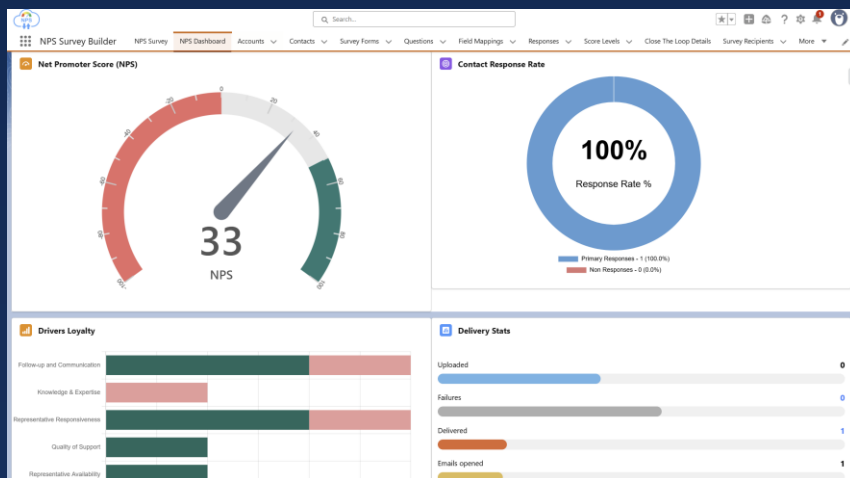
- ⚙️ Automated close-the-loop workflows

- 🧽 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