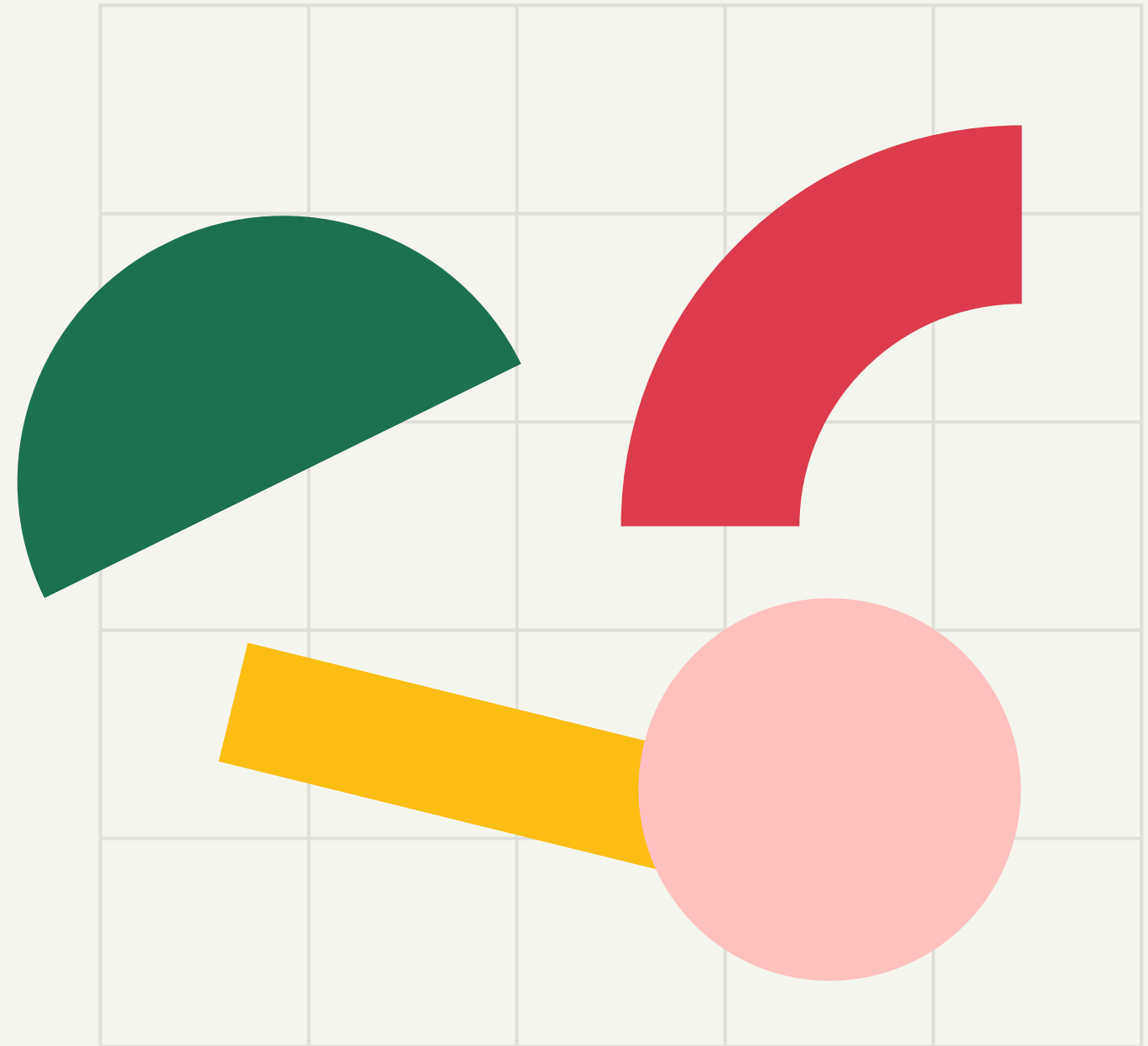# SERVICE HUB

CUSTOMER SERVICE SOFTWARE

Product Description

Customer service management software that enables you to scale your customer support, unite your front-office teams on one powerful, easy-to-use platform, and provide proactive service that delights and retains customers.

SCALE SUPPORT

Expand your support team's capacity through automation and self-service

The Tools You Need to Delight Customers at Scale

POPULAR FEATURES (SCALE SUPPORT)

HELP DESK & TICKET AUTOMATION

Add routing and automation to tickets to create a help desk that prioritizes critical issues first

KNOWLEDGE BASE

Convert frequently asked questions into a searchable library of help articles, videos, and documentation
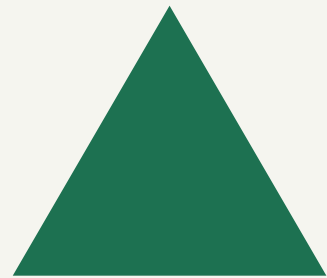
LIVE CHAT

Automatically route users to the right people and build better relationships by contextual conversations

UNITE TEAMS & CHANNELS

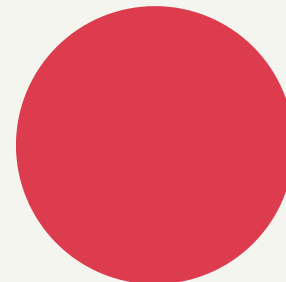Improve collaboration by uniting your teams and channels.

The Tools You Need to Delight Customers at Scale

POPULAR FEATURES (UNITE TEAMS & CHANNELS)

CONVERSATION INBOX

One universal inbox that your whole team has visibility to manage and reply to conversations in one place

HUBSPOT CRM

Automatically track customer details and interactions with your business in one source

TEAM MANAGEMENT

Quickly view and manage agent permissions, status, and availability across your team

POWER PROACTIVE SERVICE

Identify opportunities to enhance the customer experience

The Tools You Need to Delight Customers at Scale

POPULAR FEATURES (POWER PROACTIVE SERVICE)

CUSTOMER FEEDBACK SURVEYS

Deploy NPS, CSAT, CES, and custom surveys to gather feedback that can be used to build a better customer experience

CUSTOM OBJECTS

Create single-object, cross-object, or custom funnel reports to monitor the health of your business

The Tools You Need to Delight Customers at Scale

POPULAR FEATURES (POWER PROACTIVE SERVICE)

1:1 VIDEO CREATION

Create personalized help videos for individual customers right inside HubSpot, and easily add them to emails or tickets