



INBOUND19:

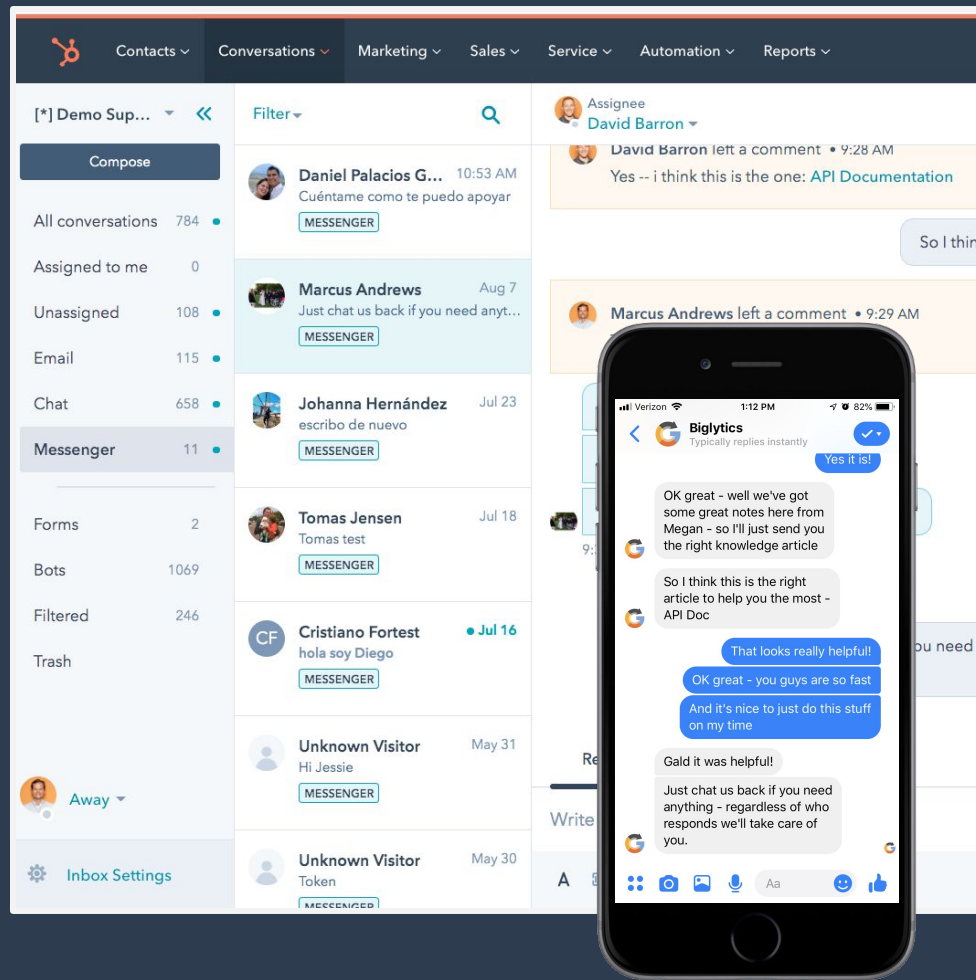
HubSpot Service Hub Product Updates

The Customer Experience - Self Service - Feedback/Advocacy

Customer Experience

Service Hub helps you build an exceptional experience for your customers, here's what's new.

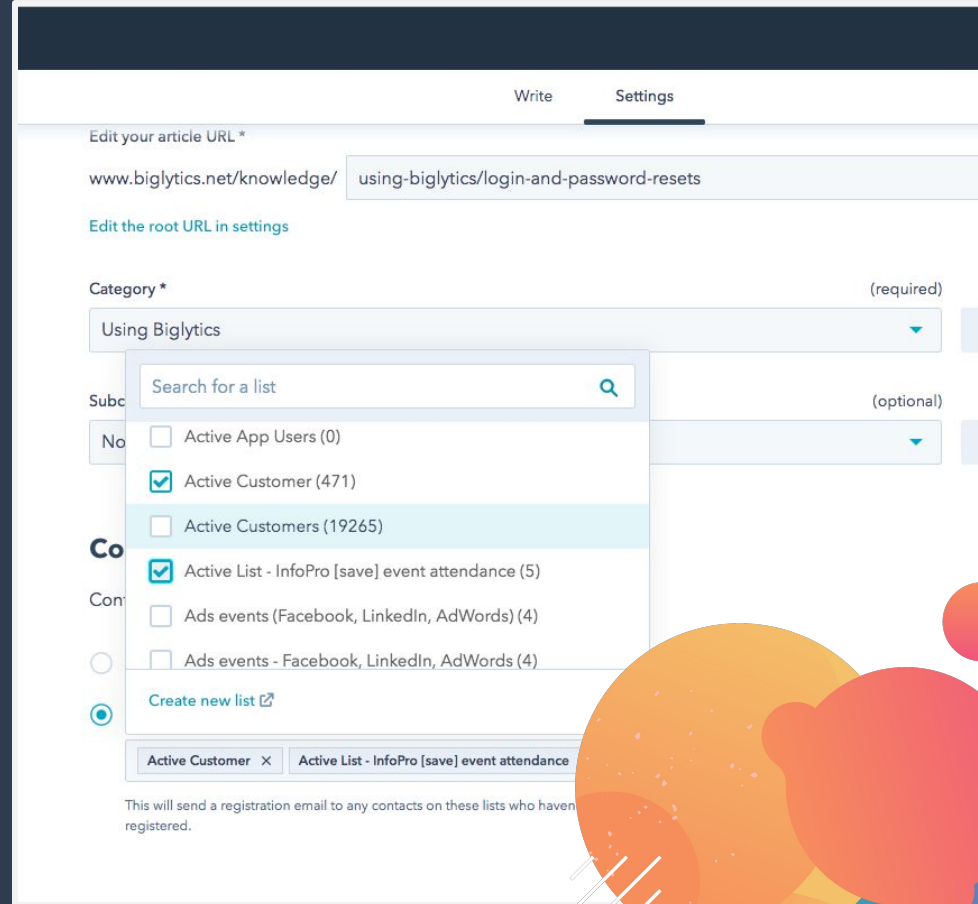
1. Forms & Facebook Messenger
2. Kickback emails
3. Commenting & Inline Updates



Self Service

With Service Hub you can build solutions that help customers help themselves. Here's what's new.

1. Restricted Access Articles
2. Editors and Templates
3. Knowledge Base import



The screenshot displays the HubSpot interface with a teal 'Enrollment triggers' modal window open. The background shows a sidebar with 'Automation' and 'Reports' menus, and a main area with tabs for 'Settings', 'Performance', and 'History'. The 'Enrollment triggers' window has two tabs: 'Trigger' (selected) and 'Re-enrollment'. Under 'Trigger workflow:', there are radio buttons for 'Automatically' (selected) and 'Manually'. Below this, 'Trigger workflow when:' is followed by a 'Test criteria' button. The main configuration area shows a workflow step: 'Last NPS survey rating' (with an edit icon) followed by 'Last NPS survey rating that this contact gave' and a 'See details' link. Below this, there are radio buttons for 'is any of' (selected), 'is none of', 'is known', 'is unknown', 'has ever been any of', 'has never been any of', and 'is equal to all of'. The 'is any of' option is expanded to show a dropdown menu with '9' and '10' selected, each with a close icon. To the left of the modal, a workflow diagram is partially visible, showing a step 'Delay the next action for 10 minutes.' with '0 contacts' below it.

Automation ▾ Reports ▾

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Settings Performance History

Enrollment triggers:

st NPS survey rating is any of 9 or 10

and

st NPS survey comment is known

Enrollment triggers

Trigger Re-enrollment

Trigger workflow:

☒ Automatically ☐ Manually

Trigger workflow when: [Test criteria](#)

[← Back](#)

Last NPS survey rating [✎](#)

Last NPS survey rating that this contact gave

[See details](#) [↗](#)

☒ is any of

9 × 10 ×

☐ is none of

☐ is known

☐ is unknown

☐ has ever been any of

☐ has never been any of

☐ is equal to all of

Delay the next action for 10 minutes.

0 contacts

Feedback & Advocacy

Service Hub helps you measure customer happiness & leverage them for growth, here's what's new:

1. Advocacy Automation
2. New Survey Delivery Types
3. Improved Reporting