Service Hub Professional

For advanced customer service teams. A complete suite of service software to help connect with customers, exceed their expectations, and automate processes.

Key Features

Customer Feedback
- Track customer happiness, and deploy surveys to gather feedback that can be used to build a better customer experience.

Customer Service Automation
- Automate your customer service processes with ticket routing, escalation, and task creation. Use feedback responses to create tasks for members of your team, or organize customer promoters into lists for follow-up.

Knowledge Base
- Turn your customers' most frequently asked support questions and tickets into an external knowledge base of help articles and documentation for your customers.

Multiple Ticket Pipelines
- Track ticket status across different regions, verticals, or other dimensions separately. Define unique sets of stages for each service process. Up to 50 ticket pipelines per account.

Video Creation and Hosting
- Better help customers with video responses to tickets with 1:1 video emails created in HubSpot. Host and embed videos that bring knowledge base articles to life.

Multiple Teams
- Organize your HubSpot account users into groups that you can use to control access, filter reports, and more. Up to 10 teams

1:1 Video Creation and Hosting
- Create videos using your laptop camera or the screensharing tool inside your HubSpot account. Share personalized help videos with customers directly from the HubSpot CRM or tickets tool, or host and embed videos in your knowledge base on your HubSpot account.

For a complete list of features, visit HubSpot's product catalog.

HubSpot

Pricing
Starting at $400 USD a month
5 users included

Comparing Service Professional to Starter?
Service Hub Professional solves for advanced services teams that need a unified suite of features for curating the best customer experience possible. With the Professional features, you get everything included in Starter in addition to an elevated ability to collect customer feedback, create Knowledge Base collateral, and manage your growing team.

For additional information:

Visit the
Product Page