CAPABILITY STATEMENT · PUBLIC SECTOR

NPS Survey CX OS

Every service moment measured. Every low score acted on.

Salesforce-native customer experience for government: NPS, CSAT and CES surveys when a case, request or work order closes, and a follow-up case for the right owner on every low score, inside the org the agency already runs.

- 5.0 on Salesforce AppExchange
- 100% Salesforce-native
- Data never leaves Salesforce
- Available through Carahsoft



Product illustration · sample data

Core capabilities

Moment-based surveys

NPS, CSAT, CES and pulse surveys when a case, request or work order closes; 15+ question types, 70+ templates.

Closed-loop follow-up

Low scores open a priority case for the responsible owner; neutral scores get a 30-day follow-up; high scores trigger recognition.

Leadership dashboards

Real-time trends by office, district, installation or service, each score tied to its record.

Every channel

Email, SMS, web, QR codes and Experience Cloud portals, in multiple languages.

Who we serve

State & local

311, permits, licensing, benefits

Federal

Post-transaction feedback

Defense

Housing, PCS, training, families

Differentiators

- **No new system to authorize:** runs inside the agency's Salesforce org, no external servers.
- **Action, not reports:** feedback lands on the record staff already work.
- **Low-risk start:** 90-day pilot on one service, measures agreed up front.

Company data

Company	**SalesHub, LLC**
HQ	Marietta, Georgia · since 2018
Partner	Salesforce ISV and Consulting Partner
UEI	**Y8JGEMLEF9L3**
CAGE code	**02S16**
NAICS	541511 · 541512 · 541611
Buy through	AppExchange · Carahsoft
Editions	CX Lite $3,500/yr CX Pro $8,500/yr CX360 Insights from $16,000/yr
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90-day pilot

- Weeks 1–2: install and set up one service
- Weeks 3–12: live feedback and follow-up
- Day 90: results review

See it on the AppExchange listing

Reviews, editions and the free trial. Security and accessibility documentation on request. No government endorsement implied.

Start your 7-day free trial

Scan to try it free