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
Contact	Rashed Chowdhury support@saleshub.info 1 (833) 733-2468

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

POINT OF VIEW · STATE & LOCAL GOVERNMENT

NPS Survey CX OS

The service request isn't done until the resident says so.

Agencies measure how fast a request closes. Residents judge whether it was solved. Here is how to measure the second, at the moment it happens, without a new system.

For 311, CX, licensing and benefits leaders

Built for agencies on Salesforce



Product illustration · sample data

The gap nobody reports

Closed-on-time and solved-for-the-resident drift apart quietly. The gap shows up later as repeat calls, complaints to council members and lower trust, long after an annual survey could have caught it.

Why now

States are creating customer experience offices, and many cities already run 311 and licensing on Salesforce. The data and the workflow are already in one place; only the resident's voice is missing.

Three steps, one closed loop

1 · Ask at the moment

When a 311 request, permit or benefit case closes, send one or two questions by email, text or QR code, in the resident's language.

2 · Keep it on the record

The answer lands on the same Salesforce case, so staff see the score next to the work, not in another tool.

3 · Close the loop

A low score opens a follow-up case for the responsible department; leaders see trends by service and district.

Low score
Follow-up case to the department that owns the service

Neutral score
Check-in within 30 days

High score
Credit the crew, ask for public feedback

Start with a 90-day pilot

1 service to start, such as potholes, permits or license renewals

3 measures agreed up front: response rate, follow-up within 5 business days, repeat contacts

90 days to a results review with your team and leadership

Measure what residents experience, inside Salesforce

Buy through Salesforce AppExchange or Carahsoft cooperative contracts.

Start your 7-day free trial

Scan to try it free

No government endorsement implied.

POINT OF VIEW · DEFENSE

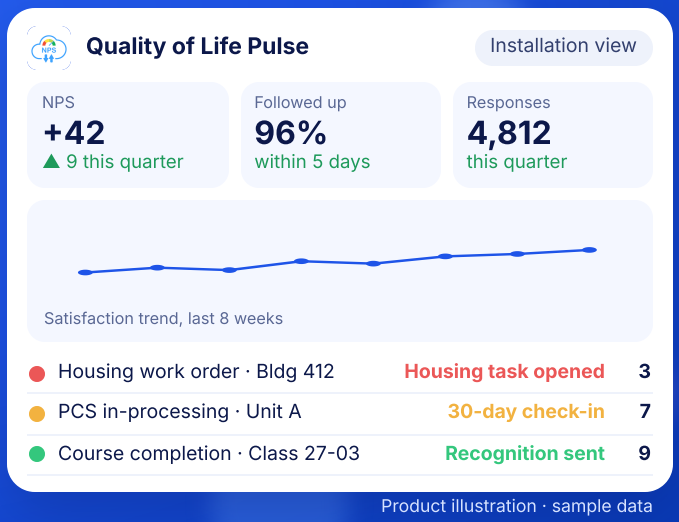
NPS Survey CX OS

Readiness is measured once a year. Quality of life happens every day.

Annual surveys arrive months after the broken repair, the hard PCS move or the confusing system rollout. Measure each moment inside the platform where the work already happens, and act the same day.

For installation, personnel and program leaders

Inside your Salesforce environment



Product illustration · sample data

The timing problem

The services take quality of life seriously: the Army's 2026 tenant survey alone reached more than 200,000 residents. But a once-a-year survey run outside daily systems shows trends after the fact, when the family has already moved or the soldier has already decided.

Why now

In January 2026 the Army awarded Salesforce a 10-year contract to modernize personnel, recruiting and support for soldiers, veterans and families. Feedback can now live on the same platform as the service it measures.

From moments to action

Moments, not years

Pulse questions when a housing work order closes, a PCS finishes, a course ends, or a new system has been in use 30, 60 and 90 days.

Owned by the chain

A low score creates a task for the responsible NCO, officer or housing office, with a due date and a record of the response.

Leaders see the trend

Installation and command dashboards show where quality of life is improving or slipping, before the annual survey does.

Where to start

- Installation housing maintenance
- PCS and in-processing
- Training and course completion
- New personnel or HR system adoption
- Family, MWR and support services
- Command climate pulse between annual surveys

Pilot one installation or one program for 90 days

Deployed inside your Salesforce environment once confirmed with your security team. Government buyers: available through Carahsoft.

Start your 7-day free trial

Scan to try it free

No government endorsement implied. No official imagery, seals or insignia are used.

FOR STATE & LOCAL GOVERNMENT

NPS Survey CX OS

NPS Survey CX OS for State & Local

Every resident interaction measured and every low score followed up, inside the Salesforce org your agency already runs.

Platform offering | 100% Salesforce-native



Product illustration · sample data

Starter kits, ready to switch on

311 & public works
CSAT when a request closes; low scores back to the crew supervisor.

Permits & licensing
Effort score after renewals and new licenses, by channel and language.

Benefits & case work
Feedback when a benefit is approved or a case is resolved.

Utilities & billing
Satisfaction after service calls, outages and billing disputes.

Public health
Visit and program feedback, routed to the clinic or program lead.

Education
Student, parent and community feedback for leadership dashboards.

The closed loop

Low score
Follow-up case to the owning department

Neutral score
Check-in within 30 days

High score
Credit the team, invite public feedback

Environment
Salesforce Enterprise or Government Cloud orgs. Email, SMS, web, QR codes at counters and kiosks, Experience Cloud portals, multilingual.

Editions and buying
CX Lite $3,500/yr · CX Pro $8,500/yr · CX360 Insights from $16,000/yr (AppExchange list). Buy on AppExchange or through Carahsoft cooperative contracts.

Start with a 90-day pilot
One service, three agreed measures, a results review at day 90.

Start your 7-day free trial

Scan to try it free

No government endorsement implied.

FOR DEFENSE ORGANIZATIONS

NPS Survey CX OS

NPS Survey CX OS for Defense

Real-time feedback from service members and families instead of once-a-year surveys, inside your Salesforce environment.

Platform offering

100% Salesforce-native



Product illustration · sample data

Starter kits, ready to switch on

Installation housing

Pulse when a maintenance work order closes; low scores go to the housing office.

PCS & in-processing

Feedback at each step of a move and arrival.

Training & courses

Course and rotation feedback to close training gaps.

New system adoption

30, 60 and 90-day pulses; low scores create a training task.

Family & MWR services

Satisfaction after family programs and support services.

Command climate pulse

Short, frequent check-ins between annual climate surveys.

The closed loop

Low score
Task to the responsible NCO, officer or office

Neutral score
Check-in within 30 days

High score
Recognize the team

Environment

Salesforce Government Cloud or Government Cloud Plus Defense environments, subject to confirmation with Salesforce and your program's security review. Email, web, QR codes, Experience Cloud portals.

Editions and buying

CX Lite $3,500/yr · CX Pro $8,500/yr · CX360 Insights from $16,000/yr (AppExchange list). Buy through Carahsoft by quote or as part of a Salesforce partner's task order.

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