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HubSpot

Unlock the Value of Service Hub

Authentic Service that Helps Drive Sales

Creating a remarkable customer experience shouldn't rely on your sales team. If you're playing your cards right, your service software can do all the talking once you've closed the deal. With features such as automated chatbots or knowledge bases, your leads can self-service their way into your pipeline. Better yet, once they're customers a whole new world of delightful experiences await them with Service Hub.

What is Service Hub?

Service Hub equips you with the tools you need to put your customers first. It brings all your customer service data and channels together in your HubSpot CRM platform, so you can efficiently onboard, support, retain, and grow your customer base. The result? An easy-to-use tool that allows you to prioritise the customer experience and deliver authentic service when your customers need you most.

Service Hub™

Service Hub's Newest Features

Every solution stems from a challenge. To ensure your team's latest challenges and priorities are being met, Service Hub has relaunched with **10 new features.**

Feature	Overview	Status	Subscription
More Customisable			
Customer Portal	Give your customers the ability to view all their tickets in one centralised place using a customisable, branded portal.	**Live**	Service Hub Pro+
Custom Views	Help managers create dynamic work streams and allow agents to hyperfocus on specific issues using filters.	**Live**	Service Hub Pro+
Enhanced Mobile Inbox	Stay in touch with our on-the-go mobile helpdesk that supports ticket updates, @mentions, and shareable content in the form of snippets, documents, images, or knowledge content.	**Live**	Free
More Comprehensive			
Inbound Calling	Use your own personal device to instantly connect to customers through Voice Over IP, and upload all your detailed call data directly into HubSpot's CRM. Note: phone numbers can be directly purchased through HubSpot if needed	Beta	Service Hub Starter+
Channel Switching	Make it easy for users of the shared inbox tool to switch from chat to email during customer interactions, using one continual conversation thread.	**Live**	Free
Post Chat Feedback	Gain valuable insight into customer feedback with automated polls to capture post chat sentiment.	**Live**	Service Hub Pro+
Conversations APIs	Pull your conversations data out of HubSpot to centralise your channels. Manage routing processes on your terms and uncover insights at scale.	Beta	Free
More Automated			
Custom Surveys	Share tailored surveys through web or email. With over 10 question types, discover more about your customers so you can deepen those relationships.	**Live**	Service Hub Starter+
SLAs	Use SLAs to monitor 'Time to First Reply' and 'Time to Close', and easily report on attainment across your service team.	**Live**	Service Hub Pro+
Service Analytics Reports	Assess contact volume, response time, NPS, and other key customer experience metrics with built-in analytics tools.	**Live**	Service Hub Starter+

Did You Know?

When you integrate Sales Hub and Service Hub with your CRM, you unlock new levels of agility and efficiency. With a centralised system that speaks to your sales teams and supports your customers, your company can focus on what matters most: growing better.

Two is Better than One

Service Hub™ + Sales Hub™

Deals Closed-Won

+47.4% Customers with Sales and Service Hub see a 47.4% greater increase in deals closed-won after 12 months than customers with only Sales Hub.*

Deal Close Rate

+189.0% Customers with Sales and Service Hub see a 189% greater increase in deal close rate than customers with only Sales Hub after 12 months.**

+123.5% Customers with Sales and Service Hub see their deal close rate increase 123.5% after 12 months.***

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*   These insights are based on the number of deals marked closed-won in HubSpot CRM by our customers who owned Sales Hub only (n=12,420) or Sales and Service Hub (n =6,236) for at least 12 months between January 2019 and December 2021 compared to the average set in the first 3 months after purchase.

**   These insights are based on the number of deals marked closed-won divided by the number of deals created in HubSpot CRM by our customers who owned Sales Hub only (n=11,377) or Sales and Service Hub (n=5,280) for at least 12 months between January 2019 and November 2021 compared to the average set in the first 3 months after purchase.

***   These insights are based on the number of deals marked closed-won in HubSpot CRM by our customers who owned Sales and Service Hub (n =6,236) for at least 12 months between January 2019 and December 2021 compared to the average set in the first 3 months after purchase.

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Service Hub for Sales Reps

Retaining a strong customer relationship means going beyond the expected. Customers expect great service, so 'how' your teams use, and more importantly share, data to personalise their experiences matter. Supply your sales teams with an exceptional service software that helps them sell better.

Questions	Free	Starter	Pro	Enterprise
Do you need to track the uptime, reliability, and response time of **SLA's**?	✕	✕	✓	✓
Do you need a **shared inbox** to track your customer details?	✓	✓	✓	✓
Would automated **sequences** enable your sales teams to do more in less time?	✕	✕	✓	✓
Would you like to use **conversation intelligence** to transcribe and analyse recorded calls?	✕	✕	✕	✓
Do you need **multiple ticket pipelines** to keep track of customer interactions?	✕	✓	✓	✓
Do you need the ability to chat, forward messages, or search **on the go**?	✓	✓	✓	✓
Would a self-service **knowledge base** help remove friction and unnecessary touchpoints?	✕	✕	✓	✓
Would **1:1 videos** help strengthen your relationship with customers?	✕	✕	✓	✓
Do you need **call scripts or positioning** guides to help navigate customer conversations?	✕	✕	✕	✓
Would access to **post chat sentiment** or survey feedback be helpful in navigating customer relationships?	✕	✕	✓	✓
Would **lead scoring** allow you to personalise your conversations around customer interests?	✕	✕	✓	✓

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