HubSpot Service Hub

AI-Powered Customer Service Software

Turn your customer experience into a growth engine, not a messy cost center.

HubSpot Service Hub helps you scale support, boost satisfaction, and drive long-term customer value with AI-powered tools connected to your CRM.

Deliver Value. Drive Retention. Scale with Ease.

Great service doesn't just resolve issues, it builds loyalty and unlocks revenue. Service Hub gives your teams everything they need to deliver personalized, proactive customer support at every stage of the customer journey.

Powered by HubSpot Smart CRM, your service team gets instant access to unified customer data—so they can respond faster, resolve issues smarter, and build stronger personal customer relationships.

Why Service Hub?

- ✓ Unified Support Tools
- ✓ AI-Powered Automation
- ✓ Customer Retention Focus

Inbound 281
NEXT-GEN MARKETING

HubSpot
Gold
SOLUTIONS PARTNER PROGRAM
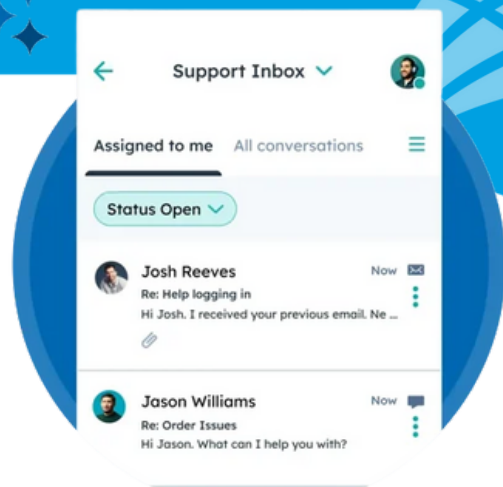
Scale Support with AI-Powered Tools

You can provide your customers with the fast, helpful experiences they expect without any of the added pressure.

- **Breeze Customer Agent:** Resolve customer questions 24/7 with AI-powered automation.
- **Omni-Channel Help Desk:** Manage email, chat, phone, and more, all in one inbox.
- **AI Knowledge Base Agent:** Turn tickets into self-service content and fill knowledge gaps automatically.
- **Call Tracking & Routing:** Create IVR menus and route calls to the right team member.
- **Customer Self-Service Portal:** Empower customers to manage their support tickets.

Drive Customer Retention & Growth

Service Hub's proactive success tools help you reduce churn, improve satisfaction, and uncover new upsell and cross-sell opportunities.

- **Customer Success Workspace:** Track health scores and prioritize at-risk accounts.
- **Feedback Surveys:** Capture customer sentiment and guide your strategy.
- **SLA Management:** Meet response time goals with automated ticket routing.
- **Conversation Intelligence:** Learn from customer calls to improve service.

Unify Your Customer Service Data

Give your teams the full picture with service data connected to your marketing and sales efforts.

- **Smart CRM Integration:** See every deal, email, and interaction in one place.
- **Service Analytics:** Uncover insights with built-in reporting dashboards.
- **Team & Mobile Management:** Equip your reps with the tools they need.
- **Automated Workflows:** Free your team from repetitive tasks with AI-powered automation.

Built-In Reporting & Insights

- ✓ **28%** increase in ticket close rate after 6 months only.
- ✓ **72%** of leaders say HubSpot sped up resolution time.
- ✓ **77%** of leaders say HubSpot increased customer lifetime value (CLTV).