Any CX leader will tell you, no matter how much your budget or headcount shrinks, one thing will never change: the demand for world-class customer experiences.

Today, CX leaders are under more pressure than ever. Whether it's support, fielding urgent customer challenges, or success teams trying to spot those challenges before they happen.

Both customer support and success are vital to customer retention. But until now, businesses have had to manage support and success in different places.

Not anymore. I'm super excited to introduce the all new Service Hub.

We've been working hard behind the scenes to bring together everything you need to scale support and drive retention
all-in-one place.

One of the biggest challenges we hear from customer support leaders is: “How do I scale my team without scaling costs?”

Equip your reps with the right tools. And it all starts with a new Help Desk Workspace. We're giving reps a centralized view to help them triage and resolve their most pressing tickets and maximize productivity.

And if you really want to scale support, you might guess what I'm about to say: AI. We've embedded HubSpot AI into Service Hub to help reps work smarter and on their behalf.

Like the new GPT powered Chatbot [that] uses a human like tone to answer questions and close tickets automatically. Now, your support team will be freed up to focus on more complex issues that actually need the most attention. Reps can also use HubSpot AI
to summarize conversations for warmer transfers, and also to recommend replies based on the ticket. Replies that are both customer friendly and on brand, thanks to HubSpot AI’s built in guardrails.

One of the best parts is Service Hub is built to scale with you. We built a ton of new features for large teams. Omni-channel Support means you can meet your customers where they are. Starting with Interactive Call Routing built directly into the Help Desk Workspace. And coming soon, new APIs so you can connect any channel you want directly into the Help Desk.

Advance SLAs help you improve service delivery so you can optimize important metrics like time to reply, or rep efficiency.
Capacity and Skills Base Routing
send tickets to the right rep
at the right time.
And we've built a more powerful,
customizable Knowledge Base
to handle your growing business
and self-service needs.
All right,
so those are just some of the over
40 releases from Service Hub
over the past year
to help you scale support.
But we know that acquiring
a new customer
can be up to 25 times more expensive
than keeping an existing one.
That's why
we're giving Customer Success Managers
a dedicated home in HubSpot
for the first time.
Meet the all new
Customer Success Workspace,
available in beta now.
CSM’s can manage their book of business
by tracking tasks,
creating custom segments and views,
and keeping an eye on pipelines
for key accounts.
And soon, we'll introduce Customer Health Scores, which can be powered by all of your CRM data and even things like product usage data. Plus, with feedback management tools, your teams can get ahead of trends impacting customer retention. And with HubSpot AI, your customers have AI generated summaries, transcripts, and next steps after every call. The Customer Success Workspace will be a game changer for CX teams, helping them play an even bigger role in customer retention. Great businesses are built with happy, long-term customers. With the all new Service Hub, we're helping you deliver positive customer experiences at scale like never before. Discover the all new Service Hub
featured in our Spring Spotlight.