

Service Hub™ Professional

This is NOT intended to help customers decide on which hub or edition levels they need. The purpose of this sheet is to help customers decide which seat type their users need, after they've decided on the hub and edition.



Core Seat★

Essential features for managing your customer service needs, including:

- Multiple currencies★★
- 1:1 technical support★
- HubSpot provided phone numbers★★
- Custom reporting★
- Video hosting & management★
- Teams★
- Logged-in visitor identification
- Salesforce integration★
- Duplicate management
- Custom views in shared inbox★
- WhatsApp integration★
- Call transcription and coaching★
- Customer portal
- Post-chat feedback
- Service analytics
- Permission sets★
- Association labels★
- Calculated properties★
- Product library★



Service Hub Seat

Everything in a Core Seat (Professional) plus additional features that help you streamline your service processes and resolve tickets efficiently:

- Canned snippets★
- Email templates★
- Meeting scheduling★
- Email tracking & notifications
- Documents★
- Goals★★
- Calling★★
- Conversation routing
- Agent presence in inbox
- Repeating tasks & task queues
- Task calendar sync
- Sequences★
- Ticket Routing★
- Forecasting★
- Account overview
- Playbooks★
- Help desk automation★
- SLAs
- Knowledge base (multi-language)
- Knowledge base SSO
- Customer feedback surveys★

- ★ The listed Core Seat (Professional) features are accessible when the customer has purchased Service Hub Professional
- ★ Indicates additional functionality or increased limits when upgrading from Service Hub Starter
- ★ Indicates limits apply

Limit increases are available as add-ons for certain tools. This was last updated on March 28, 2023. Please visit our Products and Services Catalog for the most up to date pricing and packaging information.



Core Seat*

Essential features for managing your customer service needs, including:

- Multiple currencies**
- 1:1 technical support*
- HubSpot provided phone numbers**
- Custom reporting*
- Video hosting & management *
- Teams*
- Logged-in visitor identification
- Salesforce integration*
- Duplicate management
- Custom views in shared inbox*
- WhatsApp integration*
- Call transcription and coaching*
- Customer portal
- Post-chat feedback
- Service analytics
- Permission sets*
- Association labels*
- Calculated properties*
- Product library*
- Hierarchical teams*
- Recurring revenue tracking
- Custom goals*



Service Hub Seat

Everything in a Core Seat (Professional) plus additional features that help you streamline your service processes and resolve tickets efficiently:

- Conversation intelligence
- Canned snippets*
- Email templates*
- Meeting scheduling*
- Email tracking & notifications
- Documents*
- Goals*
- Calling**
- Conversation routing
- Agent presence in inbox
- Repeating tasks & task queues
- Task calendar sync
- Sequences*
- Ticket Routing*
- Forecasting*
- Account overview
- Playbooks*
- Help desk automation*
- SLAs
- Multiple Knowledge bases*
- Customer feedback surveys*

* The listed Core Seat (Enterprise) features are accessible when the customer has purchased Service Hub Enterprise

** Indicates additional functionality or increased limits when upgrading from Service Hub Professional

* Indicates limits apply