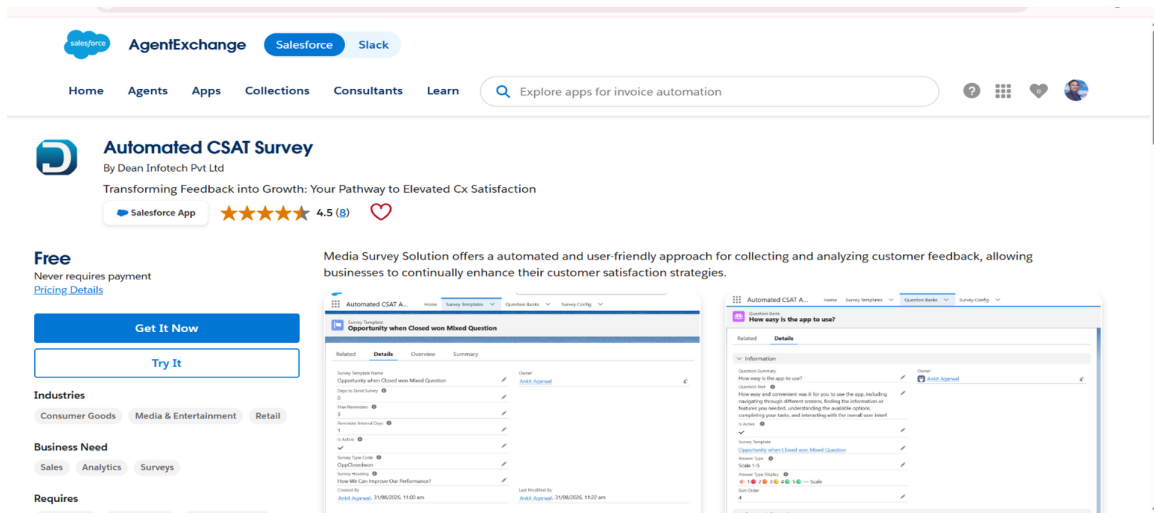


Automated CSAT Survey

Salesforce AppExchange Installation Guide



This step-by-step guide walks you through installing the **Automated CSAT Survey** app (by Dean Infotech Pvt Ltd) from the Salesforce AppExchange into your Salesforce org. Follow each step in order. Every screenshot has the button or field you need to click marked with a **red box** so it is easy to spot.

■ Red box = the button, field, or area you need to click or fill in

What you'll do in this guide:

1. Find the app on Salesforce AppExchange and start installation
2. Choose your installation environment (Production)
3. Confirm installation details and agree to terms
4. Log in to your Salesforce account
5. Choose who can use the app (All Users)
6. Wait for the installation to finish
7. Confirm the app is installed successfully

1

Search for the app and click “Get It Now”

Go to the Salesforce **AppExchange** website. In the search bar at the top, type **Automated CSAT Survey** and open the app's listing page. Once you're on the app page, click the blue **Get It Now** button (highlighted in red below) to begin installing the app.

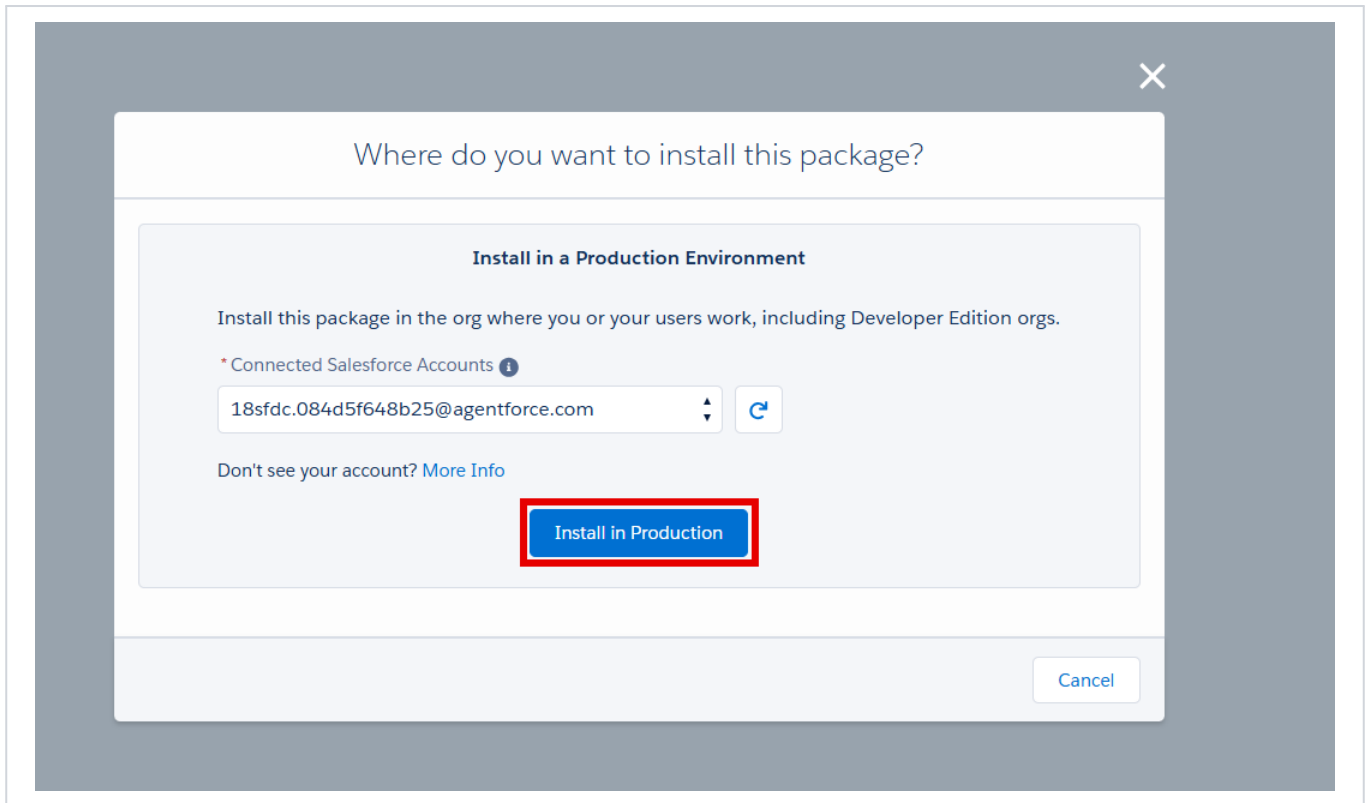
The screenshot shows the Salesforce AppExchange interface. At the top, there's a navigation bar with 'AgentExchange', 'Salesforce', and 'Slack' tabs. Below it, a search bar contains the text 'Explore apps for invoice automation'. The main content area displays the 'Automated CSAT Survey' app by Dean Infotech Pvt Ltd. The app is marked as 'Free' and has a 4.5-star rating. A red box highlights the 'Get It Now' button. Below the button, there are sections for 'Industries' (Consumer Goods, Media & Entertainment, Retail) and 'Business Need' (Sales, Analytics, Surveys). The app description states: 'Media Survey Solution offers a automated and user-friendly approach for collecting and analyzing customer feedback, allowing businesses to continually enhance their customer satisfaction strategies.'

Tip: The app is free and never requires payment, so you can install it safely without any billing setup.

2

Choose “Install in Production”

A pop-up window will ask “**Where do you want to install this package?**” Your connected Salesforce account will already be shown in the box. Click the blue **Install in Production** button (highlighted in red) to continue.



Tip: “Production” means the live org that you and your users normally work in.

3

Confirm installation details

The **Confirm Installation Details** screen shows the package name, version, and subscription info. Tick the checkbox that says **“I have read and agree to the terms and conditions”** (top red box), then click the blue **Confirm and Install** button (bottom red box).

Confirm Installation Details

Review the [customization guide](#) for installation and configuration steps.

Package	Version
Automated CSAT Survey	
Subscription	Organization
Free	Dean Infotech
Duration	Number of Subscribers
Does Not Expire	Site-wide
Username	
18sfdc.084d5f648b25@agentforce.com	

☒ I have read and agree to the [terms and conditions](#).

Salesforce.com Inc. is not the provider of this application but has conducted a limited security review. [Learn More about the AppExchange Security Review.](#)

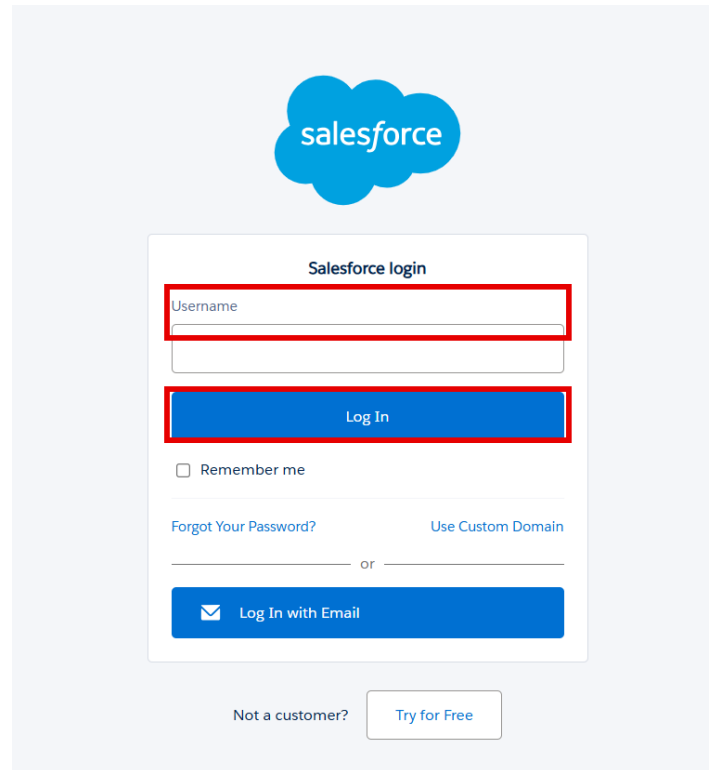
Cancel **Confirm and Install**

Tip: You must check the agreement box first — the Confirm and Install button will not work until you do.

4

Log in to Salesforce

If you're not already logged in, Salesforce will show you the login page. Enter your **Username** in the field (top red box) and click the blue **Log In** button (bottom red box) to sign in and continue the installation.

A screenshot of the Salesforce login page. At the top is the Salesforce logo. Below it is a white box titled "Salesforce login". Inside this box, there is a "Username" input field, which is highlighted with a red border. Below the input field is a blue "Log In" button, also highlighted with a red border. Under the button is a checkbox labeled "Remember me". Below that are two links: "Forgot Your Password?" and "Use Custom Domain". Further down is a horizontal line with "or" in the center, and below that is a blue button with an envelope icon and the text "Log In with Email". At the bottom of the white box are two links: "Not a customer?" and "Try for Free".

Salesforce login

Username

Log In

☐ Remember me

[Forgot Your Password?](#) [Use Custom Domain](#)

or

 Log In with Email

[Not a customer?](#) [Try for Free](#)

Tip: Use the same Salesforce account/org where you want the CSAT Survey app installed.

5

Choose who can use the app

On the **Install Automated CSAT Survey** screen, choose which users should have access. Select **“Install for All Users”** (highlighted area) so everyone in your org can use the survey app, then click the blue **Install** button.

Install Automated CSAT Survey

By Dean Infotech Pvt Ltd

☐ Install for Admins Only

☒ Install for All Users

☐ Install for Specific Profiles...

Install

Cancel

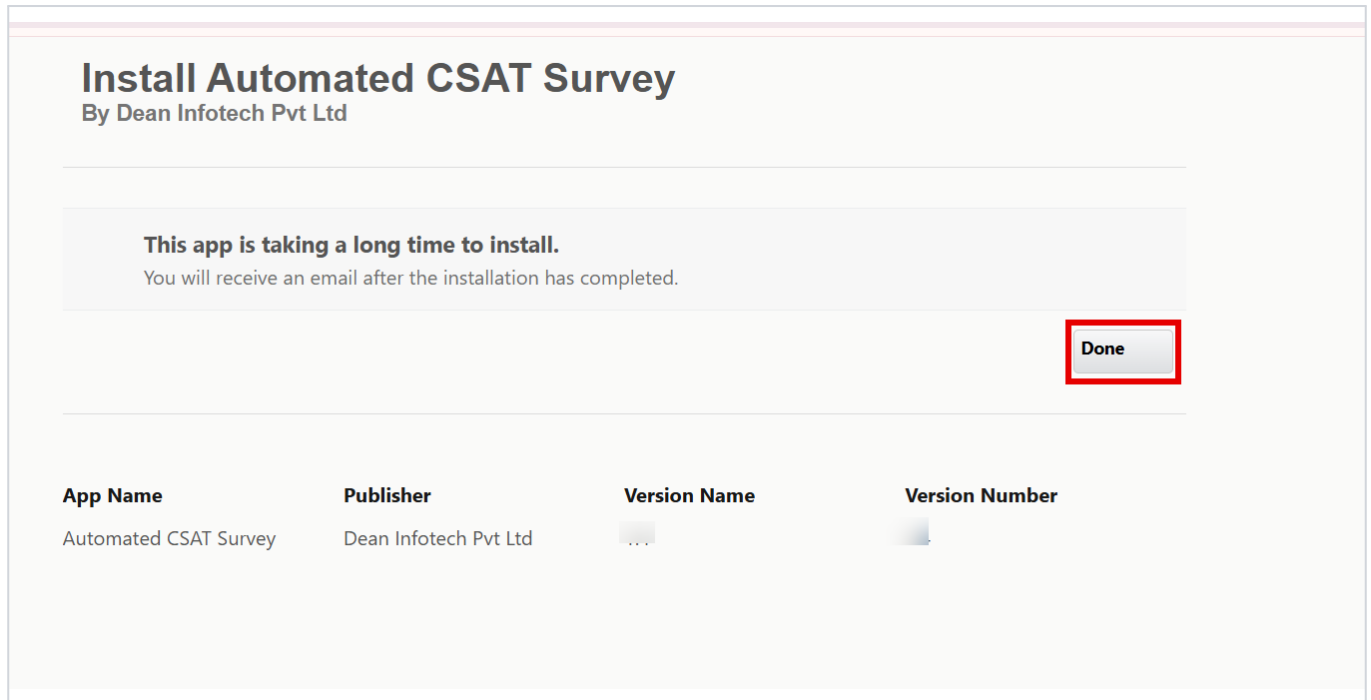
App Name	Publisher	Version Name	Version Number
Automated CSAT Survey	Dean Infotech Pvt Ltd		

Additional Details

[View Components](#)

Tip: “Install for All Users” is the simplest option and is recommended unless your admin wants to restrict access to specific profiles.

Installation can take a little time. If you see the message **“This app is taking a long time to install”**, don't worry — Salesforce will email you once it's done. You can click the **Done** button (highlighted in red) and continue working; the installation will keep running in the background.



Tip: Keep an eye on your email inbox for the confirmation message from Salesforce.

7

Verify the app is installed

To confirm the app installed successfully, go to **Setup** and search for **Installed Packages**. You should see **Automated CSAT Survey** listed with the Publisher “Dean Infotech Pvt Ltd” and a Status of **Active** (highlighted row). This confirms the installation is complete.

The screenshot shows the Salesforce Setup interface. The left sidebar contains navigation links for Setup Home, Salesforce Go, Service Cloud Reports, Commerce Setup Assistant, Hyperforce Assistant, Release Updates, Salesforce Mobile App, Lightning Usage, AgentExchange Offers, Sales Cloud Everywhere, ADMINISTRATION (Users, Data, Email), and PLATFORM TOOLS (Subscription Management). The main content area is titled 'SETUP Installed Packages'. It includes a 'Quick Find' search bar and a 'Help for this Page' link. Below the title, there is a section for 'Installed Packages' with a table listing installed packages. The table has columns for Action, Package Name, Publisher, Version Number, Packaging Model, Namespace Prefix, Status, Allowed Licenses, Used Licenses, Enabled for Platform Integrations, Expiration Date, Install Date, Limits, Apps, and Tab. The first row, 'Automated CSAT Survey' by Dean Infotech Pvt Ltd, is highlighted with a red border. The second row, 'Developer Edition' by Salesforce Developers, is also visible. Below the table, there is a section for 'Uninstalled Packages' which currently shows no data. A 'Microsoft Edge' watermark is visible at the bottom right of the screenshot.

Action	Package Name	Publisher	Version Number	Packaging Model	Namespace Prefix	Status	Allowed Licenses	Used Licenses	Enabled for Platform Integrations	Expiration Date	Install Date	Limits	Apps	Tab
Uninstall Manage Licenses	Automated CSAT Survey	Dean Infotech Pvt Ltd	1.5	2GP	Dean	Active	Unlimited	0	☐	Does not Expire	19/08/2026, 22:43	☐	1	
Uninstall	Developer Edition	Salesforce Developers	0.9	2GP	devedapp	Free	N/A	N/A	N/A	N/A	29/07/2026, 22:51	☒	1	

Tip: If the app doesn't appear here yet, wait for the installation-complete email and refresh this page.

Done! The Automated CSAT Survey app is now installed and ready to use in your Salesforce org.