June & July 2024 Product Updates

Marketing Hub™

Marketing Hub™

Participant State API

This new tool in the Participant State API transforms your participant data analysis at marketing events by introducing dynamic states for individual participants and the innovative 'No Show' state to track engagement effectively. By offering you detailed metrics on participant engagement, this API empowers app developers to gain valuable insights and optimize event outcomes, setting a new standard in event management and analysis.

Use Case

The API is essential for real-time event management, enabling tracking and updating of participant statuses for immediate adjustments and data accuracy. This feature optimizes strategic decisions by providing you with insights into participant behavior across events and resolves challenges related to duplicate timestamped activities, immutability of timestamps, and efficient integration with other HubSpot tools for streamlined event management.

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Launch region: Global

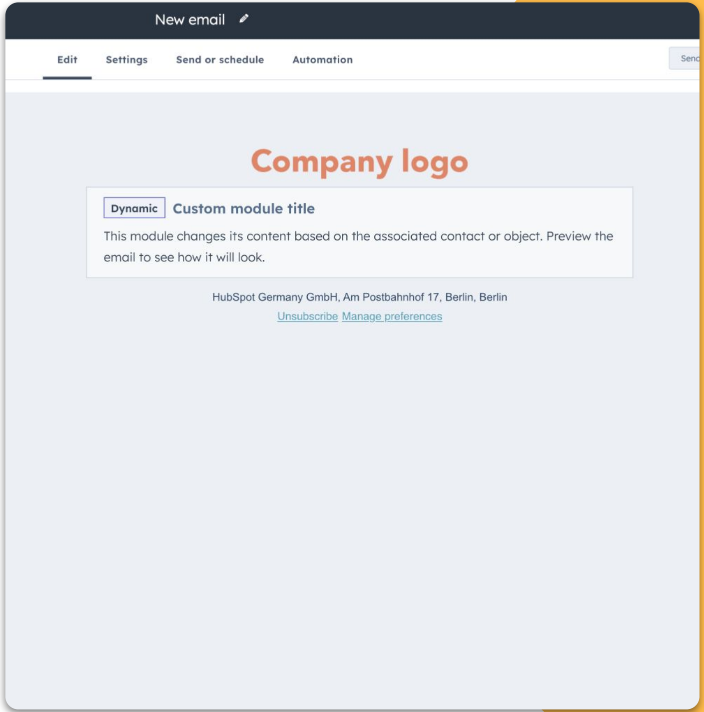
Marketing Hub™

Module Placeholder for Programmable Email

You can now conceal any unresolved code in an email template within the Marketing Email Editor. This feature ensures that the placeholder updates automatically when a Marketing Email is previewed for a specific contact record and upon sending.

Use Case

The Placeholder Module provides users with a convenient way to work around custom code containing unresolved HubL in Marketing Email templates or modules. By displaying the placeholder during editing, users can design the remainder of the email content without being obstructed by the unresolved code. This feature ensures that the email will appear as intended when previewed as a specific contact or when sent out, maintaining a professional and cohesive email communication experience.



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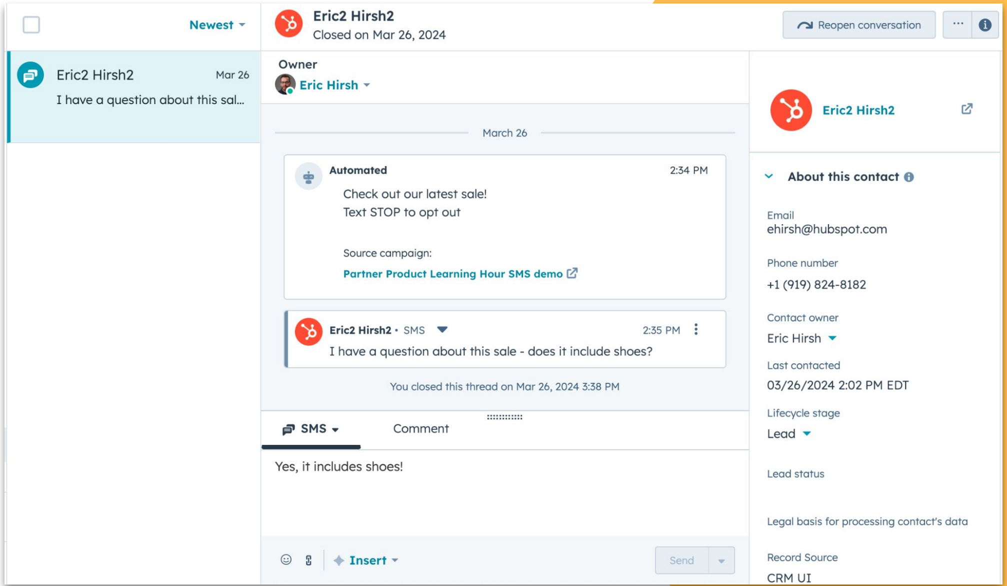
Marketing Hub™

Marketing SMS Replies

Elevate customer interactions with SMS reply management in HubSpot, enabling front-office teams to seamlessly engage, respond, and build relationships through personalized two-way conversations with marketing contacts on the go.



Use Case

SMS reply management transforms customer inquiries into interactive dialogues, empowering marketers to interact with audiences in real-time, drive engagement, deliver timely messages, and enhance brand loyalty through personalized conversations that nurture relationships and drive sales.

[Learn More]

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Launch region: Global

Marketing Hub™

Automatic budget & spend data sync between Ad campaigns and Campaigns

Streamline your campaign management with automated budget and spend data sync from associated Ad campaigns in the Campaigns 'budget' tab. Easily track and monitor Ad campaign details including budget, spend amounts, and descriptions, enhancing accuracy and efficiency in campaign performance analysis.

Use Case

Effortlessly access detailed information about Ad campaign performance in one centralized location. This feature eliminates manual data entry, reduces effort, and ensures a precise overview of total campaign spend and budget.

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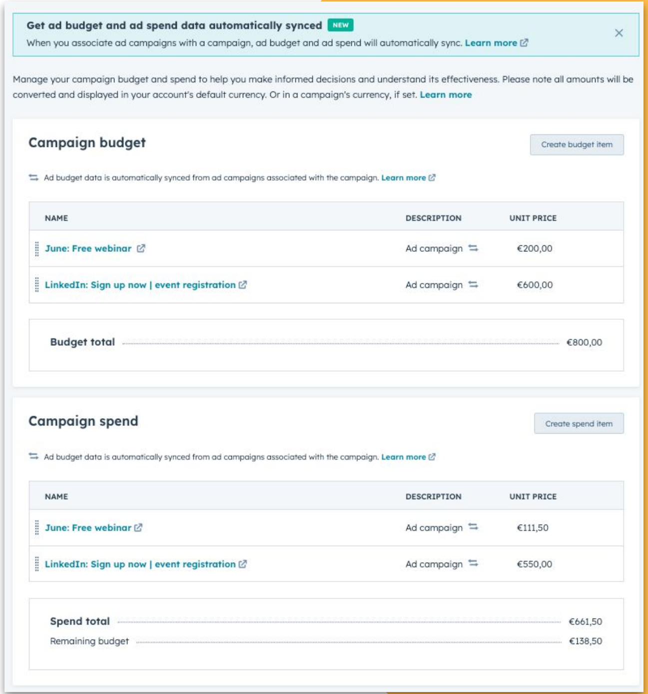
Launch region: Global



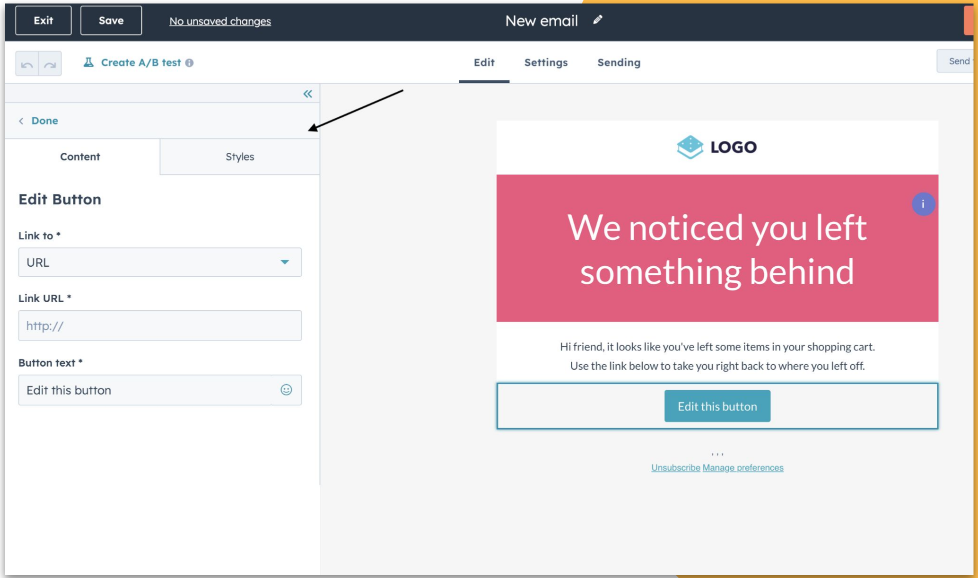
Marketing Hub™

Content & Styles Breakdown of Module Side Panel in Email

This redesign introduces a Content and Styles breakdown in the left side panel when editing modules in the Email Editor.

Use Case

This separation provides users with easy and direct access to the options available for changing either the content or the styling of their drag and drop modules.



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Launch region: Global

Marketing Hub™

Mobile Marketing Home - iOS and Android

Access all your essential tools right from the Mobile Marketing Home on the HubSpot iOS and HubSpot Android app.

Use Case

The Mobile Marketing Home streamlines access to essential tools and insights, eliminating distractions and providing enhanced focus for you to drive growth and success. By consolidating productivity tools in one central hub, the page empowers you to enhance your efficiency and effectiveness from the start of your workday.

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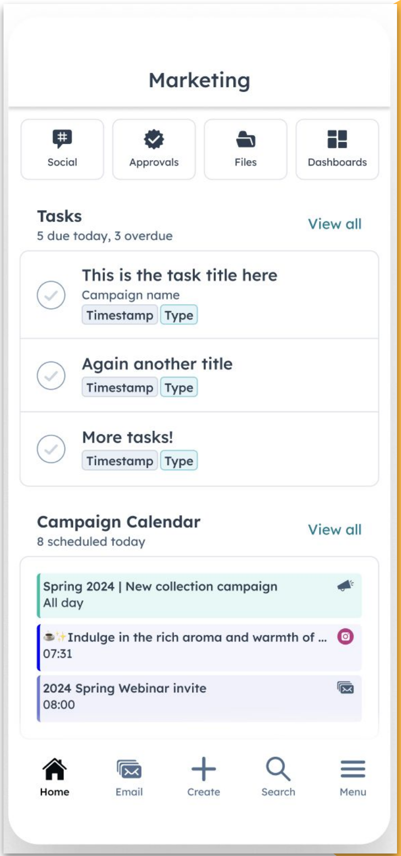

Marketing Hub™

Customer Journey Analytics now supports the Campaign 'Influenced Contact' touchpoint

This Campaign feature allows you to streamline tracking and reporting by marking contacts who engaged with campaigns as 'influenced' in Customer Journey Analytics. Get simplified and faster analysis of overall campaign engagement, enhancing the process of analyzing contact interactions for more efficient insights and automation capabilities.

Use Case

In HubSpot campaigns, "Influenced contacts" generally refer to contacts that have engaged with assets related to a campaign. You can now use this rollup touchpoint in Customer Journey Analytics.

[Learn More]

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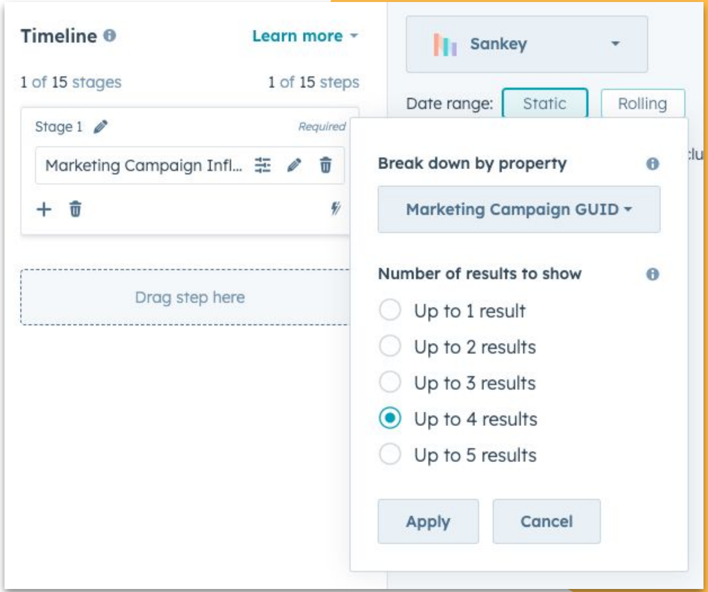

Marketing Hub™ + Content Hub™

Marketing Hub™ + Content Hub™

Files AI Data Extraction

Unlock the full potential of your stored assets in the Files tool with detailed descriptions, tags, and content extracts that enhance your content creation and distribution across all channels.

Use Case

By scanning and extracting valuable data from your files, HubSpot enables you to seamlessly integrate this content into your emails, social media posts, marketing campaigns, and sales materials, revolutionizing how you create and manage engaging content.

Note: You can enable this feature by going to AI Assistants, under portal Settings.

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Launch region: Global

Marketing Hub™ + Content Hub™

Dnd Areas in Custom Email Template Beta Adjustments

Now, with Dnd Areas in Custom Email Templates, you can leverage drag-and-drop modules in the Marketing Email Editor when using a custom coded email template. This feature provides content creators with increased flexibility, allowing for simple modifications without requiring a developer for minor coding adjustments.

Use Case

By utilizing Drag-and-Drop Areas, marketers can personalize custom coded email templates (created by developers) by seamlessly adding and arranging modules within the Marketing Email Editor. This feature provides the flexibility for content creators to make swift adjustments to their email designs independently, reducing reliance on developers and facilitating a more agile and efficient email creation process.

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Launch region: Global

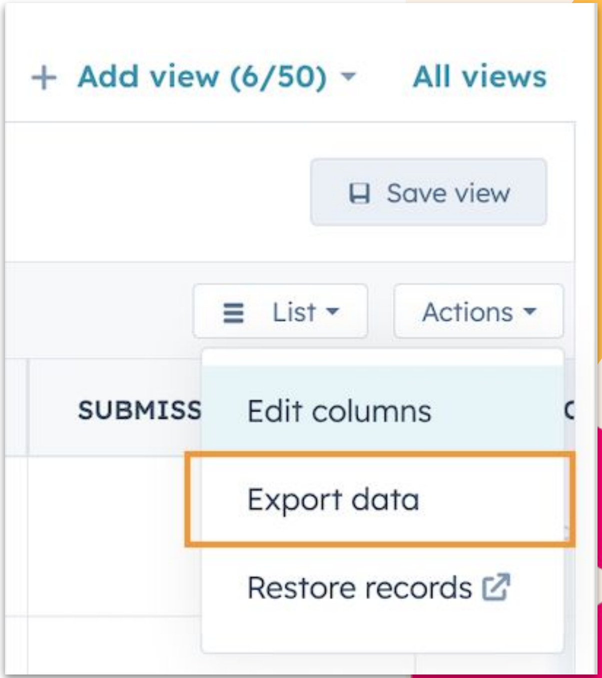
Marketing Hub™ + Content Hub™

Export New CTA Analytics

You can now export analytics for CTAs created through the new editor. File formats include CSV, XLS, and XLSX. Exports include Clicks, Views, Campaign, and Link data.

Use Case

The ability to conduct custom performance analysis on assets generated with the new CTA tool allows you to gain specific insights tailored to your unique needs and objectives. This feature empowers you to delve deeper into the effectiveness and impact of your Call-to-Action assets for informed decision-making and optimization.



[Learn More]

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Marketing Hub™ + Content Hub™

Labels and names for HubDB select column options

You now have the ability to define a marketer-friendly label for column selection options, in addition to a code-friendly name. This allows versatility and ease of use for developers and content creators alike.

Use Case

By setting both labels and names for select column options in HubDB, you can create a user-friendly interface for content editors while maintaining developer-friendly naming conventions for seamless backend integration and data management in HubSpot.

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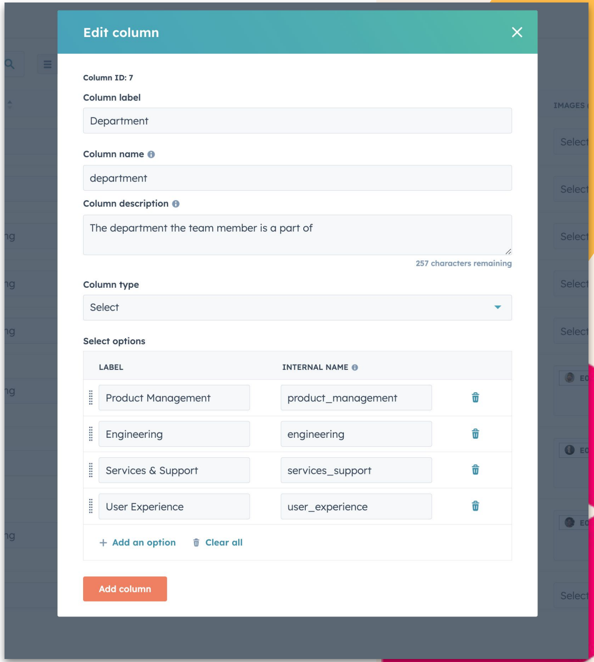
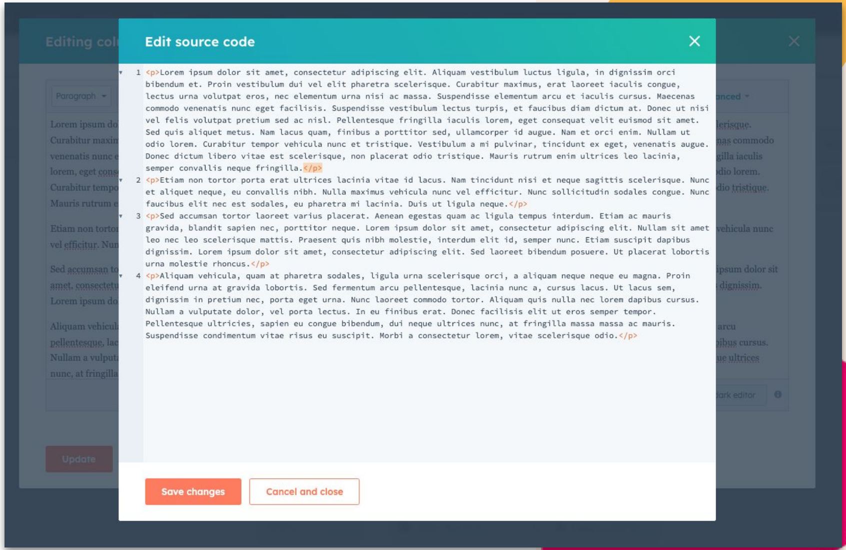


Marketing Hub™ + Content Hub™

Source code in HubDB rich text columns

You can now edit the source code of rich text cells within HubDB columns. This ability allows you to enhance customization and control over your rich text content.



Use Case

Source code access in rich text allows you to write custom HTML, or modify the HTML the rich text editor creates. This way, if the default rich text editing options do not meet a your needs, or small tweaks need to be made to accomplish specific things, you have access to do this via raw HTML.

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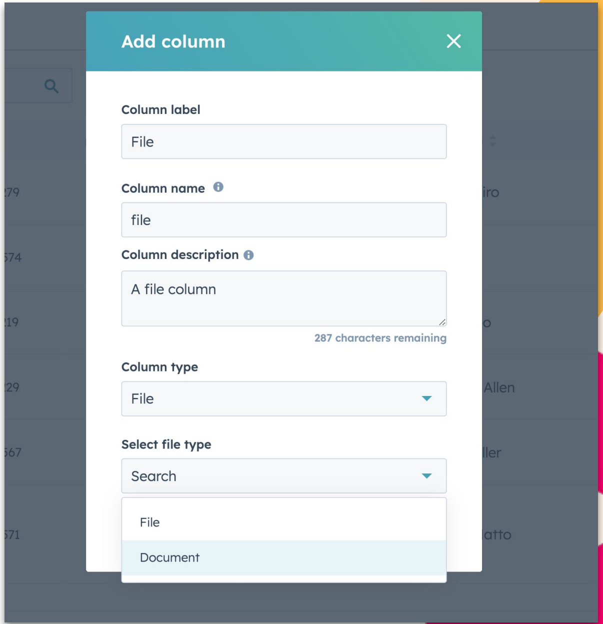
Marketing Hub™ + Content Hub™

HubDB file column

A new column type for HubDB tables, that allows you to select a file from the Files tool, such as PDFs, documents, images, videos, and more.

Use Case

HubDB tables now offer the flexibility to select various file types, including PDFs, images, and videos, catering to diverse use cases where the file type may vary per row, enabling customized and dynamic content management within each row of the table.



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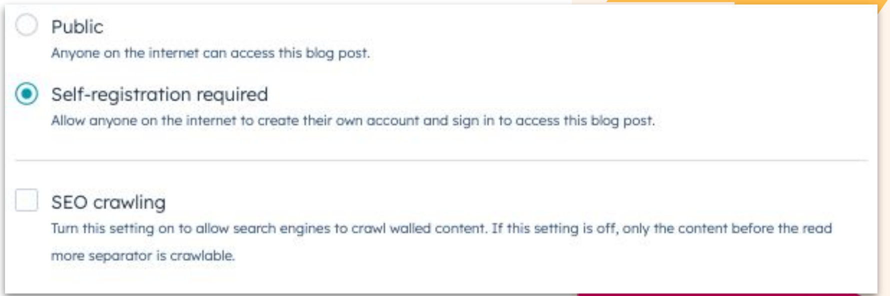
Marketing Hub™ + Content Hub™

Crawl member blogs

Member blogs allow website visitors to register an account to view private blog content. You can now enable crawling on a post by post basis, allowing bots to read the entire blog content.



Use Case

With crawl-able Member Blogs, businesses can both generate demand and leads from their blog content.

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Launch region: Global

Marketing Hub™ + Content Hub™

Registration-Less Password-Less Authentication

Password-less authentication no longer requires a contact to register and create a password.

Use Case

Contacts arriving to private content site for the first time can login without the need to create an account, improving private content access conversion.

Free Starter **Pro** **Ent** **Live**

Launch region: Global

Sales Hub™

Sales Hub™

Approvals for Deal Pipelines

Easily enforce an approval process in your sales pipelines by adding a new approval stage, ensuring that deals are reviewed and approved before progressing. Benefit from streamlined deal approvals with the option to involve up to three (3) approvers who can approve, request changes, or reject deals, enhancing efficiency and control in your sales process.

Use Case

By incorporating pipeline approvals, sales managers can enhance deal accuracy, compliance, and efficiency by monitoring and authorizing each deal's progression.

Learn More

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Launch region: Global

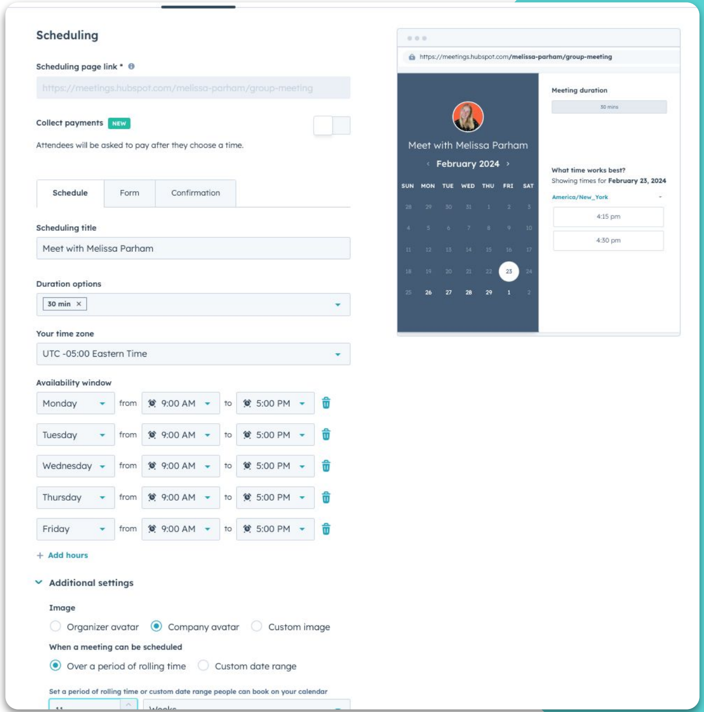
Sales Hub™

Schedule meetings more than a year in advance

This feature allows you to set a rolling availability range for meeting scheduling pages, enabling prospects to book meetings over a year in advance, offering much greater flexibility compared to the previous maximum of 11 weeks.

Use Case

Expand the scheduling horizon for users, catering to long-term planning needs and providing more advanced booking capabilities for meetings and appointments.



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Launch region: Global

Sales Hub™

Predictive Deal Score - now on iOS + Android

Now on mobile, easily assess the likelihood of closing deals with the new predictive deal score feature. Obtain valuable insights into deal health and the probability of success, allowing you to prioritize your efforts effectively by sorting deals based on their score in the HubSpot app.

Use Case

Utilize HubSpot's predictive deal score on mobile to prioritize deals based on their chance of closing, enabling you to concentrate on promising opportunities. This tool empowers you to receive targeted coaching from sales managers and set achievable team goals, enhancing deal management and driving success.

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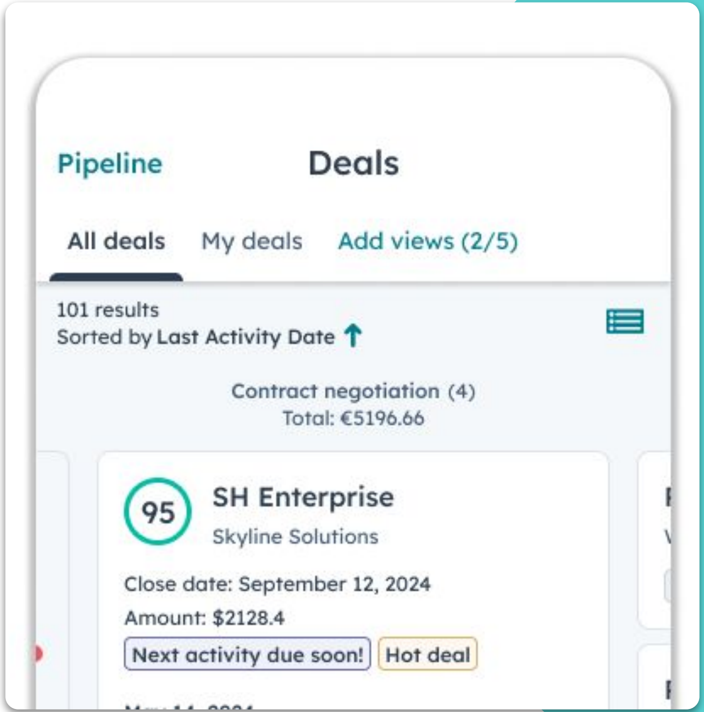
Launch region: Global



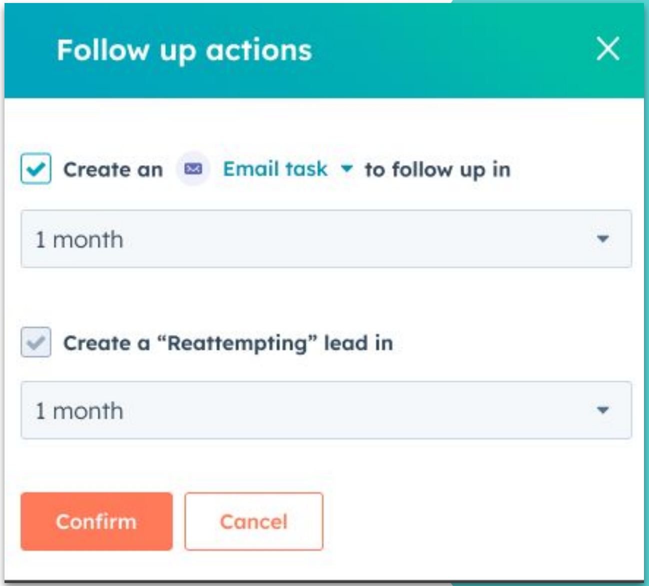
Sales Hub™

Re-Attempting Leads

Admins can now require reps to create a follow-up lead in the future after disqualifying a lead for a particular reason. With this change, reps will never forget to re-engage with a lead that was disqualified for bad timing!

Use Case

You can easily automate the creation of re-attempting leads based on the selection of particular disqualification reasons, helping your sales reps more effectively target previous disqualified leads leads.



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Launch region: Global

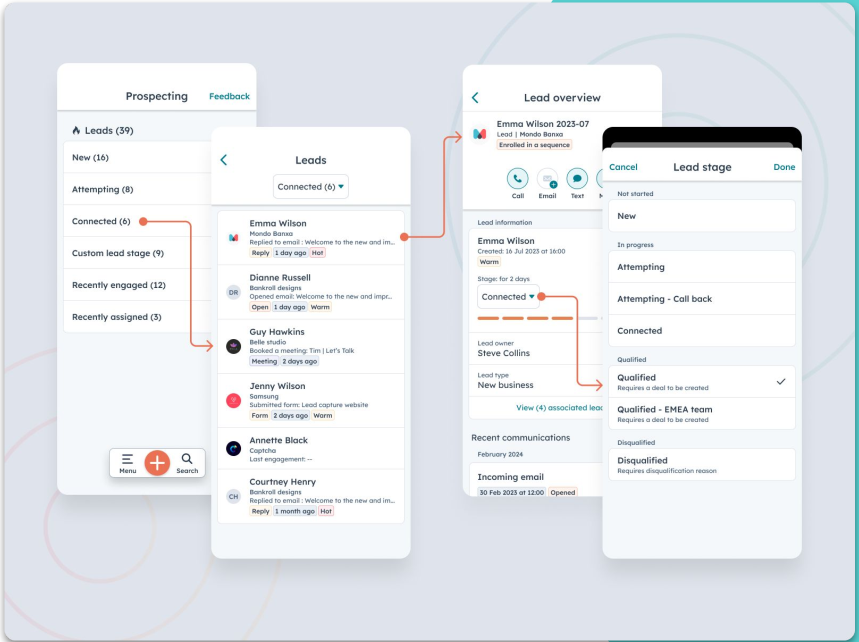
Sales Hub™

Mobile Lead Management

We are bringing lead management capabilities to the HubSpot mobile app to help you prospect and qualify leads from anywhere.

Use Case

Until now, prospecting on-the-go meant jumping around the mobile app across many features, like tasks, activity feed, contact or company records, etc. The new mobile lead management solution enables a standardized approach to prospecting, aligning the desktop and mobile experience, enabling continuity between channels and streamlining the process to become more effective at qualifying leads.



[Learn More]

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Launch region: Global

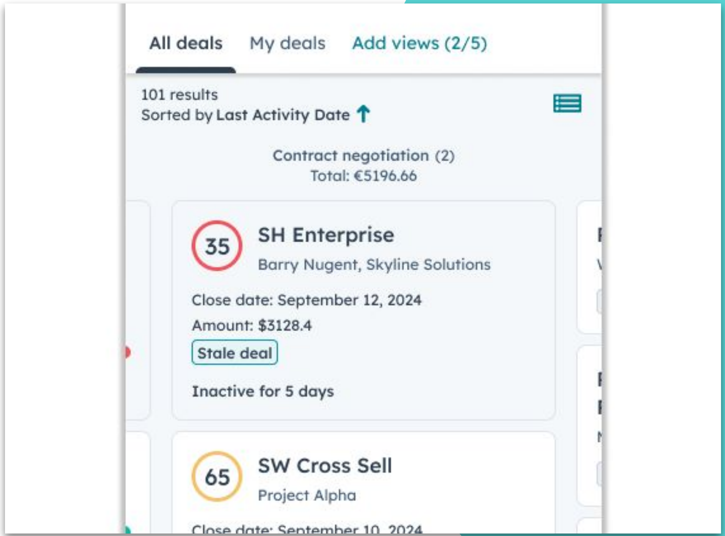
Sales Hub™

Inactive Cards - live on iOS + Android

Identify your inactive deals on both mobile and web platforms.

Use Case

Sales activities are key indicators of deal progress. If sales representatives lack a quick and accessible method to track their deal-related activities, prioritizing them can become highly challenging, particularly when using a phone. Highlighting deals that have stalled helps sales representatives identify those at risk of being overlooked.



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Launch region: Global

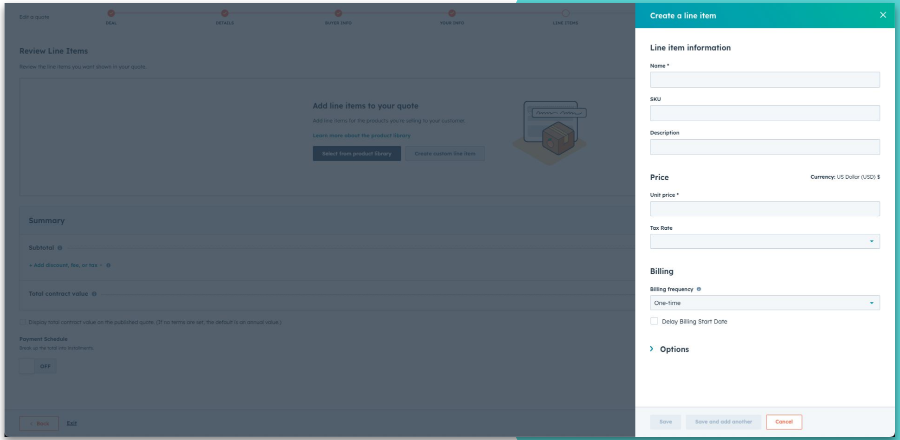
Sales Hub™

Line Item Panel Redesign for Quotes and Deals

Looking for ways to streamline the creation of line items for deals and quotes? Now you can with this new update which makes the process more intuitive and seamless.

Use Case

We've enhanced the experience by consolidating necessary details in the line item panel, featuring Name, Price, and Billing Frequency. Additionally, you'll find supplementary fields like SKU, Description, and Tax rate that can aid in creating line items. Our goal was to simplify the process of creating line items, minimizing any potential confusion during the process.



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Launch region: Global

Service Hub™

HubSpot

Service Hub™

Unlimited rules in a Skill-based Ticket Routing ruleset

Skill-based ticket routing enhances support by efficiently assigning tickets to the most suitable reps based on skills, connecting customers with language or product expertise, or directing tickets to the right team. You now have the flexibility to create routing scenarios tailored to various use cases, empowering them with unlimited sequential rules for customized routing efficiency

Use Case

Support teams field questions from all types of customers, about all types of things. Customer's questions aren't limited to 20 kinds, so why should skill-based routing?

Learn More

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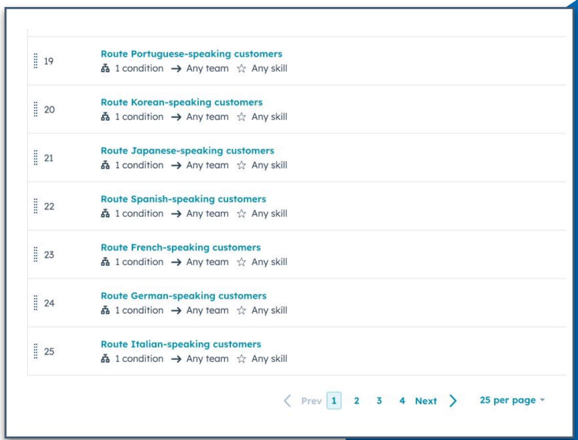
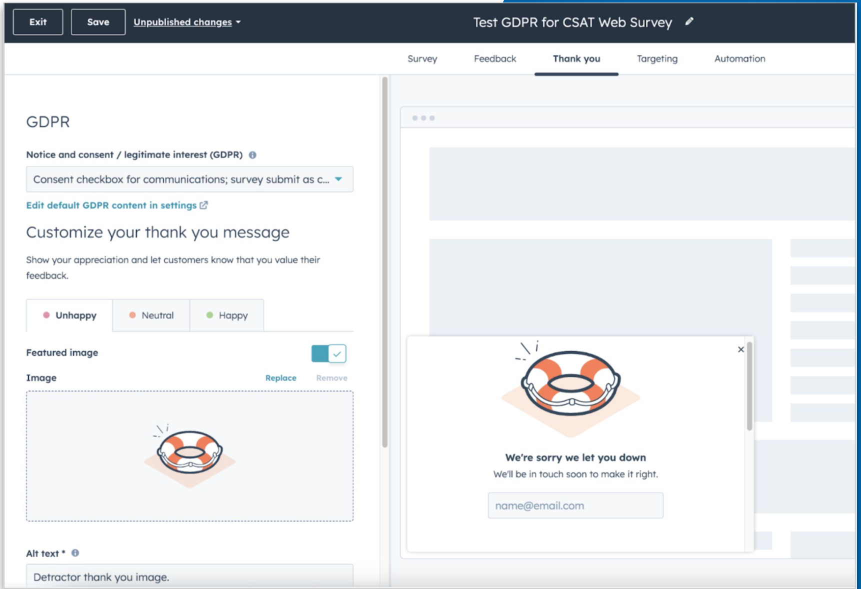
Launch region: Global



Service Hub™

GDPR Consent Collection in CSAT and Custom Surveys

Easily collect consent from survey respondents on CSAT web and Custom Surveys with our latest update, ensuring GDPR compliance and transparency when creating new contacts in the CRM based on survey responses.



Use Case

Maintain GDPR compliance and transparency in data collection by allowing survey respondents to provide consent when their email address is captured in CSAT web surveys or Custom Surveys shared via link. This feature enhancement ensures that customers can gather feedback while respecting privacy regulations and obtaining necessary consent for future communications

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Launch region: Global

Service Hub™

Customizable Registration Follow-Up Emails

Last year, we introduced registration follow-up emails to enhance membership conversion rates, employing a standard template. Now, you can personalize these emails using the marketing email editor for a more tailored approach to engage potential members more effectively.

Use Case

Branding consistency made easier! Enhance your branding and optimize registration completion rates by customizing your follow-up emails for a personalized touch.

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Launch region: Global

Service Hub™

Editable system pages for Memberships

All membership system pages are now customizable through the design manager with this update.

Use Case

Get the same look and feel across the board on your website with. All membership system pages are now customizable through the design manager allowing you more branding uniformity than ever before.

Free Starter **Pro** **Ent** **Live**

Launch region: Global

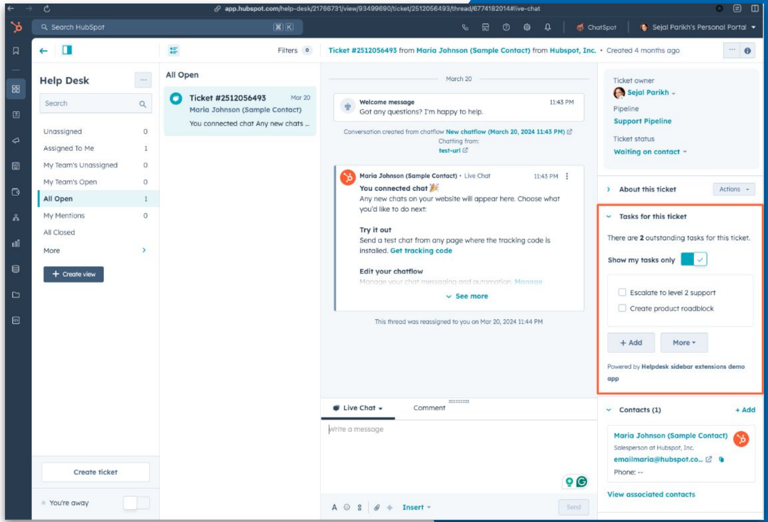
Service Hub™

Build app cards (UI extensions) for Help Desk Ticket Sidebars

Improve the productivity of your support teams by giving them the right information in the right place

Use Case

Unlock the ability to create UI extensions for help desk workspace ticket sidebars, streamlining access to key information and enabling swift actions within the workspace. These app cards can be accessed both from the ticket list page and when viewing specific tickets within the help desk.



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Launch region: Global

Service Hub™

Customizable Password-less Auth Emails

Get more customization with password-less auth emails.

Use Case

You can now customize your password-less auth emails, ensuring consistency with your branding and improving registration completion rates. Additionally, password-less auth will now be available for all portals with access to private content

Free Starter **Pro** **Ent** **Live**

Launch region: Global

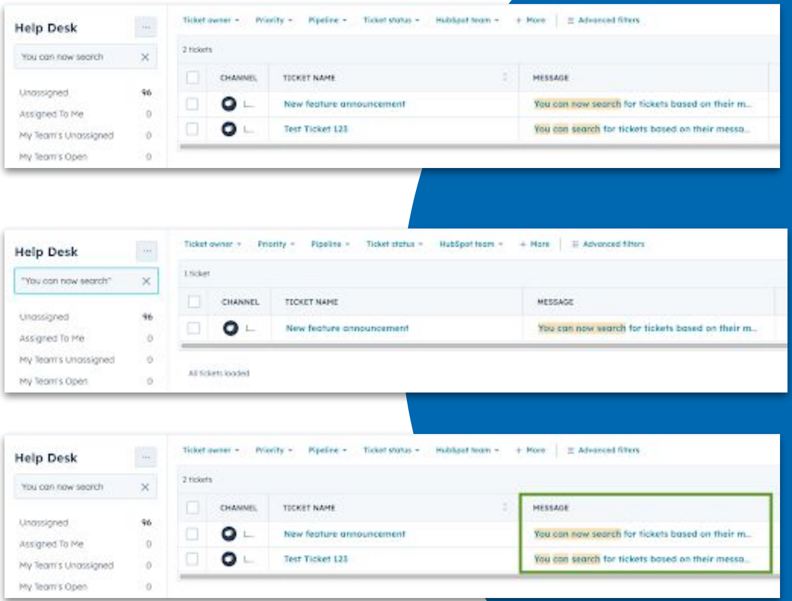
Service Hub™

Search on Ticket Message and Comment Keywords

You can now search for tickets using message and comment keywords in the help desk!

Use Case

Searching for the right ticket can feel like looking for a needle in a haystack. Previously, it was impossible to find tickets based on the content of their messages and comments, leading to valuable time spent sifting through search results. With keyword search, you can easily find tickets using message and comment keywords, significantly reducing the time spent searching.



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Launch region: Global

Sales Hub™ + Service Hub™

Sales Hub™ + Service Hub™

Enhancements: Pipeline Rules for Deals and Tickets

Empower your workflow customization with enhanced Pipeline Rules for Deals and Tickets, providing the capability to set specific rules for pipeline stages, new record creation limits, skipping stages, and backward movement restrictions tailored to your business needs.

Use Case

By setting and managing detailed guardrails for your Deal or Ticket pipelines, you can obtain accurate data for informed decision-making in your business. This allows you to glean the insights necessary to make strategic choices effectively.

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Launch region: Global

Sales Hub™ + Service Hub™

User Out of Office for Inbox and Help Desk

With user out of office, Admins and individual users can set out of office blocks based on the user's timezone, which might vary from the account's or their team's timezones. When a user is out of office, their availability status will be changed to *Away* and they will not be eligible for automatic assignment in inboxes or Help desk.

Use Case

Enable greater control over your availability and workload by setting out of office blocks aligned with your specific timezone. This feature ensures that you remain away from automatic assignment in inboxes or Help desk systems while out of office, minimizing interruptions and promoting effective team collaboration across different time zones and local holidays.

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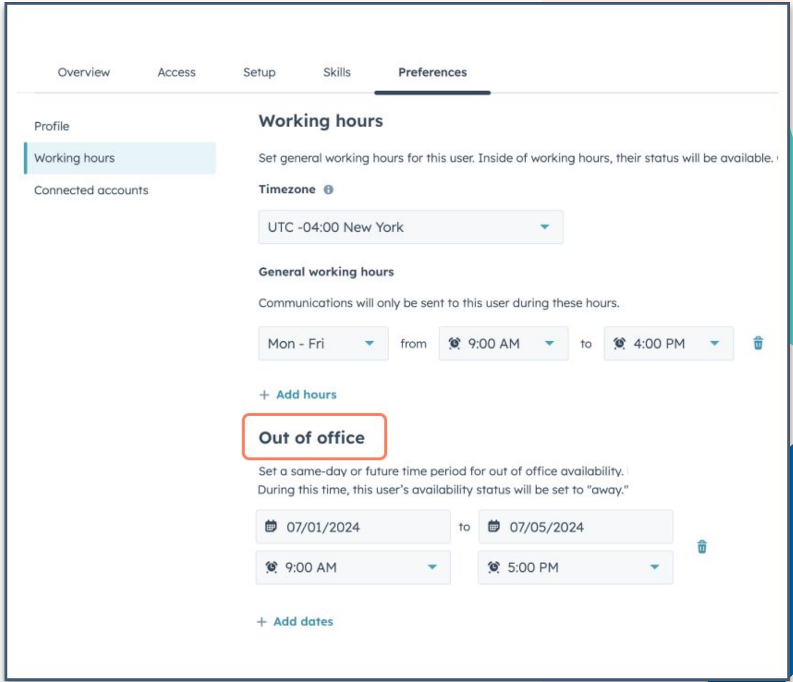

Sales Hub™ + Service Hub™

Forecasting with Multicurrency

Set your preferred currency in the forecasting app! This new feature enables you to view forecast data and submit manual forecasts in the currency of your choice.

Use Case

Forecasting with multiple currencies simplifies sales pipeline insights by allowing you to choose your preferred currency for forecasting, eliminating the need for constant manual conversions and facilitating accurate forecast submissions. Additionally you can effortlessly view and submit forecast data in your chosen currency within the forecasting app.

Learn More

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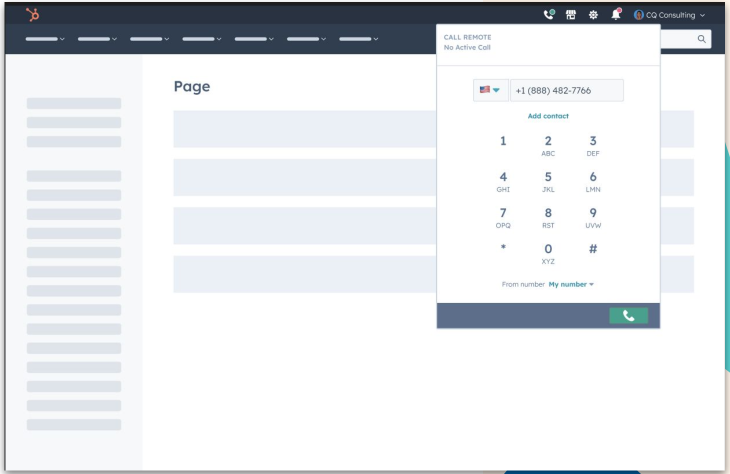
Launch region: Global

Sales Hub™ + Service Hub™

Make outbound calls using the Calling icon in the navigation

You can now make outbound calls using the calling remote. Simply enter the recipient's phone number, and click dial.

Use Case
Until now, you needed to initiate outbound calls from fixed locations in the CRM. (e.x. record pages) This new dialer offers a new, faster way to make outbound calls in HubSpot.



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Launch region: Global

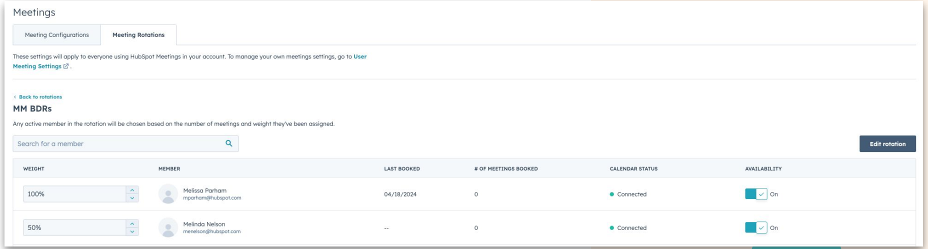
Sales Hub™ + Service Hub™

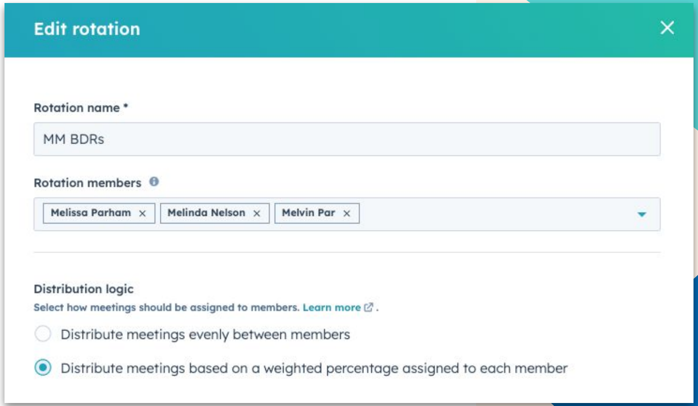
Weighted Rotation option in Meeting Rotations

You can now create a weighted rotation for booking meetings through the CRM. Meeting rotations can be created with a weighted distribution so that you can better allocate your meetings to the right team members.

Use Case

When using the new weighted distribution option, some members can be suggested more for meetings than others. This can be useful when rewarding top performers with more chances or easing new team members in by sending them fewer meetings.





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Launch region: Global

HubSpot

Sales Hub™ + Service Hub™

User changes to a meeting are now surfaced in the Audit Log

Tracking and auditing when you create, update, or delete a meeting or a meeting scheduling page is now surfaced in the Audit Log.

Use Case

This information is valuable for answering questions such as who created, updated, or deleted a scheduling page, who booked a meeting, and who updated or deleted a meeting. These insights provide transparency on the user activities related to scheduling pages and meetings and help track user actions accurately.

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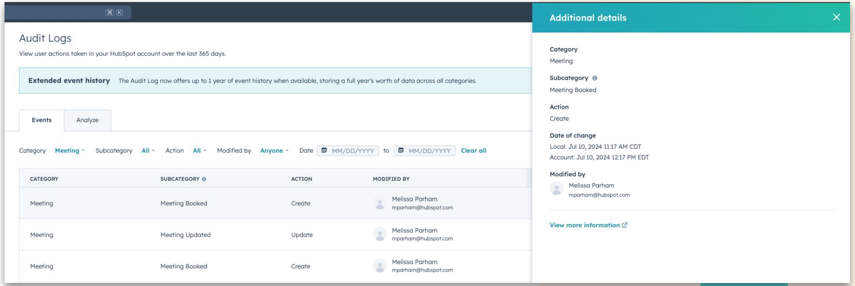
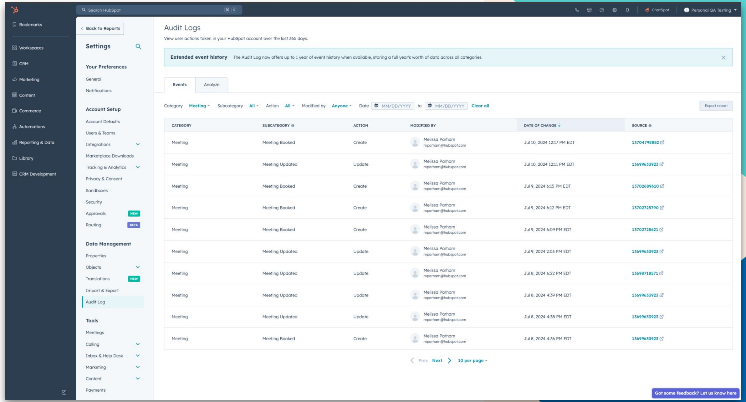




Operations Hub™

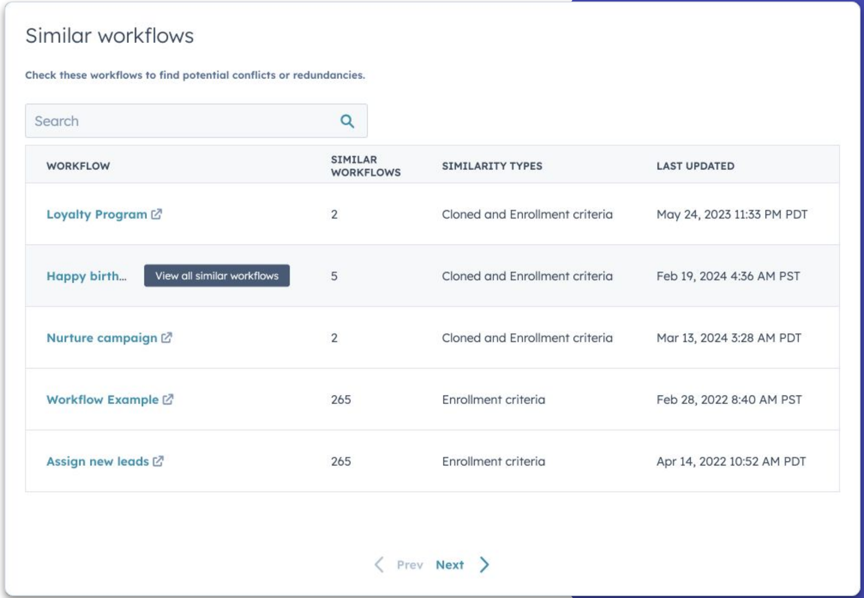
Operations Hub™

Workflows Health Tab

You can now access a summary revealing the number of workflows with potential issues and the number of unused workflows in their account. This feature provides valuable insights into workflow health and usage within the account.

Use Case

If you have multiple active workflows, it's essential for you to quickly identify potential health risks in these workflows. The Workflows Health Tab, located next to the Manage and Analyze tabs, offers insights into similar workflows, workflows with issues, and unused workflows, assisting you in managing potential risks efficiently.



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Launch region: Global

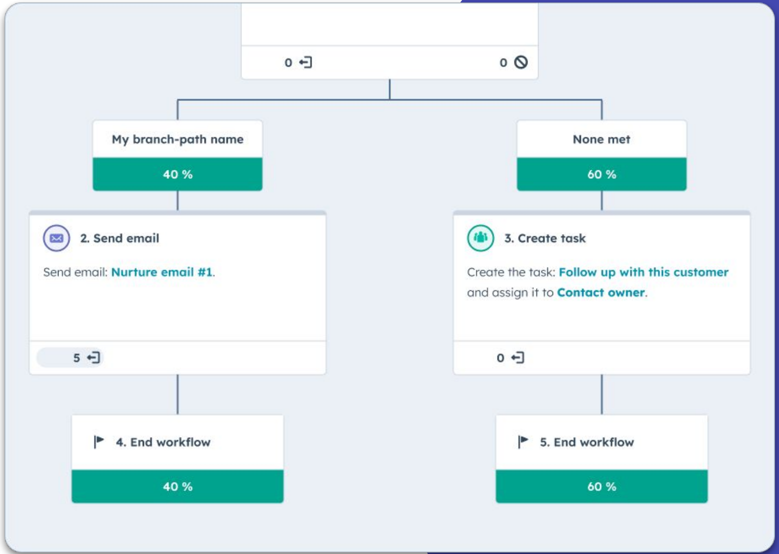
Operations Hub™

Workflows Conversion Reporting

The workflow editor now shows aggregate conversion and performance data, which is visualized directly on each workflow's diagram.

Use Case

These new insights empower you with data to help you understand the effectiveness and impact of your workflows. Gaining an understanding of your workflows' performance will, ultimately, help you optimize your automation strategies and improve your business outcomes tied to automation.



[Learn More]

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Launch region: Global

Operations Hub™

Data Quality Weekly Digest

Introducing the Data Quality Digest, providing you with a weekly summary of your account's data health, highlighting changes in issue volume and maintenance needs to address data inconsistencies proactively. Accessible through Email, Slack, and Bell Notifications, the digest keeps you informed about recent updates in data health, including Duplicates, Formatting Suggestions, and Properties, enabling proactive data management.

Use Case

The Data Quality Digest engages you by delivering integrated insights where you are, reinforcing the value of HubSpot's robust data quality ecosystem. This solution proactively identifies data issues before they impact downstream processes, addressing the challenge of maintaining accurate data without laborious manual checks. The new weekly notification highlights changes in data health, empowering you to prevent data problems before they cause harm.

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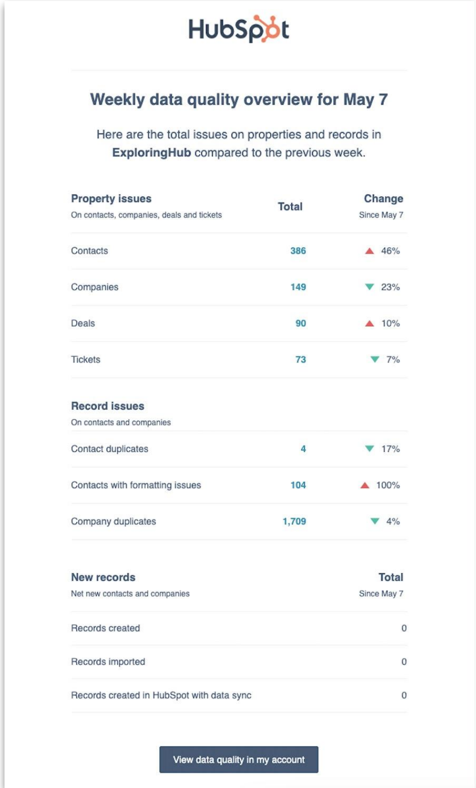
Launch region: Global



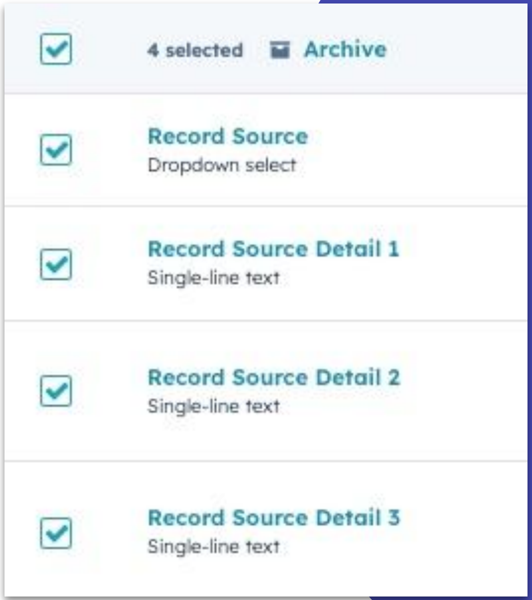
Operations Hub™

Archive Functionality in Property Insights

The new archiving feature allows users to archive properties in bulk from the property insights page or individually by hovering over a specific property and accessing the archive option in the actions menu.

Use Case

With the archiving feature, you'll notice an enhancement in user experience and workflow efficiency. This addition offers both bulk and individual archiving options, allowing you to customize the process based on your requirements, ensuring streamlined property management and better decision-making control.



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Launch region: Global

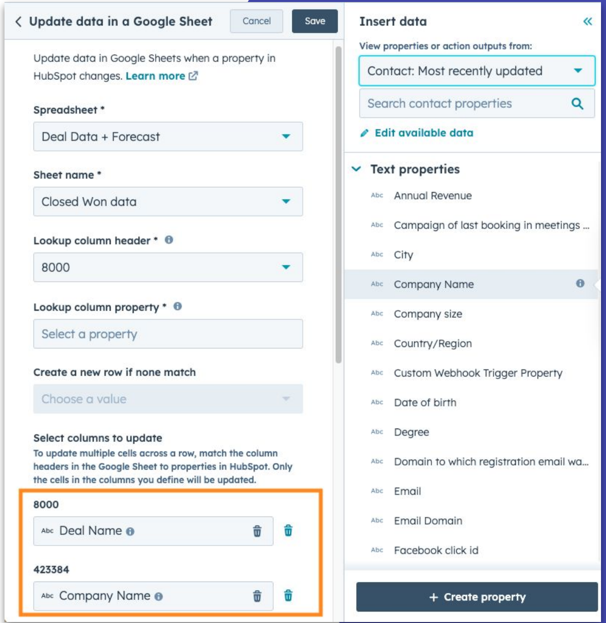
Operations Hub™

Data Passing in Custom Code, Webhook, and Custom Workflow Actions!

You can now access data (stored in data tokens) from enrolled records and their associated objects to use in the webhook, custom code, and custom workflow actions (such as Asana, Google Sheets, etc.) within workflows.

Use Case

Until now, using webhook, custom code, and custom workflow actions was restricted to sending data from one object at a time, leading to manual interventions and increased troubleshooting. With the inclusion of data tokens in these actions, like webhook and custom code, workflows are now more data-driven and efficient, allowing businesses to customize workflows for optimized processes and strategic efficiency.



[Learn More]

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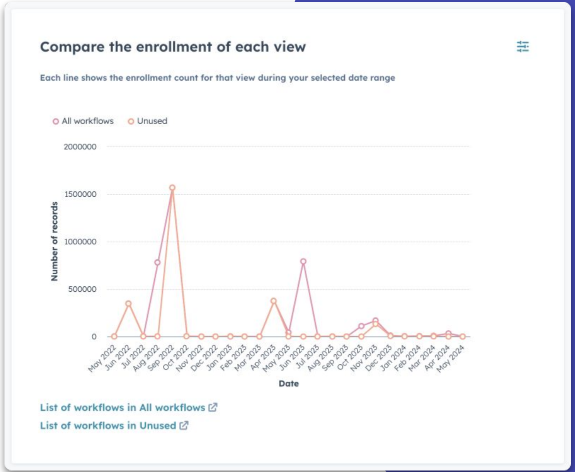
Launch region: Global

Operations Hub™

Analyze Automation Performance via the Workflows Analyze Tab

Automation Analytics, a new way for you to quickly ascertain the extent of automation employed in HubSpot, identify potential areas for additional automation to streamline their operations, and analyze performance of existing automated processes.



Use Case

Previously, you had to rely solely on monitoring individual workflow logs to access this critical information. These analytical tools help you easily identify the extent of automation usage across your operations, performance metrics of workflows, and areas for potential automation enhancement.

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Launch region: Global

Operations Hub™

Import CSV files to create Datasets

You can now import data directly into the datasets tool in Operations Hub Enterprise **without** mapping it to the HubSpot data model.

Use Case

By importing CSV files to create datasets, you can:

- Analyze external data by joining it with HubSpot data, without making any changes to the objects
- Transform this data in HubSpot
- Report on this dataset

Learn More

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Launch region: Global

Operations Hub™

Delete Option in Fix Formatting Issues Tool

In addition to the existing ability to accept or reject our recommendations in the fix formatting issues tool, you can now delete the record directly within the app.

Use Case

The new delete functionality in our Formatting Issues Tool solves a major pain point by giving you complete control over your data. Instead of being limited to accepting or rejecting our recommendations, you can now remove unnecessary records entirely, all within the same streamlined interface. This enhancement increases user experience, reduces friction, and provides more usability within the Fix Formatting Issues Tool.

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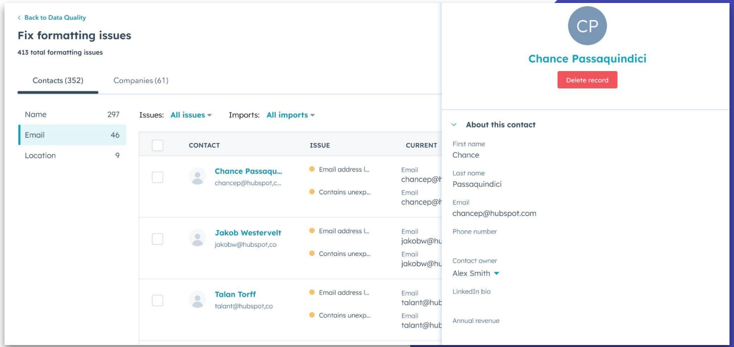
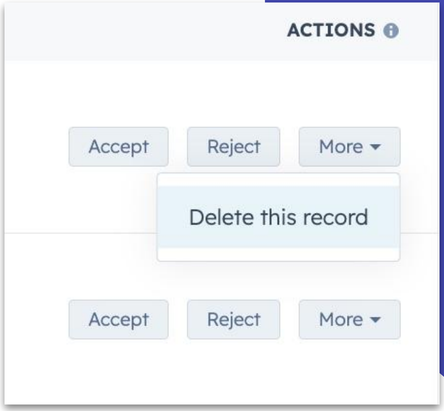




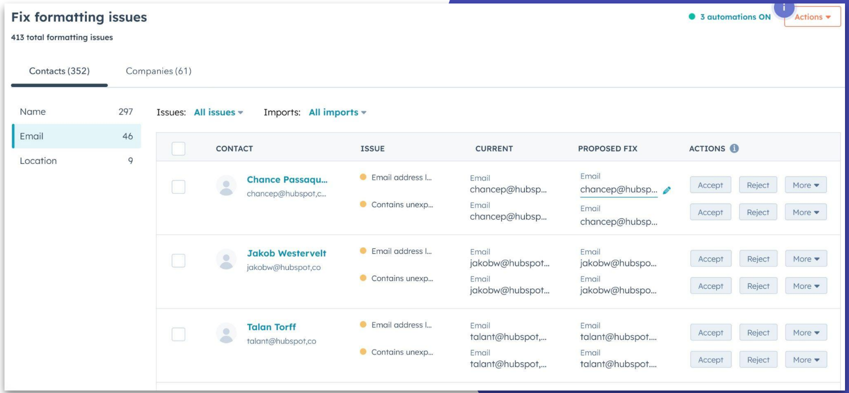
Operations Hub™

Edit Option in Fix Formatting Issues Tool

You can now edit records directly within the app in addition to accepting or rejecting recommendations in the Fix Formatting Issues tool.

Use Case

The new edit functionality in our Fix Formatting Issues Tool solves a major pain point by giving you complete control over your data. Instead of being limited to accepting or rejecting our recommendations, you can now make customized edits, all within the same streamlined interface. This enhancement ensures data accuracy, consistency, and integrity while boosting efficiency and flexibility in managing formatting issues



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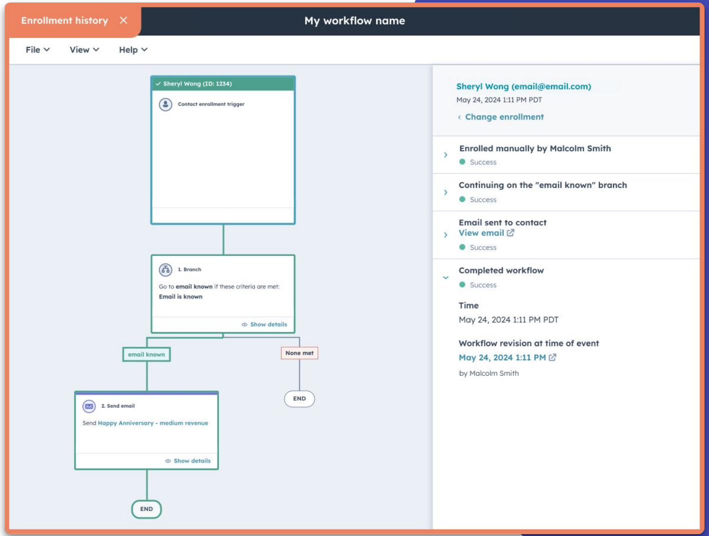
Operations Hub™

Interactive Workflow Diagram Highlighting an Object's Path through a Workflow

The workflow editor now shows the Enrollment History together with the workflow diagram that matches the version of the workflow that each enrollment experienced. The workflow diagram now highlights what happened to each enrollment, including which branch-paths it followed and which end-point it reached.

Use Case

Customers can now quickly see visually what happened to each enrollment at every step in a workflow right on the workflow editor. They no longer need to piece together data from the action logs and the version history.



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Launch region: Global

Commerce Hub™

Commerce Hub™

View Estimated Payout and Deposit Dates in HubSpot Payments

Payments collected through HubSpot payments now include the estimated payout date and funds deposited date in the Payment History section. All new payments will include the expected payout date and confirmation when the funds are delivered.

Use Case

Previously, as a HubSpot Payments customer, you didn't have visibility into when funds would reach your bank account, which could be affected by factors like payment type (e.g. ACH), weekends, and holidays. Now, payments will include the expected date for you to receive funds and keep a record of when funds are deposited.

Note: This update does not apply to customers using the Stripe Payment Processing integration with Commerce Hub since payouts are managed within Stripe.

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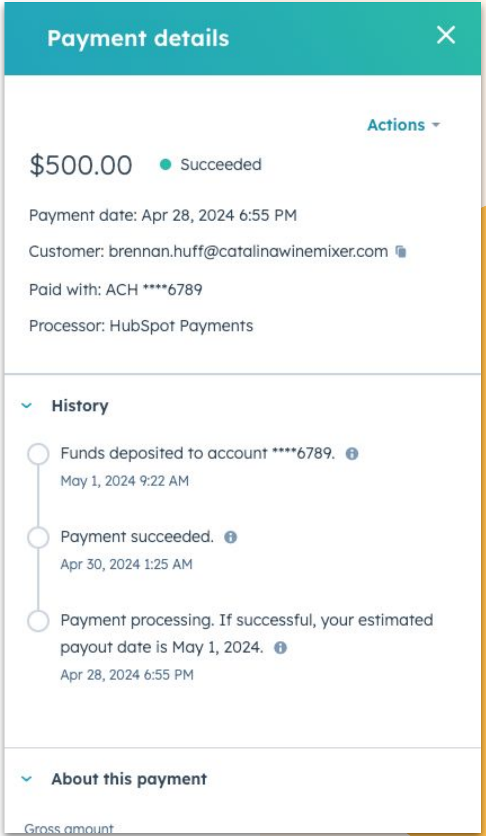
Launch region: Global



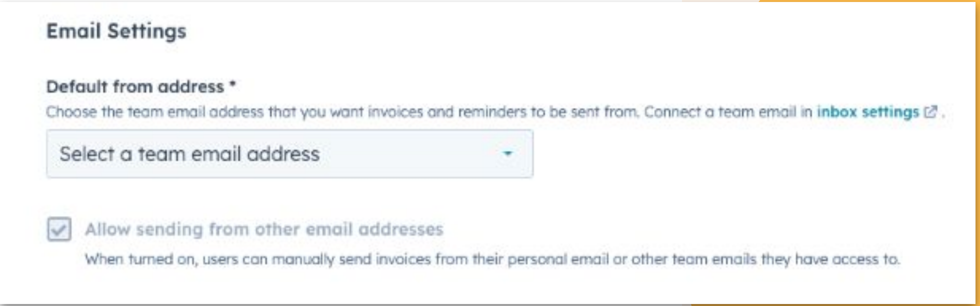
Commerce Hub™

Set default email to send invoices from Commerce Hub

You now have the option to designate a default email address for sending invoices in HubSpot, enabling billing teams to choose between a team or personal email address.

Use Case

This enhancement is for you if you want to use a team email address for sending invoices instead of a personal one, or if you prefer setting up a different email address for invoices rather than using your personal email.



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Launch region: Global

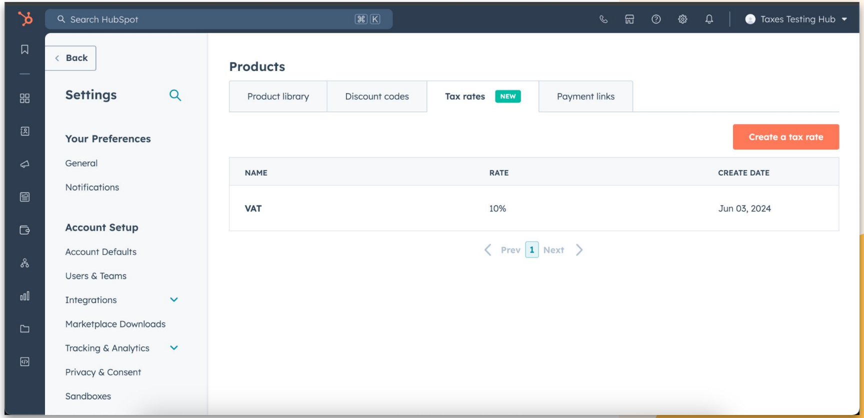
Commerce Hub™

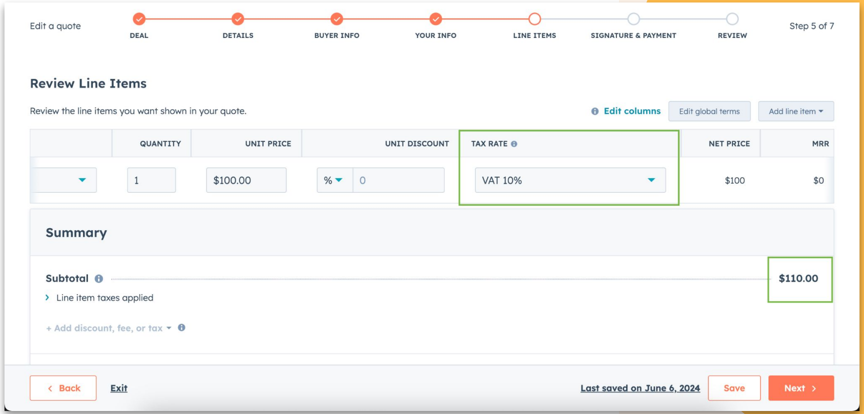
Apply Taxes on Line Items

You now have the ability to create, organize, and apply tax rates on individual line items across all tools such as Quotes, Deals, Payment links, Invoices, and Subscriptions.

Use Case

You may require tax to be a part of the product or service you offer. Tax can now be added during line item creation across all tools which allows you to associate tax to a specific line item.





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Launch region: Global

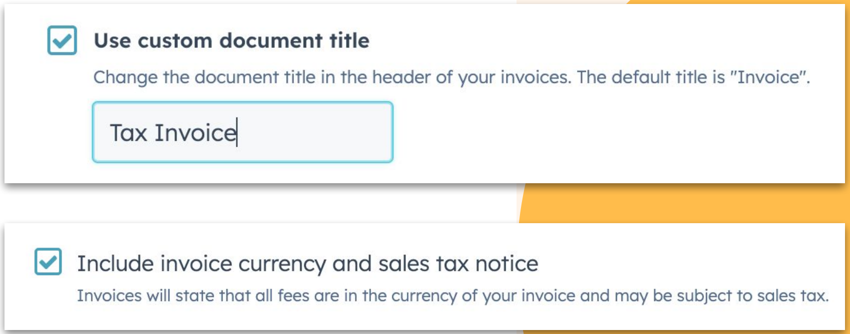
Commerce Hub™

Customize Invoice Titles or Remove Notice About Invoice Currency and Sales Tax

Customize your invoice document by modifying the title and optionally removing the currency and sales tax notice for a tailored invoicing experience that aligns with your specific requirements and preferences.

Use Case

Enhance the customization of your invoices by personalizing the document title to better suit your needs, such as changing it to 'Tax Invoice', and removing the default currency and sales tax notice for a cleaner and more customized invoicing process. This feature allows users to adjust invoice details to better reflect their branding and compliance requirements, improving the overall invoicing experience.



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Launch region: Global

Commerce Hub™

Two-Way Invoice Sync for Quickbooks Online

Experience seamless two-way invoice synchronization between HubSpot and Quickbooks Online (QBO) with our new feature in Public Beta. Sync invoices and payments bidirectionally, enabling enhanced accounting accuracy and efficiency for Commerce Hub users to streamline their financial processes.

Use Case

Until now, HubSpot's QBO integration only supported one-way syncing of invoices from Quickbooks → HubSpot. With this new functionality, users of the integration can use invoice sync to send invoices both from Quickbooks → HubSpot, and HubSpot → Quickbooks.

This update is critically important for Commerce Hub users who are looking to reflect invoices and payments in their accounting system.

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Launch region: Global

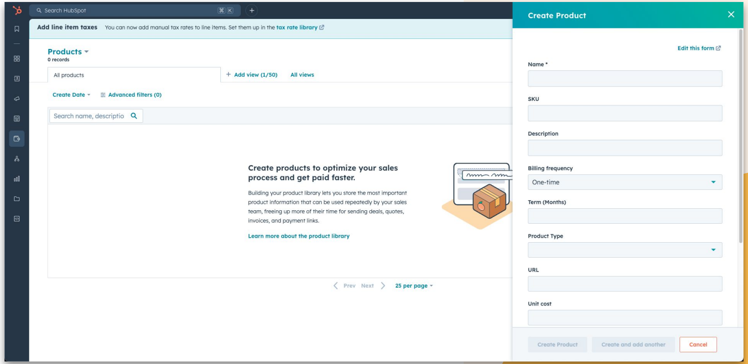
Commerce Hub™

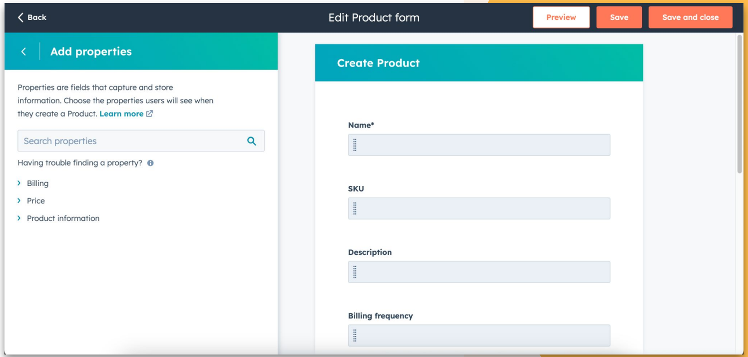
New Product Create Side Panel

Personalize your product create and editing environment. This new update allows you the flexibility to customize the layout of the product create panel, resulting in a workspace that suits your preferences.

Use Case

You have diverse and unique ways on how you sell and manage your product offerings and services. Customizable options empowers you to tailor your editing experience to best suit your needs.





Free Starter Pro Ent Live

Launch region: Global

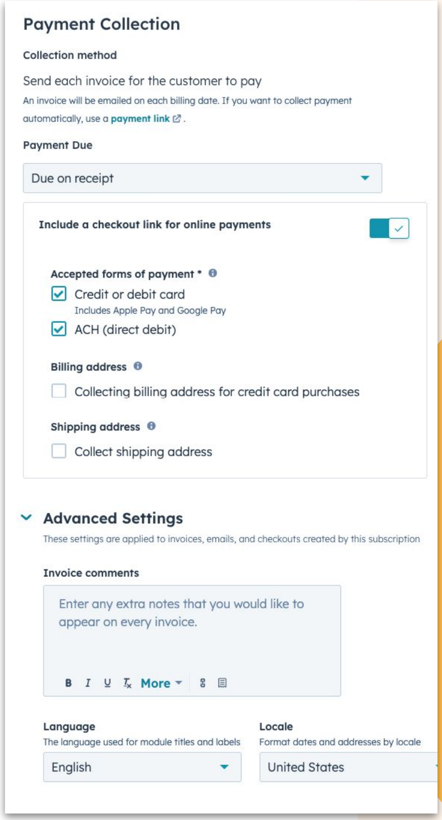
Commerce Hub™

Billing for Subscriptions

Automate subscription management and recurring billing from the CRM. You can now leverage subscriptions to automatically create and send recurring invoices to buyers.

Use Case

Manage recurring retainers and customer renewals through Commerce Hub Subscriptions. You have had the ability to automatically collect recurring payments and you can now use subscriptions to create and manage recurring billing.



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Launch region: Global

Commerce Hub™

Pause Subscriptions

Commerce Hub Subscriptions can now be paused and resumed so you can take a temporary break from billing and payments without having to cancel.

Use Case

Sometimes you need a temporary break from goods and services. This update makes it easier for you to handle changes to recurring billing without resulting in churn.

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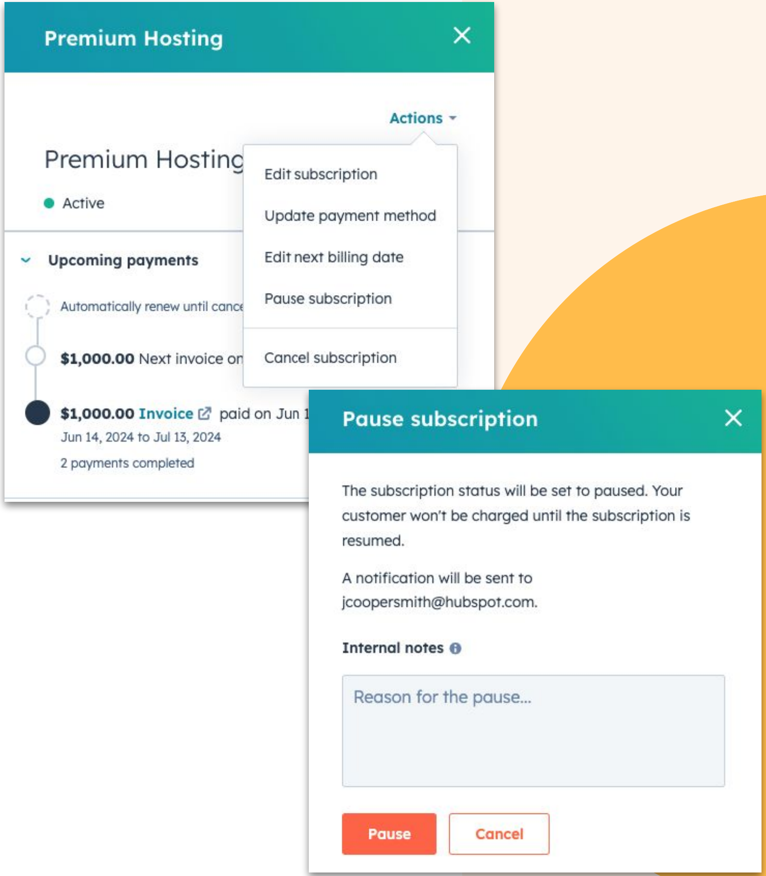

Commerce Hub™

Collect payments in round robin scheduling pages

Commerce Hub Payment Links are now native in round robin scheduling pages! This allows you to receive payments for meetings booked via round robin scheduling pages.

Use Case

With this update, Commerce Hub Payment Links are now a native part of all types of HubSpot Meetings, creating a seamless and required transaction whenever time is scheduled. This provides more ways of making money through the Meetings tool.

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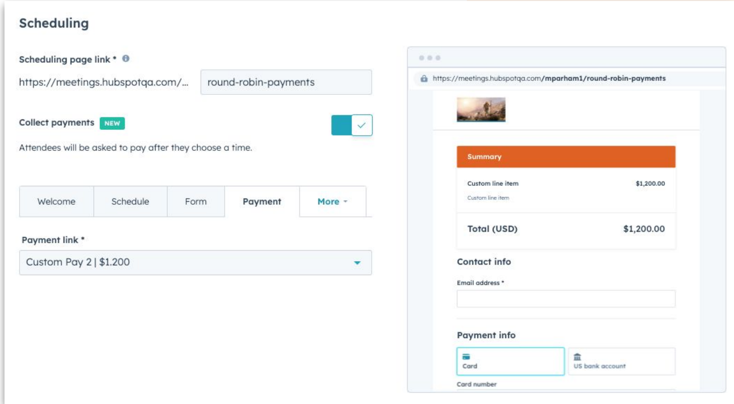

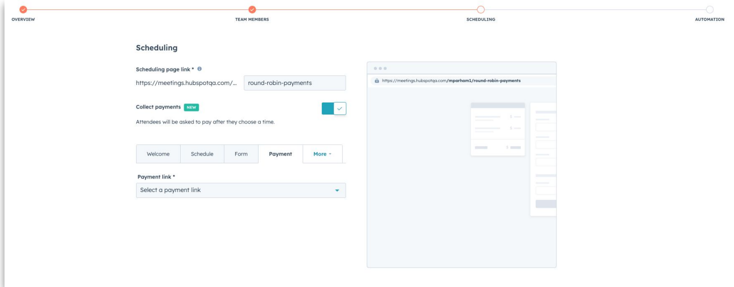

Developer Platform

Developer Platform

Automation Public API v4

Unlock control and efficiency with the new Automation Public API v4, offering developers advanced capabilities to manage and automate workflows, from comprehensive workflow representation to batch updates and more, enhancing workflow scalability and customization."

Use Case

With the Automation Public API v4, developers can streamline workflow management by gaining access to full workflow representations, enabling tasks such as copying workflows between portals, managing flows for client portals, and programmatically understanding all workflows within a portal. This empowers users to create and manage workflows at scale and customize automation processes efficiently.

Learn More

Free Starter **Pro** **Ent** **Live**

Launch region: Global

New Calls-to-Action (CTA) API

Introducing the new API for HubSpot CTAs! Use the CTA API to control your embedded and pop-up assets and provide a more tailored experience to your visitors. CTAs are supported in Single Page Applications (SPAs) when loaded through this API.

Use Case

The CTA API supports loading on Single Page Applications (SPAs) and gives developers more control over how buttons and pop-ups are loaded on your website. This API only works with CTAs created with the new editor, and does not support Legacy CTAs.

Learn More

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Launch region: Global

Developer Platform

Import users into any HubSpot account from your app

Leverage this feature to make your public app available as a data source for user imports in HubSpot. This means users who have installed your app can use it to bulk import users in their HubSpot settings page.

Use Case

Previously, app developers building user import features into their app had to invest significant development resources. Now, app developers can use this streamlined framework to quickly add user-importing functionality to their apps with minimal development time. This allows your users to bulk import users from your app into their HubSpot accounts.

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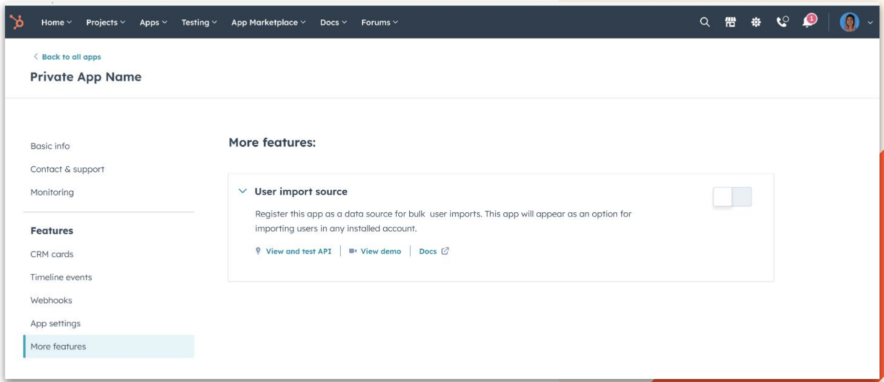
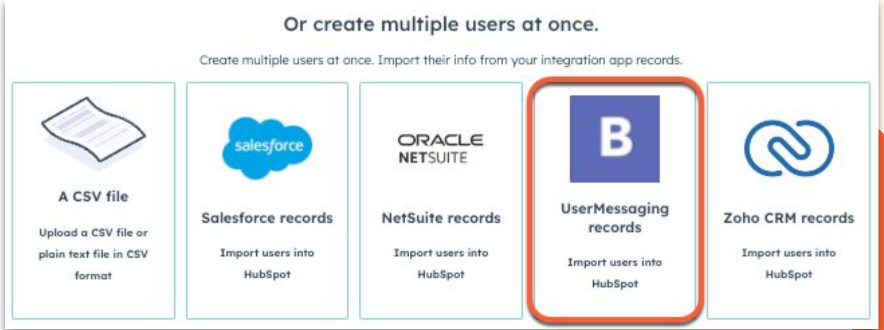
Launch region: Global





CRM Platform

New Statistics Card (Highlight Metrics on the CRM Record)

Tailor your insights directly on the Smart CRM record page by creating your own metrics using the new Statistics card. Customize and track specific metrics like pipeline health at the record level, allowing you to analyze and calculate important data points on associated records easily and efficiently.

Use Case

When reviewing a Company record, you may require a quick snapshot of their open deals and support tickets, such as the total pipeline value and average support ticket closure time. Easily customize and update properties to view real-time metrics without the need for manually calculating properties, enabling personalized insights at the record level.

Learn More

Free Starter Pro Ent Live

Launch region: Global

CRM Platform

Store HIPAA data in HubSpot

With this update, organizations that are HIPAA covered entities or business associates and need a business associate agreement (BAA), can store personal, protected health information (PHI) in HubSpot and operate their portal in compliance with HIPAA regulations.

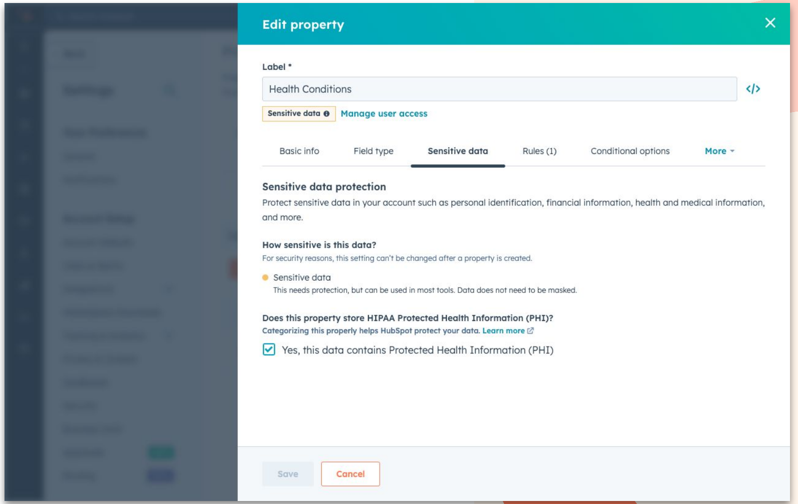
Use Case

The Health Insurance Portability and Accountability Act (HIPAA) ensures the protection of health information for U.S. organizations, and HubSpot offers tools and technical infrastructure to safeguard sensitive health data, enabling you to store and utilize HIPAA information for improved sales and service. By securely storing HIPAA data, you can enhance contact tracking, segmentation, automation, and gain comprehensive insights into customer interactions to enhance your business processes and customer relationships.

[Learn More]()

Free Starter Pro **Ent** **Public Beta**

Launch region: Global

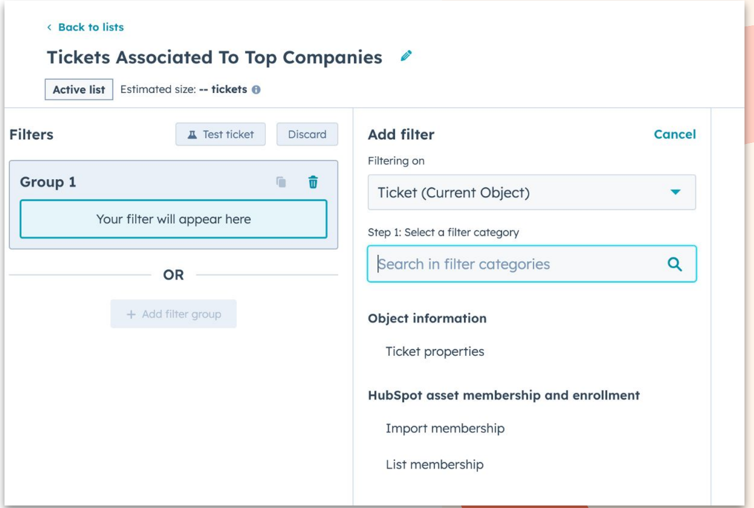


CRM Platform

Ticket Lists

Create lists of tickets!

Use Case
Utilize ticket lists to identify and manage important tickets efficiently, leveraging property and event data for improved workflow integration across various tools such as workflows, reporting, and saved views to streamline ticket management processes.



[Learn More]

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Launch region: Global

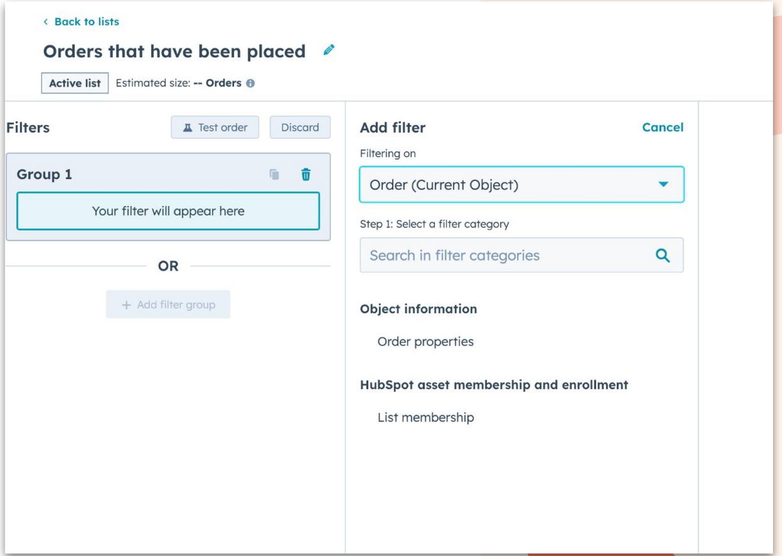
CRM Platform

Order and Cart Lists

You can now easily find your most important orders by using any property or event data from the Orders or Cart object or its Associated Objects. Once you create a list, you can easily reference that segment across various tools like workflows, reporting, and saved views.

Use Case

Leverage the power of order and cart data to create targeted lists that help you efficiently track and analyze key orders, enabling seamless integration of this information into workflows, reporting metrics, and saved views for optimized business operations."



[Learn More]

Free Starter Pro Ent Public Beta

Launch region: Global

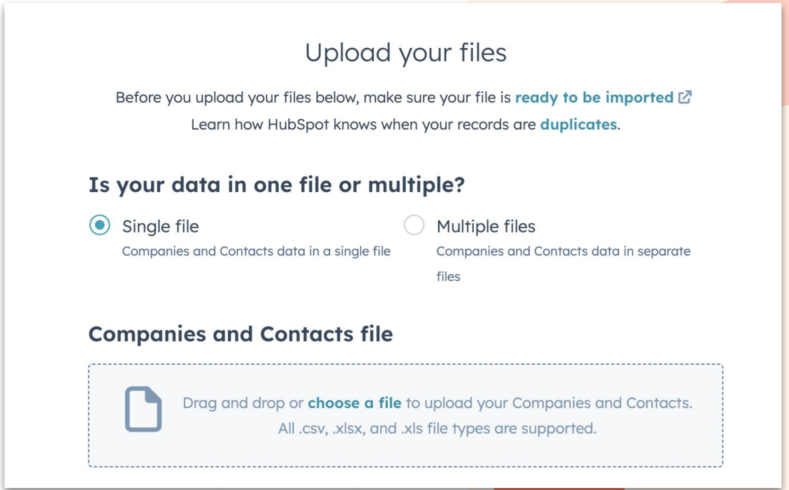
CRM Platform

A Shortened Import Flow

Experience a faster data import process in HubSpot as we have eliminated two steps to streamline the import flow and save you time. By removing unnecessary steps related to object selection and number of files uploaded, we aim to simplify the import process, reducing clicks and expediting your data entry tasks efficiently.

Use Case

We've received feedback about the import flow being long and complicated. To enhance this, we're eliminating unnecessary steps by inferring object details at the selection step, streamlining the process for you to reduce the complexity and save time during imports.



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Launch region: Global

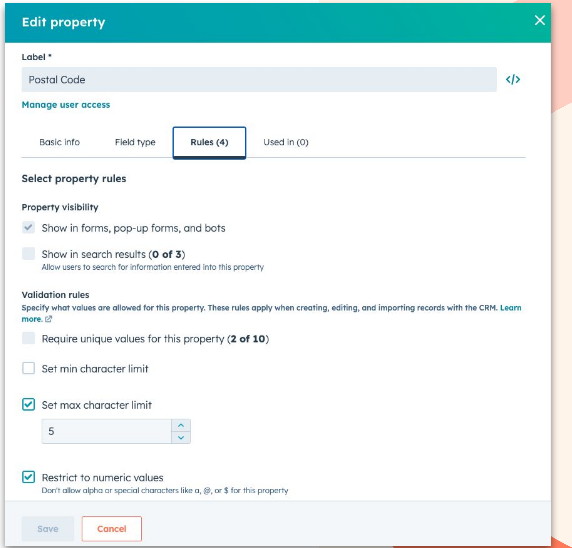
CRM Platform

Set validation rules for HubSpot default properties

You will now be able to set validation rules for certain default properties in HubSpot's Smart CRM.

Use Case

Validation rules play a crucial role in ensuring data accuracy and consistency within the CRM by requiring users to meet specific property requirements to save values successfully. For instance, these rules can enforce criteria such as the Postal Code being a maximum of 5 characters, Deal Amount being a numeric value, or Contact First Name not exceeding a designated character limit.



[Learn More]

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Launch region: Global

HubSpot

New Workflow Actions for Associations

With the new association actions in workflows, admins can now automate association management tasks like applying, updating, or removing association labels, and creating new associations based on matching property values.

Use Case

Historically, managing associations and their labels was a tedious and manual process. As you scale, it is difficult to continue managing associations manually, especially as their usage of associations and labels increases. This new functionality allows you to automate some of those processes while increasing data quality and reducing manual work.

Learn More

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Launch region: Global

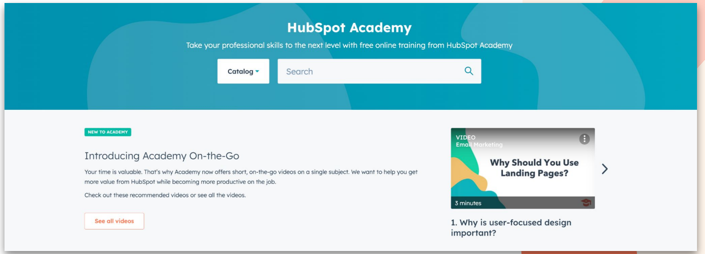
CRM Platform

Introducing Academy On-the-Go!

Discover the new Academy On-the-Go offering a convenient library of quick and easy content to maximize your HubSpot experience, brought to you by the HubSpot Academy team. Benefit from a variety of tutorials, tips, tricks, and product demonstrations specially designed to help you leverage your HubSpot subscription effectively and enhance your understanding of the platform.

Use Case

Academy On-the-go aims to offer a fresh content type focused on guiding you in maximizing your subscriptions. This new feature includes Tutorials, Tips & Tricks, and Product demonstrations tailored to enhance your understanding and utilization of the HubSpot software.



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Launch region: Global

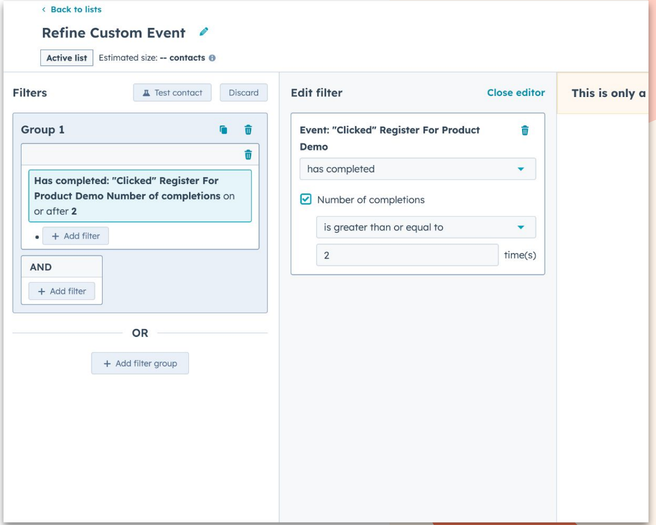
CRM Platform

Refine Custom Events by Number of Times Completed

Now, you can refine your segment even more by specifying how many times an event had to be completed for a contact to join a list or enroll in a workflow of your choice.

Use Case

Custom events allow you to define and track events unique to your business. Previously, you could only create lists and workflows with contacts who completed any custom event, without the ability to specify how many times they had to complete the event.



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Launch region: Global

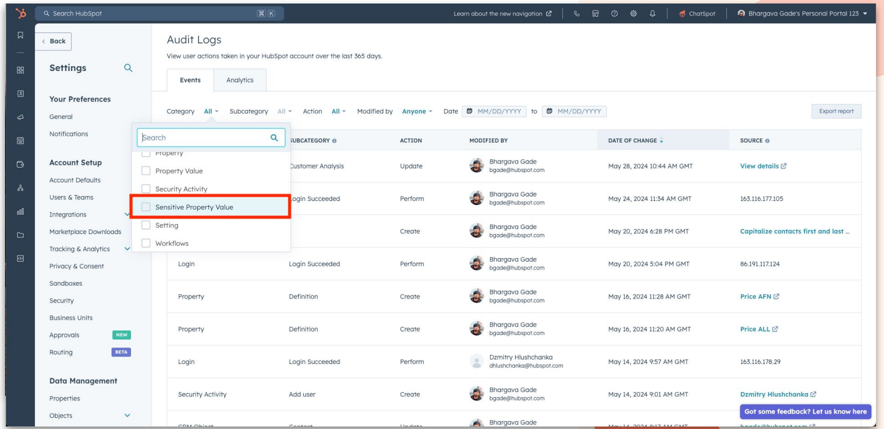
CRM Platform

Track changes to sensitive property values

View the new "Sensitive Property Value" category on the audit logs page to track user activity for critical information marked as sensitive, enabling you to monitor changes to these properties efficiently by accessing detailed records with previous and new property values.

Use Case

Sensitive Properties tend to contain critical information. Any changes to the properties could be business critical. The new category provides you with a quick way to stay on top of changes to these sensitive properties.



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Launch region: Global

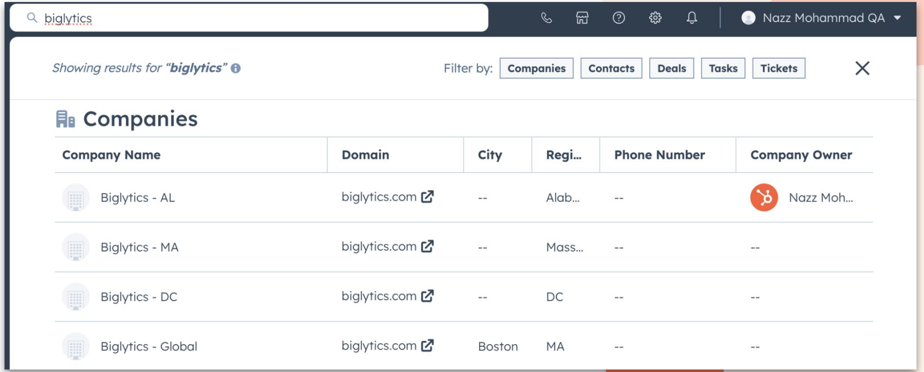
CRM Platform

Personalized Search Results for Companies

Global Search results for Companies will now surface company search results you have recently clicked on the most to the top, even if other companies have names or properties that match your search term.

Use Case

Optimize your search experience with personalized results in Global Search. Easily access the specific company records that matter most to you, ensuring efficient navigation and quick access to the information you care about in a clutter-free search experience.



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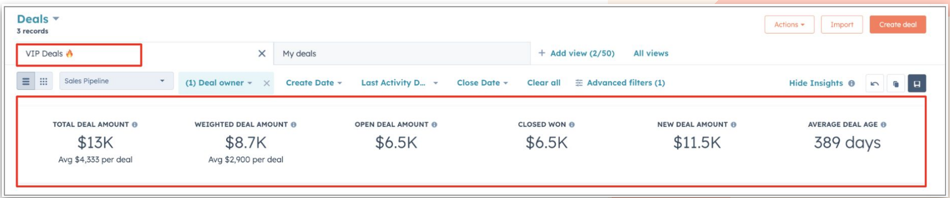
Launch region: Global

CRM Platform

Deal Insights on Custom Views

Deal insights provide a quick overview of Deal information at the top of each of your Deal views. When Insights are turned on for a portal, you will now be able to see the Deal Insight section across all of your Deal views on Index pages, instead of only seeing the data on Default Deal views



Use Case

By enabling Deal Insights in all Deal views, you can quickly analyze Deal data, track progress, and improve your decision-making process. This enhancement allows you to seamlessly manage your deals with valuable insights at your fingertips.

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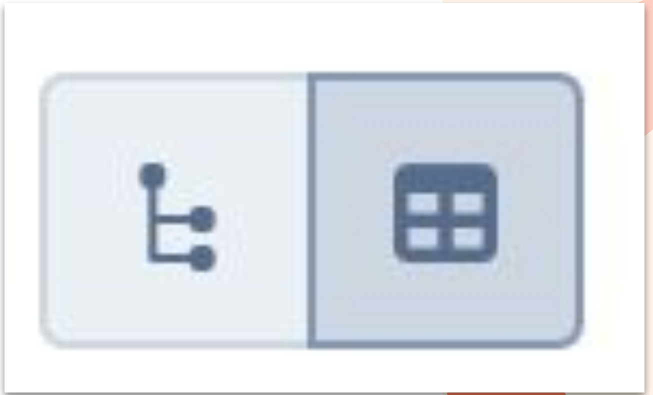
Launch region: Global

CRM Platform

Easily review your data model in table format

Explore the enhanced data model overview with a new user-friendly table format, allowing you to easily review objects, associations, properties, and usages at a glance.



Use Case

With the new tabular data model overview, users can swiftly grasp detailed information about multiple objects, associations, and properties, facilitating better understanding and accessibility for all users, including those utilizing screen readers. This feature enhances the usability of the data model overview, enabling users to efficiently navigate and analyze complex data structures in a more accessible and intuitive manner.

Free Starter Pro Ent Live

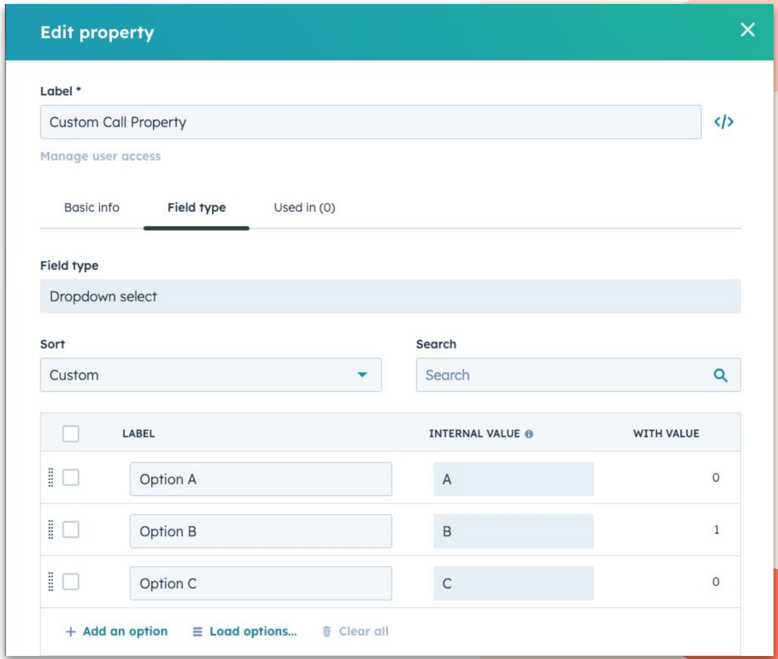
Launch region: Global

Create managed custom call properties for call object

You can now create managed custom call properties for call objects, enabling a deeper understanding of your call outcomes.

Use Case

By introducing the ability to establish custom call properties, users can now capture and store more relevant data within the call object, enabling a more comprehensive understanding of call outcomes and facilitating tailored analyses.



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Launch region: Global

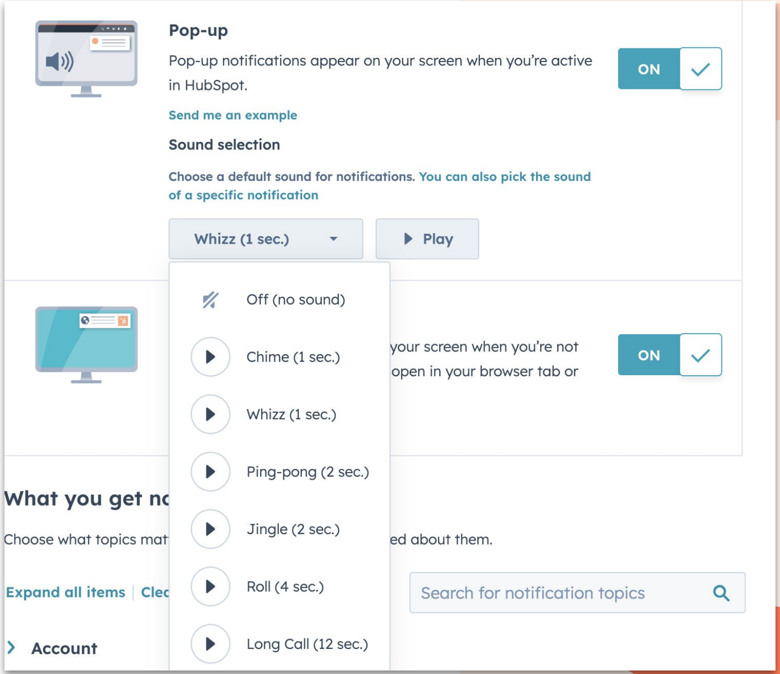
CRM Platform

Set a unique sound for every notification

Personalize your notification experience with the option to choose from a variety of distinct sounds for desktop notifications, allowing you to differentiate between notifications and never miss important alerts for chats, tickets, or other key updates.

Use Case

By enabling users to customize notification sounds, individuals can assign unique tones for different types of notifications, ensuring they can promptly identify and prioritize incoming chats, tickets, or other crucial updates based on sound cues. This feature enhances user awareness and responsiveness, reducing the likelihood of missing critical notifications and improving overall communication efficiency.



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Launch region: Global

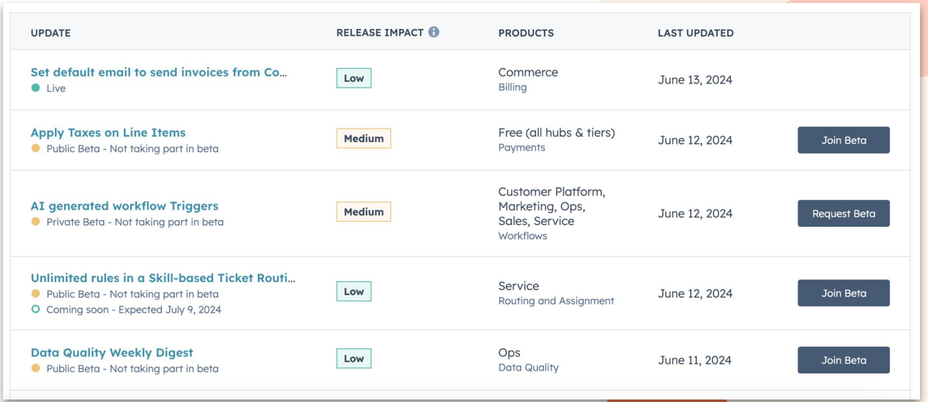
CRM Platform

View Release Impact in Product Updates

You can now view a product update's Release Impact level in the Product Updates table, which indicates the significance an update can have in its app based on its effect on user behavior.

Use Case

Customers are having a hard time keeping up with our releases, especially since it's difficult to find the most relevant ones. On top of this, it isn't easy to assess impact without reading through entire product update records. Surfacing an update's Release Impact level will make it easier for admins to assess the immediate effect of upcoming changes in order take action.



UPDATE	RELEASE IMPACT	PRODUCTS	LAST UPDATED	
Set default email to send invoices from Co... Live	Low	Commerce Billing	June 13, 2024	
Apply Taxes on Line Items Public Beta - Not taking part in beta	Medium	Free (all hubs & tiers) Payments	June 12, 2024	Join Beta
AI generated workflow Triggers Private Beta - Not taking part in beta	Medium	Customer Platform, Marketing, Ops, Sales, Service Workflows	June 12, 2024	Request Beta
Unlimited rules in a Skill-based Ticket Routi... Public Beta - Not taking part in beta Coming soon - Expected July 9, 2024	Low	Service Routing and Assignment	June 12, 2024	Join Beta
Data Quality Weekly Digest Public Beta - Not taking part in beta	Low	Ops Data Quality	June 11, 2024	Join Beta

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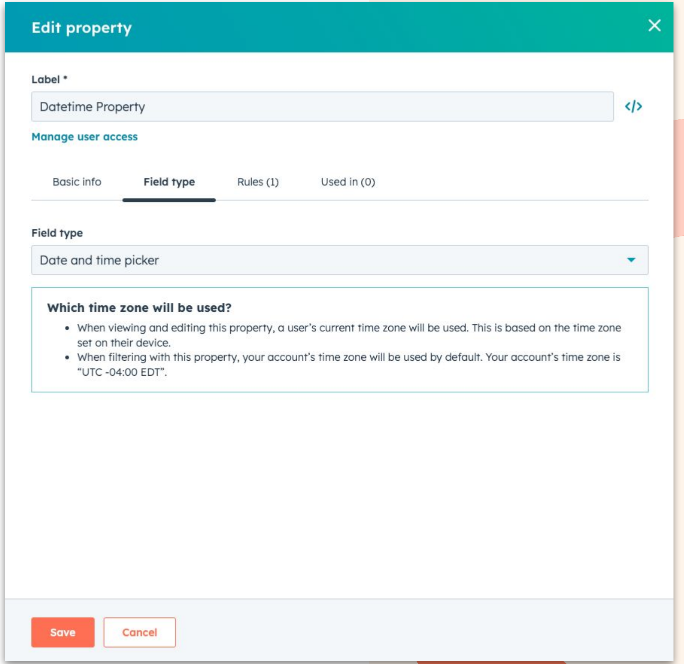
Launch region: Global

Create Datetime properties in HubSpot

You will now be able create custom DateTime properties in HubSpot's CRM, expanding the types of data you can store across the Smart CRM.

Use Case

The new datetime field type offers enhanced insights on the timing of events within your CRM, facilitating varied use cases such as manual editing of time events, setting datetime requirements for deal records, and transferring property values between default and custom datetime fields.



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Launch region: Global

CRM Platform

20 Custom Properties Per Custom Object Now Searchable

Search up to 20 custom properties per Custom Object using Global Search!

Use Case

Global Search empowers you to find the data you're looking for fast. That means you need to easily search across more and more data in HubSpot, including across the Custom Objects you create. With this update, you can now search for up to 20 custom properties per Custom Object.

Note: Customers who have had more than 20 custom properties created per Custom Object will be defaulted to making their first 20 properties created searchable as a result of a bug that had wrongly made all custom object properties searchable. These customers can edit which properties they want to have searchable at any point.

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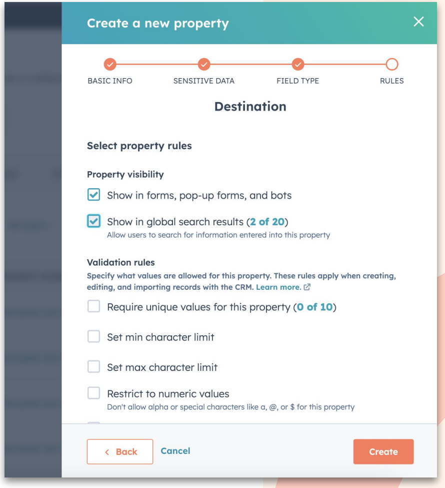

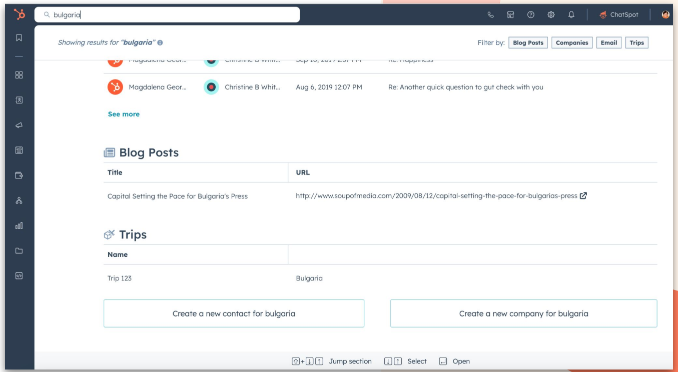

Translate custom CRM data

Import translations for custom properties (including custom pipelines and custom pipeline stages) and custom object labels in HubSpot-supported languages.

Use Case

Need to ensure that users in multiple countries are seeing the correct translations on custom data? Instead of creating multiple properties in each language to represent a single data point, you can now can create a single property and use this feature to ensure that the property is translated into multiple languages

Learn More

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Launch region: Global

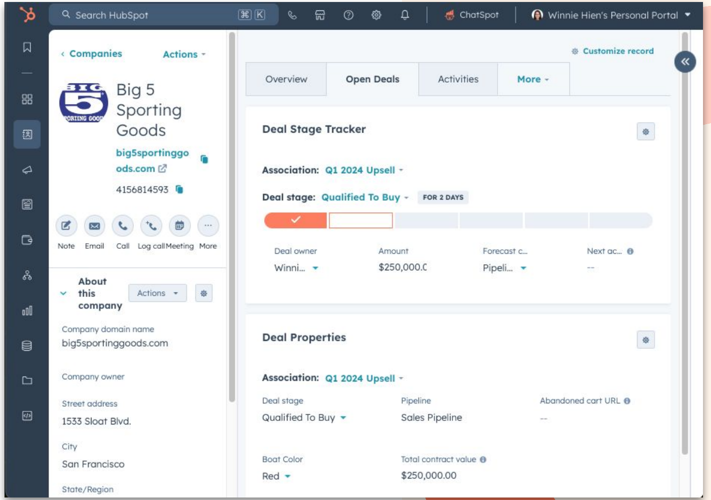
CRM Platform

Stage Tracker for Associated Records

Imagine viewing a deal stage tracker on the company record, and editing the deal stage and properties directly from the company record. Now, you can! The new Association Stage Tracker card will let you display a stage tracker and up to 4 properties from associated records from the record middle column.

Use Case

This feature eliminates extra clicks. No need to open up a new tab to see associated records or to edit fields. It's all right in front of you with the new Association Stage Tracker card.



[Learn More]

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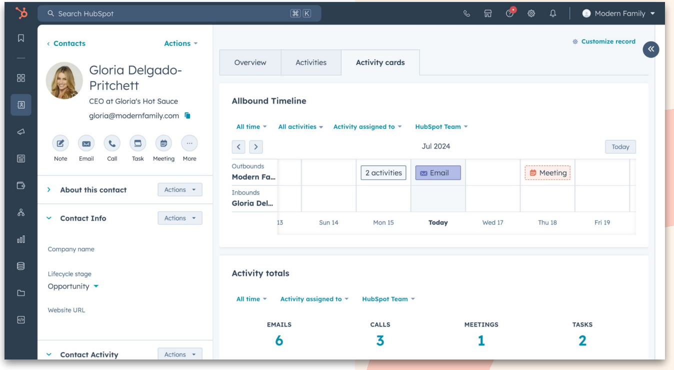
Launch region: Global

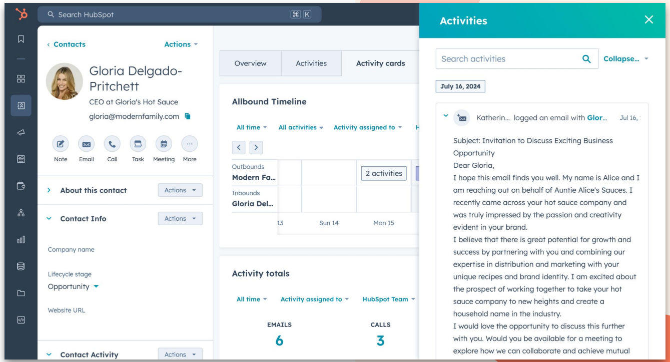
Allbound timeline card on record pages

The new allbound timeline card offers a calendar visualization of activities so that you can easily see what has happened on the record.

Use Case

This time-saving feature aims to enhance productivity that emphasizes the significance of efficiently analyzing timeline data for both prospecting and managing established accounts with extensive timeline entries. Managers will also find value in this card, as it enables them to assess sales reps' performance and pinpoint areas for potential improvement.





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Launch region: Global

Quick Create

Enhance your productivity and streamline your workflow with our in-context quick create feature. Experience the convenience of creating relevant objects in real-time, directly where you need them all while minimizing distractions.

Use Case

Stay focused and efficient with our in-context creation feature. Whether you're looking to quickly create new records, create a new item, or simply do more within your current workspace, this new update helps you get it done faster.

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Launch region: Global

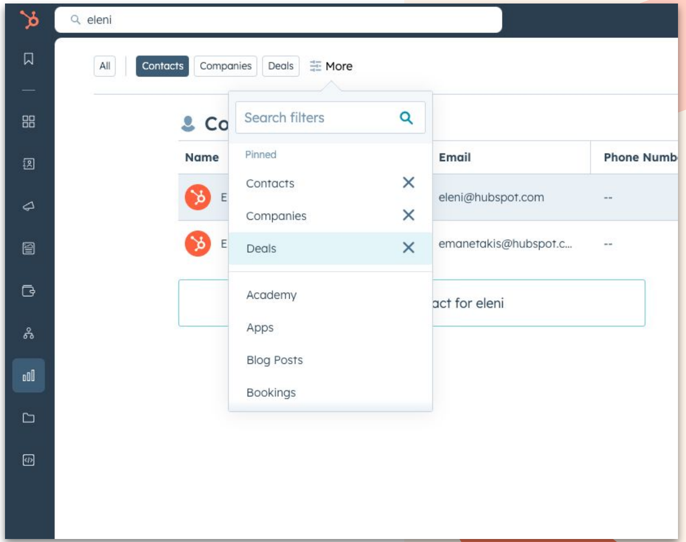
CRM Platform

Filter data on Global Search before your query & persist the selected filter

You can now pre-filter results in Global Search and have your data selection persist, thus ensuring quick access to the data you work with the mos.

Use Case

To enhance search efficiency, you can experience customized search filters before entering a query and any changes made will be remembered until modified. This update aims to improve the search experience by tailoring filters to meet individual preferences and avoiding the need to reset selections frequently.



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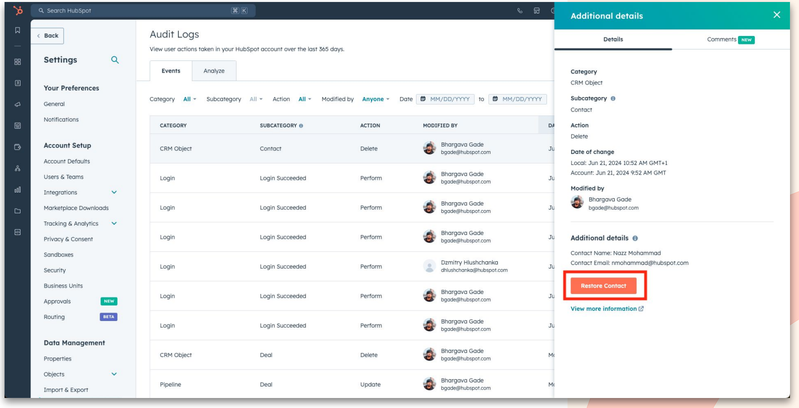
Launch region: Global

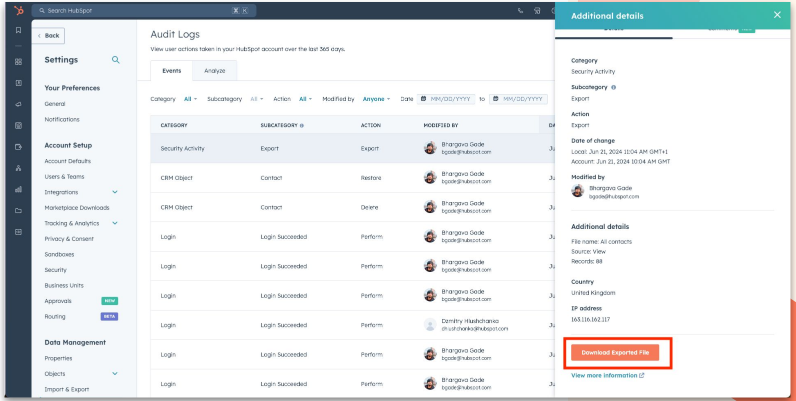
Actions for Audit Logs

Undo Contacts deleted by your users and also download the data your users exported without leaving the Audit Logs page.

Use Case

Save time and effort by avoiding the need to go through records in the Recycle Bin or the Import and Export pages in order to make any necessary changes.





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Launch region: Global

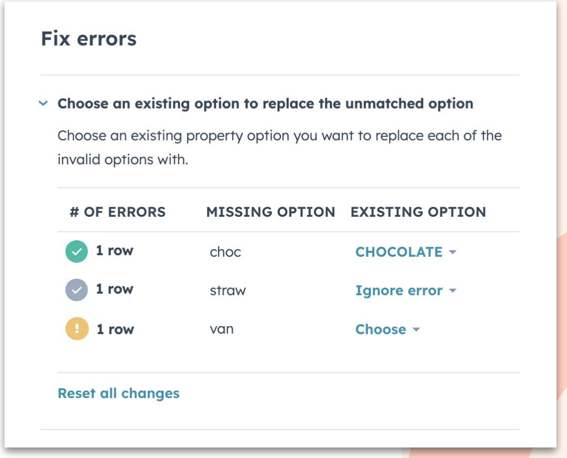
CRM Platform

Remapped Enumeration Options on the Post-Import Screen

Say goodbye to difficult data change tracking. With this new update you will now see on the post-import details screen which dropdown or multi-select options in your file were remapped in the import process.

Use Case

Our remapping tools allow you to take better control over your data as your importing it -- without the need to spend additional time editing data in a spreadsheet. With this change, you'll be able to review and refer back to the changes that you made when remapping.



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Launch region: Global

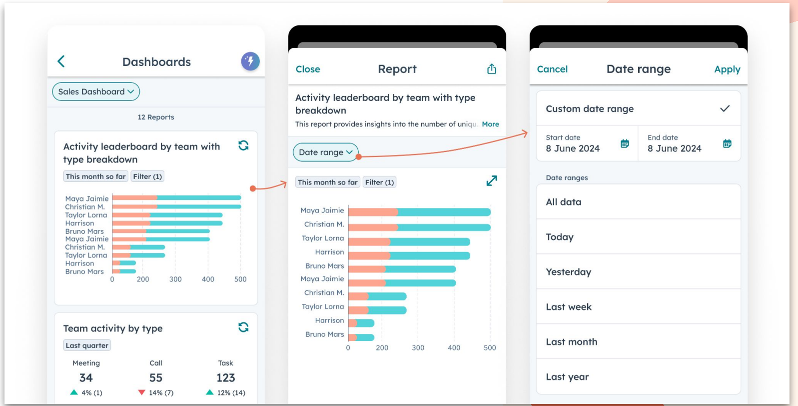
CRM Platform

Date range support for Dashboard reports on Mobile [iOS and Android]

Easily customize the date range on Dashboard Reports on the go! iOS and Android Mobile apps now support filtering by date range so that you can view past trends and metrics.

Use Case

Reports on mobile only provide a static view of your business metrics, but this is not how your business works. When you are on the go, you should be able to manipulate the date range, so that you can view past trends and metrics. This was a major pain, which we are alleviating today.



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Launch region: Global

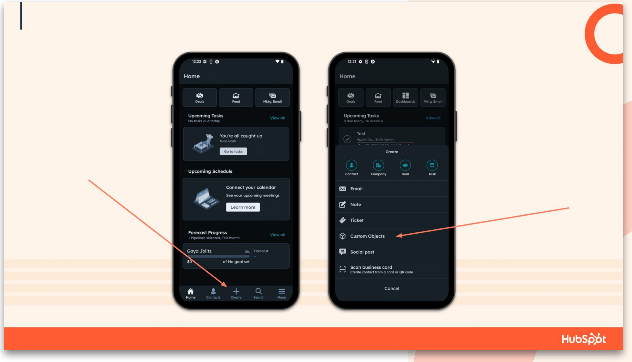
CRM Platform

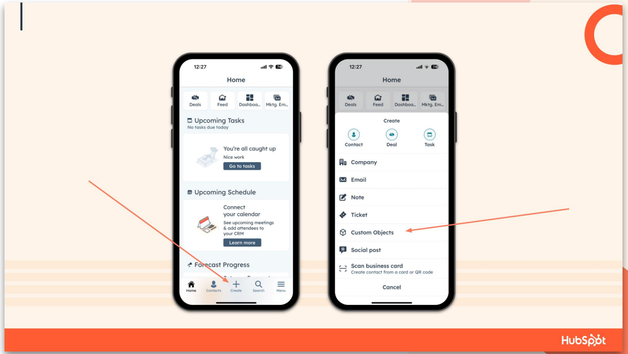
Create Custom object records via global create on Android and iOS

From the global create menu on Android and iOS, you can create custom object records on the go.

Use Case

If you've set up custom objects in your portal, you can now create custom object record on the go using the mobile app.





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Launch region: Global

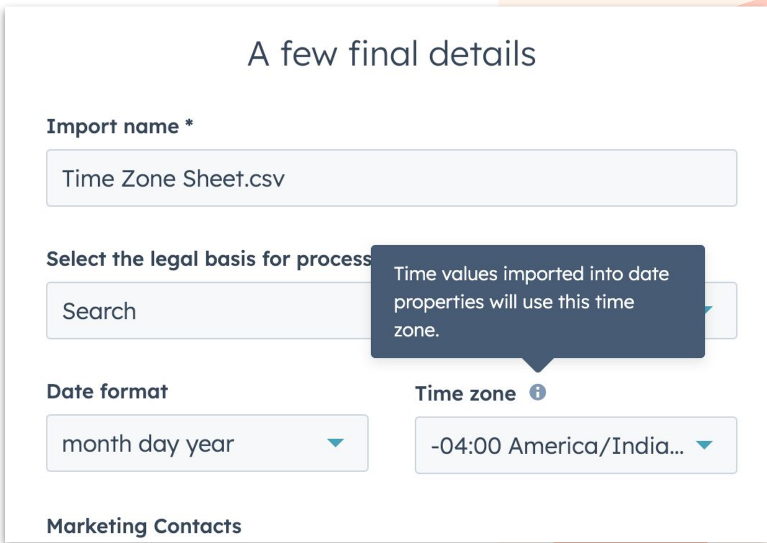
CRM Platform

Specify the Timezone of Your Date and Time Picker Properties In Import

If you include a Date and Time property in your import, you'll now be able to specify the intended timezone of the data in your import file.

Use Case

Today, import defaults to the portal's timezone setting for these properties. This means a user in California on a portal where the default timezone is EST must account for the timezone difference in their import file when they go to import data like event completions. With the ability to account for a user's time zone as they import, users will run into fewer data quality issues when importing to date and time picker properties.



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Launch region: Global

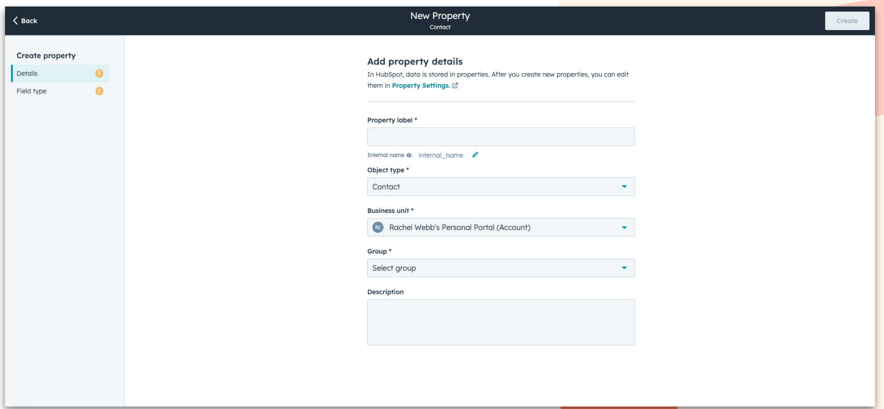
CRM Platform

Updated Property Creation & Editing Experience

We're updating the experience of creating and editing properties in HubSpot. This change will provide you a faster, easier, and cleaner way to manage properties in HubSpot's Smart CRM.

Use Case

Today, the process of creating a property and editing a property requires multiple clicks through different modals. We're centralizing the user experience by providing a single full-screen modal for CRM admins to work in, with a standardized interface for property creation and property editing.



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Launch region: Global

CRM Platform

Limits Tracking Tab

The Limits Tracking tab allows you to monitor all your data configuration and usage limits in one place, covering records per object type, custom object definitions, and property definitions. It also tracks calculated property definitions, association labels, and associations per record, providing comprehensive oversight.

Use Case

Without proactive and accurate tracking, you might be blindsided by hitting usage limits or, worse, experience data loss. The Limits Tracking tab allows you to visualize and understand your limits and usage in real time from a single location, enabling proactive management of your portal, configurations, and data.

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Launch region: Global

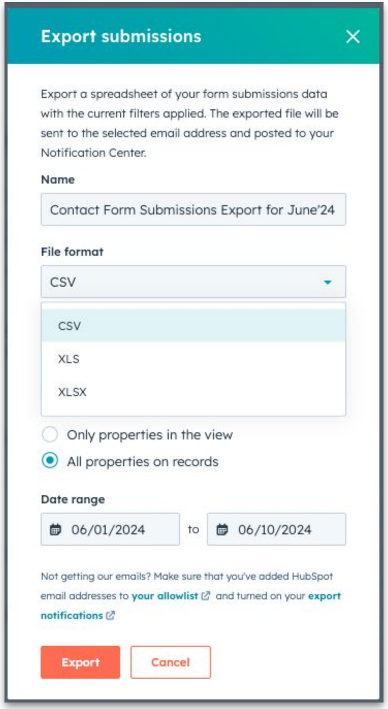
CRM Platform

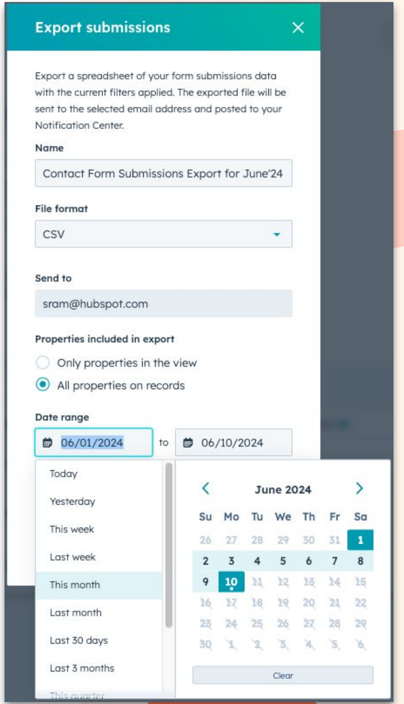
Form Submissions Export with Date Range Filters

We are excited to launch a new feature that enables you to export form submissions with date range filters.

Use Case

So far, when you needed to export form submissions, you had to always export all the Submissions from a form even if you wanted to export submissions for a selected time period. With this update, you can easily select the list of fields and the form submissions from a specific date range and export them.





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Launch region: Global

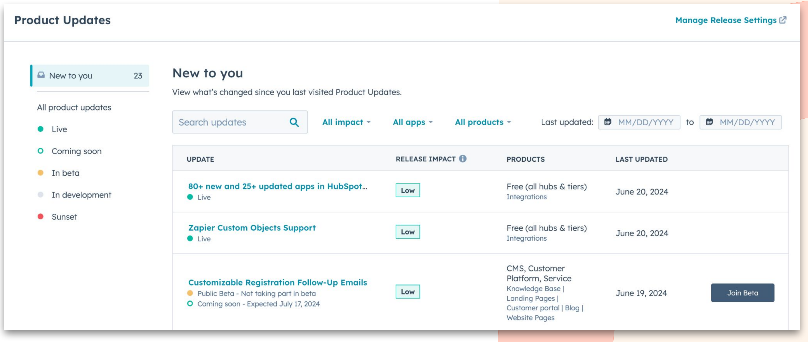
CRM Platform

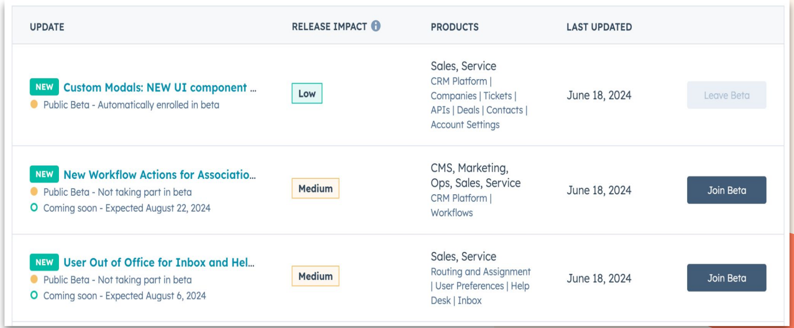
"New to you" tab in Product Updates

Want to keep up with all the new changes on the Product Updates page? Now you can with the “New to you” tab on the Products Updated page.

Use Case

As our product team continues to ship updates, it can become difficult to understand what's changed since you last viewed the Product Updates page. The "New to you" tab will highlight updates for you to review, making it easier for you to catch up on HubSpot's new releases.





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Launch region: Global

CRM Platform

Create & Associate Tasks with Custom Object Records on Android & iOS

Create tasks and associate them with custom object records on Android or iOS.

Use Case

Previously limited to associating tasks with custom objects on the desktop app, you can now effortlessly create tasks and link them to custom object records directly on Android or iOS for enhanced task management and productivity.

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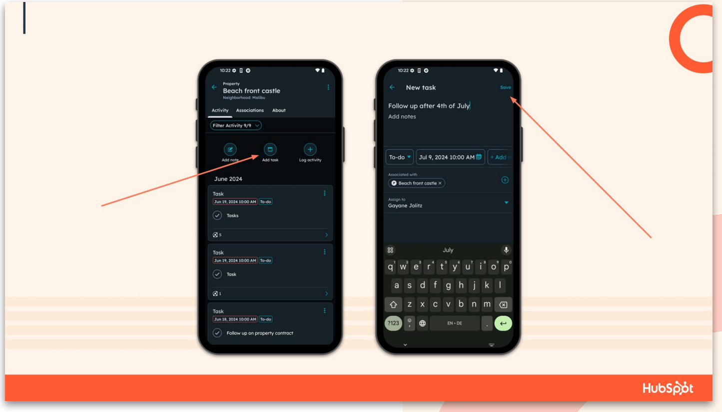
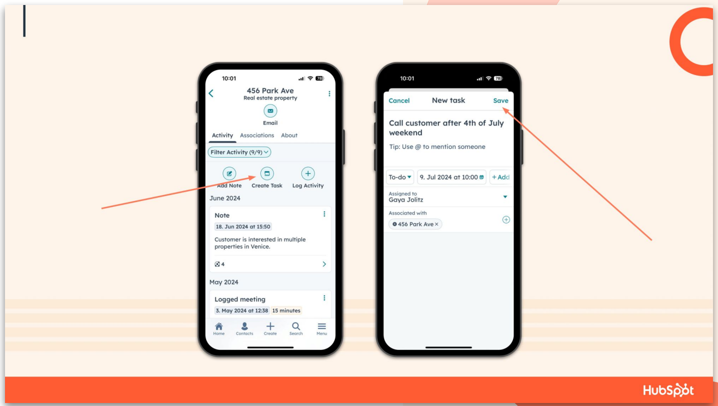
Launch region: Global



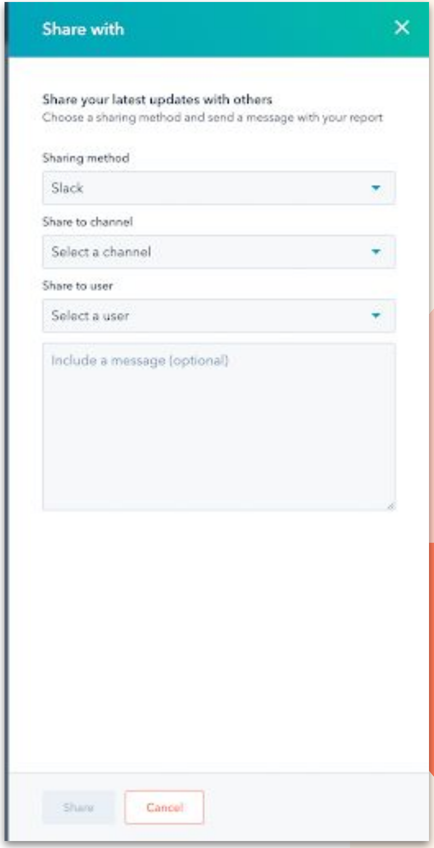


Share HubSpot reports with your app

Leverage this feature to allow your public app to share HubSpot reports and recurring updates to specific channels and users. This means you'll be able to share your HubSpot reports and dashboards with the installed app.

Use Case

Previously, you had to build report-sharing features from scratch, demanding significant development resources. Now, with the streamlined framework, you can quickly add report-sharing functionality to your apps, enabling users to schedule and automate HubSpot report sharing with minimal development time.



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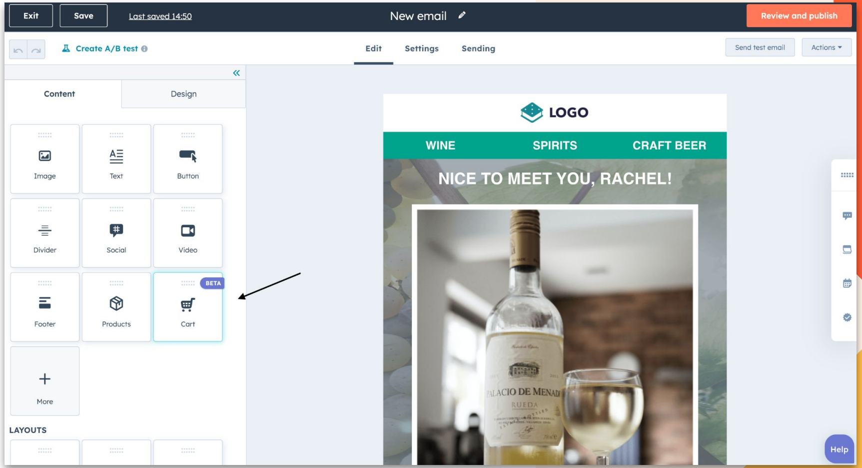
Launch region: Global

App Marketplace

App Marketplace

Abandoned Cart Email Module (Shopify Data Sync)

With the new Shopify Data Sync integration in HubSpot, you can now efficiently synchronize abandoned cart data from Shopify into your HubSpot account, ensuring accurate contact details for customers who abandoned their carts. This integration introduces a new Cart object for effortless inclusion in your Marketing Emails, offering enhanced capability to re-engage with potential customers who left items in their carts.



Use Case

The enhanced abandoned cart feature in Marketing Email now aligns with HubSpot's latest Shopify Data Sync integration, enabling you to automatically send personalized email reminders to customers who abandon their carts, boosting the chances of converting those potential sales.

[Learn More]

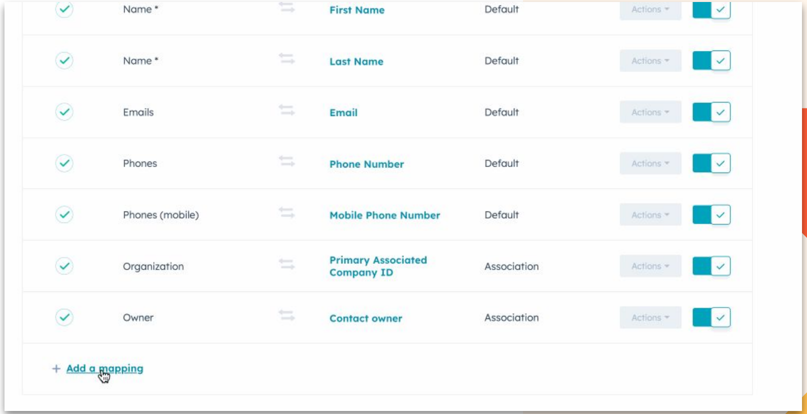
Free Starter **Pro** **Ent** **Public Beta**

Launch region: Global

App Marketplace

Business Units as a field mapping in data sync apps

Data sync now allows users to set up a two-way multi-select field sync that defines business units in syncs with other apps.



Use Case

Effortlessly synchronize and align business unit information between HubSpot and your CRM system, ensuring seamless consistency and accuracy in data management across departments, teams, or geographical locations for efficient organizational operations.

Note: Marketing Enterprise with Business Units add-on required and Operations Hub Starter+

[Learn More]

Free | Starter | Pro | Ent | Live

Launch region: Global

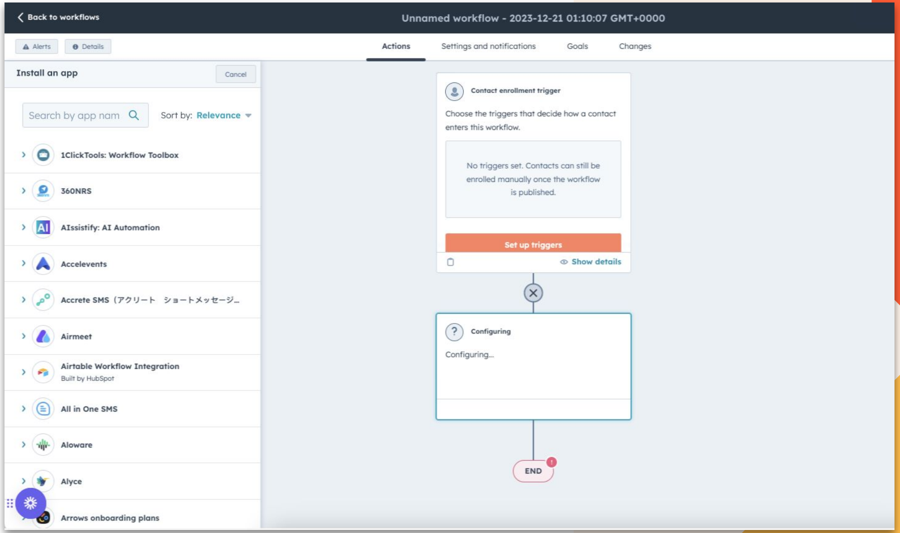
App Marketplace

Apps now discoverable in HubSpot Workflows

Access your workflow-compatible apps directly within HubSpot to streamline your workflow process, enabling quick navigation and organization without having to leave your workspace.

Use Case

In the past, setting up workflows involving external tools required navigating to the HubSpot App Marketplace to find and install compatible apps. With the integration of apps directly into HubSpot Workflows, your team can now save time and enhance productivity. This seamless integration enables quick access to relevant apps within HubSpot, bringing convenience and efficiency to your workflow processes.



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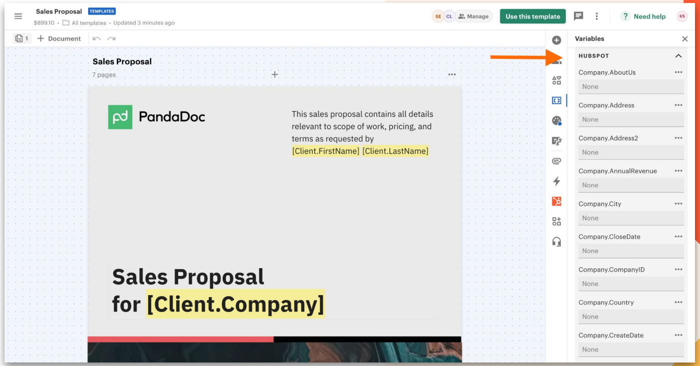
Launch region: Global

Improvements to the PandaDoc App for HubSpot

The PandaDoc app for HubSpot now has a more seamless app configuration process. Customers can now manage all app automations from one centralized location and view all their HubSpot deal properties within their PandaDoc template.



Use Case

By simplifying app configurations and enabling management of all automations from a single screen, users can effortlessly sync PandaDoc and HubSpot data, update properties, attach documents to deals, and more. The integration also allows for easy access to HubSpot deal properties within PandaDoc templates, reducing manual input tasks and enhancing the overall document creation and management process for increased productivity."

Note: Must have a PandaDoc account with a Business or Enterprise plan. The automations feature is a paid add-on for PandaDoc Business plan users and is included in the Enterprise plan.

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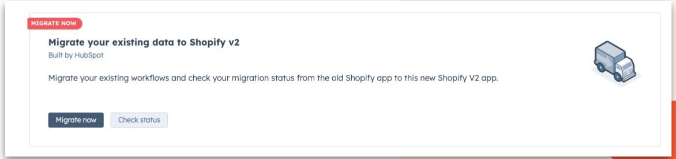
Launch region: Global

App Marketplace

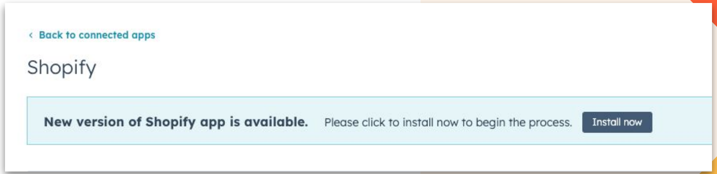
Migrate from the legacy Shopify app to the new Shopify app powered by Data Sync

You can now migrate to the new and improved Shopify app powered by Data Sync with enhanced data model and syncing capabilities using the in-app migration wizard. The migration wizard walks you through uninstalling the legacy Shopify app, installing the new Shopify app, and optionally migrating any deal-based workflows to order- or cart-based workflows.



Use Case

The latest Shopify Data Sync app introduces new order and cart objects, streamlining data representation in HubSpot for improved e-commerce integration. It enables two-way syncing for contacts and products, enhancing data consistency between Shopify and HubSpot while providing better error visibility and sync settings for optimal synchronization experiences, ensuring smoother data management.



Learn More

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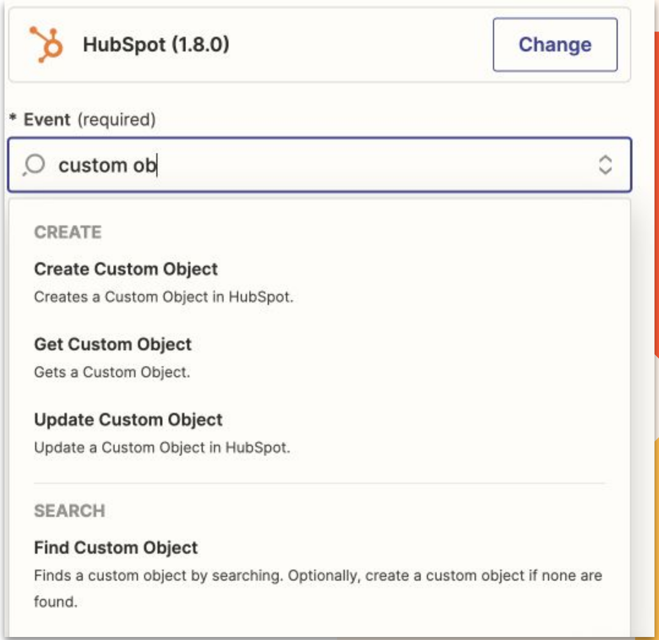
Launch region: Global

Zapier Custom Objects Support

Unlock advanced automation possibilities with HubSpot's Zapier app now supporting custom objects, enabling you to create, update, get, and trigger Zaps for custom objects, enhancing workflow scalability and expanding automation use cases."

Use Case

By adding support for custom objects in HubSpot's Zapier app, users can now build more intricate and tailored workflows that interact with custom objects. This enhancement broadens the scope of automation capabilities, allowing users to create sophisticated workflows, trigger actions based on property changes, and streamline processes.



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Launch region: Global

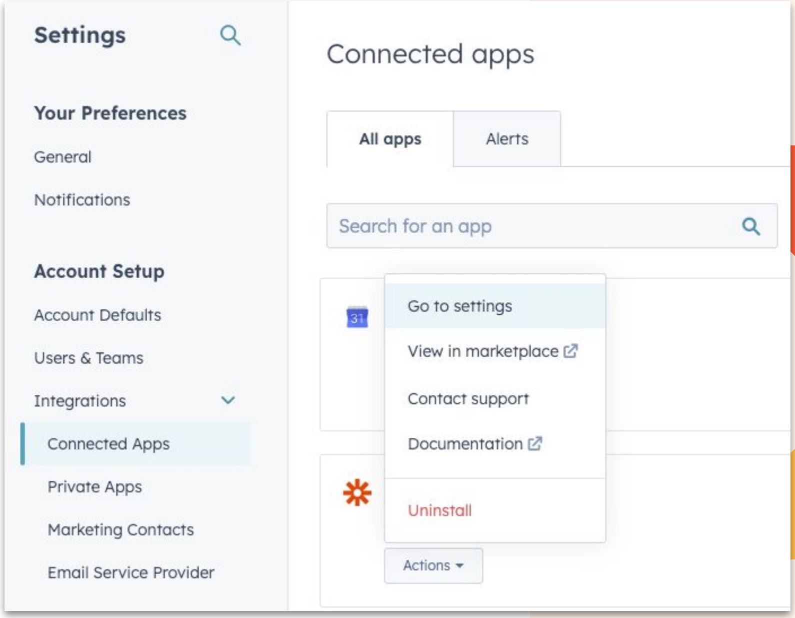
App Marketplace

Access Zapier within HubSpot's integrations settings page

Now you can access a new settings page for the Zapier app within HubSpot's "Connected Apps" page. From this page, you can manage your existing HubSpot Zaps, edit templates, and view and implement commonly automate HubSpot tasks.

Use Case

You can harness the power of Zapier without navigating away from HubSpot. Discover, edit, and create HubSpot Zaps and control your automations seamlessly.



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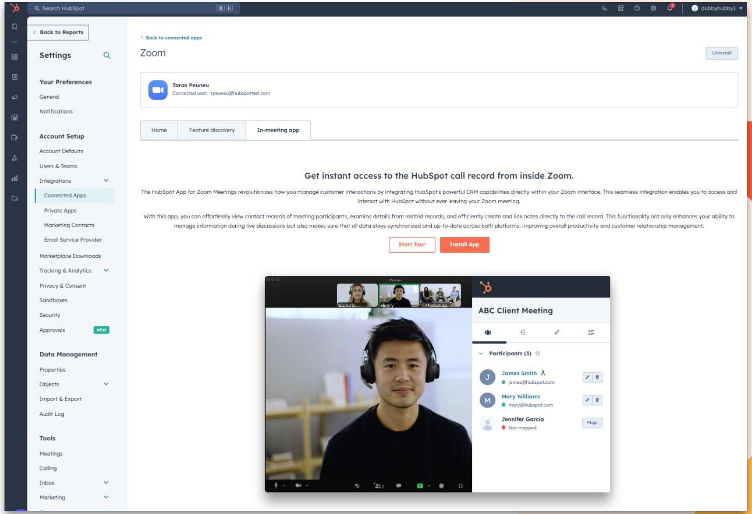
Launch region: Global

App Marketplace & Integrations

Seamlessly install both of HubSpot's Zoom integrations together

If you use HubSpot's Zoom integration for meetings and webinars, you can now seamlessly install HubSpot's in-meeting app for Zoom right from your Zoom integration settings page within HubSpot.



Use Case

Previously, you needed to install HubSpot's Zoom integration and the in-meeting app for Zoom separately from HubSpot's App Marketplace. Now, you can conveniently install HubSpot's in-meeting app for Zoom directly from your Zoom integration settings page within HubSpot, streamlining the installation process and offering a more integrated experience.

[Learn More]

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Launch region: Global

App Marketplace & Integrations

Access Zoom Webinar Audit Logs for Faster Issue Resolution

HubSpot's Zoom integration now gives you visibility into webinar sync issues if they arise. Any issues, plus information on how to fix them, are now visible to you directly within HubSpot on your Zoom integration settings page

Use Case

Previously, you had to reach out to HubSpot's support team to fix webinar sync issues. Now, webinar sync audit logs are available to you on your integration settings page, plus relevant information to fix the issue helping you save time and resolve the issue immediately.

Note: This is available to all customers using HubSpot's Zoom integration.

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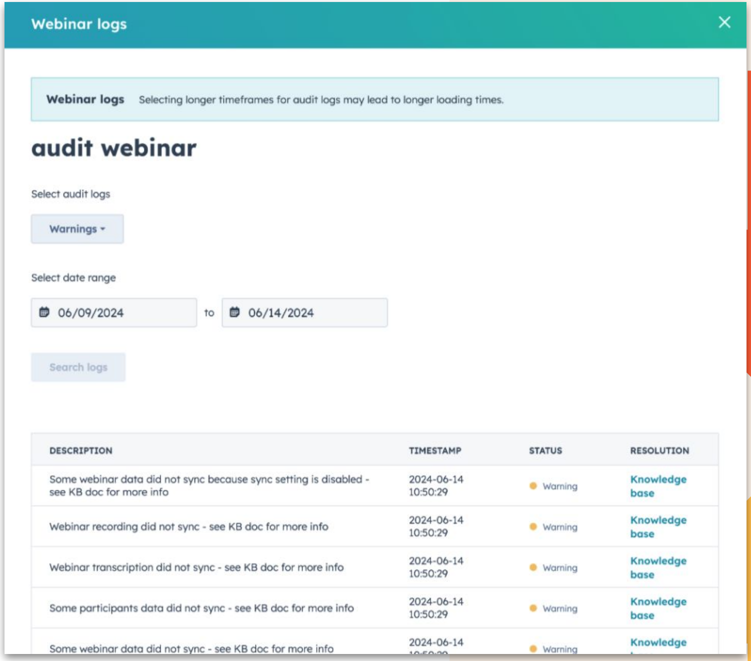


App Marketplace & Integrations

Unified Customer Feedback in App Marketplace Dashboard

With this new update, giving feedback on app partners is a breeze. A new Customer Feedback tab is now available on the App Marketplace app success dashboard.

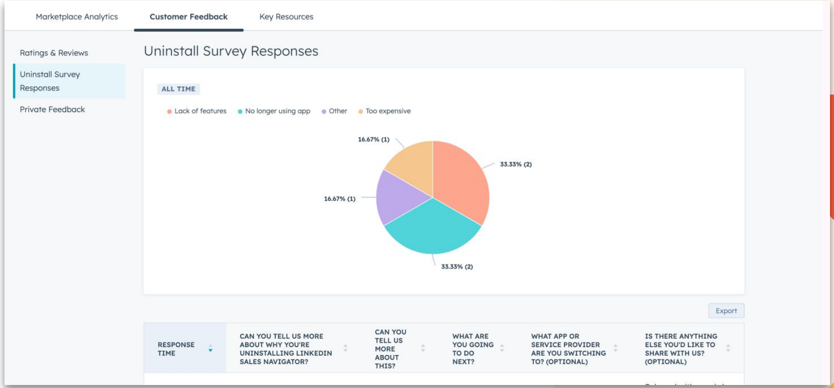
Use Case

Previously, app partners received your feedback about their app through a variety of disparate channels, including a hard-to-navigate process for downloading uninstall survey responses. Now, your feedback is easily accessible in a centralized location.

Note: available to anyone with an app listed on the HubSpot App Marketplace, including super-admins and other users added to the developer account

Free | Starter | Pro | Ent | Live

Launch region: Global



Thank you