



# June & July 2024 Product Updates



**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.

Free

Starter

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Launch region: Global

# 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.

Free

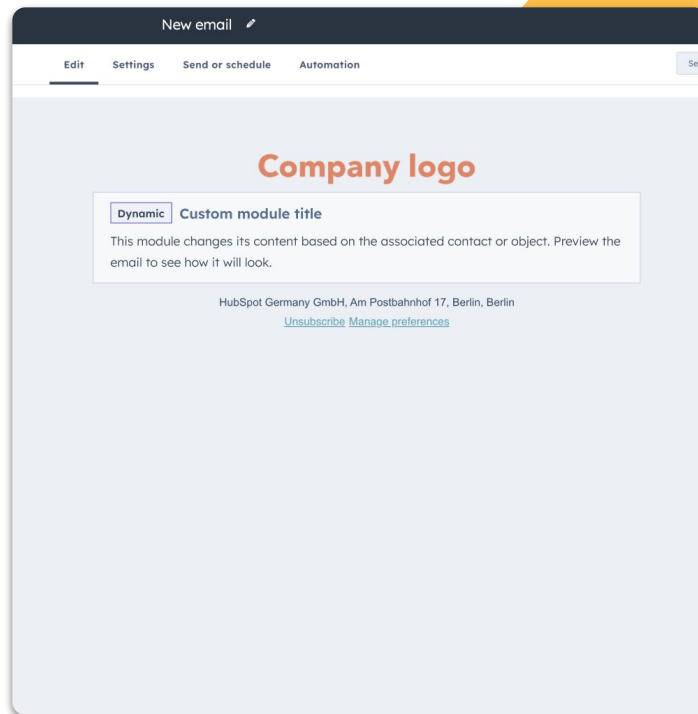
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Launch region: Global





# 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](#)

Free

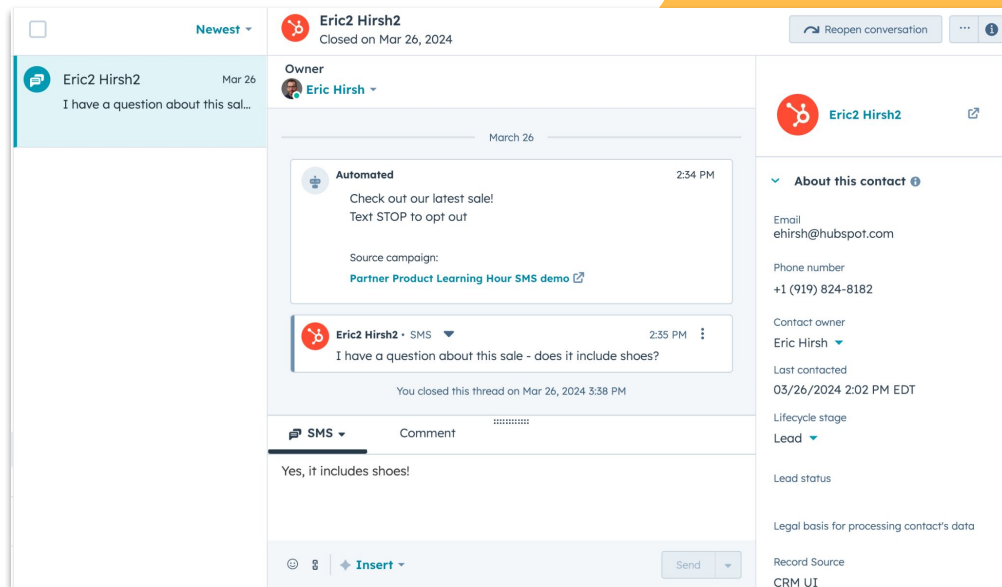
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The screenshot displays the HubSpot Marketing Hub interface for an SMS conversation. At the top, the contact name "Eric2 Hirsh2" is shown with a status of "Closed on Mar 26, 2024". The conversation history includes an automated message from HubSpot: "Check out our latest sale! Text STOP to opt out" with a link to "Partner Product Learning Hour SMS demo". Below this is a message from the contact: "I have a question about this sale - does it include shoes?". A response from the contact is visible: "Yes, it includes shoes!". The right-hand sidebar provides contact details: "About this contact", "Email: ehirsh@hubspot.com", "Phone number: +1 (919) 824-8182", "Contact owner: Eric Hirsh", "Last contacted: 03/26/2024 2:02 PM EDT", "Lifecycle stage: Lead", "Lead status", "Legal basis for processing contact's data", and "Record Source: CRM UI".

# 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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**Get ad budget and ad spend data automatically synced** new [Learn more](#) ✕

When you associate ad campaigns with a campaign, ad budget and ad spend will automatically sync. [Learn more](#)

Manage your campaign budget and spend to help you make informed decisions and understand its effectiveness. Please note all amounts will be converted and displayed in your account's default currency. Or in a campaign's currency, if set. [Learn more](#)

### Campaign budget

[Create budget item](#)

Ad budget data is automatically synced from ad campaigns associated with the campaign. [Learn more](#)

| NAME                                                         | DESCRIPTION                   | UNIT PRICE |
|--------------------------------------------------------------|-------------------------------|------------|
| June: Free webinar <a href="#">🔗</a>                         | Ad campaign <a href="#">🔍</a> | €200,00    |
| LinkedIn: Sign up now   event registration <a href="#">🔗</a> | Ad campaign <a href="#">🔍</a> | €600,00    |

**Budget total** €800,00

### Campaign spend

[Create spend item](#)

Ad budget data is automatically synced from ad campaigns associated with the campaign. [Learn more](#)

| NAME                                                         | DESCRIPTION                   | UNIT PRICE |
|--------------------------------------------------------------|-------------------------------|------------|
| June: Free webinar <a href="#">🔗</a>                         | Ad campaign <a href="#">🔍</a> | €111,50    |
| LinkedIn: Sign up now   event registration <a href="#">🔗</a> | Ad campaign <a href="#">🔍</a> | €550,00    |

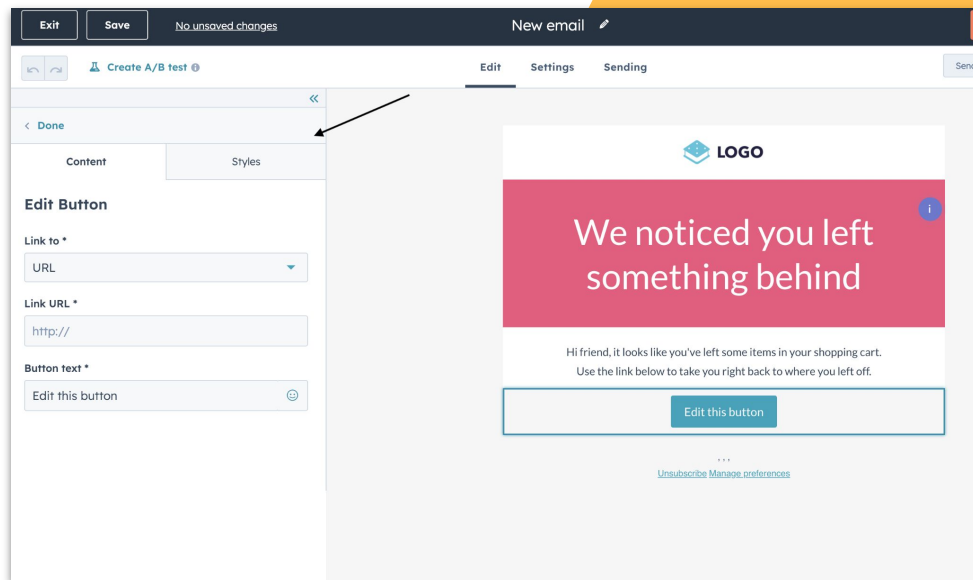
**Spend total** €661,50  
**Remaining budget** €138,50

# 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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# 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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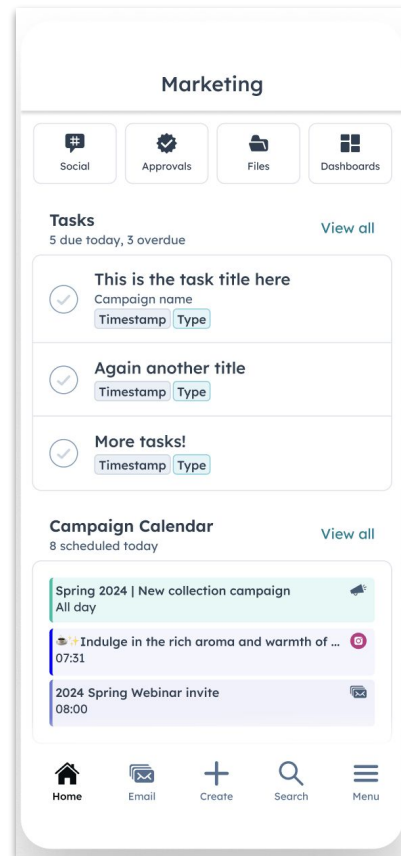
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Launch region: Global





# 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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The screenshot displays the HubSpot Customer Journey Analytics interface. At the top, there is a 'Timeline' section with a 'Learn more' link. Below this, it shows '1 of 15 stages' and '1 of 15 steps'. A 'Sankey' chart is visible in the top right corner. The main area shows a 'Stage 1' configuration panel with a 'Marketing Campaign Infl...' touchpoint. A 'Date range' dropdown is set to 'Static'. A 'Break down by property' dropdown is set to 'Marketing Campaign GUID'. The 'Number of results to show' is set to 'Up to 4 results'. The interface includes 'Apply' and 'Cancel' buttons.

 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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## 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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## 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](#)

Free

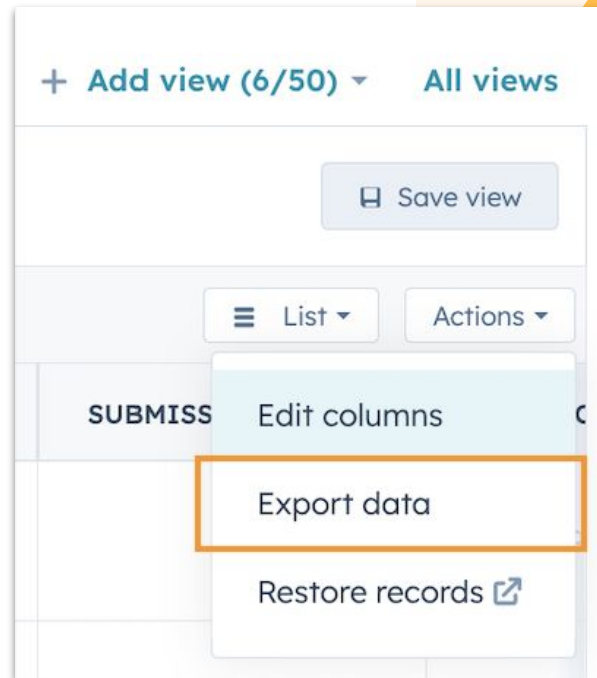
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## Labels and names for HubDB select column options

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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| LABEL              | INTERNAL NAME      |  |
|--------------------|--------------------|--|
| Product Management | product_management |  |
| Engineering        | engineering        |  |
| Services & Support | services_support   |  |
| User Experience    | user_experience    |  |

+ Add an option Clear all

Add column





## 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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**Add column** [X]

**Column label**  
File

**Column name** ⓘ  
file

**Column description** ⓘ  
A file column  
287 characters remaining

**Column type**  
File

**Select file type**  
Search

- File
- Document



## 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.

Public  
Anyone on the internet can access this blog post.

Self-registration required  
Allow anyone on the internet to create their own account and sign in to access this blog post.

---

SEO crawling  
Turn this setting on to allow search engines to crawl walled content. If this setting is off, only the content before the read more separator is crawlable.

- Free
- Starter
- Pro
- Ent
- Live

Launch region: Global



## 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.

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## 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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# 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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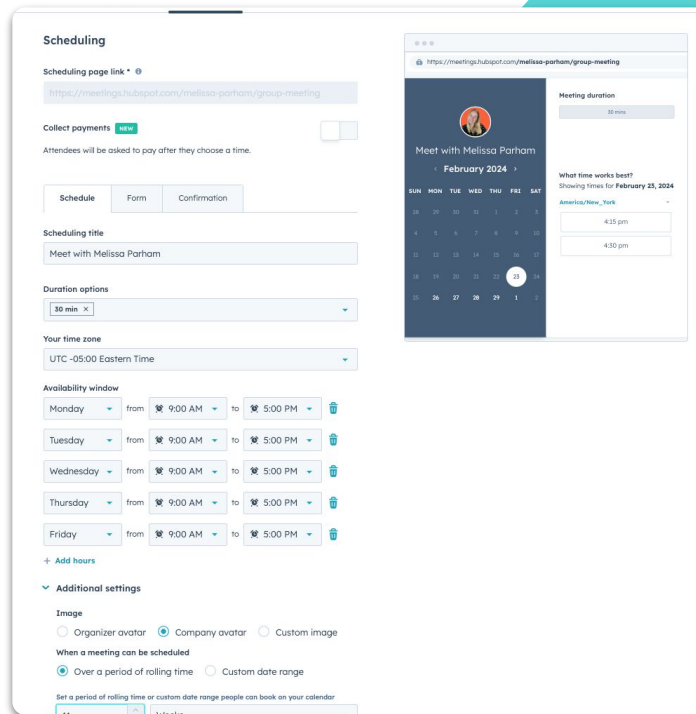
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## Predictive Deal Score - now on iOS + Android

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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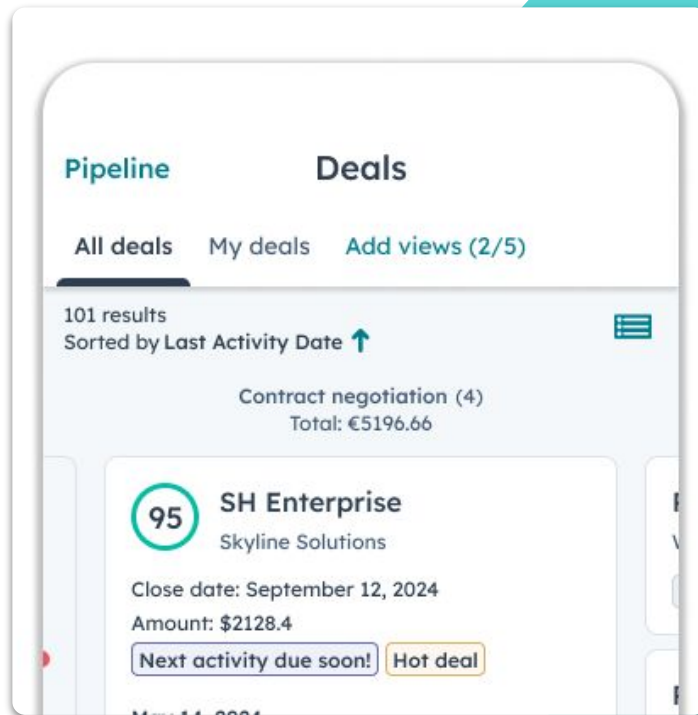
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Launch region: Global



## 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.

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### Follow up actions ✕

Create an  **Email task** ▼ to follow up in

1 month ▼

Create a “Reattempting” lead in

1 month ▼

**Confirm** **Cancel**



# Mobile Lead Management

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

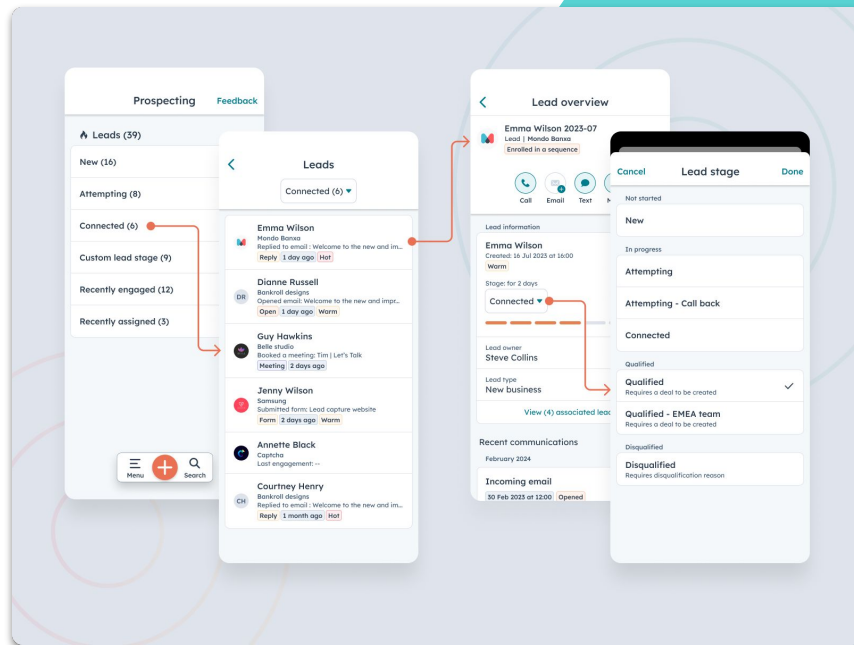
## Use Case

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](#)



Launch region: Global

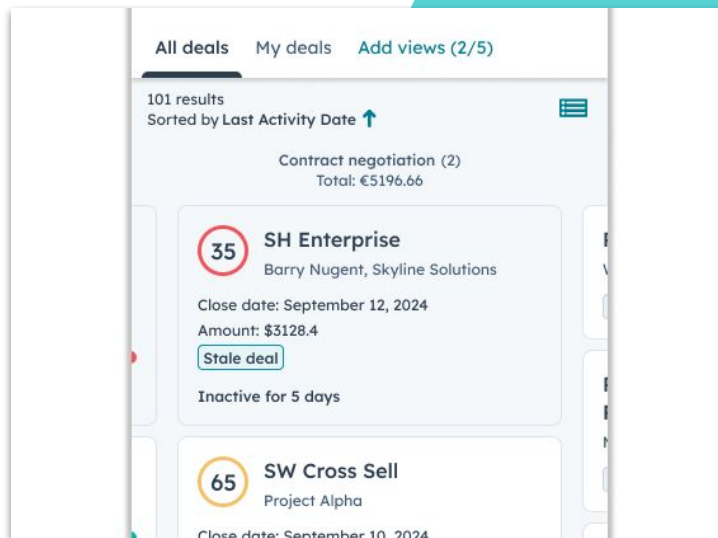


## Inactive Cards - live on iOS + Android

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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# 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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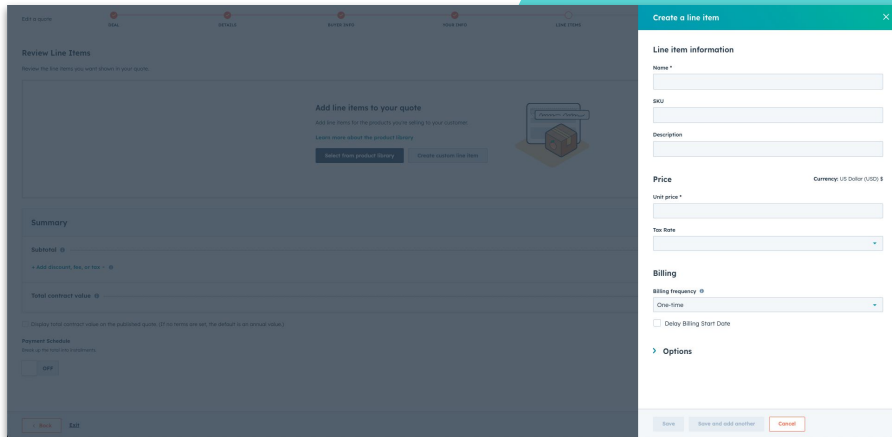
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Launch region: Global



The screenshot displays the HubSpot CRM interface for creating a line item. The main window is titled "Review Line Items" and features a dark theme. A central panel prompts the user to "Add line items to your quote" with a "View from product library" button. Below this is a "Summary" section with fields for "Subtotal", "Total contract value", and "Payment Schedule". A secondary panel, titled "Create a line item", is overlaid on the right side. This panel includes a "Line item information" section with input fields for "Name", "SKU", "Description", "Price" (Unit price), and "Tax Rate". It also has a "Billing" section with a "Billing frequency" dropdown and a "Delay Billing Start Date" checkbox. At the bottom of the panel are "Save", "Save and add another", and "Cancel" buttons.





# 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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|    |                                                                           |
|----|---------------------------------------------------------------------------|
| 19 | Route Portuguese-speaking customers<br>1 condition → Any team ☆ Any skill |
| 20 | Route Korean-speaking customers<br>1 condition → Any team ☆ Any skill     |
| 21 | Route Japanese-speaking customers<br>1 condition → Any team ☆ Any skill   |
| 22 | Route Spanish-speaking customers<br>1 condition → Any team ☆ Any skill    |
| 23 | Route French-speaking customers<br>1 condition → Any team ☆ Any skill     |
| 24 | Route German-speaking customers<br>1 condition → Any team ☆ Any skill     |
| 25 | Route Italian-speaking customers<br>1 condition → Any team ☆ Any skill    |

Navigation: < Prev 1 2 3 4 Next > 25 per page

### Change priority

Adjust the priority number for the rule: "Route Japanese-speaking customers". The placement of other rules may shift in response to this new priority.

**Current priority**  
21

**New priority**

> See current list of rules



# 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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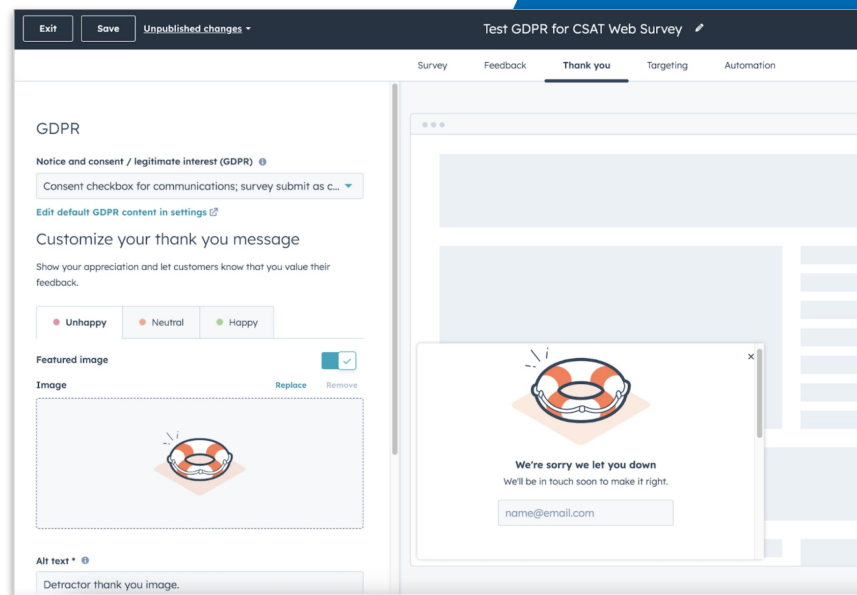
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## Customizable Registration Follow-Up Emails

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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## 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.

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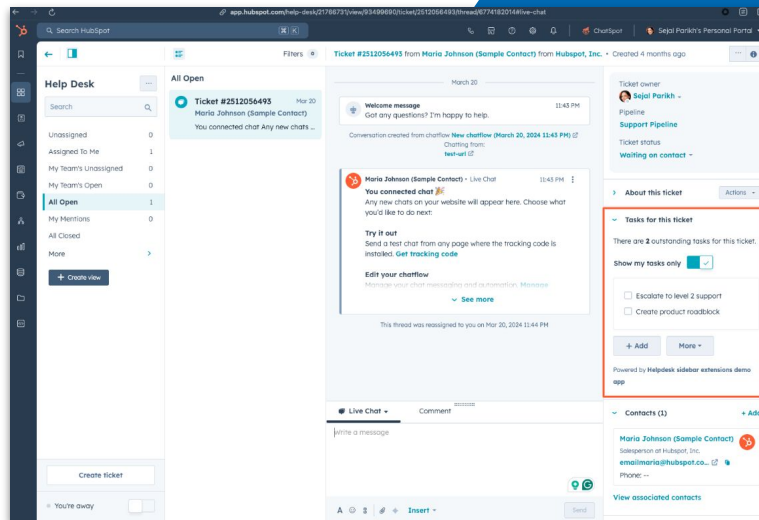


# Build app cards (UI extensions) for Help Desk Ticket Sidebars

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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# 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

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Launch region: Global

# 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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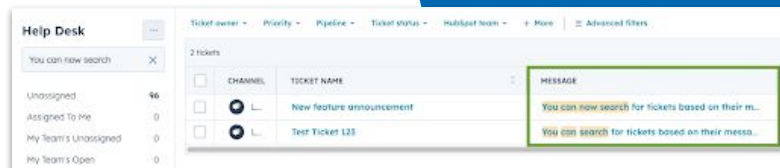
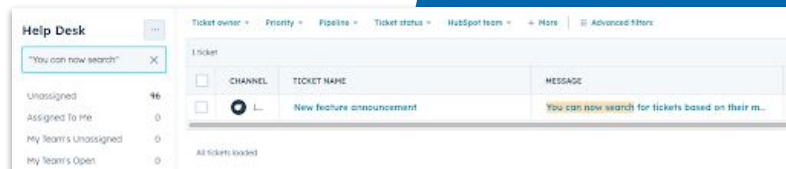
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 Sales Hub™ +  Service Hub™



## 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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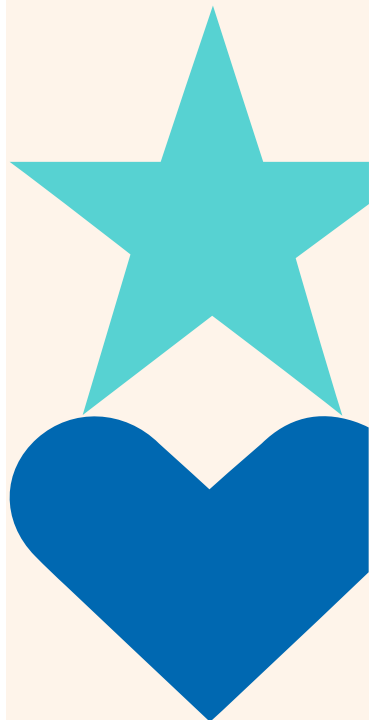
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## User Out of Office for Inbox and Help Desk

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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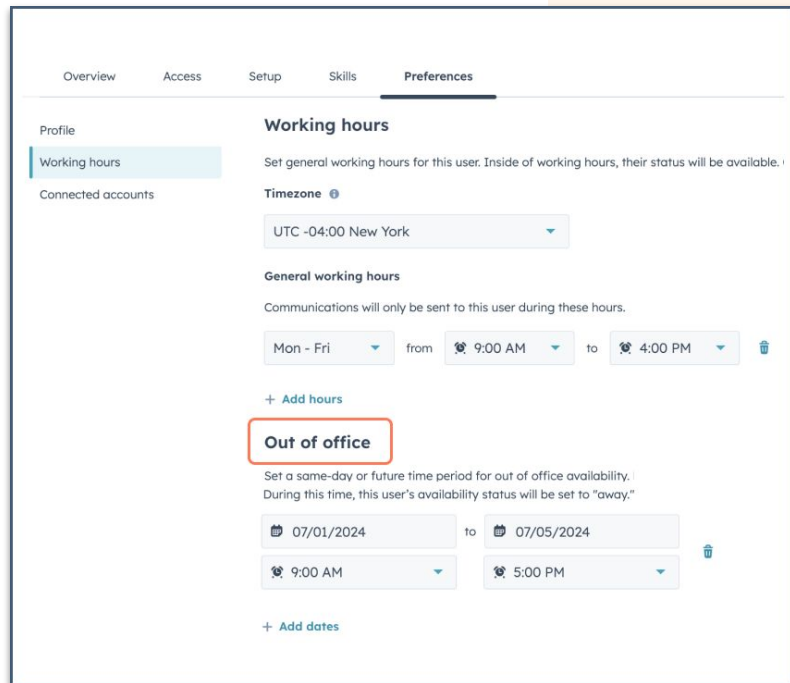
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The screenshot displays the 'Preferences' tab for a user profile in HubSpot. The 'Working hours' section is active, showing a dropdown for 'Timezone' set to 'UTC -04:00 New York'. Below this, the 'General working hours' are set to 'Mon - Fri' from '9:00 AM' to '4:00 PM'. A red box highlights the 'Out of office' section, which is currently empty. The 'Out of office' section includes a description: 'Set a same-day or future time period for out of office availability. During this time, this user's availability status will be set to "away."' and fields for dates (07/01/2024 to 07/05/2024) and times (9:00 AM to 5:00 PM). Navigation tabs at the top include Overview, Access, Setup, Skills, and Preferences. A sidebar on the left shows Profile, Working hours, and Connected accounts.



## 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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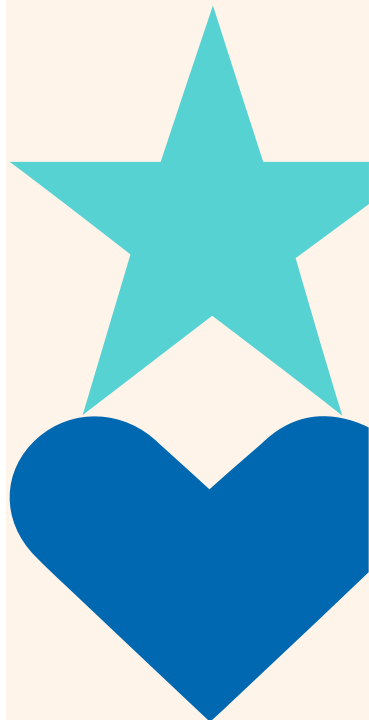
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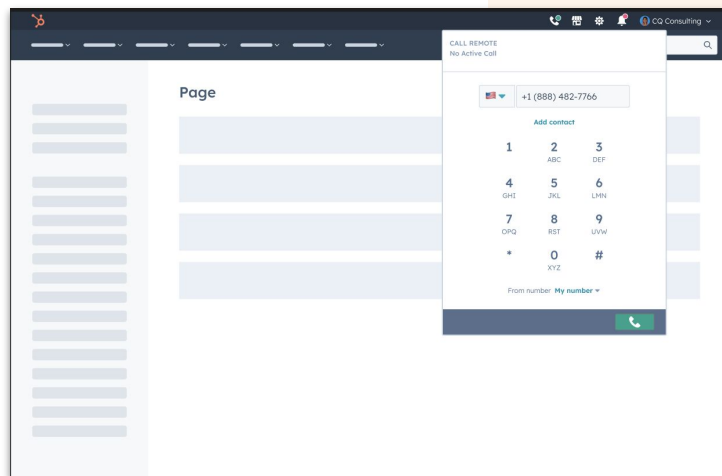


# Make outbound calls using the Calling icon in the navigation

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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# 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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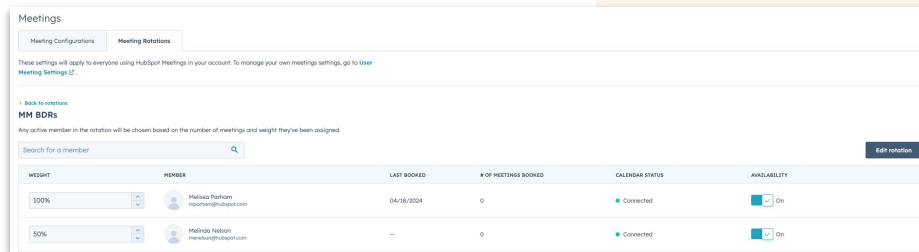
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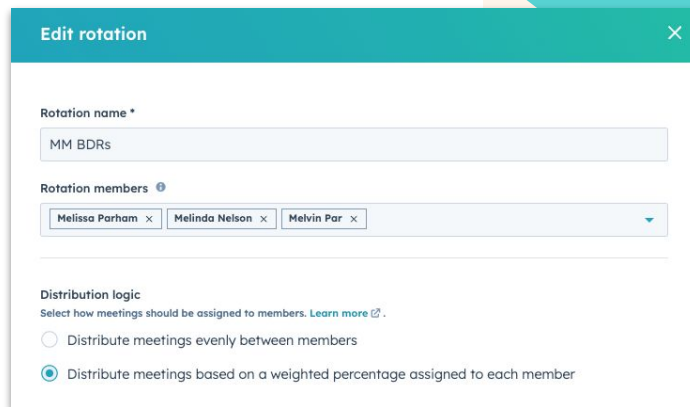
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| WEIGHT | MEMBER                                                                                                                      | LAST BOOKED | # OF MEETINGS BOOKED | CALENDAR STATUS | AVAILABILITY |
|--------|-----------------------------------------------------------------------------------------------------------------------------|-------------|----------------------|-----------------|--------------|
| 100%   |  Melissa Parham<br>melissap@hubsport.com | 04/18/2024  | 0                    | Connected       | On           |
| 50%    |  Melinda Nelson<br>melindan@hubsport.com | --          | 0                    | Connected       | On           |



**Edit rotation**

Rotation name \*

MM BDRs

Rotation members

Melissa Parham x Melinda Nelson x Melvin Par x

Distribution logic

Select how meetings should be assigned to members. [Learn more](#)

Distribute meetings evenly between members

Distribute meetings based on a weighted percentage assigned to each member

# 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.

Free

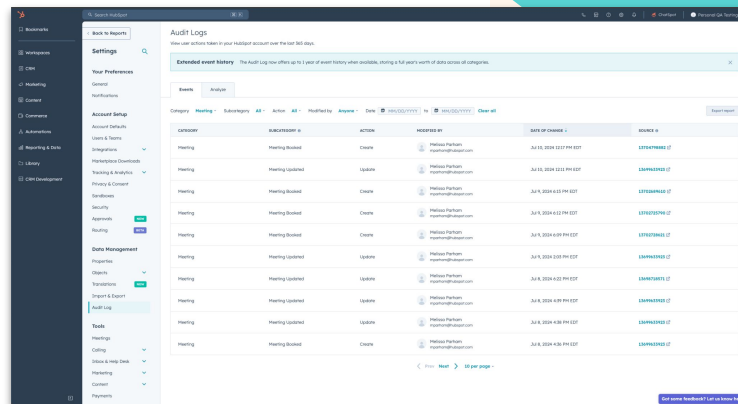
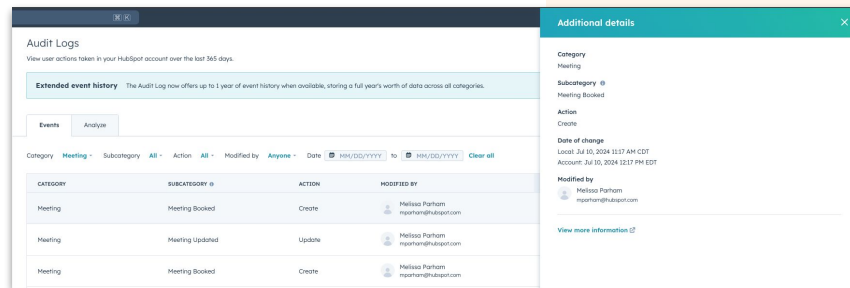
Starter

Pro

Ent

Public Beta

Launch region: Global





**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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Public Beta

Launch region: Global

### Similar workflows

Check these workflows to find potential conflicts or redundancies.



| WORKFLOW                         | SIMILAR WORKFLOWS                            | SIMILARITY TYPES               | LAST UPDATED              |
|----------------------------------|----------------------------------------------|--------------------------------|---------------------------|
| <a href="#">Loyalty Program</a>  | 2                                            | Cloned and Enrollment criteria | May 24, 2023 11:33 PM PDT |
| <a href="#">Happy birth...</a>   | <a href="#">View all similar workflows</a> 5 | Cloned and Enrollment criteria | Feb 19, 2024 4:36 AM PST  |
| <a href="#">Nurture campaign</a> | 2                                            | Cloned and Enrollment criteria | Mar 13, 2024 3:28 AM PDT  |
| <a href="#">Workflow Example</a> | 265                                          | Enrollment criteria            | Feb 28, 2022 8:40 AM PST  |
| <a href="#">Assign new leads</a> | 265                                          | Enrollment criteria            | Apr 14, 2022 10:52 AM PDT |

< Prev Next >

# 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](#)

Free

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# Data Quality Weekly Digest

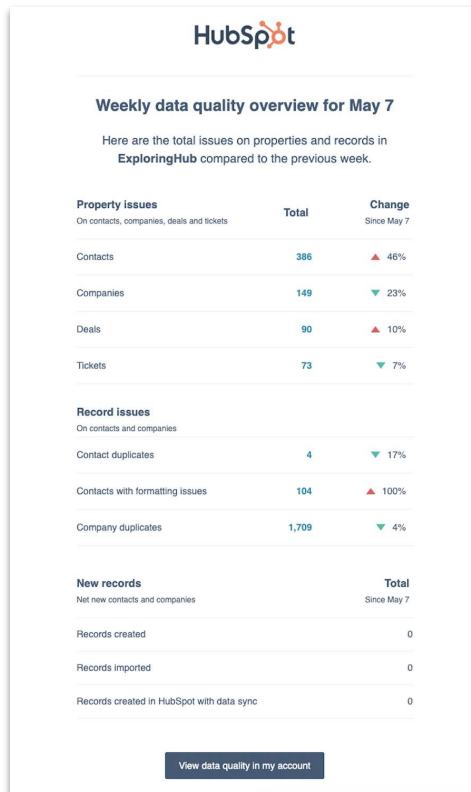
Introducing the Data Quality Digest, providing you with a weekly summary of your account's data health, highlighting changes in issue volume and maintenance needs to address data inconsistencies proactively. Accessible through Email, Slack, and Bell Notifications, the digest keeps you informed about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

[Free](#)[Starter](#)[Pro](#)[Ent](#)[Public Beta](#)

Launch region: Global



# 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.

Free

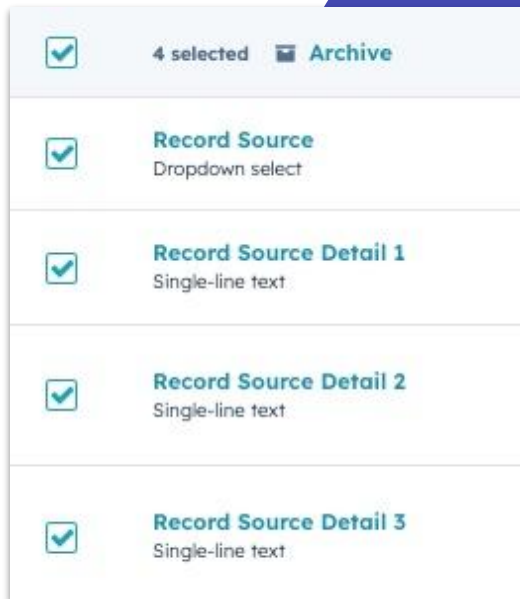
Starter

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Live

Launch region: Global



# 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](#)

Free

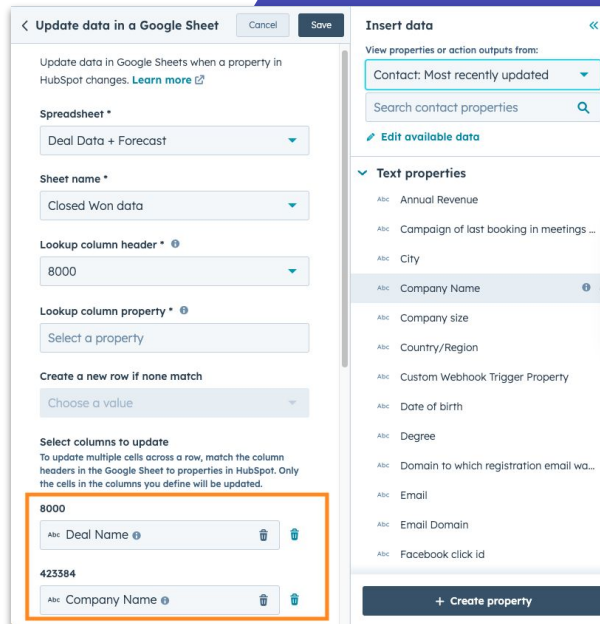
Starter

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Launch region: Global



**Update data in a Google Sheet** [Cancel] [Save]

Update data in Google Sheets when a property in HubSpot changes. [Learn more](#)

**Spreadsheet \***  
Deal Data + Forecast

**Sheet name \***  
Closed Won data

**Lookup column header \***  
8000

**Lookup column property \***  
Select a property

**Create a new row if none match**  
Choose a value

**Select columns to update**  
To update multiple cells across a row, match the column headers in the Google Sheet to properties in HubSpot. Only the cells in the columns you define will be updated.

|        |                  |    |    |
|--------|------------------|----|----|
| 8000   | Abc Deal Name    | 🗑️ | 🗑️ |
| 423384 | Abc Company Name | 🗑️ | 🗑️ |

**Insert data**

View properties or action outputs from:  
Contact: Most recently updated

Search contact properties 🔍

[Edit available data](#)

**Text properties**

- Abc Annual Revenue
- Abc Campaign of last booking in meetings ...
- Abc City
- Abc Company Name
- Abc Company size
- Abc Country/Region
- Abc Custom Webhook Trigger Property
- Abc Date of birth
- Abc Degree
- Abc Domain to which registration email wa...
- Abc Email
- Abc Email Domain
- Abc Facebook click id

[+ Create property](#)

# 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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Starter

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Launch region: Global



# 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](#)

Free

Starter

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Public Beta

Launch region: Global

# 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.

Free

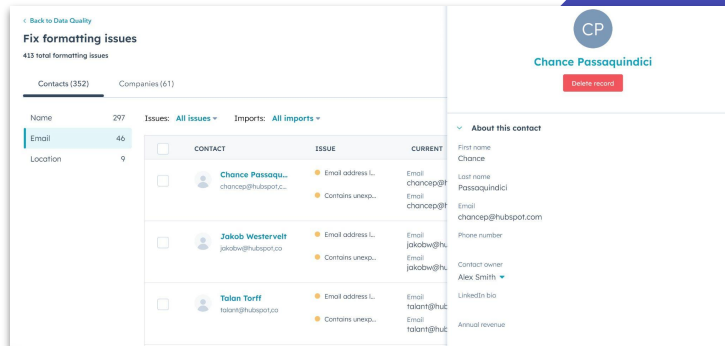
Starter

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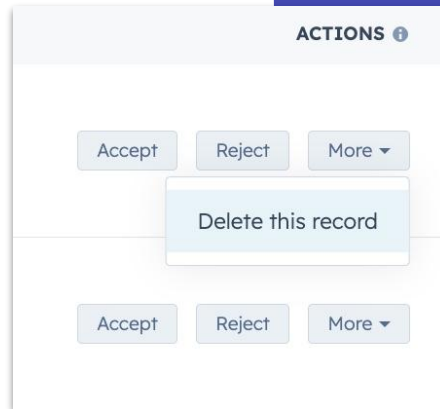
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Launch region: Global



The screenshot displays the 'Fix formatting issues' tool interface. At the top, it shows '413 total formatting issues' and a list of contacts with columns for Name (297), Email (46), and Location (9). A table lists contacts with their issues, such as 'Email address L.' and 'Contains unexp.'. On the right, a detailed view for 'Chance Passaquindici' is shown, including a 'Delete record' button and a section for 'About this contact' with fields like First name, Last name, Email, Phone number, Contact owner, LinkedIn bio, and Annual revenue.



The screenshot shows the 'ACTIONS' menu with three buttons: 'Accept', 'Reject', and 'More'. A dropdown menu is open, highlighting the 'Delete this record' option.

# 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.

Free

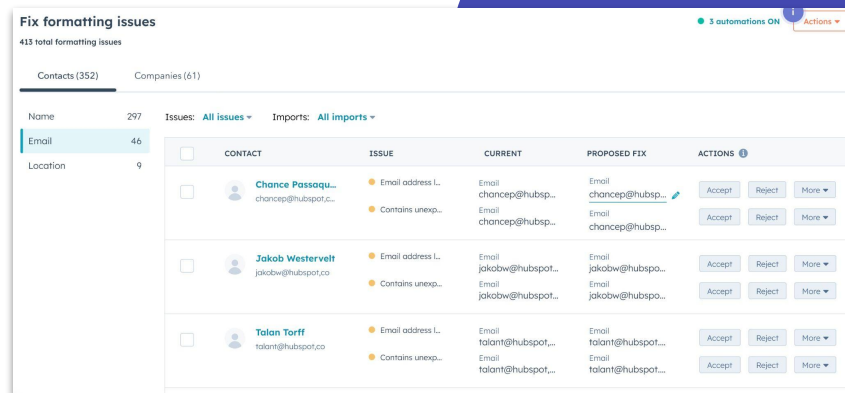
Starter

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Launch region: Global






**Fix formatting issues** 3 automations ON Actions

413 total formatting issues

Contacts (352) Companies (61)

Name 297 Issues: All issues Imports: All imports

| Name                     | 297                                                                                                                                | Issues: All issues                                                                         | Imports: All imports                                       |                                                            |                                                                                                                 |  |  |  |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|--|--|--|
| Email                    | 46                                                                                                                                 |                                                                                            |                                                            |                                                            |                                                                                                                 |  |  |  |
| Location                 | 9                                                                                                                                  |                                                                                            |                                                            |                                                            |                                                                                                                 |  |  |  |
| <input type="checkbox"/> | <b>CONTACT</b>                                                                                                                     | <b>ISSUE</b>                                                                               | <b>CURRENT</b>                                             | <b>PROPOSED FIX</b>                                        | <b>ACTIONS</b>                                                                                                  |  |  |  |
| <input type="checkbox"/> |  <b>Chance Passaqu...</b><br>chancep@hubspot... | <ul style="list-style-type: none"><li>Email address L.</li><li>Contains unexp...</li></ul> | Email<br>chancep@hubspot...<br>Email<br>chancep@hubspot... | Email<br>chancep@hubspot...<br>Email<br>chancep@hubspot... | <input type="button" value="Accept"/> <input type="button" value="Reject"/> <input type="button" value="More"/> |  |  |  |
| <input type="checkbox"/> |  <b>Jakob Westervelt</b><br>jakobw@hubspot.co   | <ul style="list-style-type: none"><li>Email address L.</li><li>Contains unexp...</li></ul> | Email<br>jakobw@hubspot...<br>Email<br>jakobw@hubspot...   | Email<br>jakobw@hubspot...<br>Email<br>jakobw@hubspot...   | <input type="button" value="Accept"/> <input type="button" value="Reject"/> <input type="button" value="More"/> |  |  |  |
| <input type="checkbox"/> |  <b>Talan Torff</b><br>talan@hubspot.co         | <ul style="list-style-type: none"><li>Email address L.</li><li>Contains unexp...</li></ul> | Email<br>talan@hubspot...<br>Email<br>talan@hubspot...     | Email<br>talan@hubspot...<br>Email<br>talan@hubspot...     | <input type="button" value="Accept"/> <input type="button" value="Reject"/> <input type="button" value="More"/> |  |  |  |

# 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.

[Learn More](#)

Free

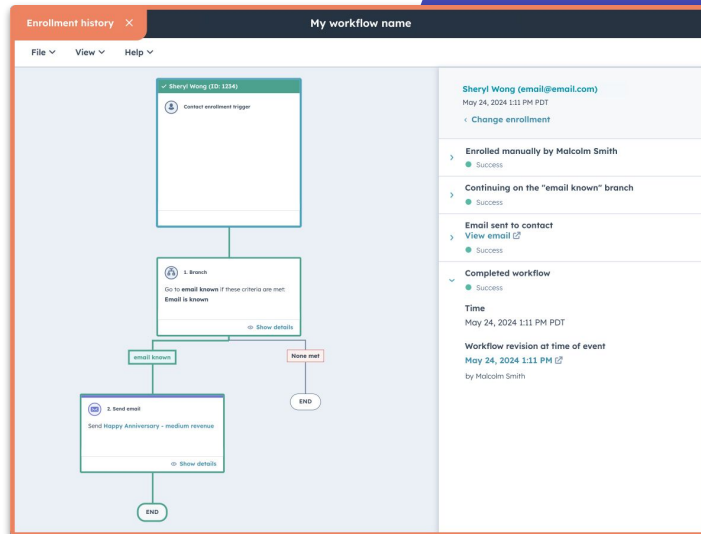
Starter

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Live

Launch region: Global







**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.

- Free
- Starter
- Pro
- Ent
- Live

Launch region: Global

### Payment details

Actions

\$500.00 ● Succeeded

Payment date: Apr 28, 2024 6:55 PM

Customer: brennan.huff@catalinawinemixer.com

Paid with: ACH \*\*\*\*6789

Processor: HubSpot Payments

#### History

- Funds deposited to account \*\*\*\*6789. ⓘ  
May 1, 2024 9:22 AM
- Payment succeeded. ⓘ  
Apr 30, 2024 1:25 AM
- Payment processing. If successful, your estimated payout date is May 1, 2024. ⓘ  
Apr 28, 2024 6:55 PM

#### About this payment

Gross amount



## 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.

### Email Settings

**Default from address \***  
Choose the team email address that you want invoices and reminders to be sent from. Connect a team email in [inbox settings](#).

Select a team email address

**Allow sending from other email addresses**  
When turned on, users can manually send invoices from their personal email or other team emails they have access to.

Free

Starter

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Live

Launch region: Global



# Apply Taxes on Line Items

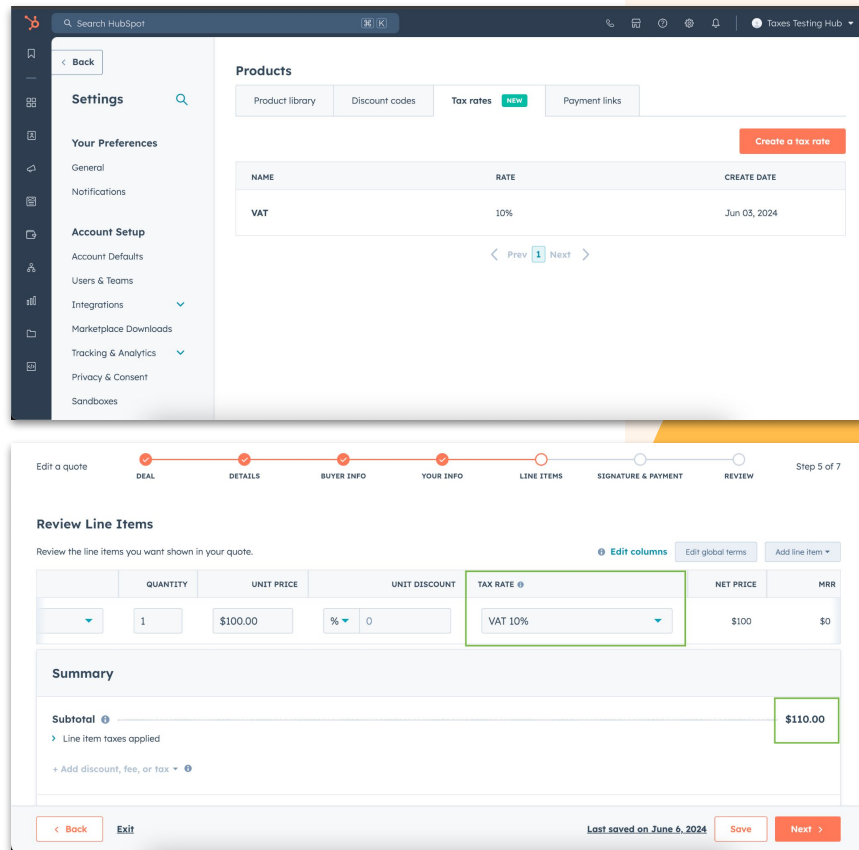
You now have the ability to create, organize, and apply tax rates on individual line items across all tools such as Quotes, Deals, Payment links, Invoices, and Subscriptions.

## 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.

- Free
- Starter
- Pro
- Ent
- Public Beta

Launch region: Global





# 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.

Free

Starter

Pro

Ent

Live

Launch region: Global



### Use custom document title

Change the document title in the header of your invoices. The default title is "Invoice".



### Include invoice currency and sales tax notice

Invoices will state that all fees are in the currency of your invoice and may be subject to sales tax.



## 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.

Free

Starter

Pro

Ent

Public Beta

Launch region: Global

## 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

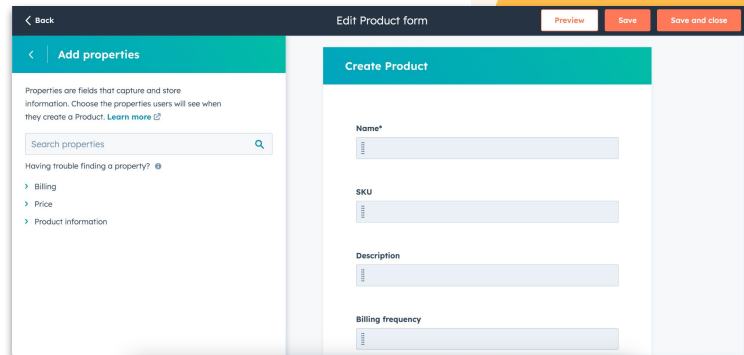
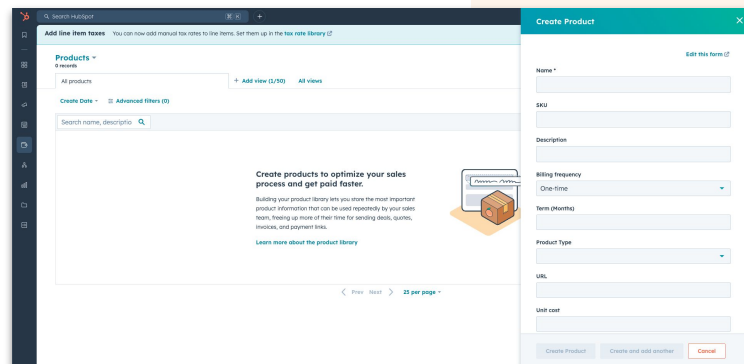
Starter

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Live

Launch region: Global





# 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.

Free

Starter

Pro

Ent

Public Beta

Launch region: Global

## Payment Collection

### Collection method

Send each invoice for the customer to pay

An invoice will be emailed on each billing date. If you want to collect payment automatically, use a [payment link](#).

### Payment Due

Due on receipt

### Include a checkout link for online payments



### Accepted forms of payment

- Credit or debit card  
Includes Apple Pay and Google Pay
- ACH (direct debit)

### Billing address

- Collecting billing address for credit card purchases

### Shipping address

- Collect shipping address

## Advanced Settings

These settings are applied to invoices, emails, and checkouts created by this subscription

### Invoice comments

Enter any extra notes that you would like to appear on every invoice.

**B** *I* U ~~X~~ **More**  

### Language

The language used for module titles and labels

English

### Locale

Format dates and addresses by locale

United States





# Pause Subscriptions

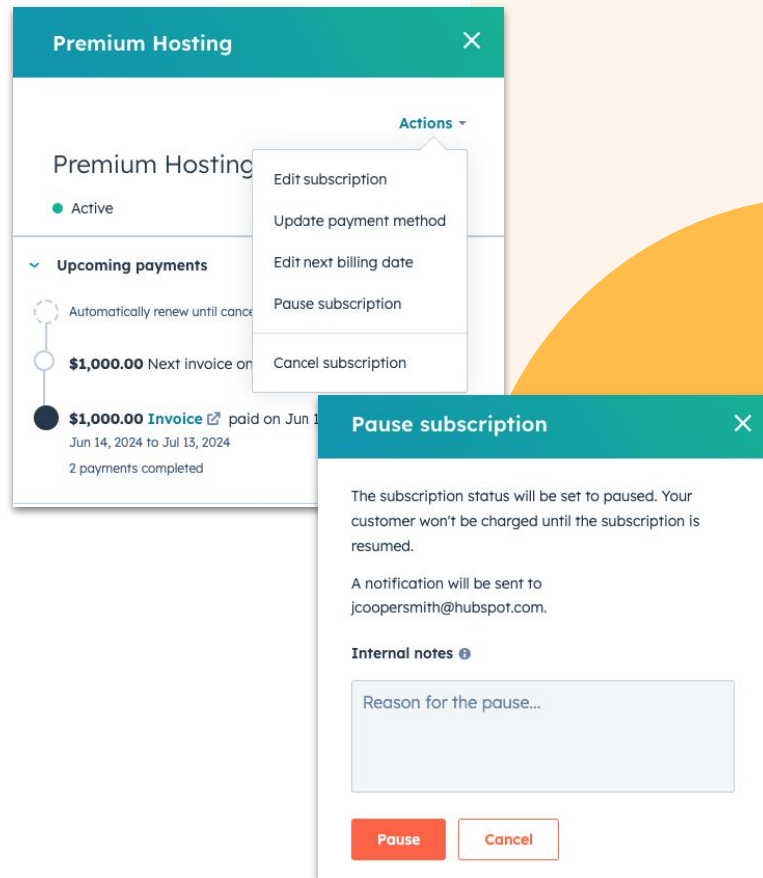
Commerce Hub Subscriptions can now be paused and resumed so you can take a temporary break from billing and payments without having to cancel.

## 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.



Launch region: Global





# Collect payments in round robin scheduling pages

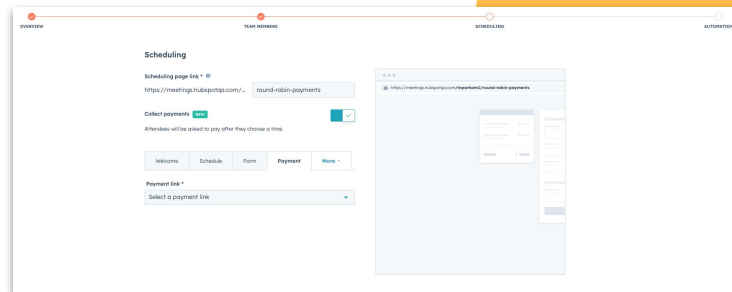
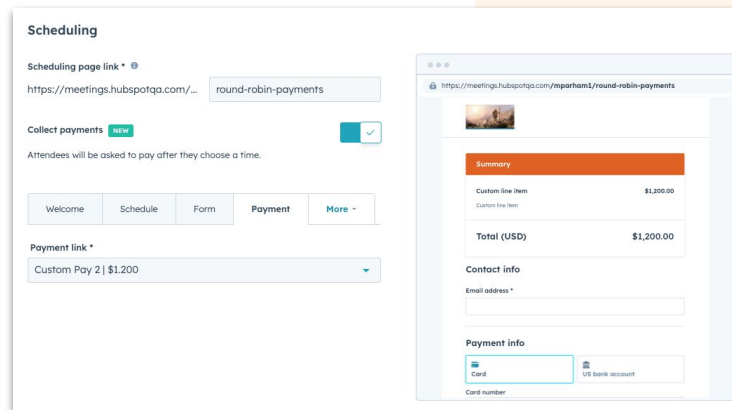
Commerce Hub Payment Links are now native in round robin scheduling pages! This allows you to receive payments for meetings booked via round robin scheduling pages.

## 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.

- Free
- Starter
- Pro
- Ent
- Live

Launch region: Global



# 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

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Live

Launch region: Global

## Developer Platform

# 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](#)

Free

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Launch region: Global

# Developer Platform

## Import users into any HubSpot account from your app

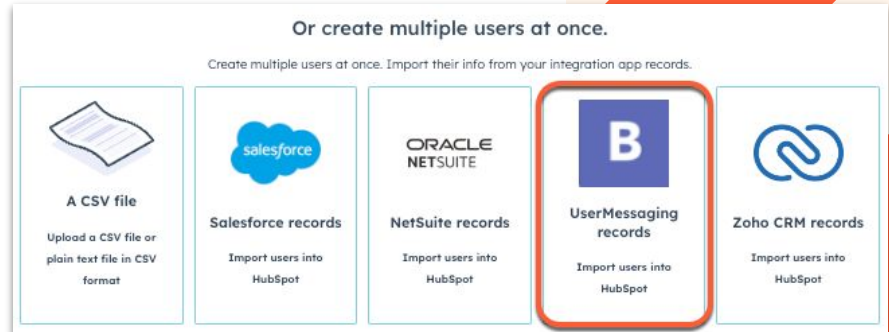
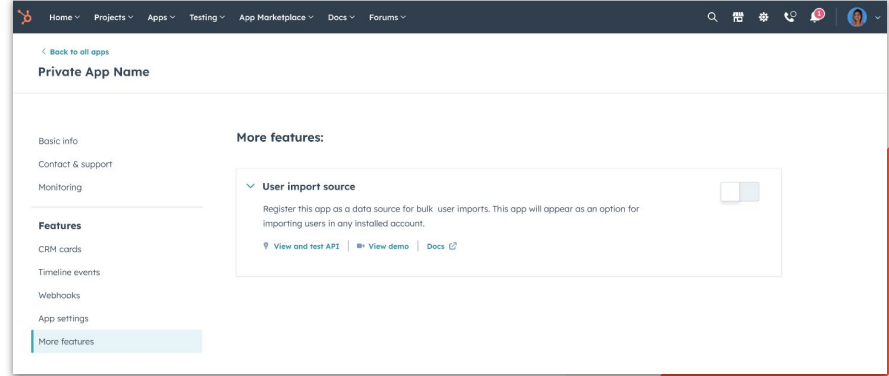
Leverage this feature to make your public app available as a data source for user imports in HubSpot. This means users who have installed your app can use it to bulk import users in their HubSpot settings page.

### 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.

- Free
- Starter
- Pro
- Ent
- Public Beta

Launch region: Global



# CRM Platform



## 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

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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

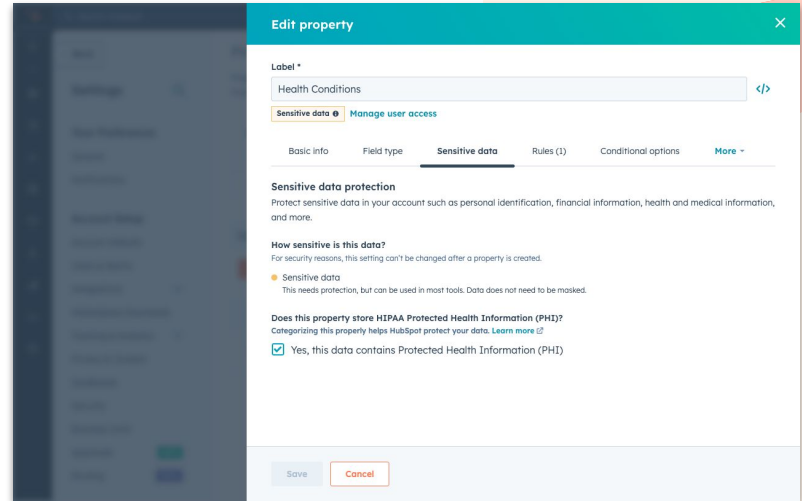
Starter

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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](#)

Free

Starter

Pro

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Public Beta

Launch region: Global

The screenshot displays a filter configuration modal in HubSpot CRM. At the top, there is a navigation link '< Back to lists' and the title 'Tickets Associated To Top Companies' with an edit icon. Below the title, a button labeled 'Active list' is shown next to the text 'Estimated size: -- tickets'. The modal is divided into two main sections: 'Filters' and 'Add filter'. The 'Filters' section contains a 'Group 1' box with a placeholder 'Your filter will appear here' and a '+ Add filter group' button below it. The 'Add filter' section includes a 'Filtering on' dropdown menu currently set to 'Ticket (Current Object)', a search input field for 'Step 1: Select a filter category' with the placeholder 'Search in filter categories', and a list of filter categories under 'Object information' and 'HubSpot asset membership and enrollment'. The categories listed are 'Ticket properties', 'Import membership', and 'List membership'. A 'Cancel' button is located in the top right corner of the 'Add filter' section.

# 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

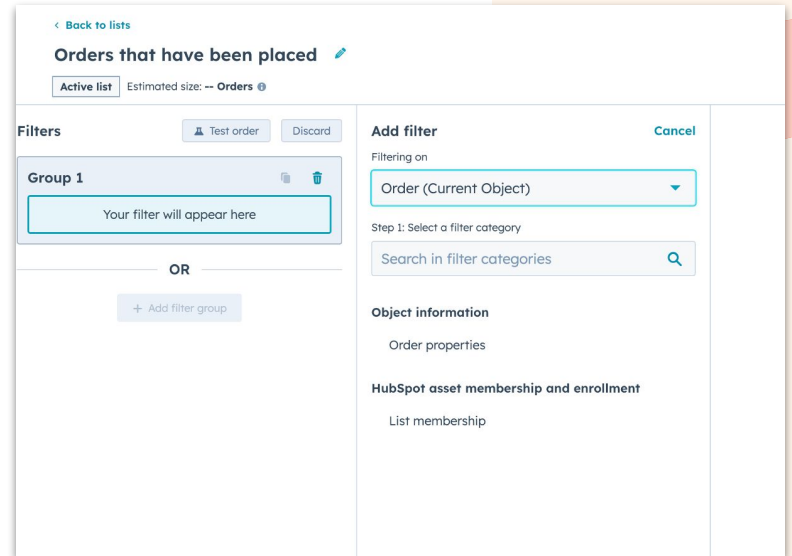
Starter

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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.

Free

Starter


Pro

Ent

Live

Launch region: Global

### Upload your files

Before you upload your files below, make sure your file is [ready to be imported](#) 

Learn how HubSpot knows when your records are **duplicates**.

#### Is your data in one file or multiple?

Single file

Companies and Contacts data in a single file

Multiple files

Companies and Contacts data in separate files

#### Companies and Contacts file



Drag and drop or **choose a file** to upload your Companies and Contacts.

All .csv, .xlsx, and .xls file types are supported.

# 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](#)

Free

Starter

Pro

Ent

Public Beta

Launch region: Global

The screenshot shows the 'Edit property' window for 'Postal Code'. The 'Label' field contains 'Postal Code'. Below it, there are tabs for 'Basic info', 'Field type', 'Rules (4)', and 'Used in (0)'. The 'Rules (4)' tab is active, showing a section for 'Select property rules'. Under 'Property visibility', the 'Show in forms, pop-up forms, and bots' checkbox is checked, and 'Show in search results (0 of 3)' is unchecked. Under 'Validation rules', 'Require unique values for this property (2 of 10)' is unchecked, 'Set min character limit' is unchecked, 'Set max character limit' is checked with a dropdown menu set to '5', and 'Restrict to numeric values' is checked. At the bottom, there are 'Save' and 'Cancel' buttons.

## CRM Platform

# 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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# 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.

Free

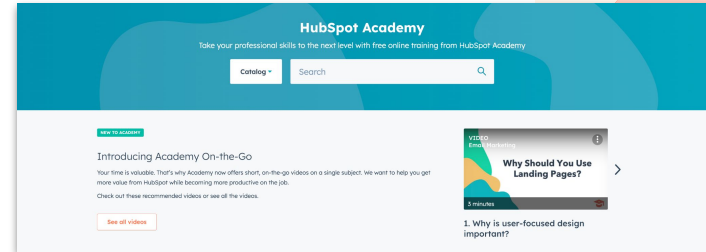
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Launch region: Global



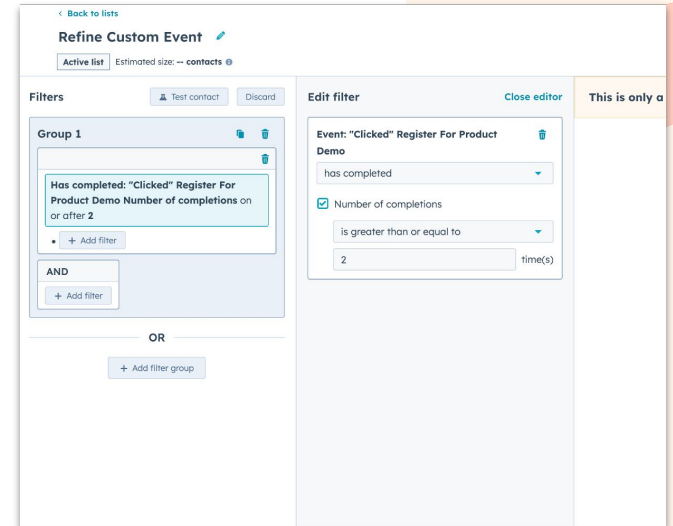
# CRM Platform

## 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



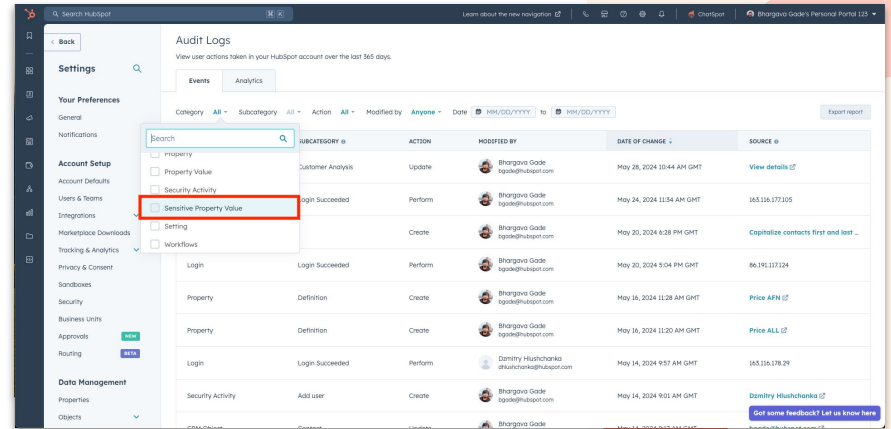
# CRM Platform

## 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

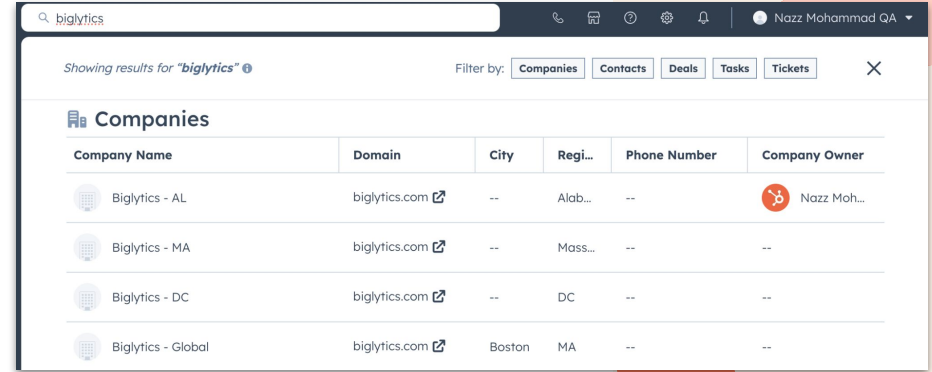
# CRM Platform

## 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

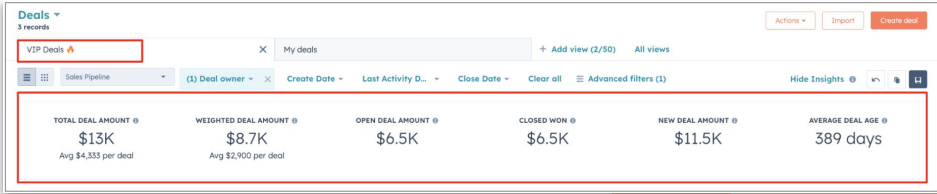
# CRM Platform

## 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.



| TOTAL DEAL AMOUNT             | WEIGHTED DEAL AMOUNT           | OPEN DEAL AMOUNT | CLOSED WON | NEW DEAL AMOUNT | AVERAGE DEAL AGE |
|-------------------------------|--------------------------------|------------------|------------|-----------------|------------------|
| \$13K<br>Avg \$4,333 per deal | \$8.7K<br>Avg \$2,900 per deal | \$6.5K           | \$6.5K     | \$11.5K         | 389 days         |

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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

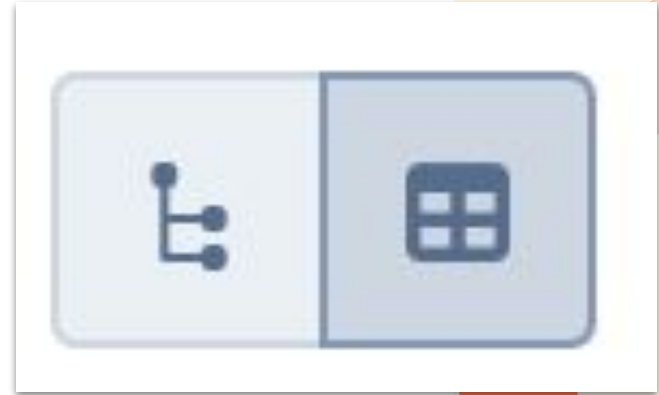
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Launch region: Global



# CRM Platform

## 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.

Free

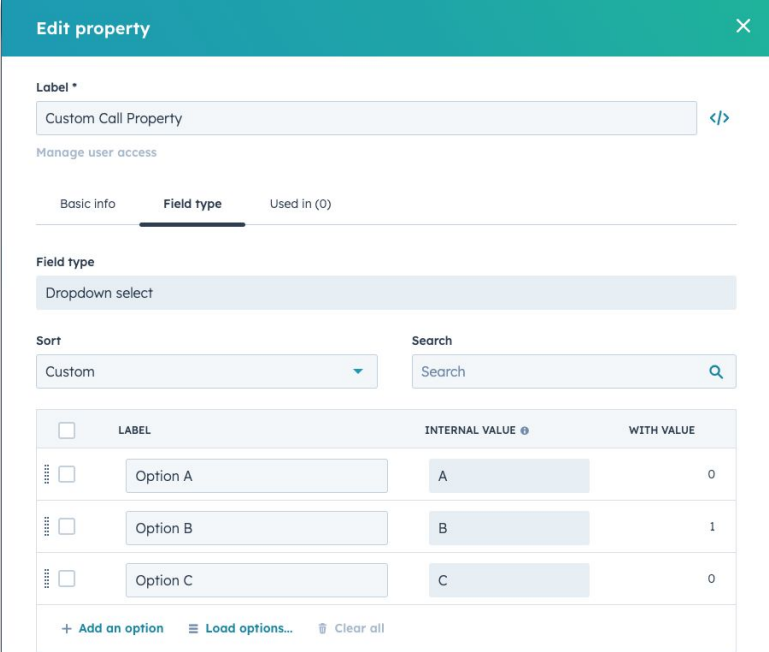
Starter

Pro

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Launch region: Global



The screenshot shows the 'Edit property' interface for a custom call property. The title bar is teal with the text 'Edit property' and a close button. Below the title bar, there is a 'Label \*' field containing 'Custom Call Property' and a code icon. A 'Manage user access' section follows, with tabs for 'Basic info', 'Field type', and 'Used in (0)'. The 'Field type' tab is active, showing a 'Dropdown select' field. Below this, there are 'Sort' and 'Search' controls. The 'Sort' dropdown is set to 'Custom'. The 'Search' field contains the text 'Search' and a search icon. A table with three columns: 'LABEL', 'INTERNAL VALUE', and 'WITH VALUE' is displayed. The table has three rows of options: 'Option A' with internal value 'A' and count '0', 'Option B' with internal value 'B' and count '1', and 'Option C' with internal value 'C' and count '0'. At the bottom, there are three buttons: '+ Add an option', 'Load options...', and 'Clear all'.

|                          | LABEL    | INTERNAL VALUE | WITH VALUE |
|--------------------------|----------|----------------|------------|
| <input type="checkbox"/> | Option A | A              | 0          |
| <input type="checkbox"/> | Option B | B              | 1          |
| <input type="checkbox"/> | Option C | C              | 0          |

# CRM Platform

## Set a unique sound for every notification

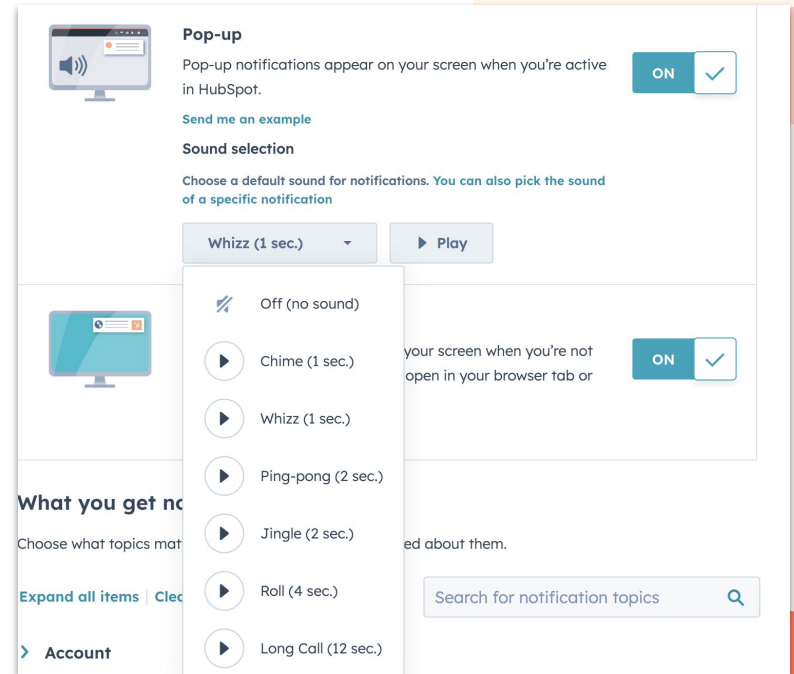
Personalize your notification experience with the option to choose from a variety of distinct sounds for desktop notifications, allowing you to differentiate between notifications and never miss important alerts for chats, tickets, or other key updates.

### 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.

- Free
- Starter
- Pro
- Ent
- Live

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

Free

Starter

Pro

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Live

Launch region: Global

# CRM Platform

## 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.

Free

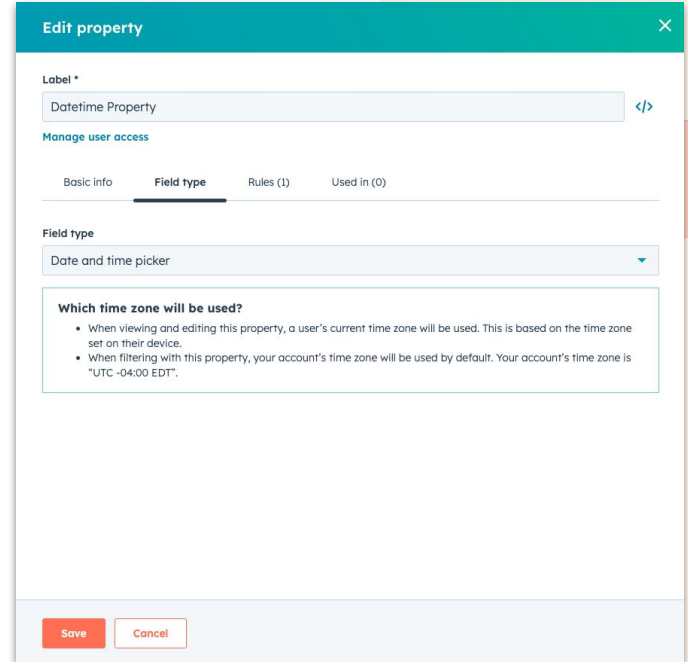
Starter

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Public Beta

Launch region: Global



The screenshot shows the 'Edit property' dialog in HubSpot. The title bar is teal with a close button. The main content area has a light blue background. At the top, there's a 'Label' field with the text 'Datetime Property' and a code icon. Below that is a 'Manage user access' section with tabs for 'Basic info', 'Field type', 'Rules (1)', and 'Used in (0)'. The 'Field type' tab is selected, showing a dropdown menu with 'Date and time picker' selected. Below the dropdown is a section titled 'Which time zone will be used?' with two bullet points: 'When viewing and editing this property, a user's current time zone will be used. This is based on the time zone set on their device.' and 'When filtering with this property, your account's time zone will be used by default. Your account's time zone is "UTC -04:00 EDT".' At the bottom, there are 'Save' and 'Cancel' buttons.



# 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.

Free

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Launch region: Global

Create a new property

BASIC INFO SENSITIVE DATA FIELD TYPE RULES

Destination

Select property rules

Property visibility

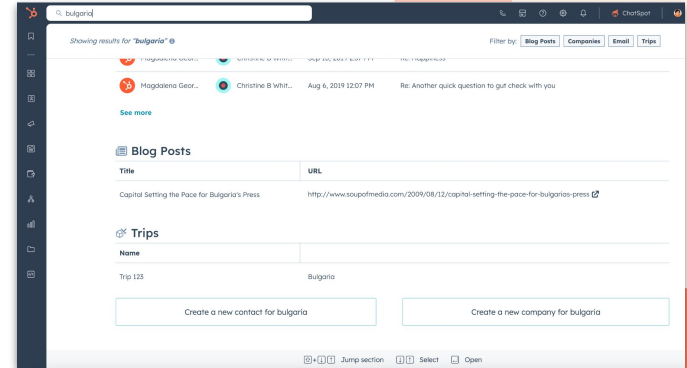
- Show in forms, pop-up forms, and bots
- Show in global search results (2 of 20)  
Allow users to search for information entered into this property

Validation rules

Specify what values are allowed for this property. These rules apply when creating, editing, and importing records with the CRM. [Learn more.](#)

- Require unique values for this property (0 of 10)
- Set min character limit
- Set max character limit
- Restrict to numeric values  
Don't allow alpha or special characters like a, @, or \$ for this property

< Back Cancel Create



## CRM Platform

# 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 create a single property and use this feature to ensure that the property is translated into multiple languages

[Learn More](#)

Free

Starter

Pro

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Public Beta

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](#)

Free

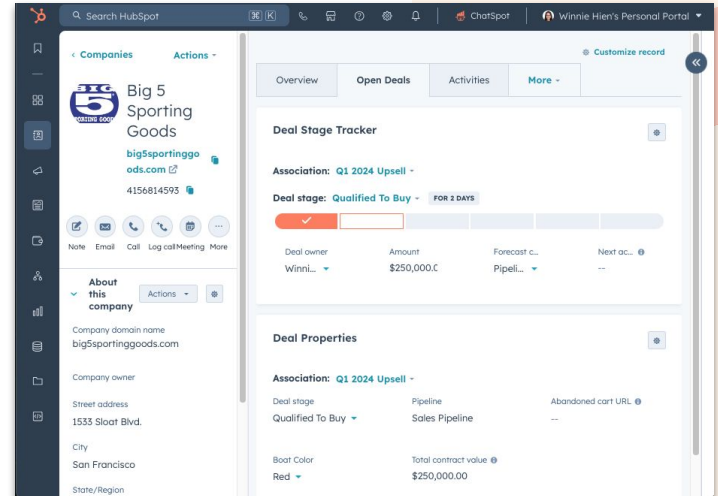
Starter

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Launch region: Global



# CRM Platform

## 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.

Free

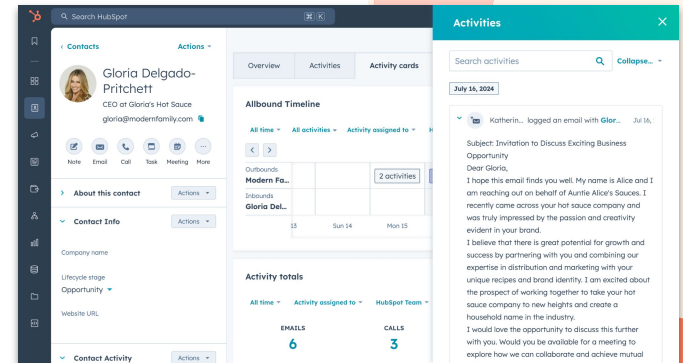
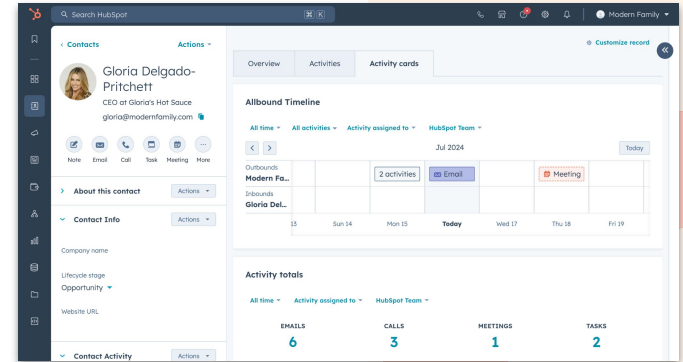
Starter

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Launch region: Global



# CRM Platform

## 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.

Free

Starter

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Live

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.

Free

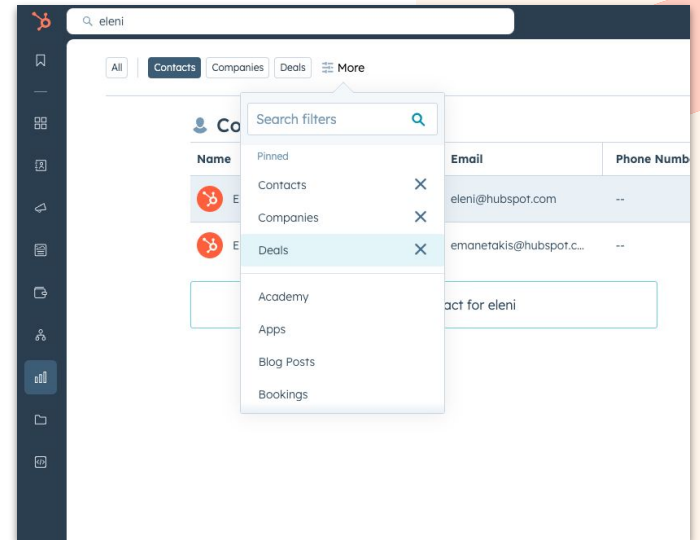
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Launch region: Global



# CRM Platform

## Actions for Audit Logs

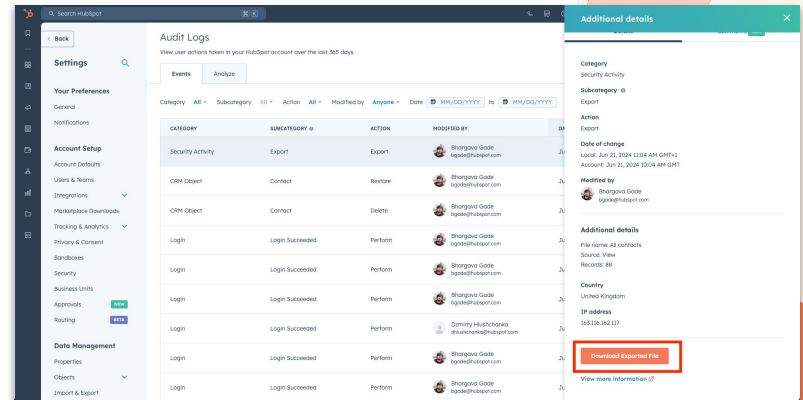
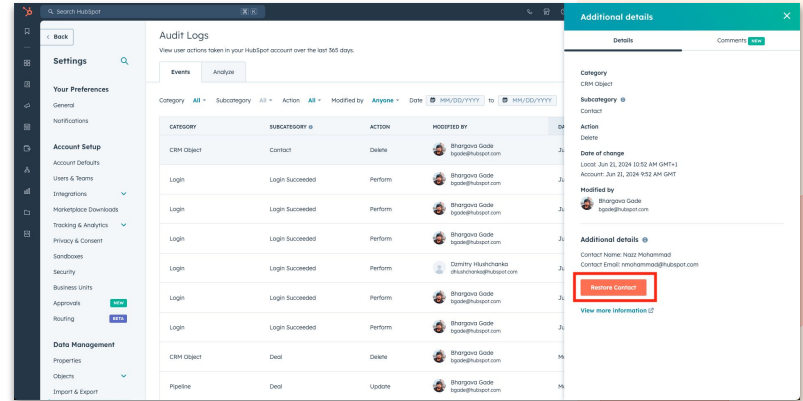
Undo Contacts deleted by your users and also download the data your users exported without leaving the Audit Logs page.

### 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.



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.

Free

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Launch region: Global

### Fix errors

#### Choose an existing option to replace the unmatched option

Choose an existing property option you want to replace each of the invalid options with.

| # OF ERRORS | MISSING OPTION | EXISTING OPTION |
|-------------|----------------|-----------------|
| ✓ 1 row     | choc           | CHOCOLATE ▾     |
| ✓ 1 row     | straw          | Ignore error ▾  |
| ! 1 row     | van            | Choose ▾        |

[Reset all changes](#)

#### 3 unmatched options replaced

Column → Contact Property  
FAV ICE CR... → FAV ICE CR...

van → vanilla

choc → chocolate

straw → strawberry



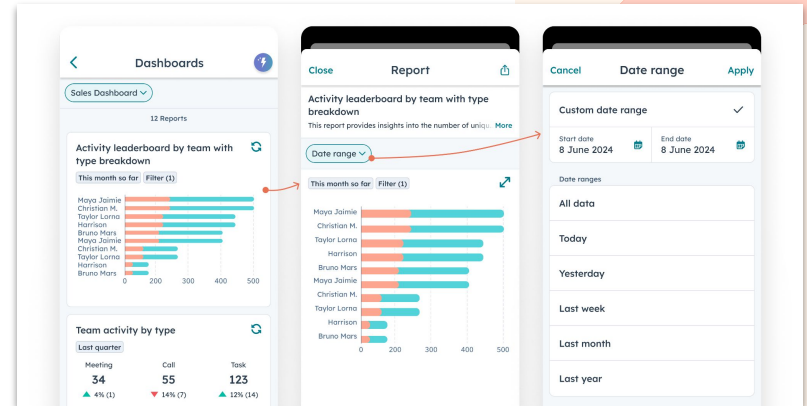
# CRM Platform

## 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.

Free

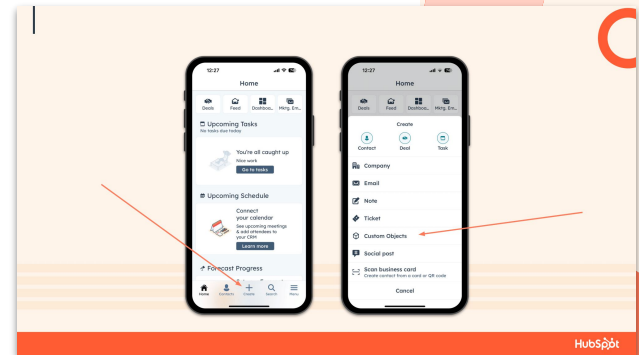
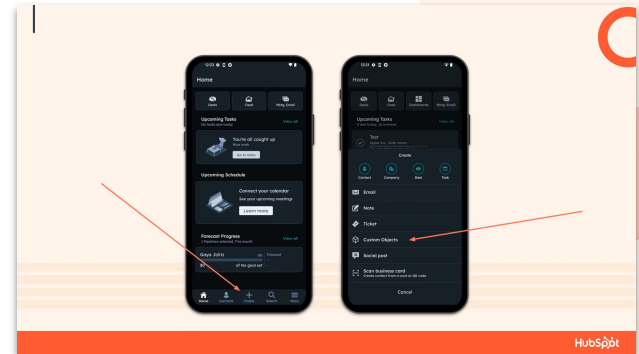
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Launch region: Global



## 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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### A few final details

**Import name \***  
Time Zone Sheet.csv

**Select the legal basis for processing**  
Search

**Date format**  
month day year ▼

**Time zone ⓘ**  
-04:00 America/India... ▼

Marketing Contacts

Time values imported into date properties will use this time zone.

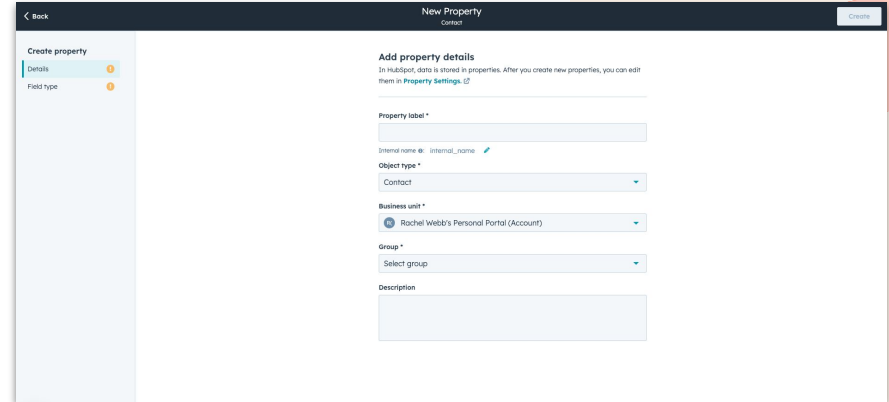
## CRM Platform

# 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.



The screenshot shows a 'New Property' modal in HubSpot. The modal has a dark header with a 'Back' button on the left and a 'Cancel' button on the right. Below the header, there's a sidebar on the left with 'Create property' and 'Field type' options. The main content area is titled 'Add property details' and includes a sub-header: 'In HubSpot, data is stored in properties. After you create new properties, you can edit them in [Property Settings](#).' The form contains several fields: 'Property label \*' (text input), 'Internal name id: Internal\_name' (text input with a checkmark), 'Object type \*' (dropdown menu with 'Contact' selected), 'Business unit \*' (dropdown menu with 'Rachel Webb's Personal Portal (Account)' selected), 'Group \*' (dropdown menu with 'Select group' selected), and 'Description' (text area).

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# 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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**Export submissions** [X]

Export a spreadsheet of your form submissions data with the current filters applied. The exported file will be sent to the selected email address and posted to your Notification Center.

**Name**  
Contact Form Submissions Export for June'24

**File format**  
CSV [v]

CSV  
XLS  
XLSX

Only properties in the view  
 All properties on records

**Date range**  
📅 06/01/2024 to 📅 06/10/2024

Not getting our emails? Make sure that you've added HubSpot email addresses to [your allowlist](#) and turned on your [export notifications](#)

**Export** **Cancel**

**Export submissions** [X]

Export a spreadsheet of your form submissions data with the current filters applied. The exported file will be sent to the selected email address and posted to your Notification Center.

**Name**  
Contact Form Submissions Export for June'24

**File format**  
CSV [v]

**Send to**  
sram@hubspot.com

**Properties included in export**  
 Only properties in the view  
 All properties on records

**Date range**  
📅 06/01/2024 to 📅 06/10/2024

Today  
Yesterday  
This week  
Last week  
This month  
Last month  
Last 30 days  
Last 3 months  
Clear

| June 2024 |    |    |    |    |    |    |
|-----------|----|----|----|----|----|----|
| Su        | Mo | Tu | We | Th | Fr | Sa |
| 26        | 27 | 28 | 29 | 30 | 31 | 1  |
| 2         | 3  | 4  | 5  | 6  | 7  | 8  |
| 9         | 10 | 11 | 12 | 13 | 14 | 15 |
| 16        | 17 | 18 | 19 | 20 | 21 | 22 |
| 23        | 24 | 25 | 26 | 27 | 28 | 29 |
| 30        | 1  | 2  | 3  | 4  | 5  | 6  |

Clear

# CRM Platform

## "New to you" tab in Product Updates

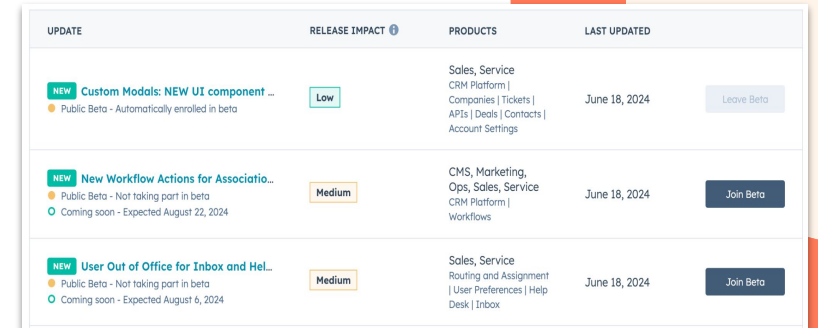
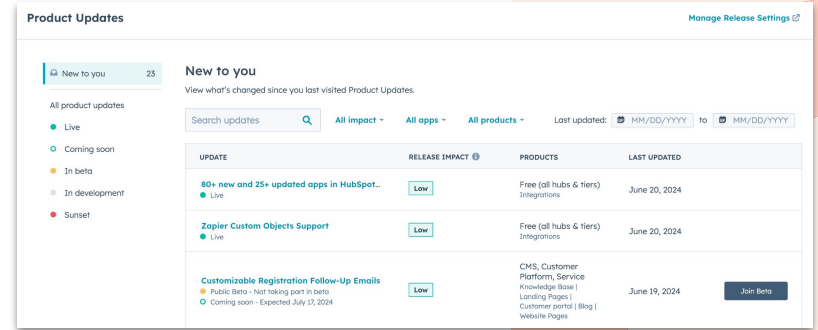
Want to keep up with all the new changes on the Product Updates page? Now you can with the "New to you" tab on the Products Updated page.

### 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.



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.

Free

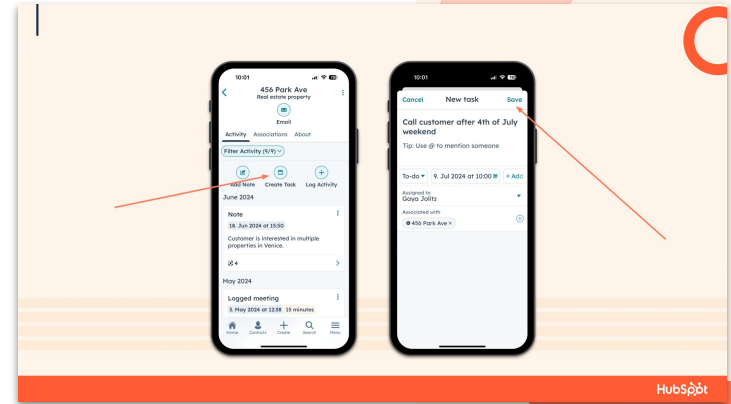
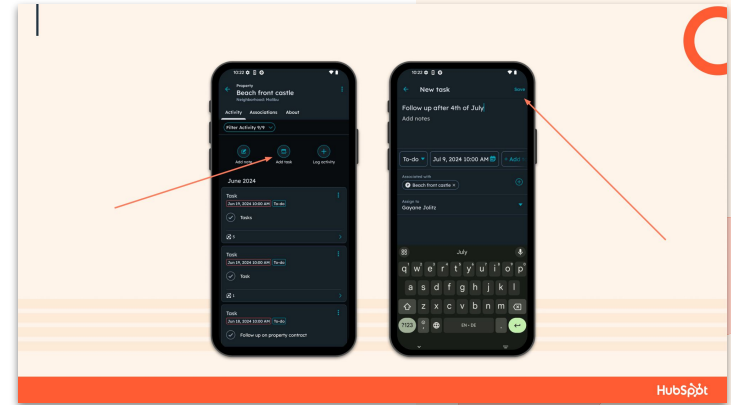
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## CRM Platform

# 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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Share with

Share your latest updates with others  
Choose a sharing method and send a message with your report

Sharing method  
Slack

Share to channel  
Select a channel

Share to user  
Select a user

Include a message (optional)

Share Cancel

# 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

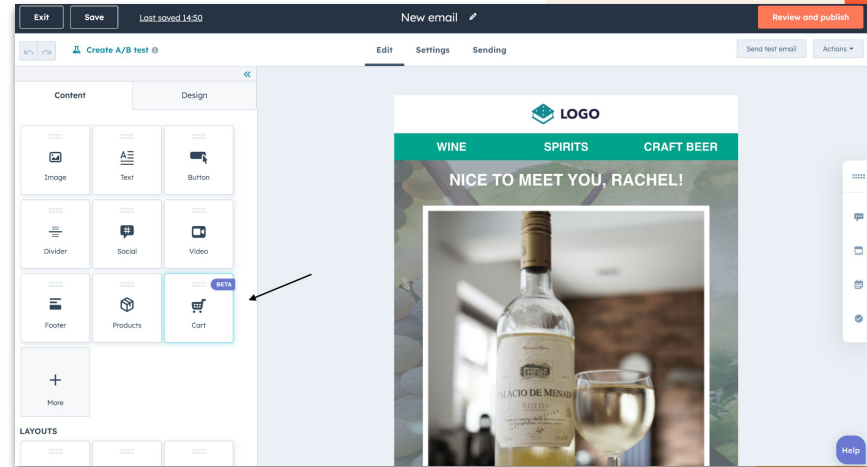
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# App Marketplace

## 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+

|                   |   |                               |             |             |
|-------------------|---|-------------------------------|-------------|-------------|
| ✓ Name *          | ↔ | First Name                    | Default     | Actions ▾ ✓ |
| ✓ Name *          | ↔ | Last Name                     | Default     | Actions ▾ ✓ |
| ✓ Emails          | ↔ | Email                         | Default     | Actions ▾ ✓ |
| ✓ Phones          | ↔ | Phone Number                  | Default     | Actions ▾ ✓ |
| ✓ Phones (mobile) | ↔ | Mobile Phone Number           | Default     | Actions ▾ ✓ |
| ✓ Organization    | ↔ | Primary Associated Company ID | Association | Actions ▾ ✓ |
| ✓ Owner           | ↔ | Contact owner                 | Association | Actions ▾ ✓ |
| + Add a mapping   |   |                               |             |             |

[Learn More](#)

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# 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.

Free

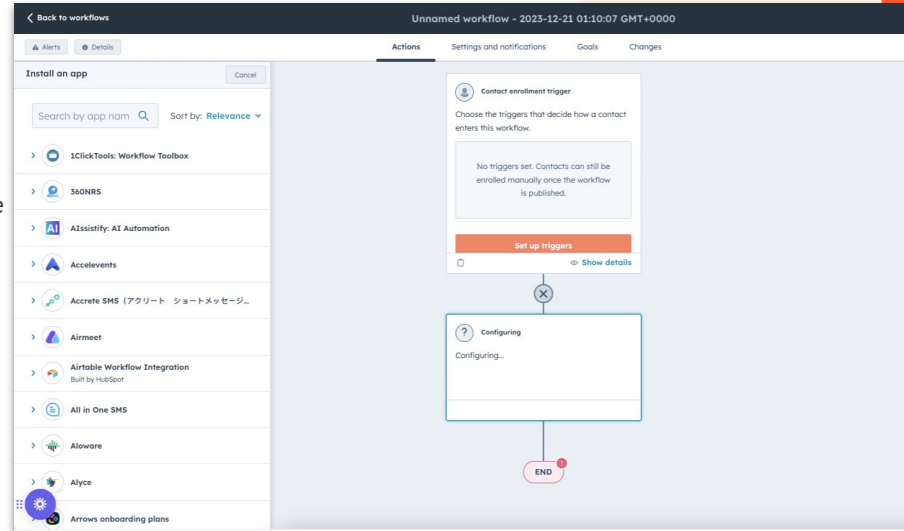
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# App Marketplace

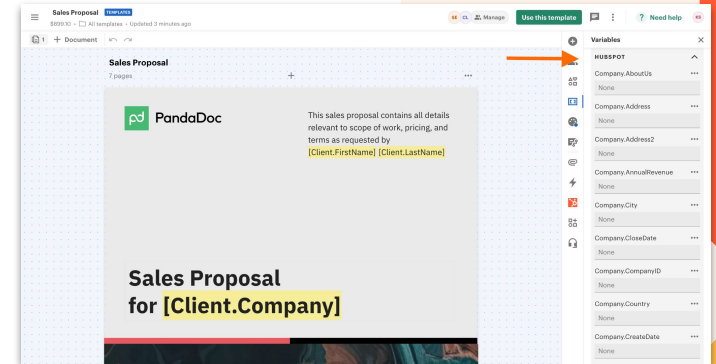
## Improvements to the PandaDoc App for HubSpot

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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## 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](#)

Free

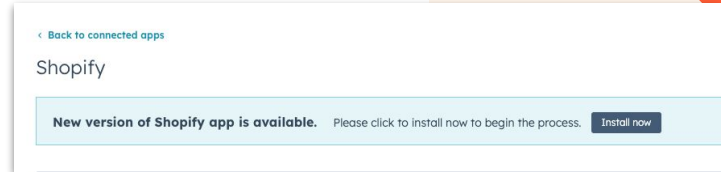
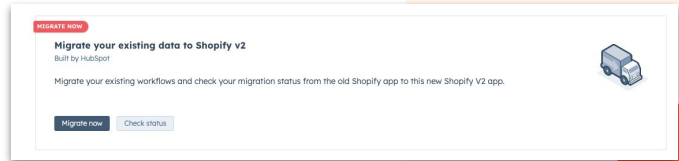
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# App Marketplace

## 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.

Free

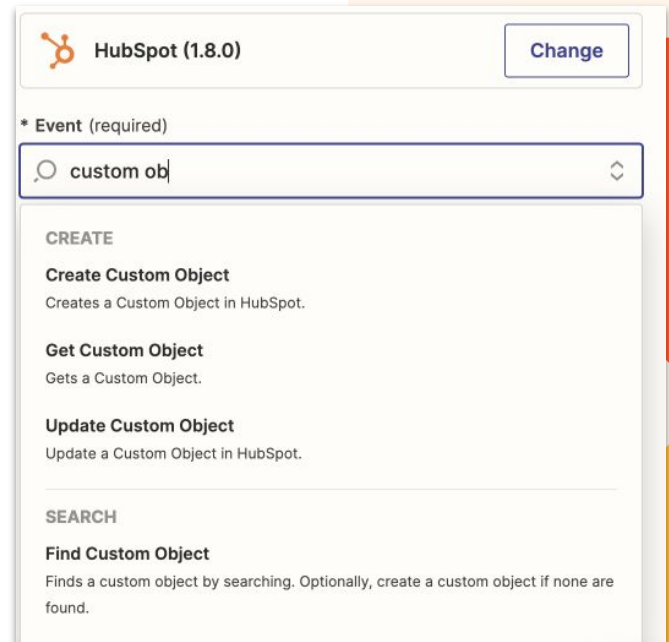
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The screenshot displays the HubSpot (1.8.0) interface within the Zapier app. At the top, there is a 'Change' button. Below it, a dropdown menu is open for the '\* Event (required)' field, showing a search bar with the text 'custom ob'. The search results are categorized into three sections: 'CREATE', 'SEARCH', and 'FIND'. Under 'CREATE', there are three options: 'Create Custom Object' (Creates a Custom Object in HubSpot), 'Get Custom Object' (Gets a Custom Object), and 'Update Custom Object' (Update a Custom Object in HubSpot). Under 'SEARCH', there is one option: 'Find Custom Object' (Finds a custom object by searching. Optionally, create a custom object if none are found).



# 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.

Free

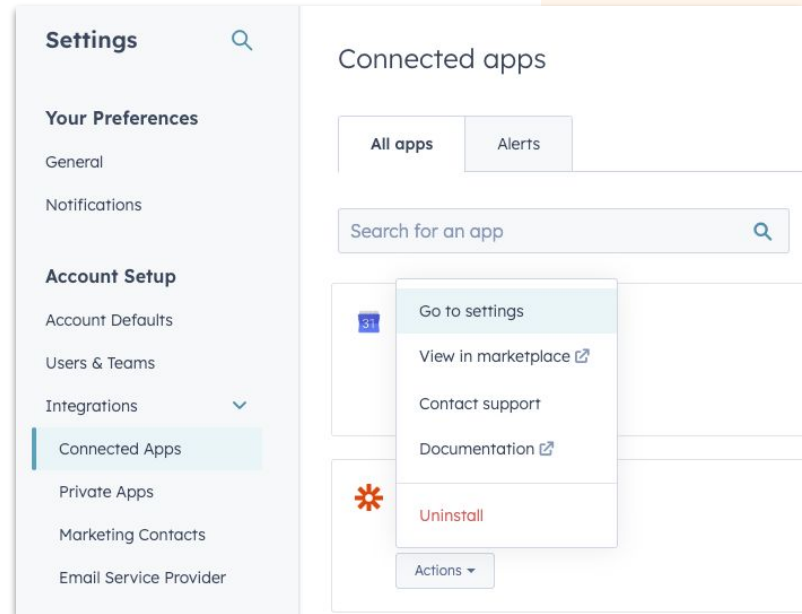
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# App Marketplace & Integrations

## 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](#)

Free

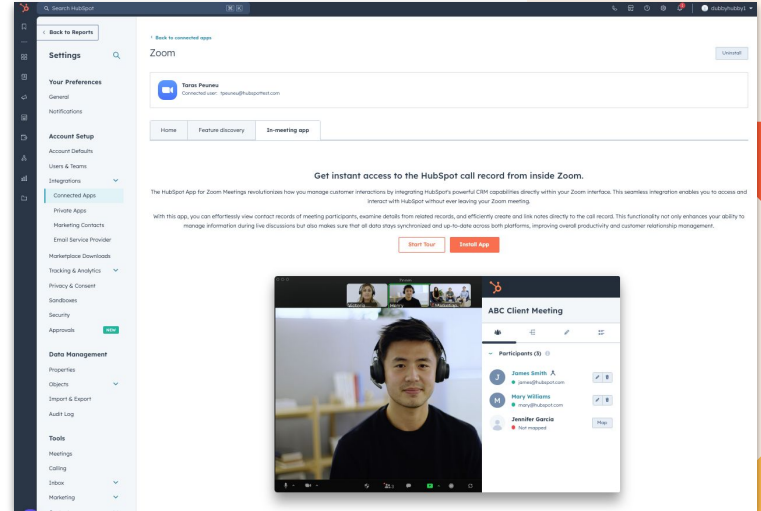
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# App Marketplace & Integrations

## 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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**Webinar logs** ×

**Webinar logs** Selecting longer timeframes for audit logs may lead to longer loading times.

### audit webinar

Select audit logs

Warnings ▾

Select date range

📅 06/09/2024 to 📅 06/14/2024

Search logs

| DESCRIPTION                                                                                | TIMESTAMP           | STATUS  | RESOLUTION     |
|--------------------------------------------------------------------------------------------|---------------------|---------|----------------|
| Some webinar data did not sync because sync setting is disabled - see KB doc for more info | 2024-06-14 10:50:29 | Warning | Knowledge base |
| Webinar recording did not sync - see KB doc for more info                                  | 2024-06-14 10:50:29 | Warning | Knowledge base |
| Webinar transcription did not sync - see KB doc for more info                              | 2024-06-14 10:50:29 | Warning | Knowledge base |
| Some participants data did not sync - see KB doc for more info                             | 2024-06-14 10:50:29 | Warning | Knowledge base |
| Some webinar data did not sync - see KB doc for more info                                  | 2024-06-14 10:50:29 | Warning | Knowledge base |

## 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

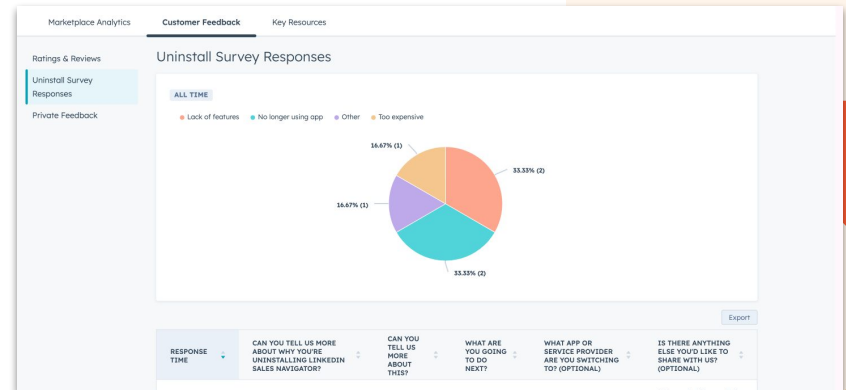
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Thank you