# HubSpot INBOUND 2020 PRODUCT ANNOUNCEMENTS





### Iulia Natrapei Senior Partner Consultant

- seit 3 Jahren bei HubSpot
- über 60 Agenturen und 300 Kunden betreut
- Hunde-Mama



### A Note About Forward Looking Statements

This presentation includes statements regarding planned or future development efforts for our existing or new products or services. These statements are not intended to be a promise or guarantee of future availability of products, services, or features but merely reflect our current plans based on factors currently known to us. They also are not intended to indicate when or how particular features will be offered or at what service tier(s) or price. These planned and future development efforts may change without notice. Purchasing decisions should not be made based on reliance on these statements. These statements are being made as of September 22nd, 2020 and we assume no obligation to update these forward-looking statements to reflect events that occur or circumstances that exist or change after the date on which they were made. If this presentation is viewed after this date, these statements may no longer contain current or accurate information.

### INBOUND 2020: How Companies Can Thrive in the New Normal







### The dream





The reality



Let's help each other stay sane and productive during this crazy time.



# How do we thrive in the new normal?



### Updates at a glance

### Sales Hub Enterprise

Enterprise-grade CRM

Connected CPQ tools (incl. Accounting)

Al-powered sales acceleration

Streamlined sales reporting

Pricing Updates									
Marketing Contacts									
Marketing Hub	Service Hub	CMS Hub	Ecosystem						
Always easy, now deeply powerful CRM-Powered Marketing	Unite Teams and Channels Scale your Support Operations	CMS Hub Professional and Enterprise	Solutions Directory Redesigned API Documentation						
Powerful Reporting	Power Proactive Service								

Today's most disruptive companies are winning on customer experience. CRM is at the center of it all.



<b>H</b> LegaCRM
Command your customer experience with the
most sophisticated CRM system of all time!

FEATURES:	





In aiming for *infinite flexibility*, most CRM systems became *endlessly complicated*. More than <sup>1</sup>/<sub>3</sub> of CRM implementation projects eventually fail.

\*According to a 2017 analysis by CIO magazine, seen here

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Built for the *budget holders*, they forgot about their *day to day users*. More than 50% of sales leaders say their CRM is difficult to use.

\*According to a market research survey of sales leaders, conducted by HubSpot in June 2020.



Can technically *do everything*, But are *surprisingly incomplete* without a lot of "extras." 47% of sales leaders don't believe their current CRM is powerful enough to help them grow over the next three years.

\*According to a market research survey of sales leaders, conducted by HubSpot in June 2020.

### Ease of use

### Consistently ranked for ease of use



"The ease with which people can use the product from day one is second to none. I have convinced several mature organizations to move away from other platforms because user satisfaction was non existent and data quality was poor. With HubSpot, user adoption went through the roof each and every time and stayed there long term."



In 2020, you no longer have to choose between powerful and easy to use



## Sales Hub Enterprise Powerful or easy to use. Pick two.



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### Core CRM

# All of your data, across the customer lifecycle

Available Now | All Users



### Power

HubSpot Product	Enterprise-grade CRM Features	Al-powered Sales Acceleration	Connected CPQ Tools	Streamlined Sales Reporting
	CUSTOM OBJECTS	TODAY VIEW	FLEXIBLE PRODUCTS	SALES ANALYTICS
	DEEP PERMISSIONS	ADVANCED SEQUENCES	CUSTOM PROPOSALS	FORECASTING TOOLS
	NATIVE ABM FEATURES			

HubSpot Product

Platform

Partner Ecosystem



# Enterprise Grade

🏃 Contacts 🗸 Conversations 🗸 Marketing 🕻	<ul> <li>Sales</li></ul>	۹	٥	†	• 🔘	rittany Lan
< Contacts 🌡	Activity Notes Emails Calls Tasks		<ul> <li>Dea</li> </ul>	ls (2)		+ /
	Filter by: All users v All teams v Expand all Collepse all Q Pinned		Stag	e: Awaitin	n <mark>al packag</mark> g Client - Di wember 30	ialogue
Kevin Grondin 🖉 Business Systems Analyst	Task assigned to Anna Kutch     Overdue: March 8, 2020 at 9:00 AM EDT     O Send Kevin documents to look over		_	00 Professi	ional packa	ge
About contact      First name	Note from Nick Kirshke      10     March 9,2020 at 11:41 AM ED      Anna this lead has technical questions about the tracking code. Can you take a look at their     question and try to answer it based on our conversation last week? I think they could be intereste		Stage: Closed won Close date: November 30			, 2017
Kevin Last name	Upcoming		<ul> <li>Corr</li> </ul>	pany (0)		+ Add o
Grondin Email keving@gmail.com Phone number (617) 617-6176 Cireate Date 02/28/2020 11:11 AM EDT	Task assigned to Julia Gron     Overdue: March 8, 2020 at 9:00 AM EDT     O Check in on Anna's progress		- Tick	ets (1)		+ A
	> Task assigned to Anna Kutch	~	<ul> <li>Con</li> </ul>	acts		
	Meeting - Demo scheduled by Nick Kirshke     P 2     May 4, 2020 at 1:30 PM EDT     Meeting to discuss upgrading client					
	March 2020					
	<ul> <li>Task assigned to Anna Kutch March 9, 2020 at 2:11 PM EDT</li> <li>Follow up with Kevin about agenda items</li> </ul>					
	<ul> <li>Email - Meeting Followup from Anna Kutch          <sup>III</sup>         1         March 8, 2020 at 9:16 AM EDT         to Kevin Grondin         Hi Kevin,         Fve attached the quote we discussed from our last meeting. Please let me know if you have any qu     </li> </ul>					

### Custom Objects

# Match Sales Hub to the specific needs of your business

Available Now | All Enterprise Products



Category	Object Name	Description
Logistics	Shipments	Used to store information about shipments of physical products.
Physical asset	Parts, Devices	These physical products typically have interchangeable components, require service, or change owners. They are not widgets.
Access	Subscriptions, Licenses, Contracts	Indicates access to a product or service for a set period of time. Access expires at the end of that time period. *Subscriptions are being worked on as a HubSpot-defined object. Remember to balance the customer's urgency with the potential to take advantage of this eventual standardization. See the flowchart for other examples of this.
Event	Events / Webinars	Used to track who attend events and facilitate marketing, etc. around them. *Events are being worked on as a HubSpot-defined object. Remember to balance the customer's urgency with the potential to take advantage of this eventual standardization. See the flowchart for other examples of this.

#### Teams & Permissions

# Robust tools to manage and administer large teams

Available Now | All Enterprise Products

#### Settings

		Properties	s Groups	Records customization	NEW
Contacts & Compar	nies	Propertiess	tore information about	ut a contact, company, deal	or ticket. Your
Conversations	~	properties b		a contact, company, doar	, or denoti roai
Domains & URLs		Filter by:	Contact properties 👻	All groups - All	field types 👻
mport & Export				, a graph in	
ntegrations	~		2 selected + A	dd to group  🤋 Delete	👜 Assign U:
Marketing	~		Annual revenue		new
Private Content			Single line text		
Properties			Associated deals Number field		new
Reports	~				
Sales	~		Average page view Number field	W5	new
Service	~				
Users & Teams			Became a custome Date picker	er date	Cont
Website	~		Became a lead dat	te	Cont

### Account-Based Marketing & Selling Easily start running an a account-based strategy

Available Now | Starting in Sales Hub Professional And Marketing Hub Professional

Contacts - Conversations -	Marketing v Sales v Service v	Account overvie	w				
Target Accounts		Activity					This month 👻
All target accounts	Owner: All 🔻 Team: All 💌	PAGE VIEWS	SESSIONS	NEW CONTACT:	5 1:1 EMAILS SE	NT LOGGED CALLS	MEETINGS
No open tasks No logged calls No meetings	target accounts	<b>89</b> ▲ 3.01%	<b>47</b> ▲ 2.98%	5 ▲ 7.12%	13 ▲ 13.45%	2 ▲ 1.07%	1 ▲ 2.98%
No open deals No decision maker	Across all networks	Contacts 🔲	Buying roles only			Search contacts	Q
No decision maker Blockers	COMPANY 👙	CONTACT 🗘		BUYING ROLE	LAST TOUCH	LAST ENGAGEMENT	SCHEDULED
Recommendations	Xuatico	Amy And CEO at S2		Decision Maker	3 days ago Ethan Kopit called	1 hour ago Opened email from Ethan Kopit	
Potential target accounts	A2 Robotics	Brian Boy VP Marketi	er ng at S2 Bogota	Champion	5 days ago Nate Lacy sent email	2 days ago Opened email from Nate Lacy	🖶 Meeting 🗖 Task
Prospects 🗗	Wash Plus Actions	Callie Cra VP Finance	wen at S2 Bogota	Economic Buyer Blocker	2 weeks ago Nate Lacy sent email	3 days ago Viewed Why HubSpot?	§ Sequence
	Root Legal	LT Lacey The	omas		No outreach	5 days ago Viewed ABM 101	
	Webb Appliances	LT Lissa Terr	у		No outreach	5 days ago Viewed ABM 101	
	LD Associates			🗙 Prev 📘 2	3 4 5 Next	🔪 25 per page 🔻	
	PN&M	Internal stake	holders				
	Cordafone	STAKEHOLDER 🍦		TOTAL ACTIVITY		LAST TOUCH 🖕	SCHEDULED





...and everything else you need to build a seamless customer journey.

Sales Automation
 Lead Rotation
 Prospecting Tools
 Inbox Integration





Single Sign On

# AI-Powered Sales Acceleration

	3 steps   14 days to complete A dd a template now, personalize it later Add a template now, personalize it later When this task is created, you can make changes to the email template before you send it. Subject: Checking in Hey Contact: First name I just got a note that you'd requested some more information about X PRODUC as your main point of contact. See more Sales Navigator - InMail Create a task to send InMail. Sales Navigator - Connection requere		Steps Settings	Automated email	
Add a template now, personalize it later	Add a template now, personalize it later		3 steps   14 days to complete	Send an email automatical	y.
Template: inbound lead for       to the email template before you send it.         Subject: Checking in       Grit         Hey Contact: First name       To-do         I just got a note that you'd requested some more information about X PRODUC as your main point of contact.       LinkedIn Sales Navigator - InMail         Create a task to send inMail.       Sales Navigator - InMail         Create a task to send inMail.       Sales Navigator - Connection requered	Template: Inbound lead for       To the email template before you send it.         Subject: Checking in       Gotti         Hey Contact: First name       To-do         I just got a note that you'd requested some more information about X PRODUC as your main point of contact.       LinkedIn Sales Navigator - InMail         Create a task to send inMail.       Sales Navigator - InMail         Greate a task to send inMail.       Sales Navigator - Connection requered	A con			nail yourself.
Subject: Checking in Hey Contact: First name I just got a note that you'd requested some more information about X PRODUC as your main point of contact.  See more  Sales Navigator - InMail Create a task to send InMail.  Sales Navigator - Connection reque	Subject: Checking in Hey Contact: First name I just got a note that you'd requested some more information about X PRODUC as your main point of contact.  See more  Sales Navigator - InMail Create a task to send InMail.  Sales Navigator - Connection reque				act.
I just got a note that you'd requested some more information about X PRODUC as your main point of contact. See more	I just got a note that you'd requested some more information about X PRODUC as your main point of contact. See more Sales Navigator - InMail Create a task to send InMail. Sales Navigator - Connection reque	Subject: Checking in	Got it		item.
			t.	Sales Navigator - InMai	

< Back



### Advanced Sequences

# Orchestrate the sales process across every channel

Available Now | Starting in Sales Hub Professional

New sequence Ø **Choose a step** Settings Steps Auto Email X This will explain what this thing does teps | 14 days to complete nrolled from this sequence in any o Manual Email  $\mathbf{x}$ This will explain what this thing does y adding an email template or task Call o your new sequence. L This will explain what this thing does To-do This will explain what this thing does LinkedIn Sales Navigator Sales Navigator - Send InMail in This will explain what this thing does Sales Navigator - Connection request in This will explain what this thing does

#### Artificial Intelligence

# Automatically populate your CRM with important data

Available Now | All Sales Hub Users

lew Message			_ * ×			(2) [9]
				2		
R	lan Leaman <ileaman@hubspot.com></ileaman@hubspot.com>					
B	to me 👻				0	e 2
	Hey Christopher,				And and a second s	
	I think HubSpot looks awesome. I would 801-488-7263. By the way — good luck at Inbound!	love to chat more. You can call me at				
	Best, Ian					
	lan Leaman	ianleaman@hubspot.com				
	Product Manager	8 www.hubspot.com				
	Artificial Intelligence   HubSpot	Street, Cardinas Street, Cardinas				
	HubSpot		00			

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### LinkedIn in Sequences

# Send LinkedIn InMail & connection requests natively from HubSpot

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eps   14 days		Auto Email This will explain what this thing does
		Manual Email
	LinkedIn S	ales Navigator
y adding an en o your new sec	in	Sales Navigator - Send InMail This will explain what this thing does
	in	Sales Navigator - Connection request This will explain what this thing does
		Linkedin Sales Navigator
		Sales Navigator - Send InMail This will explain what this thing does
		Sales Navigator - Connection request

### Mobile App

### Always at your fingertips, wherever you go

Available Now | All Users





Install on your phone







### **Today View**

### A single streamlined home for your sales reps

Available Now | All Sales Hub users

★ Contacts ~ Conversati	ons ∽ Marketing ∽ S	iales ~ Service ~ Auto	emation ∽ R	∋ports ∽	с	\$	<b>↓</b>   (	🕦 Britt.	any Lambert 🗸	
Today Prospect activity Open (2) Completed (2)	Give your prospecting strategy a powerful boost Start here each day to track prospect activity and see your progress, all in one place. Know what's coming up next and where to focus to hit your sales goals.						Up next 10:00 AM - 10:30 AM Client Demo with Marco Viera, +1 Create note Your weekly activity			
	All due today         High priority         Most engaged         # More filters						EMAILS CALLS MEET 17 25 4 4 7 Compared to last week			
	TITLE \$	ASSOCIATI	ED WITH	LAST CONTACTED 👙				rogress		
	Follow up	Duane Lir		11 days ago You emailed	4 days ago Duane Lindsay opened ema	il	0 Tasks completed	O Tasks s	cheduled	
	Follow up	Cordelia		7 days ago You called	15 days ago Cordelia Hodges replied to.		20			
	Follow up	Lois Brew		3 days ago You emailed				Today	Tomorrow	
	Follow up	Victoria S		3 days ago You emailed	6 days ago Victoria Stephens opened e					
	Follow up	Lucy Greg		3 days ago You emailed	9 days ago Lucy Gregory clicked link					





.....and dozens more features to help accelerate your sales process

- Predictive Scoring
   Email Tracking & Notifications
   Playbooks
   Meeting Scheduling
- Templates & Documents
- Live Chats & Bots
- Calling & Transcription
- 🗸 1:1 Video
- Slack Integration



# Connected CPQ Tools



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A business	proposa
template.	

BASIC



An introduction as maaris et dui tempor blandit. Maaris socierisque imperdiet burgis in factus metas trictique a. Meek portible clickum etd, et blandt mi. Eisan quis lause commodo, samper liguis neo, existend leo. Fasce verbiblem guard is clickets procession. Desse commondo entro et camerilis Septem.

#### Header Example

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Nella se mauris et dui tempor Mandit. Denne nege Tigula, sociantan ao rutrum quis, lacinia ord urna. Saspandas e get accunsia auta. Fusco esclubatar quan et identris pretura. Denne caminolo ana vel convallo doploru. Ul questos nos magna en porta. Anonan ografaz, neges id tagettos exiscula. Felis telus solitotade quai, si ó eficitar urna noi eget ensi. Quespo senare ruía.

A bullet list • Bacon ipsom deler anet buffala rump ground round ball, tenderfain perk chop meationf.

 Landpager copin dramatick han book ground round picanka andmatte alcates shart him chicken fatback salami perk perk belty kevin.

 Pressisits nearball juwl park chop salami doner fatback audouille boudin chicken short niks beef spare niks tengen kielbera.

Beef ribs ground round beef meatball, ham bresaola t-bone."

< Previous <u>Exit</u>

Good Sherman Proposal Template

A business proposal template

In 90 days (Sept 25, 2020)

Quote name\*

Expiration date\*

Next



Save
#### **Proposals**

### Your proposals, tailored exactly how you want them

In Beta | Starting in Sales Hub Professional, Marketing Hub Professional, and CMS Hub Professional



SESSION

An introductie ut labore et d aloup ex es Hea Nam aliqu

luctus me net, suit

Nillaa Susper

conva xollici

### A business proposal template.

GOOD SHERMAN



An introduction from our company to yours. From our ranway to your office hollway, our curvation of timelans. designs being you build a collection to drass for the accession. Loday works on the nothings just barrying out with ear shades on looking chill and basking barber jackets to the masses. It's a beautiful day in the city.

Header Example

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lastas netas tristigas a. Morbi partitiar detam est el Mandr ni. Etiam gai lasos commodo, sempor liguir

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A ballet list

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### **Products Library**

# Every detail about every product, in a single place

Available Now | Starting in Sales Hub Professional

۹ 🗘 💄 Brittany Lambert ~ 🍗 Contacts 🗸 Conversations 🗸 Marketing 🗸 Sales 🗸 Service 🗸 Automation 🗸 Reports 🗸 Settings Account Details Product library Quotes Buy now Contacts & Companies Q Actions -Install Code & Tracking Integrations NAME CREATE DATE SKU SOURCE LINIT PRICE Marketing Nintendo - Switch 32GB Console - Neon R... 3849058 Shopify \$299.99 2 minutes ago Properties Show off your personality when playing favorite S... Sales Nintendo - Switch 32GB Console - Gray Jo... 🚯 Hubspot 1Z285J920 \$299.99 8 days ago Branding Deals Nintendo Switch Games Actions -2 minutes ago Tasks Import and Export Xbox One S 1TB Starter Bundle Notifications 1Z285J920 🚯 HubSpot \$299.99 14 days ago Own the Xbox One S Starter Bundle (1TB), and div. BCC & Forwarding Sales Tools Sony - PlayStation 4 Pro Console - Jet Black 1Z28SJ920 6 HubSpot \$399.99 15 days ago Meetings Products & Quotes Sony - PlayStation 4 1TB Console - Black 1Z28SJ920 🚯 HubSpot \$299.99 7 days ago Messages Users & Teams Playstation 4 Games 2 minutes ago Playstation 4 Accessories 2 minutes ago Sony - PlayStation Classic Console 1Z28SJ920 🚯 HubSpot \$99.99 7 days ago



### New Accounting Integrations

All-new accounting integrations to help you turn quotes into cash faster and more efficiently

Available Now | All HubSpot Users

HubSpot 🔮 English	▼ Contact Us		Log In Cet HubSpot five	
		Marketplace	Manage agos	
	Accounting/book-keeping - Search app	name or business need	Q	
~ Discover	Best Accounting/book-Keep	ing Apps for HubSpot		
All collections	1-23 of 23 results		Sort by: Overall rating *	
Popular apps New apps Pree apps	X.	ројсони		
For marketing teams For sales teams	Quote & Contact to Quickbooks by LAYA CONSEL	Paycove by Paycove, Inc. 828 invoicing tool that streamlines the	QuickBooks Online by Hab5pot Create invoices within HubSpot via the	
For customer success teams Appe for startups	Automatically transfer your contacts & quotes to Quickbooks	quote to cash process	beta QuickBooks Otline app.	
Apps for agencies Made by HubSpot	20+ installs \$9 /mo	200+ installs Starting at \$24.17 /mo	500+ installs Starting at \$8 /ma	
Data sync by PieSync CMS apps Account-based marketing apps		sage O	•	
<ul> <li>Categories</li> </ul>	Xero byXero	Sage Financials	InvoiceNinja by Polisys from Hubbert	
All categories	Xero is world-leading online accounting software built for SMBs	Keep Sage Financials data in 2-way sync across your apps	Keep InvoiceNinja data in 2-way sync across your apps	
Marketing	* <b>****</b> *			
Sales Customer Success	<ul> <li>1,500+ installs</li> <li>\$60 /mo</li> </ul>	Starting at \$9 /mo	Starting at \$9 /mo	
Productivity	v			
Finance	~ C	sage D		
Accounting/book-keeping Accounts payable Accounts reservable	Chargebee by Chargebee Connect Chargebee to surface key	Sage Accounting by PisSync from HubSpot Keep Sage Accounting data in 2-way	QuickBooks Advanced Automation	
	Connect Chargebee to surface key subscriber & customer info in HubSoot	Keep Sage Accounting data in 2-way sync across your anns	SincO - Intuit Anorowed QuickBonks	



# Streamlined Sales Reporting

#### Forecasting V Summarv Goals & Quotas V How has my deal pipeline changed over time? Pipeline V View the total change in the deal pipeline between two periods of time. Understan Deal change history Deal funnel Deal pipeline waterfall summary Deal pipeline waterfall -\$100.00 change in pipeline Deal push rate NEW Pipeline historical All reps 🔻 All teams Pipeline: Ecommerce Pipeline 🔻 **Clear filte** NEW snapshots Time spent in deal stage Deals expected to close: Last month - Pipeline changes that occurred: Last mon Sales Activities V Sales Outcomes V \$300,000.00 \$250,000.00 \$200,000.00

Contacts Conversations Marketing Sales Service Automation Reports Asset Marketplace Part

#### < Back to analytics tools

8

Sales Analytics

# Easy, customizable forecasting built in

Back to analytics tools	Deal funnel with all s	stages in order		Actions -	Save report	
ales Analytics	Any stage All stage	s in order				
oach Reps & Teams 🛛 🗸 🗸	Date range by create date: All ti	me <b>x</b>				
orecast & Pipeline 🗸 🗸 🗸 🗸 🗸 🗸						
Deal change history	Deal stage		Count of Deals	Next step	Cumulative	
Deal funnel					control of other	
Deal pipeline waterfall	All created deals	29		79.31%	79.31%	
Deal push rate	Customer Visit	23		65.22%	51.72%	
Manual forecast Pipeline historical snapshots	Customer Quality Ch		15	100%	51.72%	
Quota attainment	Customer Contract R		15	93.33%	48.28%	
Stage probability weighted forecast	Proposal		14	78.57%	37.93%	
iles Outcomes	Proposal Sent - Waitin		11	27.27%	10.34%	
	Closed Won		3	0%	0%	
	Closed Lost		0			



## Deep insight into how your pipeline is evolving



## Get complete visibility over your deal history

~ M;	arketing ~	Sales ~	Service ~	Automation ~	Reports ~		٩	告 \$ ₽
	al chang	ge histo	ory over	time			Actions *	Save report
	leals chang als expected		This entire	<b>quarter →</b> Pipe	eline changes tl	hat occurred: This entire week	•	
	DEAL NAM	IE ‡				PIPELINE STAGE 🗘	Amount ≑	CLOSE DATE ≑
	Dramadir	ne				Discovery	€30,000.00 ▼ -60%	6/23/2021 Pushed out
	Western I ● Deal cre					Decision Maker Bought In	€35,100.00	3/25/2021
	NorPak					Proposal Sent	€30,000.00	2/28/2021 Pulled in
	Matterho	rn Technolo	рду			Discovery	€15,000.00 ▲ 133%	1/31/2021
	Viking Pla	atform				Discovery	€30,000.00	1/31/2021 Moved forward
	Fray Syste	ems				Decision Maker Bought In Moved forward	€35,000.00	12/31/2020 Pushed out
-	Total Rec	ruiting Co				Discovery	€30,000.00	12/31/2020 Pushed out



## Insights that help you coach, and help your reps improve

为 Contacts 🗸 Conversatio	ions v Marketing v Sales v Service v Automation v Reports v Asset Marketplace v Partner v	
Back to analytics tools	Total calls Actions	s 🕶 Savi
Sales Analytics	Totals Overtime	
Coach Reps & Teams 🗸 🗸	292 connected calls	
Call outcomes	8.46% decrease in connected calls compared to previous period (4/1/2020-5/31/2020)	
Chats	Date range by activity date: This quarter so far -	
Contacts not worked Deals created	Connected      (No value)     No answer     Left voicemail     Busy     Not Interested     Client A     Wrong number     Interested	
Meeting outcomes	Kevin Dyess	21
Tasks completed	Chris Parenteau	
Team activity timeline	Unassigned 11	
Time spent in deal stage	8	
Forecasts & Pipelines 🔹 🗸	Marico Suare 10 Traylor Sware 10 Paul Merdaure 10	
Deal change history	David Magaihas 10 Kim Lindgren 8	
Deal funnel	Nanh Motgonery	
Deal pipeline waterfall	Anchi Bold	
Deal push rate	Sally Smiles 7 Kathojn Phys	
Historical snapshots	0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 Count of Activities	21 22 2
Manual forecast	Count of Activities	
Quota attainment		
Weighted pipeline forecast Sales Outcomes	ACTIVITY ASSIGNED TO CONNECTED (NO VALUE) LEFT NO BUSY INTERESTED WRO	NG CLI
	Kevin Dyess 16 4 1	-
Request report NEW	Chris Parenteau 10 3	-
	Roman Karliczek 8 4	~
	Unassigned - 8 - 3	
	Adam Rubin 5 6	



### Forecasting & Goals

Easy, accurate sales forecasts every time

In Beta | Starting in Sales Hub Professional

arketing ~ Sales ~	Service ~ A	utomation ~ Reports ~	Q	8° ¢ 🖡
				Actions -
D - Time period: A	pril 2020 👻		View Sales R	eport 🛛
GOAL 🚯 🌻	CLOSED 🌻	ATTAINMENT 🚯 🖕	COMMIT 🚯 🌻	MOST LIKELY 🚯 🌻
\$100,000	\$85,000	85%	<b>\$95,000</b> 12 deals	\$98,200 <b>▲</b> 20 deals
\$90,000	\$63,000	70%	\$72,000 20 deals	\$72,000 20 deals
\$80,000	\$50,000	63%	\$52,000 9 deals	\$62,000 <b>v</b> 20 deals
\$100,000	\$45,000	45%	\$70,000 13 deals	\$72,500 <b>▲</b> 20 deals
\$80,000	\$32,000	40%	\$44,000 6 deals	\$49,000 <b>•</b> 20 deals
\$90,000	\$30,000	33%	<b>\$60,000</b> 7 deals	\$67,500 20 deals
\$100,000	\$32,000	32%	\$39,500 19 deals	\$44,500 🔻 20 deals
		***	¢70.400	¢02.000 -
	D ← Time period: A GOAL ● ↓ \$100,000 \$90,000 \$80,000 \$100,000 \$80,000 \$90,000	D ~ Time period: April 2020 ~         GOAL ● ↓       CLOSED ↓         \$100,000       \$85,000         \$90,000       \$63,000         \$80,000       \$50,000         \$100,000       \$45,000         \$80,000       \$32,000         \$90,000       \$30,000	D ~ Time period: April 2020 ~         GOAL @ ‡       CLOSED ‡       ATTAINMENT @ ‡         \$100,000       \$85,000       85%         \$90,000       \$63,000       70%         \$80,000       \$50,000       63%         \$100,000       \$45,000       45%         \$80,000       \$32,000       40%         \$90,000       \$30,000       33%	D - Time period: April 2020 -       View Sales R         GOAL © :       CLOSED :       ATTAINMENT © :       COMMIT © :         \$100,000       \$85,000       85%       \$95,000         \$100,000       \$85,000       85%       \$72,000         \$90,000       \$63,000       70%       \$72,000         \$80,000       \$50,000       63%       \$52,000         \$100,000       \$45,000       45%       \$70,000         \$100,000       \$45,000       45%       \$70,000         \$100,000       \$32,000       33%       \$60,000         \$100,000       \$32,000       33%       \$60,000         \$100,000       \$32,000       32%       \$39,500





...and deep insight into every aspect of your business, all in a single place.





- Standard ABM Reporting
- Snowflake / BI Integration



Learn more about all new Sales Hub features

# Why Sales Hub?

6

## Lower Total Cost of Ownership

With more features included, the ability to add free users, and faster + lower cost implementation, Sales Hub customers enjoy a lower cost of ownership vs. other platforms. Add unlimited free CRM users More core features included Lower implementation costs Lower maintenance + support costs Faster time to value

# Extensive solution partner ecosystem

Find your perfect match. Explore the thousands of service providers in our global community who can work with you to implement your CRM and supercharge your sales process.

#### O ELITE O ELITE SmartBug. NEW BREED + SmartBug Media New Breed Webs | B2E Marketing Our Strategists have 10+ years We'll help you get the most experience because your value from your tech stack and Webs, #1 HubS success depends on more than evaluate how HubSpot can help EMEA, helps B2 a methodology. O... you grow. ... grow their busin digital age. You \*\*\*\* \*\*\*\* 334 reviews 254 reviews 97 reviews O ELITE O ELITE **JW** LYNTON markentive OVI vrkentive LyntonWeb Avidly entive delivers consulting, If you're looking for a partner As one of the w ation and agency services that knows Hubspot inside and inbound market A. With 40+ experts in out, you've found it. We've we have helped been a Hub... the Nordics ac... 45 reviews 17 reviews NS O DIAMOND 🖸 DIAMOND

## Extensive app partner ecosystem

Maximize the impact of your tech stack with access to over 500 integrations curated with a heavy focus on power, ease-of-use, and quality for both third-party and native (HubSpot-built) apps.



# Trusted by the Best

Sales Hub is trusted by growing mid-market B2B companies, enterprise brands, high-growth unicorns, B2C brands, and many others. <u>See for yourself.</u>





# Faster and easier to get started

Our Advanced Onboarding Team are not only technical experts in HubSpot and switching, but they come with a strong business acumen. You'll get started faster, with less disruption to your business.

### Pricing + Packaging | 2020 New Features

Sales Hub Professional Starts at \$500 per month

New features available today include: Advanced Sequences Native ABM Features Sales Analytics

New features currently in beta: Proposal Templates Forecasting Tools Sales Hub Enterprise Starts at \$1,200 per month

New features available today include: Custom Objects Deep Permissions Advanced Sequences Native ABM Features Sales Analytics New features currently in beta:

> Custom Proposals Forecasting Tools

See the full breakout of features at hubspot.com/pricing/sales

### The tools you need to align and scale your business





# Marketing Contacts



Our customers had three big problems with contact pricing.





# What's the Problem?

Contacts aren't created equal...and marketers get stuck with the bill.

- Bounces
- Unsubscribes
- Partners
- Sales contacts
- One-off support tickets
- ...etc.



Problem



# What's the Problem?

You've exported contacts to a second system of record, incurring a "Platform Tax"

- Friction of managing more than one system of record
- Cost of upkeep
- Inconsistent data
- Disjointed customer experience



Problem 2



# What's the Problem?

Contact pricing has held you back from using more of HubSpot.

Problem

If you use any Hub, or have a HubSpot CRM full of contacts, the idea of buying Marketing Hub may have been unappealing, despite wanting to add it to your tech stack. You would go from the freedom to create unlimited free contacts to having to pay for every contact you've got -- and future ones too.

### Marketing Contacts

# Pay for what you need (when you need it).

Coming Soon | Marketing Hub Starter, Professional, and Enterprise



Ne

# Marketing Contacts

### Available October 21

(Existing Marketing Hub customers up for renewal in October can switch starting October 1)



# Mark Eligibility with Ease

The marketing contacts eligibility flow makes identifying your marketing contacts as simple as a few quick clicks with automatically generated lists of bounces and unsubscribes -- plus, the ability to add custom filters and lists of your own.

# All of Your Contacts in One Place

Enjoy unlimited contact storage up to one million contacts, plenty of room to fit the needs of every corner of your business. No more storing contacts in complicated sheets or databases.

### Keep Your Contacts Clean

Automatically categorize new contacts as marketing or non-marketing from forms and integrations with help from quick settings updates or a simple workflow.

### Unlimited Growth Potential

Larger contact bands give you more room to grow -- which means you can spend less time worrying about hitting contact limits and more time providing an excellent customer experience.

Plus, scaled contacts pricing makes individual contacts cheaper as you grow -- giving you economies of scale.



### HubSpot

# What's new in

# Marketing Hub

### HubSpot Marketing Hub 2020 Vision

#### Always easy. Now deeply powerful.

We take pride in building tools that anyone can use to be successful, not just those with a deep level of technical expertise. It's our goal to help you do more, faster, by making software that is incredible intuitive and helpful. In 2020 we're adding even more enterprise horsepower to our already consumer level easy to use tools. Delivering consumer grade enterprise power.

#### **CRM-Powered Marketing**

We know the difference between good and great marketing rests on how well you can segment and tailor messages to your key audiences. We're working hard to tighten the integration between our CRM and marketing tools. This focus gives you enhanced data capabilities across reporting, personalization, content creation, and more.

#### **Powerful Reporting**

Today, great marketing is highly data driven. We know you need to know exactly what's working and what's not, so you can make better decisions, and get the credit you deserve. We're actively working to help marketers show the true value they bring to their business with easy and more powerful reporting, deeper content reporting, and more powerful integrations.



### HubSpot Marketing Hub 2020 Vision

### 1. Always easy. Now deeply powerful.

Marketing Hub Enterprise relaunch, January 2020

- Account Based Marketing
- Multi-touch Revenue Attribution Reporting
- Team management

#### Automation updates in 2020:

- Automate more manual tasks in contact workflows
- Advanced delays
- New workflows editors

>> Contacts → Conversations →	Marketing 🗸 Sales 🗸 Service 🗸	Account overview		
Target Accounts		Activity		
All target accounts No open tasks No logged calls	Owner: All V Team: All V TARGET ACCOUNTS	PAGE VIEWS         SESSIONS           89         47           ▲ 3.01%         ▲ 2.98%	NEW CONTACTS 5 ▲ 7.12%	1:1 EM/ 1
No meetings No open deals No decision maker	Across all networks	Contacts Buying roles on Contact	BUYING ROLE LAST TOU	сн≑
Blockers Recommendations	COMPANY \$	Amy Andrews CEO at S2 Bogota	Decision Maker 3 days ag Ethan Kop	it called
Potential target accounts Prospects 🗗	A2 Robotics      Wash Plus Actions	VP Marketing at S2 Bogota	Champion Starys ag Nate Lacy Economic Buyer 2 weeks a Blocker Nate Lacy	sent err ago
	Root Legal	LT Lacey Thomas	No outre	ach
	Webb Appliances	LT Lissa Terry	No outre	ach
	LD Associates		🗙 Prev 1 2 3 4	5 1
	PN&M	Internal stakeholders		
	Cordafone	STAKEHOLDER ≑	TOTAL ACTIVITY	

# Account Based Marketing

HubSpot now offers new purpose-built ABM features like: target account home and a new account overview that help sales teams work hand in hand with marketers to run an ABM strategy in HubSpot. 🍾 Contacts 🗸 Conversations 🗸 Marketing 🗸 Sales 🗸 Service · Account overview Target Accounts Activity This month All target accounts Owner: All Team: All PAGE VIEWS SESSIONS NEW CONTACTS 1:1 EMAILS SENT LOGGED CALLS MEETINGS 89 47 5 13 2 1 No open tasks TARGET ACCOUNTS ▲ 3.01% **A** 2.98% ▲ 7.12% ▲ 13.45% ▲ 1.07% ▲ 2.98% No logged calls 53 No meetings Across all networks Contacts 🗌 Buying roles only No open deals Q No decision maker CONTACT BUYING ROLE LAST TOUCH LAST ENGAGEMENT SCHEDULED COMPANY Blockers Amy Andrews 3 days ago 1 hour ago Decision Maker CEO at S2 Bogota Ethan Kopit called Opened email from Ethan Kopit Xuatico Recommendations 🛱 Meeting Brian Boxer 5 days ago 2 days ago Champion Potential target accounts VP Marketing at S2 Bogota Opened email from Nate Lacy 🗖 Task Nate Lacy sent email A2 Robotics Prospects P Economic Buyer Callie Craven 2 weeks ago 3 days ago VP Finance at S2 Bogota Nate Lacy sent email Viewed Why HubSpot? Wash Plus Action Blocker 5 days ago Lacey Thomas No outreach Viewed ABM 101 Root Legal 5 days ago Lissa Terry No outreach Viewed ABM 101 Webb Appliances Prev 1 2 3 4 5 Next > 25 per page LD Associates PN&M Internal stakeholders STAKEHOLDER TOTAL ACTIVITY LAST TOUCH 🍦 SCHEDULED Cordafone

Available Now | Starting in Marketing Hub Professional And Sales Hub Professional



# Multi-touch Revenue Attribution

Get credit for the business you drive by tying revenue to every marketing action, automatically. Make better strategic decisions rooted in real business value. Unlike most attribution solutions, HubSpot's attribution is built for real people, not data scientists.



Now Live Marketing Hub Enterprise

### Team Management

Partitioning takes the pain out of staying organized. Separate your marketing assets by team, so every user has access to the right content. You'll have a cleaner, better-organized database across all your teams, brands, and regions.

#### Assign users & teams

Choose which users and teams have access to this content.

If nobody is chosen, access is open to all in this account. This could affect access to r content, such as lists and workflows.

Teams	Users		
Renew	val Team		
Directo	ors		
Mar	nagers		
	Cs		
New B	iz Sales		
\ \			

Now Live Marketing Hub Enterprise

### **Contact Workflows**

We've given our Workflows engine a complete under-the-hood renovation. Workflows now extend to contact workflows, allowing you to automate many more manual tasks. These include triggering Slack notifications and updating CRM (deal, ticket, quote) properties when a new lead is created or changes stages.



Now live Marketing Hub Professional



## Advanced Delays in Workflows

You can now also create more personal and relevant customer experiences by controlling when you communicate with your audience using new advanced delays.

Delay until		×	
Edit delay	Contacts in delay		
Days of the week Monday $\times$ Th	uursday X		-
Time of day			U
🧐 9:30 AM	•	đ	
Use account	time zone		
<ul> <li>Use contact</li> </ul>	time zone 🚯		

## New Workflows Editor

With the new and improved workflows editor, you can build multi-branch workflows that allow you to add multiple conditions to a single if/then step, so your workflow can take more than two paths from a single if/then action. No need to build multiple workflows to accomplish the same goal.



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### HubSpot Marketing Hub 2020 Vision

2. CRM-Powered Marketing

#### INBOUND 2020

- Custom Objects (for marketers)
- Programmable Email (beta)
- Behavioral Events
- CRM-Powered Ads

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	NAME :	SERVICE TYPE	START DATE	
	PKGD, Inc. Tech Consulting	Ongoing technical con	sulting Aug 24, 2020	
	Project ABC	Classroom training	Aug 27, 2020	
	In-House UX Training	Onsite training	Jul 31, 2020	
	Sales Onsite Workshop	Onsite training	Apr 13, 2020	
	Atlanta Classroom - Q4 20	19 Classroom training	Jan 30, 2019	
	Sales Onsite Workshop	Onsite training	Apr 13, 2020	
m	Sales Onsite Workshop	Onsite training	Apr 13, 2020	



# Is your marketing helpful and relevant?




## Personalization is a winning strategy

"Organizations that focus their personalized messaging around helping consumers can expect <u>16% more impact on commercial</u> <u>outcomes</u> than those that don't." -<u>Gartner</u>

## **CRM-Powered Marketing**



An integration between your customer data and marketing system leaves you guessing. When customer data lives inside your marketing tools, it's simple to personalize your marketing and break through.



## **Custom Objects**

Because custom objects more accurately represent your business in the CRM, they allow for deeper segmentation and more personalized marketing.

More accurate and personalized upsell and cross sell campaigns have are an early use case.

Now live All Enterprise Hubs

🍾 Contacts 🗸	Conversations ~ Marketi	ng ~ S	
	; •		
Tickets	✓ ★ My contacts		
Company Loo Referrals		ct ownei	
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	PKGD, Inc. Tech Consultin	og Ongoing technical o	consulting Aug 24, 2020
	Project ABC	Classroom training	Aug 27, 2020
	In-House UX Training	Onsite training	Jul 31, 2020
	Sales Onsite Workshop	Onsite training	Apr 13, 2020
	Atlanta Classroom - Q4 2	019 Classroom training	Jan 30, 2019
	Sales Onsite Workshop	Onsite training	Apr 13, 2020
	Sales Onsite Workshop	Onsite training	Apr 13, 2020
		< Prev 1 2	Next > 25 per page +

## Programmable Email

Programmable email content allows you to deliver highly customized and relevant email content to your customers at a massive scale.

Powered by HubSpot CRM and database the new feature allows for a level of email personalization at a scale never possible before.

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Unpublish

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Screenshot 2020-06-22 at 16.19.19

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<{ a: ,realtor.name }} on {{ property.contact\_number }} for

Private Beta Marketing Hub

## **Behavioral Events**

Behavioral events, formerly custom events. Give marketers the ability to trigger marketing based on website, inapp, or other behavior based actions.

Using CRM data and behavioral events, you can set up a trigger that fires off an email to prospects when it's clear they are trying to decide whether to buy or not.

Step 1 of 2 DETAILS CONFIGURE Event name Revenue reporting Tags Select tags Event type Clicked element Submitted form Visited URL Custom event

Next >

**Create event** 

Cancel

×

Now Live Marketing Hub Enterprise

#### **CRM-Powered Ads**

Sync CRM data with Google Adwords to find more customers for fewer dollars with offline conversion tracking

Available Now | Marketing Hub Professional

ģ	Contacts ~	Conversations ~	Marketing 🛩	Sales ~	Service ~	Automation ~	Reports ~	Asset Marke	etp
	Ads 🚦	P VIEW PRODUCT UPD	ATES						
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		<b>Ibspot - Leads</b> Active						~	



### HubSpot Marketing Hub 2020 Vision

#### 3. Powerful Reporting

#### Marketing Hub Enterprise

Multi-touch revenue attribution reporting

#### **INBOUND 2020**

- All-New Custom Report Builder (beta)
- Flexible dashboards





MARKETING EMAL NAM

Day 7-9 Follow Up (s

Your Abandoned Car

Free Ebook - Post Pur

[\*] Welcome Email

(save) Content Offer

## New Custom Report Builder

Now, you can access your contact, company, and deal data alongside your marketing email, landing page, and blog engagement data (with many more data sources to come throughout the beta) right within the custom report builder. This is a streamlined way to answer your key questions.



In Beta | Professional and Enterprise Plans for All Products



## Flexible Dashboards

Flexible dashboards give you a beautiful, customizable, and data-dense dashboard that allows you to easily build and share dashboards with your team.

Previously, you were limited to 4 report sizes. Now, you have 20 different options, allowing you to further customize your dashboards.

In Beta | Professional and Enterprise Plans for All Products



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# CMS Hub



## The CMS Hub Advantage





Rigid for the Marketer Security is added-on Building servers Frustrating redesigns Adapt to your systems Business expense



Flexible for the marketer Security is built-in Architecting experiences Constant optimization Adapt to your customers Growth investment

## CMS Hub

## CMS Hub CMS Hub Professional Enterprise

For fast-growing companies who are tired of being held back by clunky content systems that require heavy maintenance and make it difficult for marketers to get their work done. For scaling organizations that want to build powerful web app experiences and provides more governance over a growing team.



# CMS Hub Professional

\$300/month



Maintenance and Management

#### Vithout the Migraines

SaaS CMS, CDN with 99.99% uptime, 24/7 security monitoring and detection, standard SSL certificate, web application firewall.



Easily Build and Optimize Remarkable Website Pages Flexible website themes, drag-and-drop edit multi-language content, smart content, dyna

#### All-in-one Tool to Help Grow Traffic and Generate Leads

CRM, SEO Recommendations, Google Search Console, Conversations: live chat and bots, A/B testing, contact attribution reporting.

## Speed, Security, & Reliability

Stop managing servers. Start architecting experiences.

Websites hosted on CMS Hub are hosted on our global CDN to ensure they are always available, reliable, and secure.

<u>Learn more</u> about how HubSpot approaches speed, security, and reliability.



- 99.99% uptime
- 📀 🛛 Global CDN
- Cache optimization & strategy
- 24x7 infrastructure support
- Web application firewall
- SSO integration
- Isolated network layers
- > HTTPS and SSL certificate support
- Routine vulnerability scanning
- User & permissions management
- Multiple geographic footprints

#### Effortless page editing & optimization

## **Flexible Themes**

Allow your developer to create a site-wide content editing experience that puts the marketer in control over the web site. Start from scratch or leverage one of HubSpot's pre-built themes as a starting point. Themes allow marketers to make larger scale changes to their web based content without needing a developer for maintenance and without knowing CSS.



Effortless page editing & optimization

## Drag and Drop Page Editing

Focus on creating amazing content, not managing your content creation process. With CMS Hub, your developer can create a flexible content creation experience that allows you to easily create pages through a drag and drop editing experience.



### Provide more details here.

Use text and images to tell your company's story. Explain what makes your product or service extraordinary.



#### Develop without delays

## Local Web Development

Develop on HubSpot using the tools, technologies, and workflows that you prefer. Leverage tools like GitHub to handle version control, and make changes to your web assets as you're ready.

		homepage.html — local-cms-dev
	EXPLORER	somepage.html × ⋽ module.css { }
D		
	▲ LOCAL-CMS-DEV	
ρ	🔺 🚋 src	
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	Card section.module	8 <main class="body-container-wrapper"> 9 {% set placeholder = {</main>
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	Menu section.module	11 'alt': 'Stock placeholder image with grayscale geometrical mountain landscape',
	Pricing card.module	
	🖌 🗁 Social follow.module	
	{} fields json	
	{} meta.json	15 {% dnd_area "dnd_area" class='body-container body-containerhomepage', label='Main set 16
	, module.css	17 {% dnd_section vertical_alignment='MIDDLE' %}
	5 module.tml	<pre>18 {% dnd_module path='@hubspot/image', width=6, img={{ placeholder }} %}</pre>
	module.is	
	README.md	
	<ul> <li>Image: mail templates</li> </ul>	22 {% dnd_module path='@hubspot/rich_text'%} 23 {% module_attribute "html"%}
	🕨 🐂 layouts	24 <h1>This is your main headline.</h1>
	partials	25 Use this space to tell everyone about what you have to offer.
	🕨 🖿 system	
	about.html	
	blog-index.html	
	log-post.html	
	tact.html	30 {% dnd_module path='@hubspot/form' %} 31 {% end dnd module %}
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All-on-one tool

# Backed by a market leading CRM

CMS Hub comes with the HubSpot CRM baked in. With it, you're able to easily keep track of your site visitors' engagement with your site, and use that information to create tailored messaging that speaks directly to them. Keep track of how your visitors interact with your content from first page visit, all the way through to purchase & beyond.



## CMS Hub

Enterprise

\$900/month



#### Build Powerful Web-App

#### Experiences

Serverless functions, CMS memberships, APIs.

#### Gain Governance and Control a

#### Scale

Content partitioning, activity logging, custom CDN configuration, site performance reporting and API, SSO, user/team permissions

#### Extend Your Brand

Multiple brand domains, micro sites multi-domain traffic reporting.



#### Build powerful web-app experiences

## **Memberships**

Create membership based content using HubSpot lists to allow only specific customers to access a section of your website. Use this to create content for specific segments of your customer-base, or manage premium content channels. Each contact gets a personalized password and login.

## FIT HUB

#### Sign in to view this page

This page is only available to people who have been given access.



Remember Me Forgot your password?



Having trouble? Contact the admin

Build powerful web-app experiences

## Serverless Functions

Add interactive elements to your HubSpot hosted content, like event registrations, guest books, and dynamic calculators, without the need to configure an external server, SSL certificate, or data transfer process.



#### Gain governance & control at scale

## Content Partitioning

Use team permissions to give your team access to only the content that is important to them. Allow your blog team to only focus on the blogs that matter to them, while not being distracted by blogs owned by another team, or the landing pages that your acquisition team owns.



Gain governance & control at scale

## Activity Logging

Your team is growing fast, and many people across several teams have access to the content on your site. Ensure that you're able to pinpoint exactly who on your team made a specific update at any given moment with shareable activity logs. Quickly run this export, and gain governance over your site. objectName: fullName: "Victoria Gumaer" event: "UPDATED" userId: 639874 timestamp: 1582642302886 (February 25, 2020, Tue, 9:51:42am UTC-05: objectType: "CONTENT SETTINGS"} objectId: "25027954882" objectName: "www.fithub-demo.live" fullName: "Victoria Gumaer" event: "UPDATED" userId: 639874 timestamp: 1582642301036 (February 25, 2020, Tue, 9:51:41am UTC-05: objectType: "DOMAIN"} objectName: "events" fullName: "Victoria Gumaer" event "UPDATED" userId: 639874 timestamp: 1582640825248 (February 25, 2020, objectType: "HUBDB TABLE"}

#### Extend your brand

## **Multi-Domains**

If you have multiple business lines, or simply require more than just one domain, we've got you covered. Manage and measure all of your website content in one HubSpot account across multiple domains. CMS Hub Enterprise comes with two brand domains out of the box, and additional domains can be purchased as needed.

Conversatio	ons 🗸 Marketing 🗸	Sales	Automation ~ Reports	s ~	
	Domains ar	nd URLs			
	Domains	URL Redirects	Language Settings	Sitemap	
	Primary domains				
~	Website				
	Website				
~	Landing pages				
~	Blog				
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# See why CMS Hub is the leader on G2



Learn more

web content management systems from G2.

# What's new in Service Hub

# Unite Teams and Channels



#### **JIRA Integration**

Create Jira issues from a ticket record, automate and report on tickets using the workflows tool, and more

Available Now | All Product and Plans

Jira - Associate Jira issue	
Select or search for Jira issue to attach to the following HubSpot ticket: Major So Outage Issue	tware
Select Jira issue	•
Can't find the issue you're looking for? Create new Jira issue	
Attach Jira issue Cancel	

#### Logged-in Visitor Identification

Automatically identify visitors who are logged in when they chat with your team

Available Now | Professional and Enterprise plans for all products.

Target Set rules to decide which web pages your chatflow shows up on. You can also choose to show your chatflow only to specific visitors based on their identity or actions.
Website URL Target your visitors by choosing the web pages where you'd like your chatflow to appear ① SHOW CHAT
WHEN     Website URL     is all pages       + Add rule     + Add exclusion rule
Visitor information and behavior (Optional) Have more control over who sees your chatflow by adding rules based on your visitors' identity or behavior SHOW CHAT



#### Ticket Sidebar in Inbox

See contextual information when responding to conversations in the inbox

Available Now | All Products and Plans





#### **Conversation Forwarding**

# Move conversations between inboxes

In Beta | Professional and Enterprise plans for all products.

Support Inbox	«	Filter + Q	Assignee Brittany Lan	nbert • Mark	as closed More	>> ZB Zane Blade Marketing Manage
Compose All conversations	3	Zane Blade Mar 6 Hello! Lorem ipsum dolor sit am EMAIL	Re: My shoe	as are the wrong size Mar 6	<ul> <li>Move to trash</li> <li>Block sender</li> </ul>	Giant Potato Chip: Creste ticket Actions 👻
Assigned to me Unassigned	3	GB Gordon Bombay Mar 6 Hello! Lorem ipsum dolor sit am EMAIL	<b>ZB</b> 1:37 PM	23 Zane Blade ▼ I want to make a bulk order of potatoes for the entire office.	<ul> <li>Block sender</li> <li>Mark as spam</li> <li>→ Move to another information</li> </ul>	bout this contact
Email Chat Phone Forms Tickets Feedback Bots	3 0 1 2 1 0 0	Jackie Simpson Mar 6 Hellot Lorem ipsum dolor at am      EXAX		Ut enim ad minim veniam, quis nostrud exercitation ullamco la ut allquip ex ea commodo consequat. Duis aute inure dolor in reprehenderit in voluptate velt esse cillum dolore eu fugiat nul Excepteur sint occaecat cupidant non proident, sunt in culpa o deserunt mollit anim id est laborum.	lla pariatur.	ine@giantpotatoes.com Phone 336-234-6547 Contact owner Gordon Bombay Last contacted 08/26/2019 3:22 PM EDT Ufreycle atage Prospect Lead intus New City Winston-Salem
Filtered Sent Trash Connect another cha Connect Chat More			Reply To Zane	Comment Blade <b>v</b>		V Tickets (1) Associated with conversation:     My shoes are the wrong size     Open 1 day     Owner:     Definition Lambert *     Status: New *



# Scale your Support Operations



#### Advanced Team Management

View and manage agent permissions, status, and availability for live chat all in one place

Available Now | All Products and Plans



#### Enhanced Help Desk Automation

Send proactive customer communications through all ticket stages with reliable automation

Available Now | Professional and Enterprise plans in Service Hub

#### Trigger actions when a ticket reaches a certain status.

Tickets associated with chat or Facebook Messenger do not have the ability to trigger actions. Learn more. 🗹



## Multi-language Knowledge Base Provide resources to your customers in their preferred language

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Translate your knowle	dge base	
Add translations to your ca	tegories in Organize categories	
Add translations to your kr	owledge base template in Customize t	emplate



# Power Proactive Service



Knowledge Base Single Sign-on Manage authentication, registration, and access to your content

In Beta | In all Enterprise Products

#### Security

~

Single Sign-on (SSO)

Use your company's log in credentials

Require Single Sign-on to log in.

Exclude users

Edit

## Enhanced Reporting Dashboards Track and gather insights, like conversations volume and response rates, and filter by inbox and chatflow type

In Beta | Starting in Service Hub Professional



## Custom Surveys Create feedback surveys with custom questions of your choice

In Beta | Starting in Service Hub Professional





Learn more about all new Service Hub features



#### **Refreshed Solutions Directory**

Find the service provider that will enable anything for your business

Now Live | All HubSpot Users

HubSpot		Software 🔻 Pricing Re	esources 🔻 Partners 🔻 .	
	HubSpot Solutions Director			
	What do you need help with?		Q	
Industries All industries Services All services Countries All countries Languages All languages Buildeon	<ul> <li>1-45 of 4,506 results</li> <li>SmartBug.</li> <li>SmartBug Media</li> <li>Our Strategists have 104 years experience because your success depends on more than a methodology</li> <li>★★★★★★ 424</li> </ul>		Sort by: IMPACT As HubSports' 2017 & 2018 No American Agency Partner of th we've led hundreds of compare ************************************	
Budgets All budget types Additional filters	SaltedState     SaltedState     SaltedState     SaltedState     We love the big/complicated     challenges. Our global team of 07+     covers his/big/contactive.end Ve	Contraction Contr	mediajunction media junction We are one of HubSpot's most technical & proficient patters area of website design &	



## Redesigned API Documentation Site See what's possible to build on the HubSpot platform

Now Live | All HubSpot Users & Developers

	HubSpot API Docs Discover APIs, integration guides, and other documentation	
	Find any doc, guide, or tutorial	2
Introduction	Home > Introduction > Getting started	
Getting started	Getting started with HubSpot's APIs	
Analytics API Reporting	HubSpot's developer platform is a core part of our mission to empower are designed to enable teams of any shape or size to build robust integr the most value out of HubSpot.	ratic
Automation API Create & manage workflows	All HubSpot APIs are <b>built using REST conventions</b> & and designed to h many standard HTTP features, including methods ( <b>POST</b> , <b>GET</b> , <b>PUT</b> , <b>D</b> HubSpot API calls are made under <b>https://api.hubapi.com</b> and all resp	ELE
Custom workflow actions	Setting up	
CMS API Modules Templates	The best way to start building integrations with HubSpot is to <b>create a d</b> reasons for this: A developer account is where you create HubSpot apps provided with a configurable set of features and permissions. You can al <b>test accounts</b> , monitor app status and performance, or publish apps to t	s, ea so u

Documentation **v** 

Resour

HubSoot Developers

## Updates im Überblick

## Sales Hub Enterprise



### Alles was Sie über HubSpot wissen müssen:

