

Getting the Most Out of HubSpot's March 2024 Product Updates

SIMPLE STRAT

NEW & NOW SERIES

New & Now Series

What's NEW in HubSpot?

How can you drive results with these updates NOW?



Time to get excited...

- 1. All-new Content Hub
- 2. A ton of quality-of-life improvements for ALL HubSpot customers
- 3. New Al tools
- 4. Help Desk improvements

And MUCH MORE



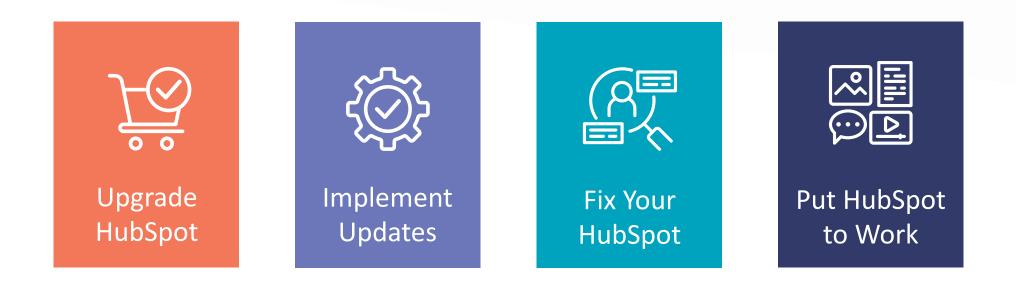


Housekeeping

- Ask questions anytime in the Zoom
 Q&A we'll answer them at the end
- The recording and slides will be sent within a day or two after the webinar
- Follow along with updates that don't apply to your license
 - A small upgrade could unlock a whole new world of growth!



Our team can help you:



at SimpleStrat.com/Consult





Tyler Samani-Sprunk

Cofounder & CMO @ Simple Strat Cohost of HubSpot Hacks









Content Hub



What is Content Hub?

- All-new hub from HubSpot for creating & managing content
 - Replaces CMS Hub & adds a bunch of new tools
- Current CMS Hub customers can:
 - Retain current website-focused features by remaining in their current license
 - OR -
 - Add the new, broader set of Content Hub features by upgrading from CMS Hub to Content Hub
- For NEW customers, blogs and landing pages are moving from Marketing Hub to Content Hub
- Membership sites/blogs will be available at the Pro level of Content Hub (currently only in CMS Enterprise)

AI Blog Post Generator

Content Hub: Starter+

CMS Hub: Basic Functionality Marketing Hub: Basic Functionality

HubS <mark>ồ</mark> t	DESCRIPTION SELECT TITLE		OUTLINE	Step 2 of 3
	Select a blog pos	title		
		MSV 🜒	Difficulty Keyword to rank intents	
	The Top 10 Office Plants for a Productive Workspace Keyword: office plants G Generate more	5400	40 C	
	Bring Life to Your Office with these Best Office Plants Keyword: best office plants Generate more	1900	31 C	
	Generate mare	< _	-	
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Al Image Generator

Content Hub: Starter+

CMS Hub: Starter+



Generate images

Describe your image

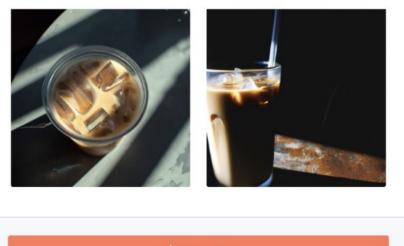
A cold glass of iced coffee sitting on a cafe table with a shaft of sunlight shining on it.

Choose a style

Style decided by AI

Select all (4)

×



🌾 🦩 Generate



Blog Post Narration

Content Hub: Pro+

CMS Hub: Pro+ Marketing Hub: Pro+





Review the AI generated audio narration before adding it to your blog post. You can also make small tweaks to the transcript and regenerate the audio narration.

Wildflower blooms in California are a surreal spectacle that takes your breath away. The vibrant hues of yellow, orange, and purple blanket the landscape, transforming it into a

As the sun bathes the fields in its golden light, the wildflowers sway gently in the breeze, creating a symphony of movement. It's as if nature itself has decided to put on a show, a arand performance that captivates all who witness it. The wildflowers beckon visitors to immerse themselves in their beauty, to stroll through fields that seem to stretch on forever. With each step, the intoxicating scent of the blooms fills the air, enveloping you in a fragrant embrace. It's a magical experience, a moment of pure connection with the natural

Add to blog post

🐐 Generate again

AI Translations



AI Translate		×
Select the language to which you'd lik	e your content translated. To	
German - Germany 🔹	French - France	-
Powered by 😳 DeepL		
How do you want to save your trans	slation?	
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Translate Cancel		

Brand Voice

Content Hub: Pro+

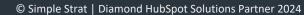
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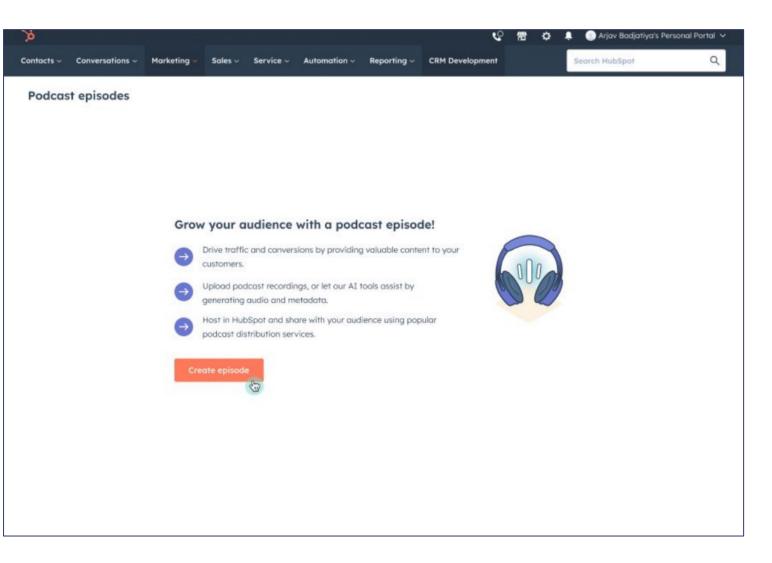
Content Remix

< Back to dashboard	Remix_Flow 1 🖉	1	Save remix workflow
Back to dashboard	Remix_Flow 1 &	Audio file 00:01 / 30:00 Transcript	Save remix workflow
Review	Review	(+)	Review



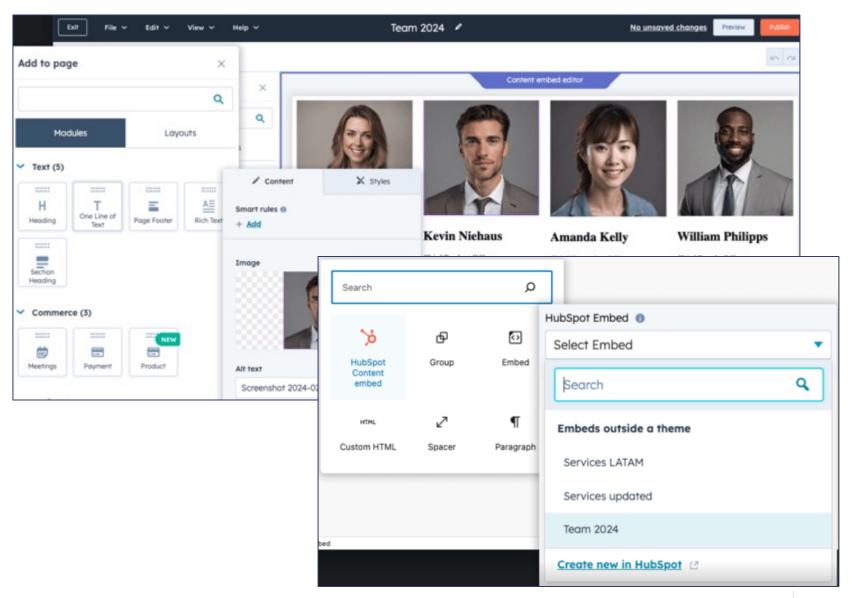


Podcasts





Content Embed





All Hubs



ChatSpot Copilot In HubSpot

- Private Beta

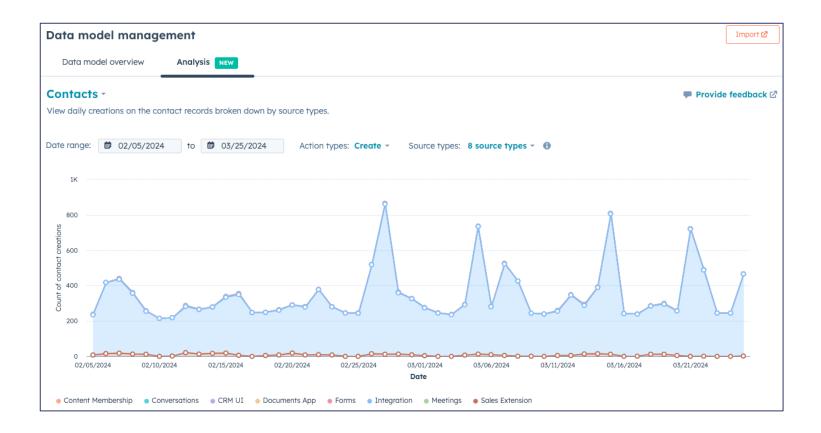
- All Hubs
- All Tiers

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Data Trends

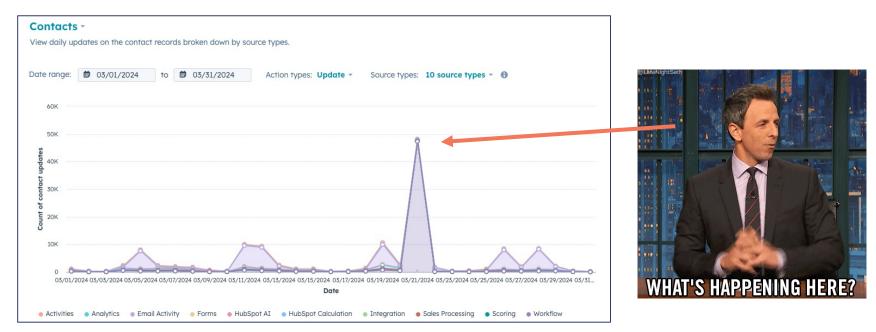
- Live - All Hubs - All Tiers





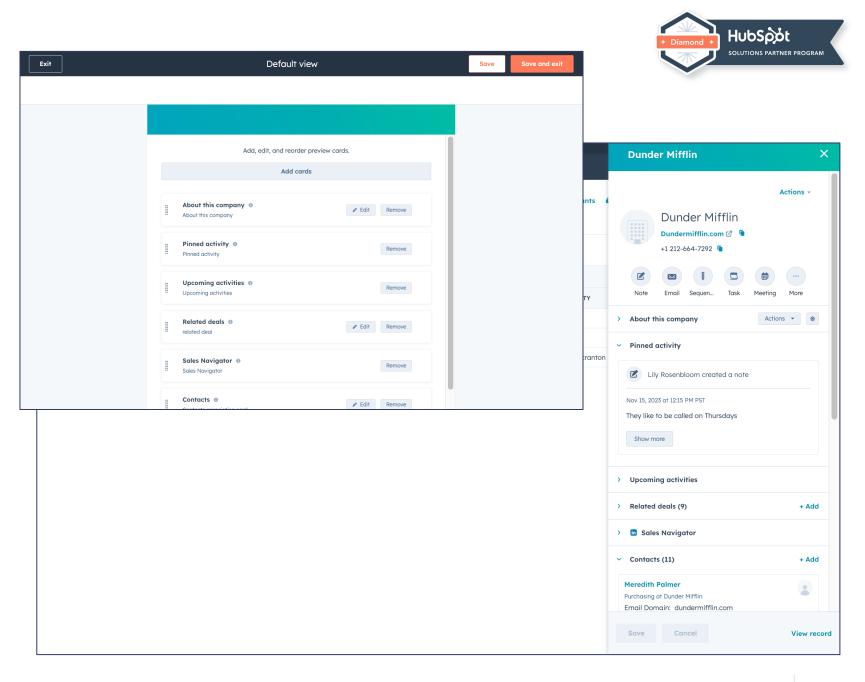
Use Data Trends Now: Answer "WHAT HAPPENED?!"

- Troubleshoot why a bunch of records were deleted
- Figure out why there was a spike in new records
- Help figure out when an issue started (eg. a major integration stopped working)
- Understand how most of your deals/tickets/etc. are created



Preview Sidebar Customization

- Live - All Hubs - All Tiers





Create Activities from Preview Sidebar

- Live - All Hubs - All Tiers

Contac	cts < Conversations < Marketing <	Sales ~ Commerce ~ Service	 Automation < Rej 	porting ~ CRM Development Hub Spa	×
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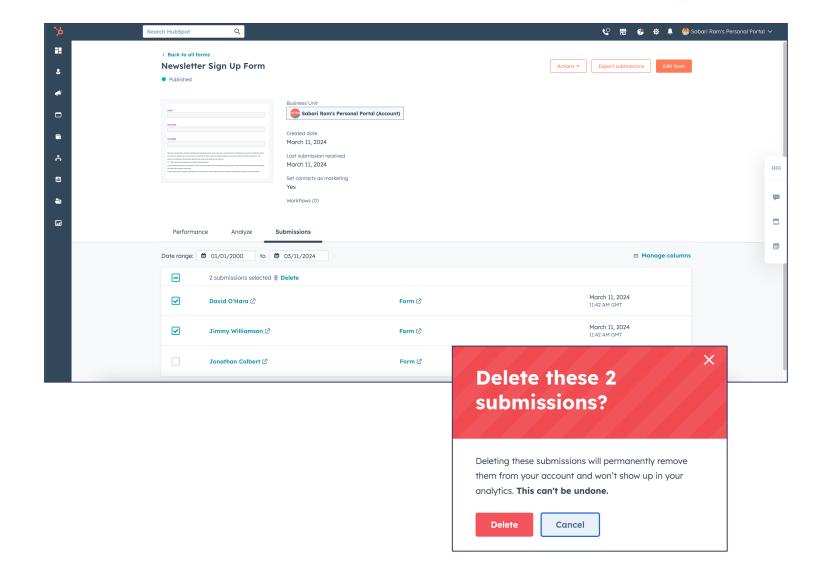


Delete Form Submissions

- Private Beta

- All Hubs

- All Tiers





Use Submission Deletion Now: More Accurate Analytics

- Delete test form submissions
- Delete spam form submissions

Performance Analyze Submissions		
Date range: 🗰 01/01/2000 to 🛱 03/11/2024		
All time Date range: All time		Save report
form_views 3	conversion rate	submissions 3



Improved File Property Experience in HubSpot's Smart CRM

- Live - All Hubs - All Tiers



Release form

+ Add file



Use File Properties Now: Store Relevant Documents

- Purchase Order
- Agreement/Contract
- Requirements documents
- Proof/troubleshooting docs for support tickets
- Resumes for recruiters
- Price list on vendor company records
- Info docs for custom records
 - Example: real estate company with properties as a custom object stores property data sheets

BH Brian Halligan chatspot.ai brian@chatspot.ai	
Note Email Call Task	Meeting More
> About this contact	Actions 👻 🕸
✓ Files	Actions 👻 🕸
Agreement	
lient agreement.pdf 🖉	$\sim \times \times$
+ Add file	
Purchase Order	
+ Add file	



Use File Properties Now: Incorporate Into Processes

- When deals advance stages, require documentation (deal conditional stage properties)
- When a "company type" property is marked as vendor, show a file property for "price list" (conditional properties)

	Dependent properties	×
	Your organization has chosen to show these properties based on your choice for "Deal Stage". Some properties may be required to continue.	
	Deal Stage	
	Closed Won	
	Amount *	
And a local division of the local division o	Close Date *	
and the second se	i 12/30/2023	
	Signed Agreement * + Add file	
	Save Cancel	



Import Now Shows Potentially Impacted Workflows and Lists

- Public Beta - All Hubs

- All Tiers

Properties in your	import are used in:			
workfi 2		LISTS 1		
	Properties in y	our import are used	in:	×
	Filter by			
	All mapped prope	rties		•
	 Workflows (2) 			
	NAME		MAPPED PROPERTIES	
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	 Lists (1) 			
	NAME	MAPPED PRO	PERTIES	
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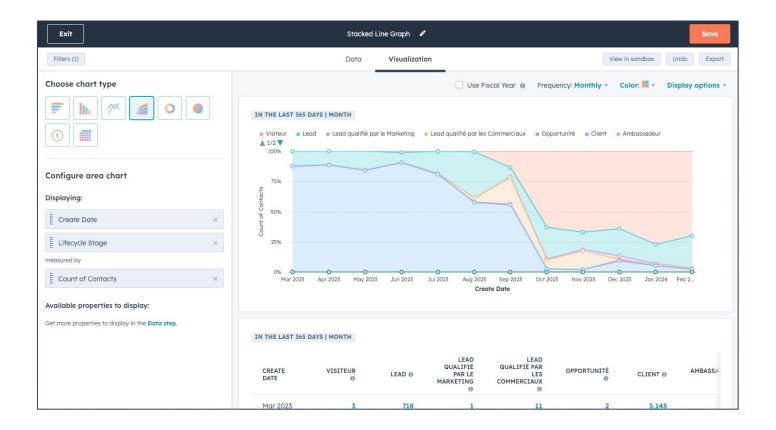




100% Stacked Charts

- Live

- All Hubs
- Professional & Enterprise

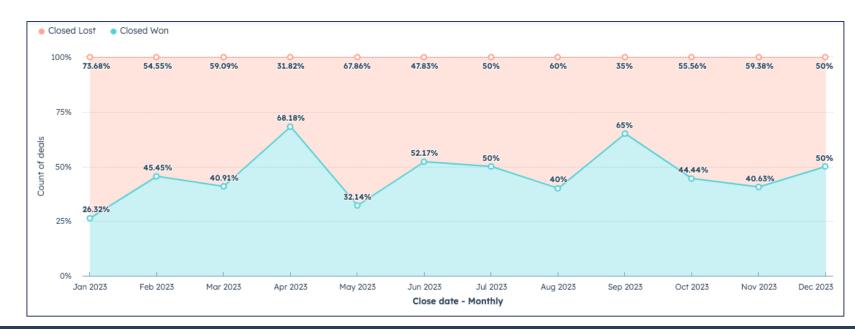




Use Stacked Charts Now: View Proportions Over Time

- Proportion of page views by source over time
- Proportion of created contacts by source over time
- Proportion of deals by original source over time
- Proportion of tickets created by support channel over time







Deal Stage Calculated Properties

- Live

- All Hubs

- Professional & Enterprise

Enroll deals when they meet these filters:

Group 1

Date entered "Contract Sent (Sales Pipeline)" is more than 7 days ago (EST) 1

G Deals **won't re-enroll** into this workflow.



+

1. Create task

Create task **Check in about contract** and assign to **Deal owner**.

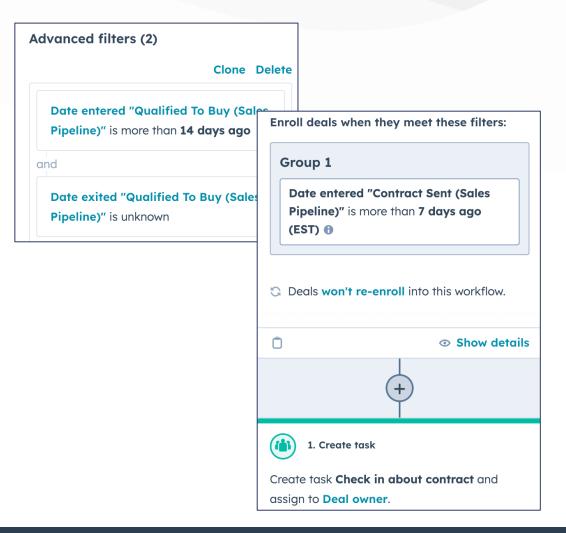
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	Clone De
Date entered "Quo Pipeline)" is more t	ilified To Buy (Sales han 14 days ago
nd	
Date exited "Quali	fied To Buy (Sales
Pipeline)" is unknow	wn

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Use New Deal Properties Now: Prevent Stale Deals

- Create saved views for your sales team:
 - Deals where date entered stage is X days ago
- Send internal notifications for deals that haven't moved
 - Workflow triggered when date entered stage is X days ago
- Send emails to buyers when deals haven't moved
 - Workflow triggered when date entered stage is X days ago
 - Works best when deals automatically advance based on buyer activity





Use New Deal Properties Now: Improved Reporting

- Report on:
 - Number of deals that have entered a specific stage over time
 - How long deals spent in stages on average in a time period
 - How long closed won deals spent in stages vs how long closed lost deals spent in stages (2 reports)
 - How time in a specific stage has changed over time





Sync Property Type

Public Beta All Hubs Professional & Enterprise

	Create a new property >	
cords in HubSpot. For examp	BASIC INFO FIELD TYPE	
	Customer Company Size	
	Sync properties are read-only and pull their value from a selected source object type.	
)	Choose the source record type	
	Company	
ups 👻 All field types 👻	Choose the source record property	
	Employee Count	
cess 🗘	Choose association labels	
an view and edit	All association labels	
	 Select association labels 	
an view and edit	Target Customer 🔹	
	Choose which Company to sync from 🖲	
an view and edit	Most recently created	
an view and edit		
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HubSpot

ARTNER PROGRAM



Use Sync Properties Now:

- Company > Contact
 - Company Name
 - Industry
 - Number of employees
 - Office address
- Company or Contact > Deal
 - Custom source property
- Company or Contact > Ticket
 - How long they've been a customer (date entered customer lifecycle stage)
 - How many support tickets they've opened in the past





Use Sync Properties Now: Replace Sync Workflows

Contact enrollment trigger	
Enfort contacts when mey meet mese miers.	Create a new property
Group 1	0
Company name is unknown	BASIC INFO FIELD TYPE
AND	Company's Name
Contact is associated to:	Sync properties are read-only and pull their value from a selected source object type.
Primary Company	Choose the source record type
And primary Company has all of:	Company
) 💿 Show details	Choose the source record property
	Company name
(+)	Choose the association label
	All association labels
1. Copy company property value	 Select association label
opy company property Company name into	Primary
ontact property Company name	This property will be synced from the Primary associated record.



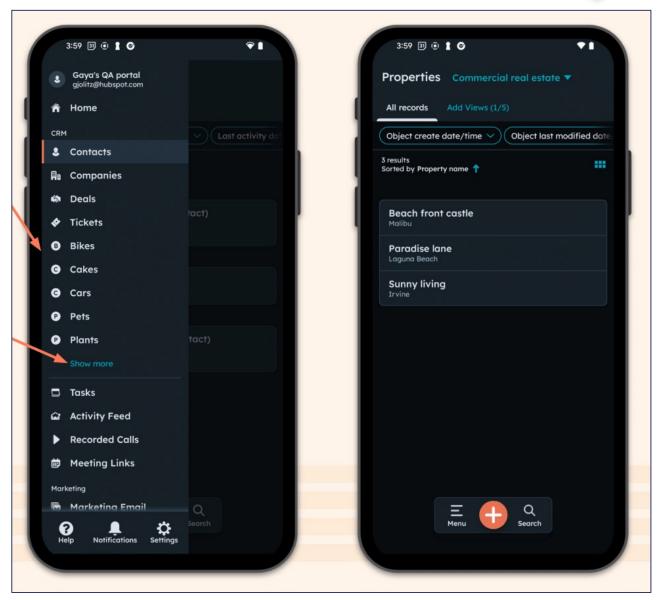


Mobile Navigation Improvements for **Custom Objects** on Android & iOS

- Live

- All Hubs

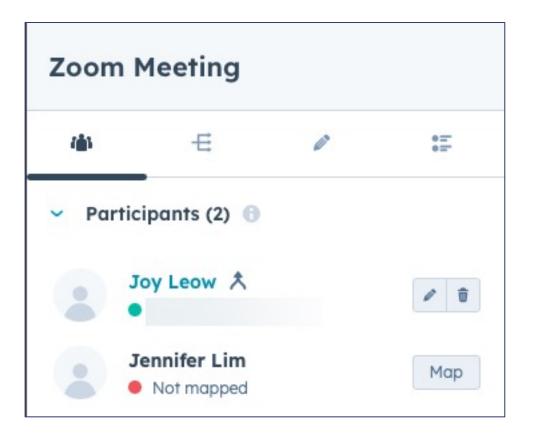
- Enterprise



Auto-mapping Now Available in the HubSpot App for Zoom Meetings

- Live - All Hubs - All Tiers







Legacy Quickbooks Online (QBO) Integration is Being Retired in Favor of the New, Data Sync Powered QBO Integration

- Sunset - All Hubs - All Tiers

Settings Q	[Legacy] QuickBooks Online	Ininstall
Your Preferences General Notifications	ACTION REQUIRED Transition to the new app before 05/14/2024 The QuickBooks Online app you're using has been replaced by a new app that supports more robust data syncing between HubSpot and QuickBooks. 27	
Account Setup Account Defaults Users & Teams Integrations	Your account does not currently have a sunset extension. This app will be permanently removed from HubSpot on 05/14/2024 unless you have received an extension. To get a legacy integration extension, contact HubSpot Customer Success.	
Connected Apps Private Apps	Begin transition process	
Marketing Contacts	Read more about the legacy QBO integration sunset and migration process 亿	



Join Us Again Soon!

FLYWHEEL FUEL SERIES () From Click to Customer: Creating

Landing Pages That Drive B2B Leads

Wednesday, April 17, 2024 12pm CST / 1pm EST

SIMPLE STRAT PRESENTED BY ALI SCHWANKE THE NEW AND NOW SERIES 汝

Getting the Most Out of HubSpot's April 2024 Product Updates

Wednesday, May 1, 2024 12pm CST / 1pm EST

SIMPLE STRAT PRESENTED BY TYLER SAMANI-SPRUNK

SimpleStrat.com/Webinars



Multi-Hub



Find Workflows by Action Type

- Live

- Marketing, Operations, Sales & Service Hubs
- Professional & Enterprise

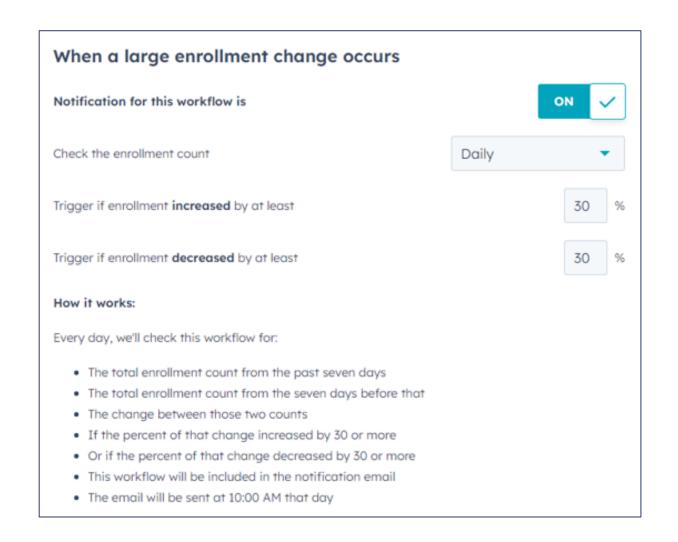
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Daily Workflow Enrollment Change Notifications

- Live

- Marketing, Operations,
 Sales & Service Hubs
- Enterprise







Commerce Hub



Accept Partial Payments on Invoices

- Live- Commerce Hub- All Tiers

ard purchases
nount less than the balance due
Payments (2) + Add
\$300.00
Payment date: 03/25/2024 12:00
Status: • Succeeded
Paid with: Check
\$100.00
Payment date: 02/13/2024 12:00
Status: • Succeeded
Paid with: Other 5000a
View associated Payments



Use Partial Payment Acceptance Now:

- Customer wants to split payment between 2+ payment methods
- Payment plan for a customer that can't pay full amount
- Initial deposit + later payment on the same invoice



Service Hub

Dependent Fields in Custom Surveys

- Public Beta

- Service Hub
- Professional & Enterprise

		Dependent Fields 🖌	Review	w and publish	
earn more	Survey	Options Thank you Automation NEW		Actions *	
Done					
Question Logic NEW	•••		_		
If the question		Take our survey and let us know what you thought of your most recent purchase from	n our store.		
favourite pet		Email *			
contains any of		Email *			
Select		Feedback property: favourite pet			
Then show		What is your favourite pet? *			
Question type:		Cat Parrot			
Radio		⊖ Iguana ⊖ Hedgehog			
Feedback property:					
Please choose a question to show 🔹		Submit			
Question					
Question		This survey is a service from Sabram Inc.			
Help text 0		Question	Logic	NEW	
Save Casel		-			
		✓ Rules			
Feedback property: favourite pet		If favourite pet contains any of D	og then show		_
poperty			og men snow	Ø	៙
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		If favourite pet contains any of P			Ū
What is your favourite pet? *		If favourite pet contains any of P			-
What is your favourite pet? *					-
What is your favourite pet? * Dog Cat 		If favourite pet contains any of P		0	-



HubSpot solutions partner program



Use Dependent Survey Fields Now: Get Relevant Insight

- Dial in on the "why"
 - If someone responds negatively to a satisfaction question, ask what could be improved
 - If someone responds positively to a satisfaction question, ask what they enjoyed most
- Allow customers to determine how much feedback they want to provide
 - Ask essential questions
 - Ask if they would like to continue answering questions
 - Ask additional questions if yes



Help Desk Access for Non-service Users

- Live

- Service Hub

- Professional & Enterprise

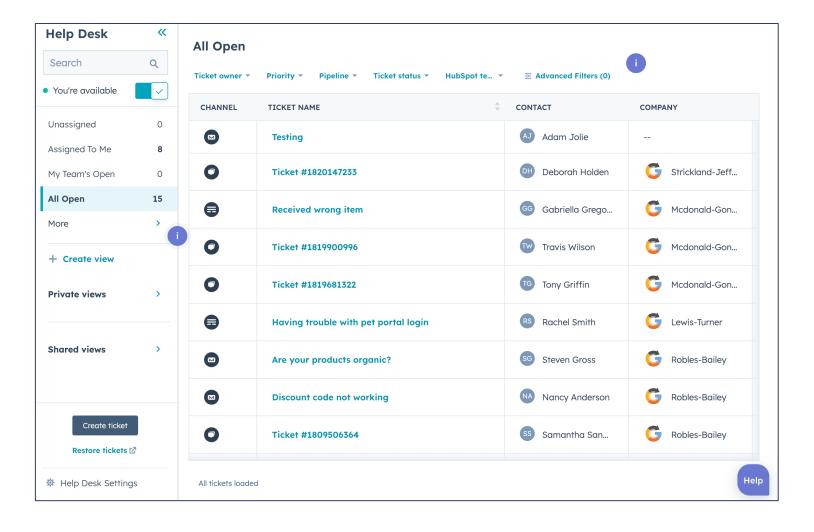
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Help Desk	***	Tab	el sumer •	Priority • Pipeline • Tablet status • HubSpot team	 Movement Efforts (2) 			
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My Mentions	ँ		•	heliof	C Yamin Wong	-	Mor 19, 2004 8:25 PM	
			•	New enail channel connected to MubSpot	Morio Johnson	(43) (44)	Mor 19, 2034 8:22 PM	
			•	New form channel connected	Morio Johnson	-	Mor 19, 2014 8:22 PM	
				•	New ernell channel connected to Mub/Spot	Morio Johnson	182	Mor 19, 2014 8:21 PM
			0	Ticker 4951505810	2 Unknown Visitor	(m)	Mor 18, 2024 8:86 PM	
			•	Ticker 4951497031	2 Unknown Visitor	140	Mor 18, 2024 6:56 PM	
			•	Ticker 4151500349	2 Unknewn Visitor	-	Mor 18, 2024 8:55 PM	
			•	Ticket #151349350	 Unknown Visitor 	352	Mor 38, 2024 4:55 PM	
			•	Ticket #151364853	🚊 Unknown Visitor	(#)	Mor 38, 2024 4:52 PM	
	-		•	Ticket #151365045	L Unknown Visitor	199	Mor 38, 2024 4:27 PM	
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Connect WhatsApp to Help Desk

Private Beta Service Hub Professional & Enterprise

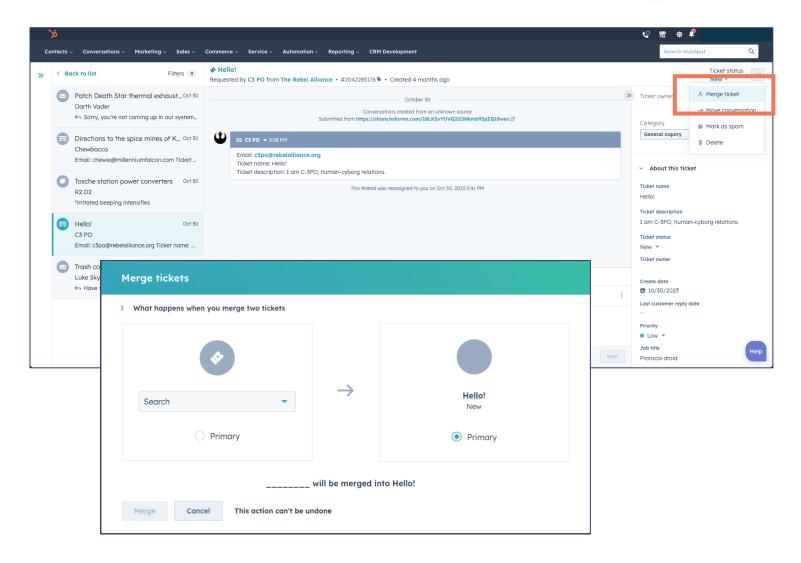




Ticket Merging in Help Desk

- Live

- Service Hub
- Professional & Enterprise





Operations Hub



HubSpot Al Location Formatting Suggestions for Contacts

- Live

- Operations Hub

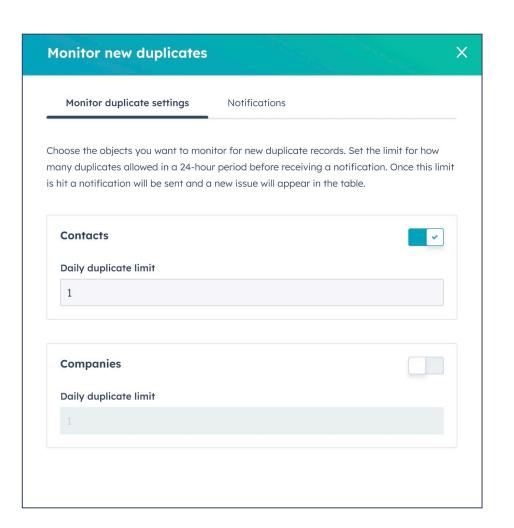
- Starter, Professional, & Enterprise

CONTACT	ISSUE	CURRENT	PROPOSED FIX	ACTIONS ()
Email Test cjankowski+50@hu	• The value is empty	Timezone 	Timezone UTC -04:00 Americ	Accept Reject
	• A different format may be preferred	State/Region MA	State/Region Massachusetts	Accept Reject
		Postal code 02139		
		Country United States		
		^{City} Cambridge		
Campaign Test cjankowski+51@hu	• The value is empty	Timezone 	Timezone UTC -07:00 Americ	Accept Reject
		Country United States		
		State/Region California		

Proactive Alerts for New Duplicate Records

- Live

- Operations Hub
- Professional & Enterprise







Marketing Hub



Al Assistant: Preview Text Generation

Public BetaMarketing HubAll Tiers

			Edit	Settings	Sending	
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	🙂 🎩 Person	alize 🔶 Generate	BETA			
	Add smart rule					
	Preview text 0					
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	ate preview tex					
Preview text ic	leas are generated fro	n your email body conter	1†.			
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Hurry and	spaa areat deals on hi	h-quality clothing before				
the end of		in quanty clothing before	+	lore like this	Insert	-
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	Campaign 🖯					
	Select a campai	ŋn				•

Al View and Filter Available on the Marketing Email Manage Page

- Public Beta

- All Hubs

- Professional & Enterprise

Marketing Email 38 marketing emails Manage Analyze Health						< Back AI generated is equal to True False	0
All emails X O Drafts O Se	cheduled	• Sent	 Archived 	∜ AI	+ Add v	vi is not equ	
Campaigns - Email types - Users and teams -	Subscriptions *	Advanced filters (1)				is unknow	
Search marketing emails Q						Apply filter	
EMAIL NAME 🛛	DELIVERED	OPEN RATE	CLICK RATE	↓ LAST UPDATED AT (GMT) ⊕	÷	1	
Blog RSS Email Published Daily RSS email	0	0%	0%	January 10, 2024 10:19 AM			
November Newsletter Oraft Regular email	0	0%	0%	January 10, 2024 10:18 AM		1	
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Marketing Home – A New Centralized View of All Your Marketing Efforts

- Private Beta

- Marketing Hub
- Professional & Enterprise

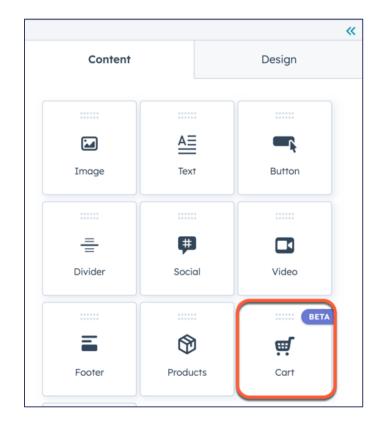
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	Marketing Home			
S CRM	My Tasks	Go to tasks 🖉	My Calendar	Go to calendar 🗹
🛹 Marketing				
Content	Due today Over		Friday 15 March 2024	
Commerce	STATUS NAME		Add new images to Friday's blog post 18:00 GMT 15 Mar 2024	
ቶ Automations	Create social post for G	2 campaign	St. Patrick's Day Promo Email 20:00 GMT 15 Mar 2024	
Reporting & Data	Add new images to Fric	day's blog post	Create social post for Q2 campaign	
a Library			20:00 GMT 15 Mar 2024	
CRM Development			Saturday 16 March 2024	
	Activity Feed		Form submission totals	
	Filter by: All activities - All users -		IN THE LAST 30 DAYS FILTERS (1)	
	DD/MM/YYYY to DD/MM/	YYYY	FORM	FORM TYP
			VEP-785 IZ	Regular



Abandoned Cart Email Module (Shopify Data Sync)

- Private Beta

- Marketing Hub
- Professional & Enterprise





Questions & Answers

Book a call at SimpleStrat.com/Consult for personalized help.