

WhatsApp for HubSpot

HubSpot is a specially developed system for your business that gives you the ability to send emails, communicate directly with customers, keep track of company data.

Connecting HubSpot and ChatArchitect synchronizes your contacts and speeds up the process of interaction with the client.

After connecting, you will be able to customize your account according to your needs, as well as contact any of your clients. Follow the instructions to set everything up correctly and make it easier for yourself to interact with the program in the future.

Installation instruction

1. First of all, install our application via the link (first, log in to your HubSpot account, then enter the keys that we will send you after the connection is completed)

<https://wa.chatarchitect.com/email-hubspot/>

2. Then enter the keys that we sent you

Adding an account

APP ID

APP ID

APP SECRET

APP SECRET

Email address

support@27010890.eu1.r.hubspot-inbox.com

Save

Personal cabinet

3. After connection is completed, click "Proceed to HubSpot" button

All necessary Settings complete. You can proceed to HubSpot and write your first message to WhatsApp

Add account

List of accounts

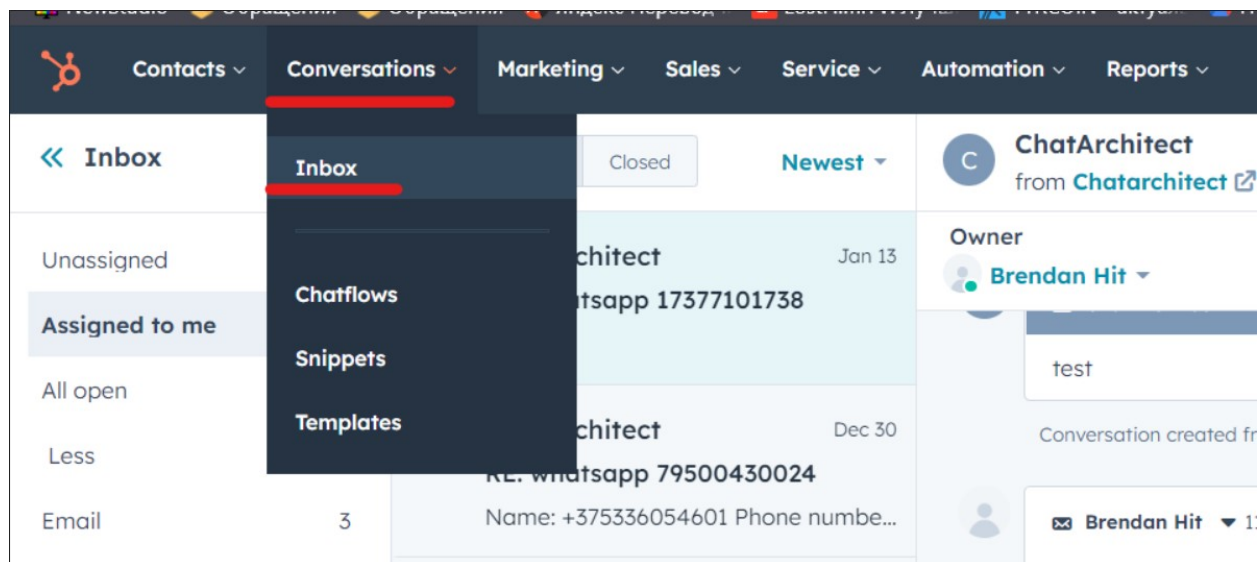
79180800759 support@27010890.eu1.r.hubspot-inbox.com

Proceed to Hubspot

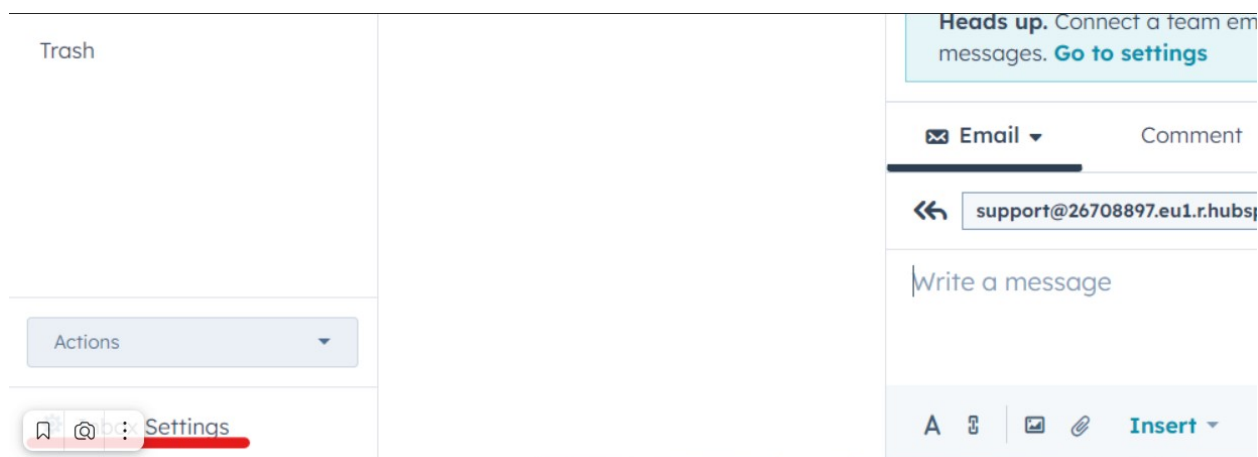
Re-install the application

Instructions

4. After installation, go to the tab Conversations - Inbox



5. Next, click on Inbox settings



6. In the HubSpot fallback email subsection, click Edit

NAME	STATUS
You haven't connected any channels Manage all your conversations in one place by connecting your email, forms, chat, and Facebook Messenger. Connect a channel	

HubSpot fallback email

This fallback HubSpot address was automatically created for you when you first set up your account, making it easier to configure workflows and automation.

 chatarchitect.com (support@26708897.eu1.r.hubspot-inbox.com) Hosted email (HubSpot fallback)	Use for sending ⓘ Turned off Edit
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7. Check the box Use the HubSpot email for sending messages and save it

Settings

- Your Preferences
 - General
 - Notifications
 - Security
- Account Setup
 - Account Defaults
 - Users & Teams
 - Integrations
 - Marketplace Downloads
 - Tracking Code
 - Privacy & Consent
- Data Management

Channels SLAs Access

Channels > chatarchitect.com (support@26708897.eu1.r.hubspot-inbox.com)

chatarchitect.com (support@26708897.eu1.r.hubspot-inbox.com)

Configuration Automation

This fallback HubSpot address was automatically created for you when you first set up your account, making it easier to configure workflows and automation. Enable this address for sending and set the information contacts will see when they receive an email from you.

☒ Use the HubSpot email for sending messages

Turned on for sending

Send from

From name ⓘ

Agent and company name

Agent name from chatarchitect.com

Preview

What contacts will see in the 'from address' email from this shared email address



Brendan Hit from chatarchitect.com
<support@26708897.eu1.r.hubspot-inbox.com>

Save Cancel

You've changed 1 setting.

8. Now you can check your incoming messages. To do this, send a message to your

number which you have linked to CRM. The message should appear in the "Conversations -> Inbox tab"

The screenshot displays the HubSpot interface for managing conversations. The top navigation bar includes tabs for Contacts, Conversations, Marketing, Sales, Service, Automation, and Reports. The left sidebar shows the 'Inbox' tab with a search bar and filters for 'Open' and 'Closed' status, sorted by 'Newest'. A list of messages is shown, including one from ChatArchitect with the subject 'RE: whatsapp 17377101738' and another with 'RE: whatsapp 79500430024'. The main panel shows a detailed view of a conversation with ChatArchitect, including a message from 'Brendan Hit' and a system message about connecting a team email. The bottom of the panel has a 'Write a message' section with a text input and a 'Send to 2 people' button.

9. To send messages via HubSpot follow these instructions

https://support.chatarchitect.com/l_eng/knowledge_base/item/298533?sid=63122

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