



Technical Document:

**Nua Talker Agent
Manager: HubSpot
Integration**

Nua Technology SAS

August 2nd, 2023



1. Last Changes

Lista de distribución

By	Date	Phone/Fax/email
Nicolas Parra Santamaria	08/02/2023	nicolas.parra@nuatechnology.com +57 317 4240931

To	Action*	Teléfono/Fax
HubSpot Support Team	Check	support@hubspot.com

*Action: Report, approve, check

Historial de la versión

Version n°	Version Date	Reviewed by	Description	File Name
1.0	08/02/2023	Felipe Díaz Sánchez	Initial version	TechSpecs_NuaTalker_Agent_Manager_20230802.pdf



Nua Talker: HubSpot Integration



2. Overview

The present document shows how to integrate Nua Talker Agent Manager into your HubSpot customer accounts. The integration starts from the installation of our workflow action and the use case of this one.

Nua Talker allows the triggering phone number calls to our contact center solution from HubSpot workflows.

Our solution has the following functionalities:

- Call Trigger: This action allows you to call contacts using our contact center solution.



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Nua Talker: HubSpot Integration



4. Previous considerations

In order to ensure a correct integration, please bear in mind the following considerations:

- You must contact the Nua Talker team, complete your tax profile and add balance to your company.



5. Installation

In order to integrate Nua Talker with HubSpot, you must be able to have a meeting with the sales Nua Talker Team to share the URL to connect Nua Talker with your HubSpot account.

Url example:

[https://app.hubspot.com/oauth/authorize?client_id=XXXXXXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX&redirect_uri=https://xxxxxxxx.execute-api.us-east-1.amazonaws.com/main/authenticate/v1/ntam&scope=contacts](https://app.hubspot.com/oauth/authorize?client_id=XXXXXXXX-XXXX-XXXX-XXXX-XXXX-XXXX&redirect_uri=https://xxxxxxxx.execute-api.us-east-1.amazonaws.com/main/authenticate/v1/ntam&scope=contacts)

Once our customer opens that link, you will be redirected to Hubspot, where all your accounts will be displayed:

Choose an Account

NAME	DOMAIN	PRODUCTS
		Sales Enterprise Service Enterprise Marketing Enterprise

Select the account you want to connect to and accept the permissions:



Conectando Nua Talker a HubSpot

Nua Talker

por nuatalker.com

Esta aplicación solicita acceso a tu cuenta de HubSpot. Continúa conectando si aceptas.

- Contactos**
Esto incluye prospectos y listas.
- Funcionalidad básica de OAuth**
El scope básico necesario para OAuth.

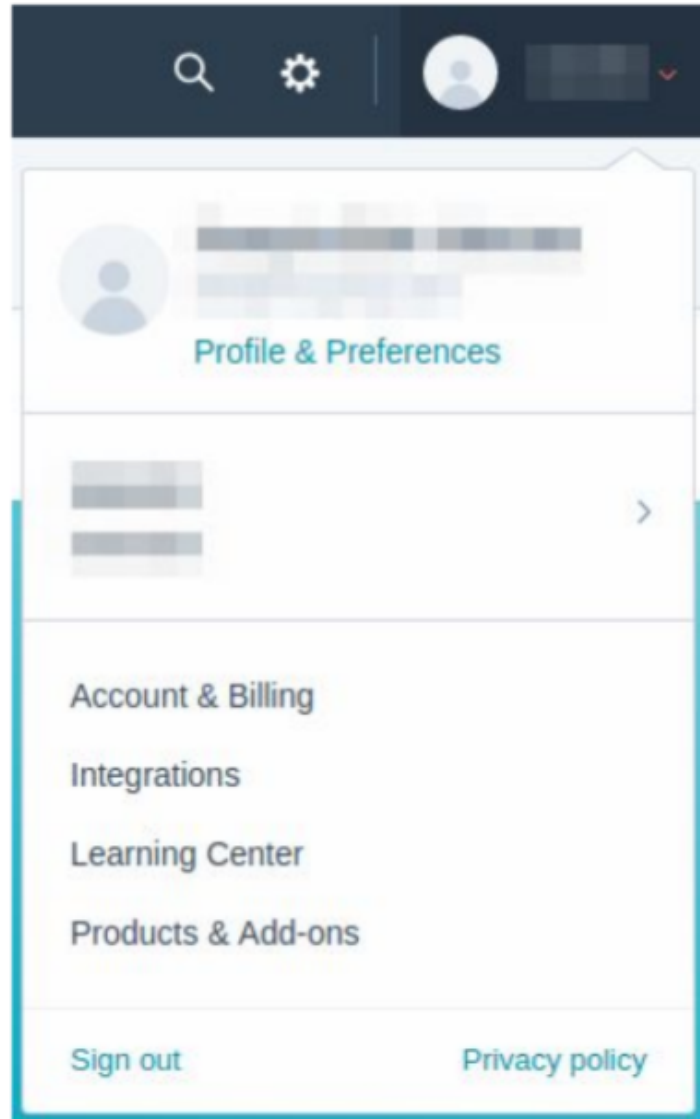
[Conectar la aplicación](#) [Cancelar](#)



After accepting the permissions you will be redirected back to Nua Talker where, if everything went well, your account will now appear as connected as follows.

La cuenta a nombre de la empresa Nua Technology se ha vinculado a Nua Talker correctamente. Ya puede cerrar esta pestaña.

Once connected to Nua Talker, you can check if the connection to Hubspot has been successfully made. To do this, go to the Integrations menu, located inside your Profile tab on the upper right side of the screen.





Here you can check the applications integrated with Hubspot. If the integration does not appear here, please contact our support team at soporte@nuatechnology.com



Aplicaciones conectadas


Todas las aplicaciones Alertas

Buscar aplicación 

 **Nua Talker**
Desarrollado por Nua Technology

Acciones ▾

By clicking on the Actions button you can find other contact information.

 **Nua Talker**
Desarrollado por Nua Technology

Acciones ▾

- Contactar con asistencia técnica
- Desinstalar



Contactar a asistencia técnica de Nua Talker ✕

Nua Talker proporciona esta aplicación y asistencia técnica.

Correo
soporte@nuatechnology.com

Teléfono
+5715800545

Listo



6. Functions

Nua Talker Agent Manager allows the triggering of calls from our contact center solution by triggering automatic phone calls using our predictive dialer. Our solution has the following functionalities:

- Call Trigger: Send contact phone numbers to our system to be called by a group of agents in the contact center solution.

Nua Talker in your workflows.

You can add Nua Talker to your WorkFlows whenever you need.

In order to do so, you only have to click on  **add an action.**



Within the actions available in the popup menu on the right side of the screen, you will find the Integrations section and also the following options:

Call Trigger

Triggering massive phone numbers or your contacts. Personalize which queue of agents will call them, our action automatically gets the phone number and assigns the call to one of your contact center agents. Once the call is hung up, a contact's activity is created on the contact page, registering the call duration and the call recording.