

The Mitto logo features the word "mitto" in a white, lowercase, sans-serif font. A white arrowhead points to the right from the top of the letter 'o'.The HubSpot logo consists of the word "HubSpot" in a white, sans-serif font. The letter 'o' is replaced by an orange icon of a person with arms raised, resembling a robot or a person celebrating.

HUBSPOT INTEGRATION

How To Get Started

Build powerful marketing campaigns from HubSpot using Mitto's integration for WhatsApp and Viber. HubSpot users can quickly and easily leverage Mitto's solution in just a few simple steps.

We will show you how to start easily and send messages directly from HubSpot.

PART 1

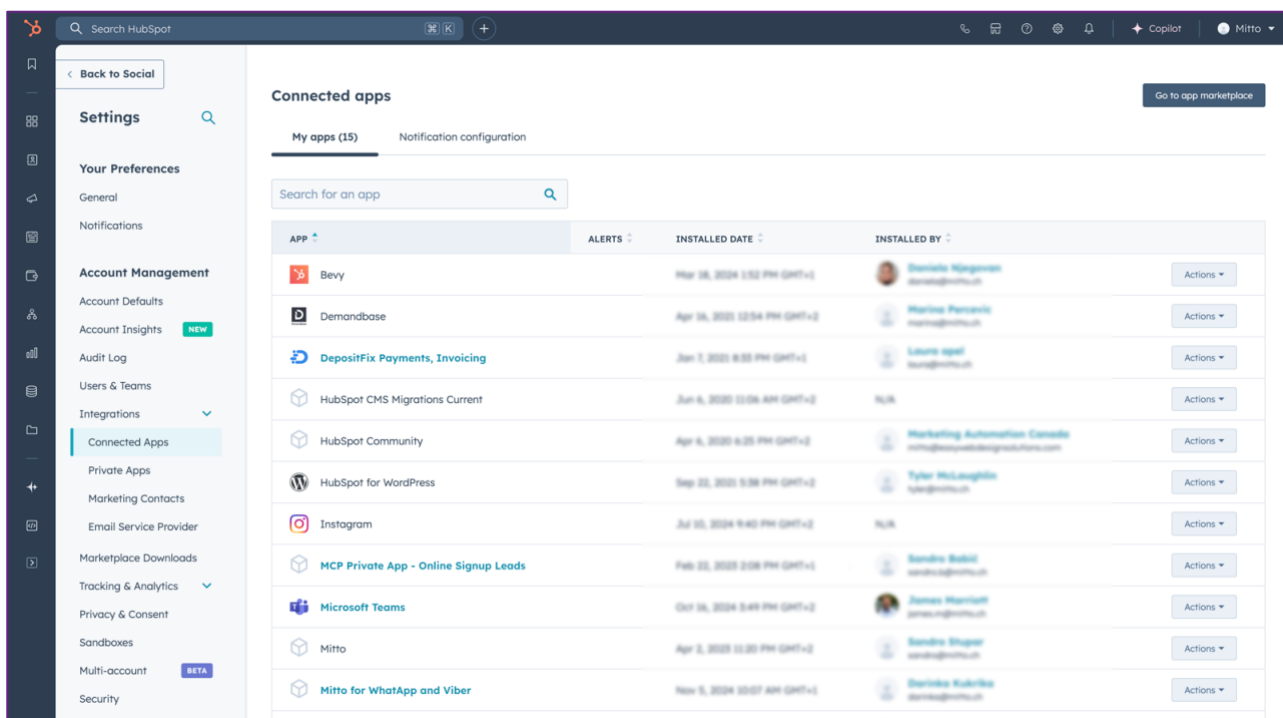
MITTO INTEGRATION

Prerequisites:

- HubSpot account
- **Mitto account:**
 - **Guide** – [How to create Mitto account](#) and find API keys
 - **Guide** – [How to create WhatsApp templates](#)

With **HubSpot's App Marketplace**, you can integrate tools you need for your business with your HubSpot account.

- From your HubSpot account navigate to **Settings > Account Setup > Integrations > Connected Apps**



- Click to the **Go to app marketplace** button
- Search for **Mitto for WhatsApp and Viber**
- Click to the **Mitto for WhatsApp and Viber** application
- On the listing page, click to the **Install app** button

Mitto for WhatsApp and Viber

Boost your marketing metrics with popular chat apps.

[View setup guide](#)
Install app

Overview
Features
Shared data
Pricing
Reviews

3/4 - WhatsApp template message

Details

Provider
[Mitto AG](#)

Total installs
<10 installs

Categories
Live Chat
Marketing Automation

Languages this app is available in
English

Requirements

HubSpot Account Permissions
No HubSpot permissions required. Mitto for WhatsApp and Viber may request additional permissions while connecting.

Mitto AG Subscription
[Free plan](#)

Resources

- [Setup guide](#)
- [Company website](#)

Mitto for WhatsApp and Viber Integration Overview

Mitto is taking HubSpot marketing workflows to a new level with omnichannel messaging supporting WhatsApp and Viber as part of our integration. Adding these channels to lifecycle marketing efforts allows you to reach 2 billion users on WhatsApp and 1.1 billion on Viber. Both channels help you to build credibility and trust with customers through a verified commercial account. Boost your marketing metrics with popular chat apps and rich messaging experience for more

- Choose your account you want to connect and click **Connect app** and allow Mitto to connect to your data.

Connecting Mitto for WhatsApp and Viber to Hub...

This app hasn't been reviewed or approved by HubSpot
Make sure you trust this developer before connecting it to your account

Mitto for WhatsApp and Vi...

by [mitto.ch](#)

This app is requesting access to your HubSpot account. Continue connecting if you agree.

Manage and view your CRM data

- View details about property settings for contacts.
- View properties and other details about contacts.

Create timeline events

Grants access to manage custom activities on HubSpot CRM records. This includes creating or updating records.

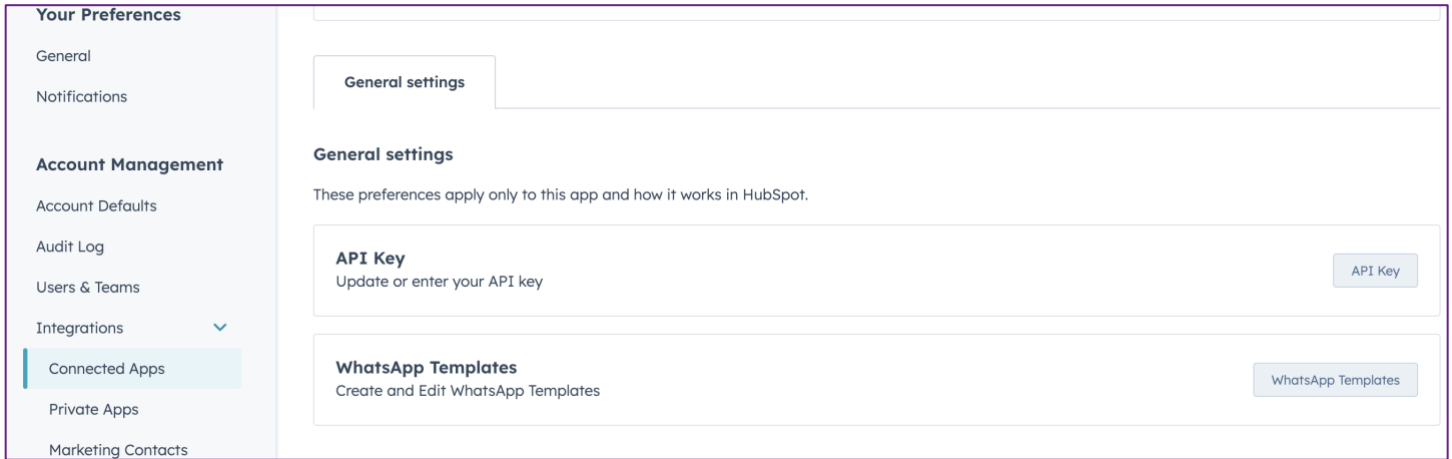
Basic HubSpot account information

This includes your user email address and the account's primary domain.

Connect app
Cancel

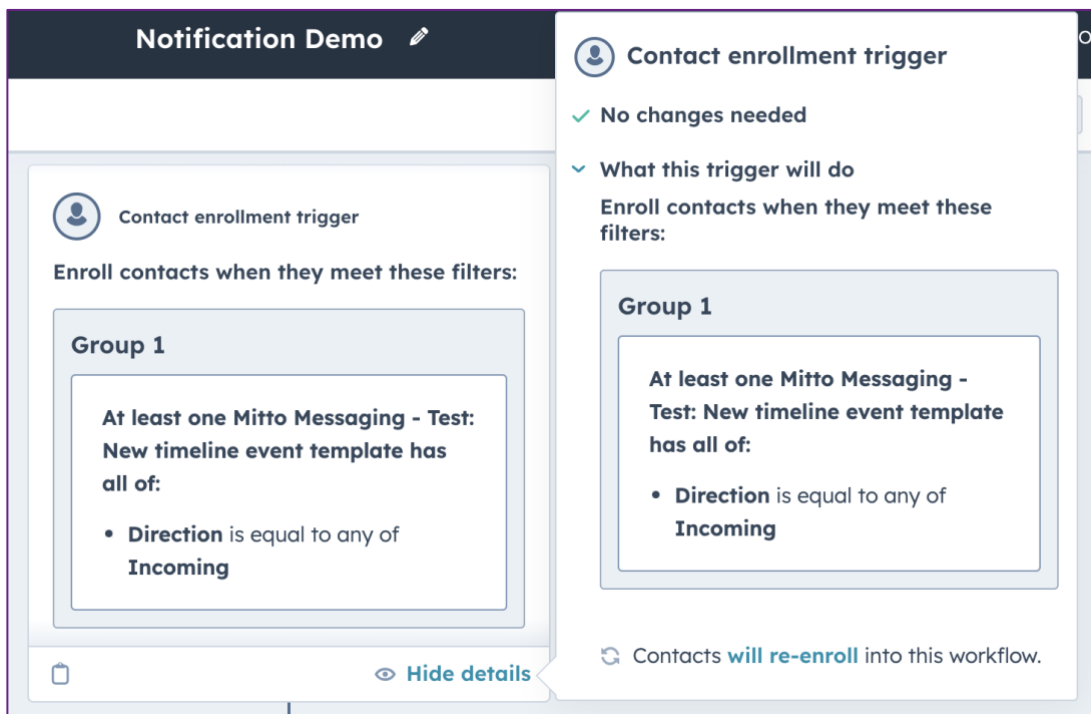
This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

- Now you will see it under your connected apps. Under **Actions**, go to **Settings** and setup Mitto integration by **adding your API key** and registered **WhatsApp templates**.
 - **Guide** – [How to create Mitto account](#) and find API keys
 - **Guide** – [How to create WhatsApp templates](#)

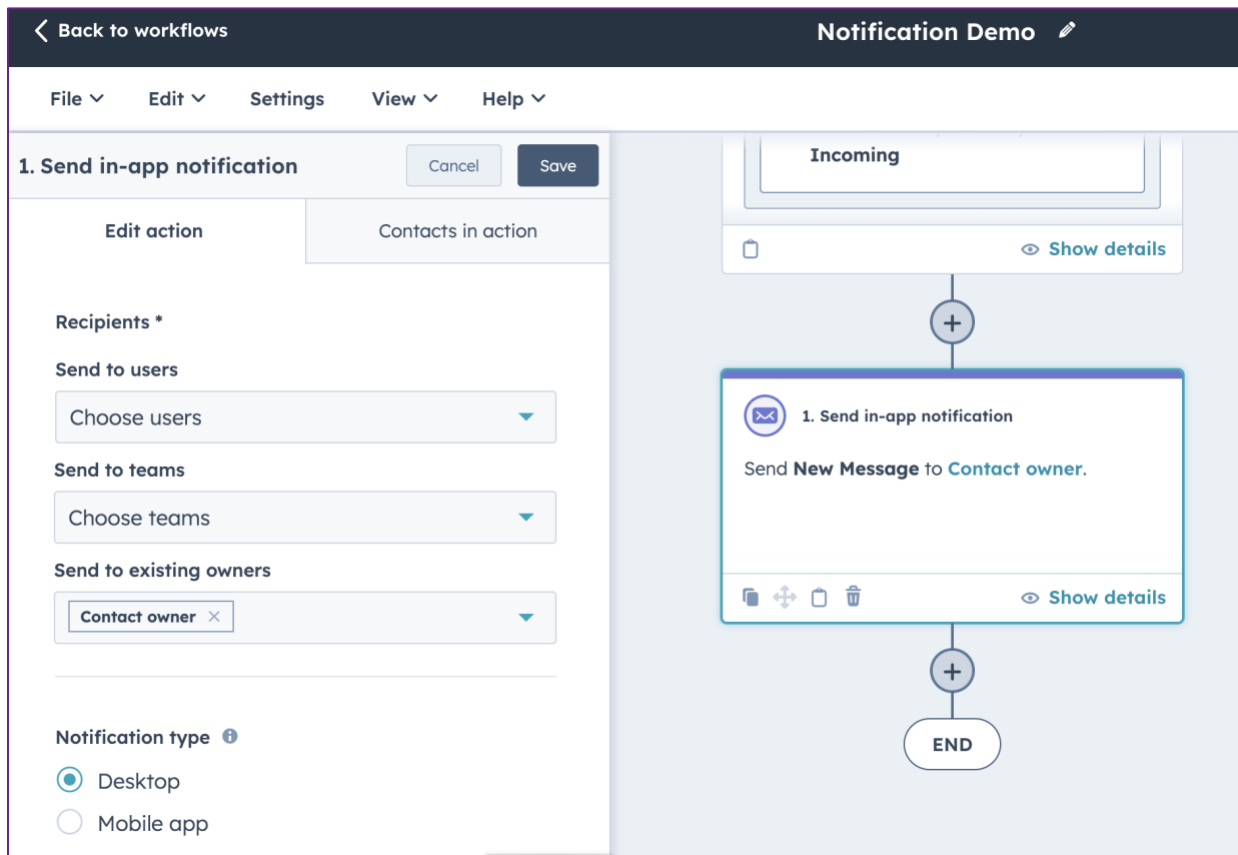


NOTIFICATIONS FOR REPLIES: If you plan to use **two-way chats** with your Contacts and you want to receive notifications once a person replies, you need to set this up in Automations – Workflows.

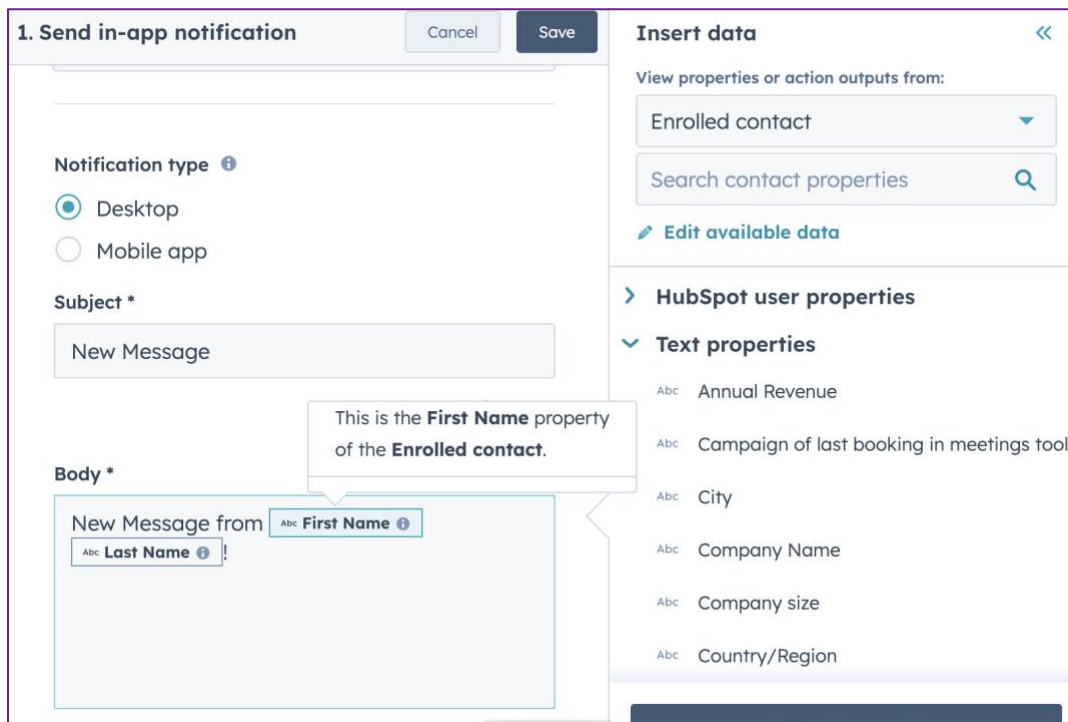
- Go to Automation – Workflows in your side menu
- **Set up enrollment trigger** like this:



- Add in-app notification step



- Create notification message, you can add contact properties such as name.

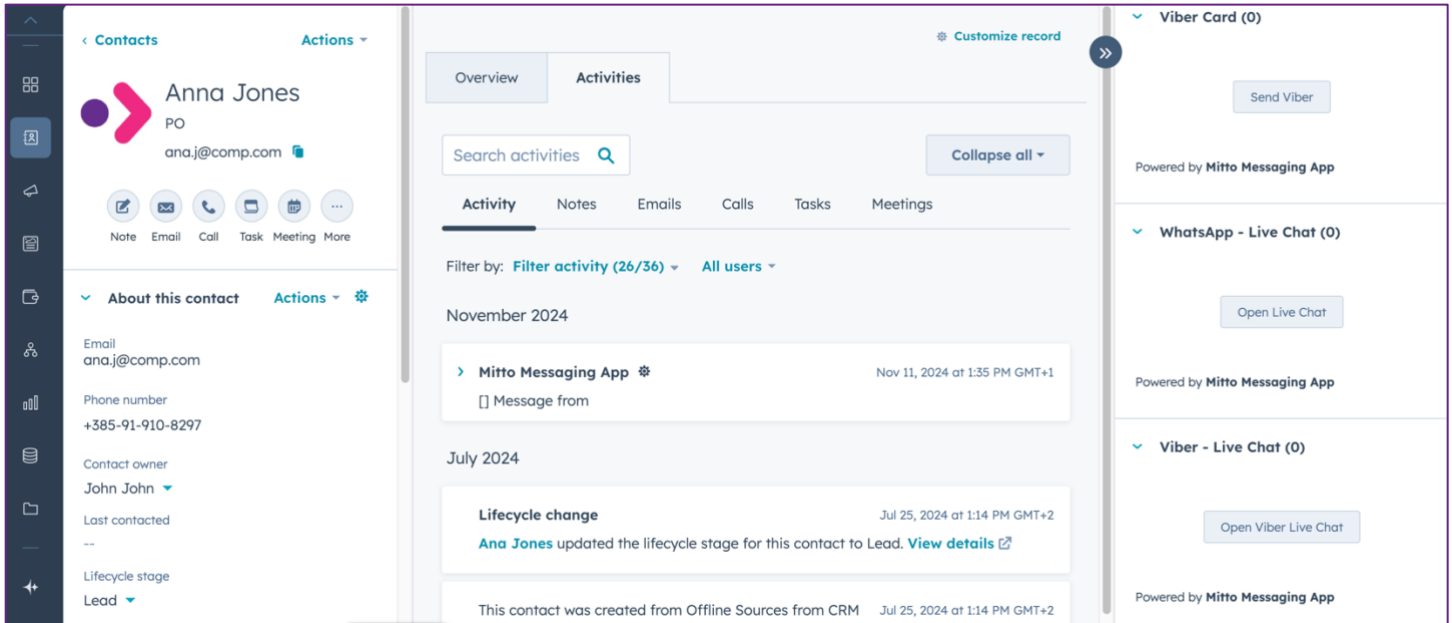


PART 2

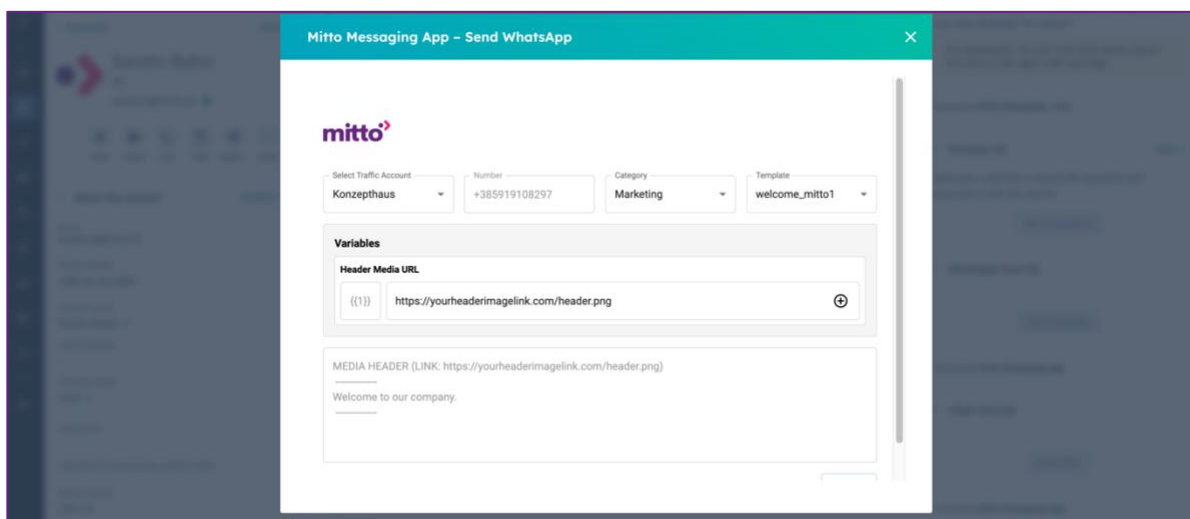
INTEGRATION FEATURES

Single message or two-way chat

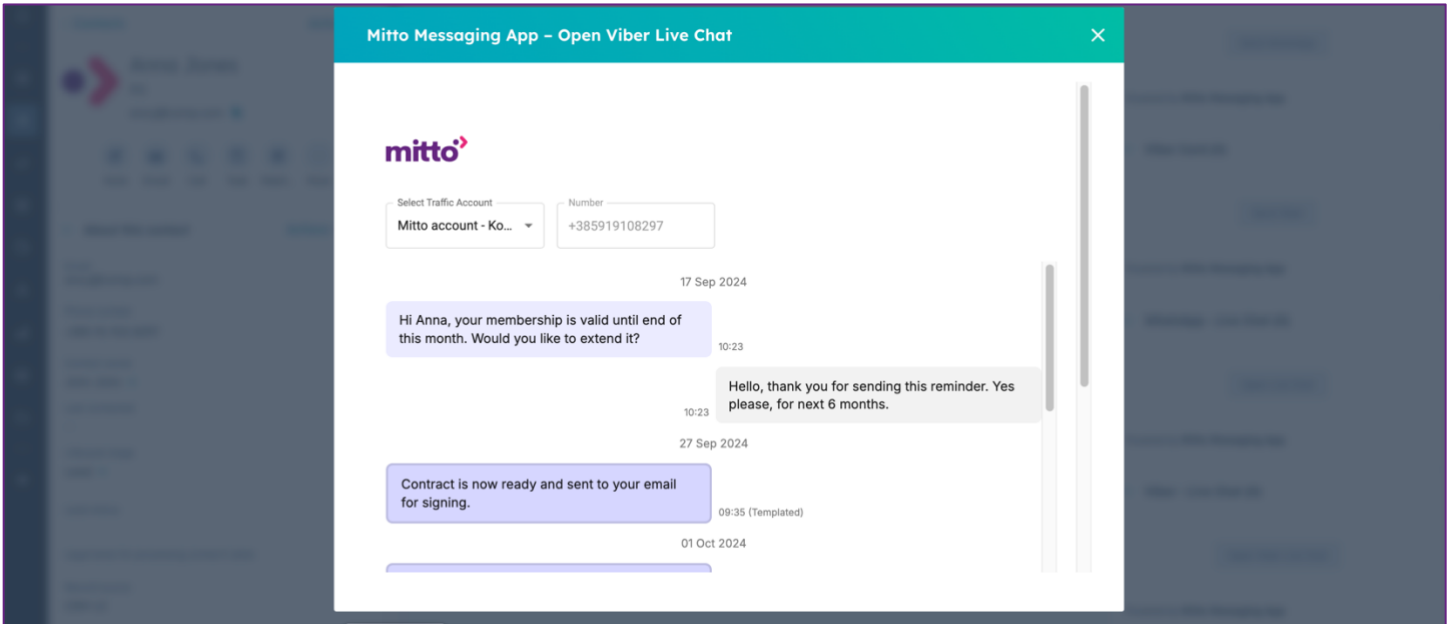
Open any of **your HubSpot Contacts**, and use **Mitto boxes in the side panel** to send Viber or WhatsApp.



- You can send a single message – for WhatsApp you need to use registered templates.



- You can start a two-way chat. For WhatsApp rules for timed messaging window apply and you need to start conversation with templates, for Viber you can simply send a message.



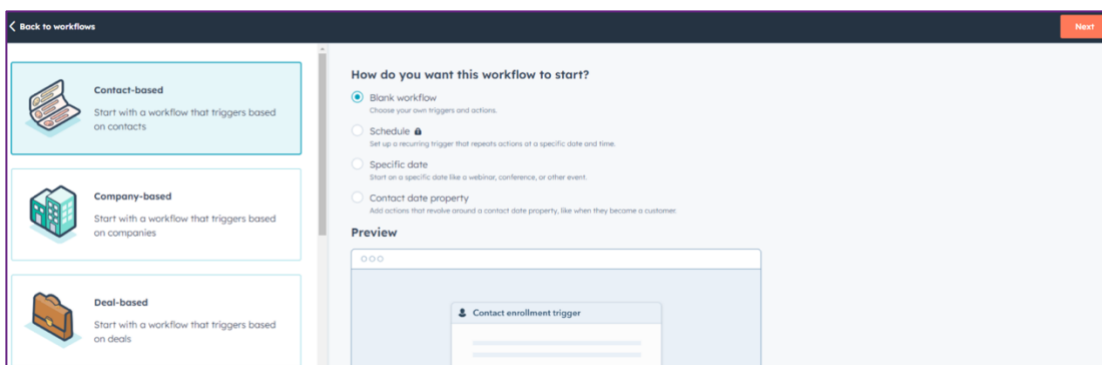
Send Messages to Group of Customers with Workflows

Send targeted campaigns to a large number of people at once using Workflows. Filter by any HubSpot criteria and target people from a specific industry, title, geographic location, or company. Personalize messages based on these criteria to better connect with your customers.

Add WhatsApp or Viber Message to Automated Workflows

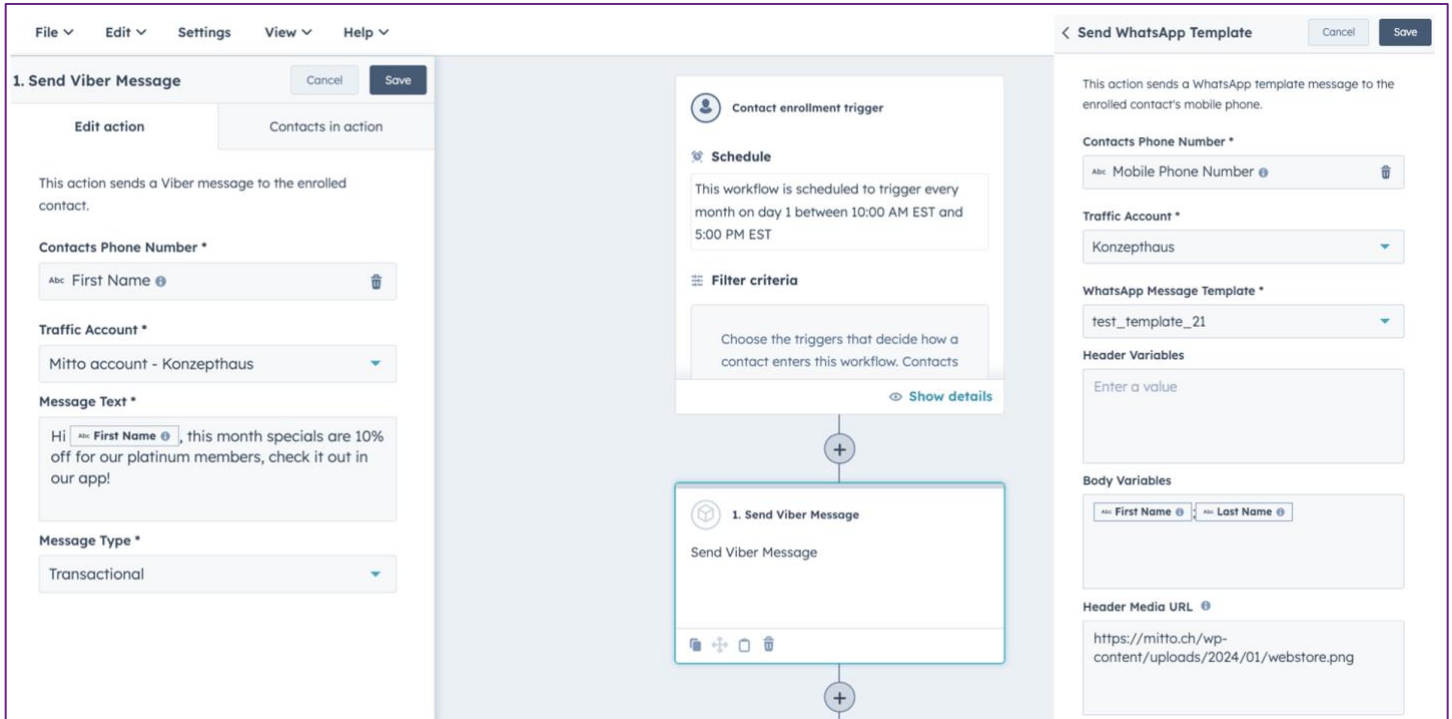
Add messaging over WhatsApp or Viber to any automated workflow. Build your flows with the steps and triggers you need while easily incorporating these channels.

Mitto integration supports: **Contact-based** workflows.



Once you choose your starting point, you can **start adding actions**. Choose **Mitto app** from the menu and add a message.

If you are configuring WhatsApp message, you need to choose a template and fill in the fields related to it. For Viber, type your message. When adding more variables, add "," between the two.



Timeline Record

All sent messages are recorded on the **Contact timeline**, you can access it by opening your desired contact and clicking on the tab **Activity**.

This way, you can track and monitor the success of each message.

- See all sent messages to that contact along with a delivery status and message content.
- If you allow the contact to respond to the message, the activity will be recorded here.

You can use this information to build flows related to contact replies, message status, etc.

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