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Technical Document:

## **Nua Talker: HubSpot Integration**

Nua Technology SAS

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November 26th, 2021

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## 1. Last Changes

Lista de distribución

By	Date	Phone/Fax/email
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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	30/11/2021	Felipe Díaz Sánchez	Initial version	TechSpecs_NuaTalker_HubSpot_20211126.pdf



## 2. Overview

The present document shows how to integrate Nua Talker into your HubSpot customer accounts. The integration starts from the installation of our Workflows actions and the uses cases of every single one.

Nua Talker allows the triggering of voice and text notifications and interaction with users by triggering automatic phone calls and text messages (e.g. WhatsApp message, SMS, Facebook Messenger Message) from HubSpot workflows.

Our solution has the following functionalities:

- Send SMS: Send an SMS message to HubSpot's contacts.
- Call Blasting: playback of a pre-recorded audio.
- Notification call: playback of personalized audios using contact data and supporting different kinds of text-to-speech generated voices.
- Interactive Notification Call: outbound phone call service that supports interaction with users. User responses are saved in contact properties.



## 3. Content

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## 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.
- Mobile phones could be uploaded using the international format, but the “Country” contact’s property must have the country code or country name. (View Table 1).  
A standard SMS has a maximum of 160 characters using the GSM 03.38 codification. Special characters will count as 2 characters.  
E.g. á is not supported by the GSM 03.38 codification, so it counts as 2 characters.  
You can find all GSM 03.38 characters supported here: [SMS character limits](#).
- When a customer installs Nua Talker in their HubSpot account, it automatically creates 2 contact’s properties:
  - Nua Talker Interactive Notification Call
  - Nua Talker Interactive Outbound Call



## 5. Installation

In order to integrate Nua Talker with HubSpot, you must be able to have a meeting with 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-XXXXXXX&redirect\\_uri=https://xxxxxxxx.execute-api.us-east-1.nuaapi.com/prod/authorize&scope=contacts](https://app.hubspot.com/oauth/authorize?client_id=XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXX&redirect_uri=https://xxxxxxxx.execute-api.us-east-1.nuaapi.com/prod/authorize&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
		<input type="checkbox"/> Sales Enterprise <input type="checkbox"/> Service Enterprise <input type="checkbox"/> Marketing Enterprise

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





Conectando Nua Talker a HubSpot

**Nua Talker** por [nua.talker.com](https://nua.talker.com)

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

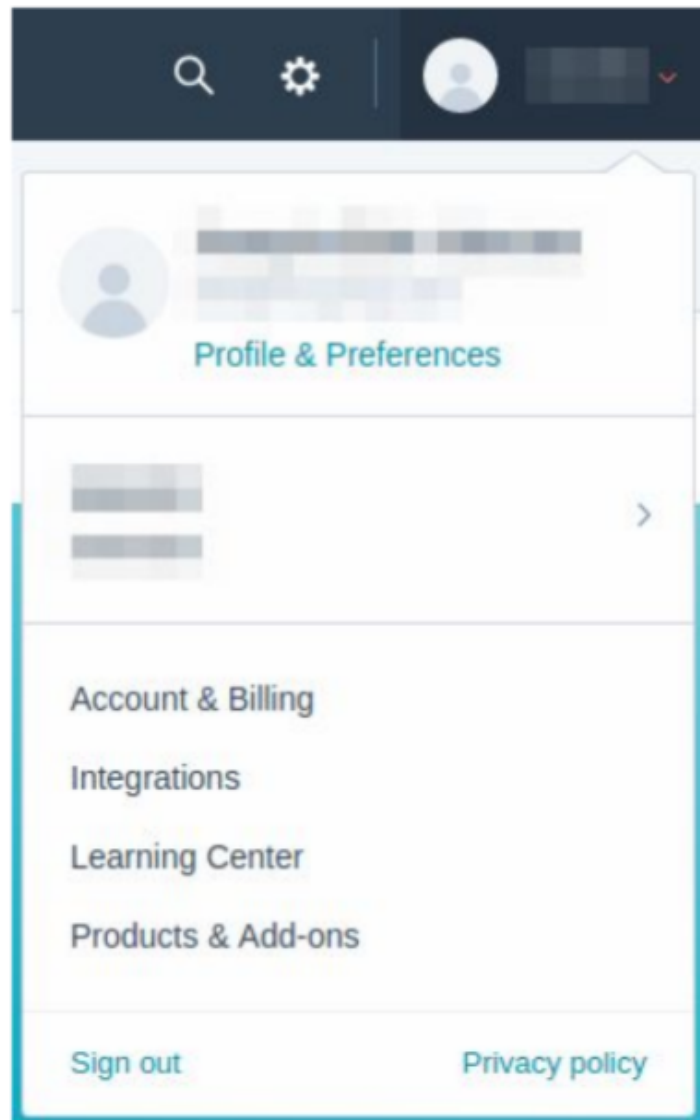
-  **Contactos**  
Esto incluye prospectos y listas.
-  **Funcionalidad básica de OAuth**  
El scope básico necesario para OAuth.



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](mailto: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](mailto:soporte@nuatechnology.com)

Teléfono  
+5715800545

[Listo](#)



## 6. Functions

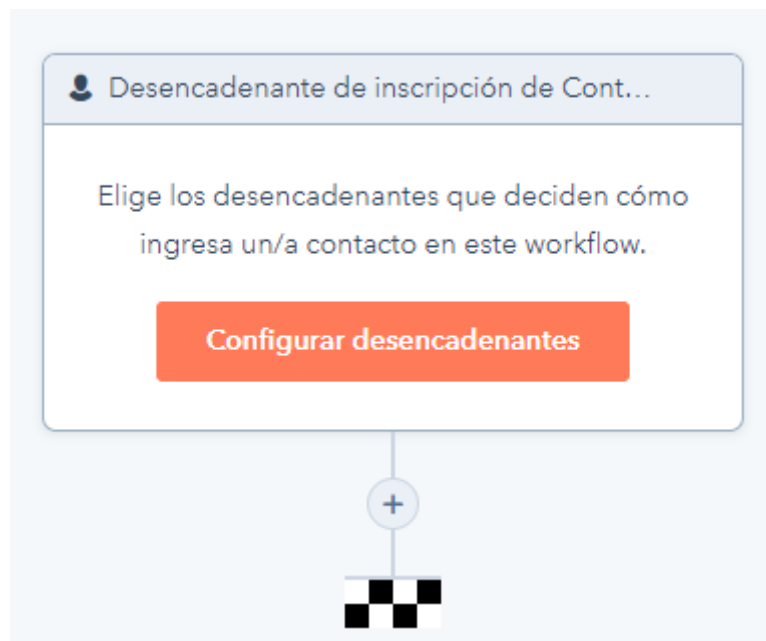
Nua Talker Voice allows the triggering of voice and text notifications and interaction with users by triggering automatic phone calls and text messages from HubSpot workflows. Our solution has the following functionalities:

- Send SMS: Send an SMS message to HubSpot's contacts.
- Call Blasting: playback of a pre-recorded audio.
- Notification call: playback of personalized audios using contact data and supporting different kinds of text-to-speech generated voices.
- Interactive Notification Call: outbound phone call service that supports interaction with users. User responses are saved in Contact properties.

### 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:



## Send SMS

Triggering of massive SMS to your contacts. Personalize your SMS using the properties of your contacts, our action automatically takes care of converting the HubSpot properties into their corresponding values. Once an SMS is sent, a contact's activity is created on the contact page, registering the message sent.

## Call Blasting

Triggering of outbound calls with playback of a pre-recorded audio.

Use an actor, influencer, or your own voice to notify your contacts through phone calls.

Use case:

- User: Hi
- Pre-recorded Audio: Hi, I'm calling you from ACME. I would love to invite you to our webinar on Wednesday 23rd July.

Once a phone call ends, a contact's activity is created on the contact page, registering the duration and audio information.

## Notification Call

Triggering outbound calls with text-to-speech voice generation.

Personalize your calls using the properties of your contacts, our action takes care of converting your text into speech.

Use case, in this example John is a Contact's property:

- User: Hello
- Bot: Hi John, I'm calling you from ACME, I'd love to invite you to the webinar next Wednesday.

Once a phone call ends, a contact's activity is created on the contact page, registering the duration and audio information.

## Interactive Notification Call

Triggering outbound calls with text-to-speech voice generation that enables user interaction through the phone keyboard. User responses are saved in their contact properties.

- User: Hi
- Bot: Hi JOHN, I'm calling you from ACME, I'd love to invite you to the webinar. Press 1 to confirm your attendance.
- User: 1 [Keyboard input]
- Bot: Cool! You'll receive an email with more details

Once a phone call ends, a contact's activity is created on the contact page, registering the duration, audio information and the user's keyboard input.



## 7. Annex A. ISO Country codes supported by Nua Talker

COUNTRY	COUNTRY CODE	ISO CODE
afghanistan	93	AF
albania	355	AL
algeria	213	DZ
american samoa	1-684	AS
andorra	376	AD
angola	244	AO
anguilla	1-264	AI
antarctica	672	AQ
antigua and barbuda	1-268	AG
argentina	54	AR
armenia	374	AM
aruba	297	AW
australia	61	AU
austria	43	AT
azerbaijan	994	AZ
bahamas	1-242	BS
bahrain	973	BH
bangladesh	880	BD
barbados	1-246	BB
belarus	375	BY
belgium	32	BE
belize	501	BZ
benin	229	BJ
bermuda	1-441	BM
bhutan	975	BT
bolivia	591	BO
bosnia and herzegovina	387	BA



botswana	267	BW
brazil	55	BR
british indian ocean territory	246	IO
british virgin islands	1-284	VG
brunei	673	BN
bulgaria	359	BG
burkina faso	226	BF
burundi	257	BI
cambodia	855	KH
cameroon	237	CM
canada	1	CA
cape verde	238	CV
cayman islands	1-345	KY
central african republic	236	CF
chad	235	TD
chile	56	CL
china	86	CN
christmas island	61	CX
cocos islands	61	CC
colombia	57	CO
comoros	269	KM
cook islands	682	CK
costa rica	506	CR
croatia	385	HR
cuba	53	CU
curacao	599	CW
cyprus	357	CY
czech republic	420	CZ
democratic republic of the congo	243	CD
denmark	45	DK



djibouti	253	DJ
dominica	1-767	DM
dominican republic	1-809, 1-829, 1-849	DO
east timor	670	TL
ecuador	593	EC
egypt	20	EG
el salvador	503	SV
equatorial guinea	240	GQ
eritrea	291	ER
estonia	372	EE
ethiopia	251	ET
falkland islands	500	FK
faroe islands	298	FO
fiji	679	FJ
finland	358	FI
france	33	FR
french polynesia	689	PF
gabon	241	GA
gambia	220	GM
georgia	995	GE
germany	49	DE
ghana	233	GH
gibraltar	350	GI
greece	30	GR
greenland	299	GL
grenada	1-473	GD
guam	1-671	GU
guatemala	502	GT
guernsey	44-1481	GG
guinea	224	GN
guinea-bissau	245	GW



guyana	592	GY
haiti	509	HT
honduras	504	HN
hong kong	852	HK
hungary	36	HU
iceland	354	IS
india	91	IN
indonesia	62	ID
iran	98	IR
iraq	964	IQ
ireland	353	IE
isle of man	44-1624	IM
israel	972	IL
italy	39	IT
ivory coast	225	CI
jamaica	1-876	JM
japan	81	JP
jersey	44-1534	JE
jordan	962	JO
kazakhstan	7	KZ
kenya	254	KE
kiribati	686	KI
kosovo	383	XK
kuwait	965	KW
kyrgyzstan	996	KG
laos	856	LA
latvia	371	LV
lebanon	961	LB
lesotho	266	LS
liberia	231	LR
libya	218	LY



liechtenstein	423	LI
lithuania	370	LT
luxembourg	352	LU
macau	853	MO
macedonia	389	MK
madagascar	261	MG
malawi	265	MW
malaysia	60	MY
maldives	960	MV
mali	223	ML
malta	356	MT
marshall islands	692	MH
mauritania	222	MR
mauritius	230	MU
mayotte	262	YT
mexico	52	MX
micronesia	691	FM
moldova	373	MD
monaco	377	MC
mongolia	976	MN
montenegro	382	ME
montserrat	1-664	MS
morocco	212	MA
mozambique	258	MZ
myanmar	95	MM
namibia	264	NA
nauru	674	NR
nepal	977	NP
netherlands	31	NL
netherlands antilles	599	AN
new caledonia	687	NC



new zealand	64	NZ
nicaragua	505	NI
niger	227	NE
nigeria	234	NG
niue	683	NU
north korea	850	KP
northern mariana islands	1-670	MP
norway	47	NO
oman	968	OM
pakistan	92	PK
palau	680	PW
palestine	970	PS
panama	507	PA
papua new guinea	675	PG
paraguay	595	PY
peru	51	PE
philippines	63	PH
pitcairn	64	PN
poland	48	PL
portugal	351	PT
puerto rico	1-787, 1-939	PR
qatar	974	QA
republic of the congo	242	CG
reunion	262	RE
romania	40	RO
russia	7	RU
rwanda	250	RW
saint barthelemy	590	BL
saint helena	290	SH
saint kitts and nevis	1-869	KN
saint lucia	1-758	LC



saint martin	590	MF
saint pierre and miquelon	508	PM
saint vincent and the grenadines	1-784	VC
samoa	685	WS
san marino	378	SM
sao tome and principe	239	ST
saudi arabia	966	SA
senegal	221	SN
serbia	381	RS
seychelles	248	SC
sierra leone	232	SL
singapore	65	SG
sint maarten	1-721	SX
slovakia	421	SK
slovenia	386	SI
solomon islands	677	SB
somalia	252	SO
south africa	27	ZA
south korea	82	KR
south sudan	211	SS
spain	34	ES
sri lanka	94	LK
sudan	249	SD
suriname	597	SR
svalbard and jan mayen	47	SJ
swaziland	268	SZ
sweden	46	SE
switzerland	41	CH
syria	963	SY
taiwan	886	TW



tajikistan	992	TJ
tanzania	255	TZ
thailand	66	TH
togo	228	TG
tokelau	690	TK
tonga	676	TO
trinidad and tobago	1-868	TT
tunisia	216	TN
turkey	90	TR
turkmenistan	993	TM
turks and caicos islands	1-649	TC
tuvalu	688	TV
u.s. virgin islands	1-340	VI
uganda	256	UG
ukraine	380	UA
united arab emirates	971	AE
united kingdom	44	GB
united states	1	US
uruguay	598	UY
uzbekistan	998	UZ
vanuatu	678	VU
vatican	379	VA
venezuela	58	VE
vietnam	84	VN
wallis and futuna	681	WF
western sahara	212	EH
yemen	967	YE
zambia	260	ZM
zimbabwe	263	ZW