



Customizable CRM: Sandboxes

The Opportunity

Scaling businesses create extremely advanced processes and functionality to deliver the best experience possible to their customers. In order to ensure these experiences are seamless, they need a place to test, experiment, and iterate. Most CRM platforms are too complex to reliably test elements of the customer experience.

HubSpot's Solution

Sandboxes are production-like accounts where admins and developers can safely try new things with the context but not the impact of production. With Sandboxes in HubSpot's CRM Platform, you can easily customize and experiment across the entire customer experience in one easy to use tool, making it easier for your whole team to adopt HubSpot with confidence.

Why Sandboxes?

Incredible customer experiences aren't built with the flick of a switch, they require:

Experimentation, Testing & Development



Experiment & customize safely across marketing, sales, service, content and operations.



Test and iterate on processes before bringing them live to customers and internal stakeholders.



Provide developers with an easy, safe, and complete space to work and test changes. Developers spend less time doing repetitive work trying to build DIY test environments.

Sandboxes are used by:



Admins & Ops

"I want to maximize the potential of HubSpot, test connections with other systems, and formalize business processes"



Developers

"I want to ensure that my code has the intended impact before implementing it within a production account"



Sandboxes are available to:

Hub	Tier
Marketing	Enterprise
Sales	Enterprise
Service	Enterprise
Operations	Enterprise
CMS	Enterprise



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How It Works

Enterprise customers will have access to **1 Sandbox** out of the box. They will be able to purchase more at **\$? /Sandbox/month**. Each Sandbox automatically syncs the super admin from the production account to the Sandbox account the same way users are added to standard HubSpot accounts.

When a Sandbox is created, these features can be copied from a production account:

- Account tools & features
- Super Admins
- Object Definitions
- Pipelines
- Themes, templates & modules

**You can copy all properties, including custom object properties and property groups, except for calculation properties.*

**Sandboxes are marked as a low trust state so users cannot send emails or make calls from these accounts.*



[Click here for more information on how to set up a Sandbox account](#)

Use Cases/Examples



Before integrating with a HubSpot integration like Xero, create the integration in your Sandbox account to test how the synced field mappings will impact your go to market teams.



Change your deal or ticket pipelines, and experiment with your sales or services teams workflow before rolling out changes to your global team



Develop themes, modules, or other web assets in your sandbox before allowing your marketers to leverage them on your live website.

Note that these Sandboxes are NOT the same as...



Developer test accounts



CMS developer sandboxes