

How to Effectively Work with your HubSpot Success Teams

There are many people at HubSpot dedicated to supporting you and your goals. Learn about the various roles of the Customer Success team.

Meet the Different Teams



Partner Development Manager (PDM)

Your PDM is your primary contact at HubSpot and can assist you with specific client needs, onboarding, keeping your team informed on new products and features, as well as identifying opportunities to grow accounts. Each PDM works with a group of solutions partners and is responsible for training and development, servicing and managing accounts, and collaborating on customer success plans and renewals.



Customer Success Manager (CSM)

A CSM is a customer's main point of contact after the sale. A CSM focuses on supporting clients when it comes to their software usage and overall implementation of HubSpot. CSMs can also recommend partners to other HubSpot customers and vouch for your work. The goal of a CSM is to retain all the customers they work with.



Customer Support

Customer support is also available to partners 24/7. Our customer support team can be reached via phone, chat, or email by clicking the purple Help button inside your HubSpot portal. Additionally, you can check out self-serve resources on the [Knowledge Base](#) and [HubSpot Community](#).

**Not all partners & customers are eligible for a PDM or CSM.*

In lieu of a PDM or CSM, partners and customers will work with the Customer Scale Team.

Contacting Customer Support

1. To access support, dial 1-888-HUBSPOT, and press five. This will get you access to a senior member of our support team for technical troubleshooting. Please note: access to experienced support is available only in English
2. When you call in, announce that you are a partner and whether or not you are calling on behalf of a client. This ensures the support rep can give you the best experience.
3. Make sure to have your partner Hub ID and client Hub ID (if applicable) ready.



1-888-HUBSPOT

If you ever feel like your question wasn't answered by support, let your PDM know.

Frequently Asked Questions

Here are some commonly asked questions by solutions partners about the customer success teams.



How can I get in front of people at HubSpot who will introduce me to customers?

Partners who showcase their expertise over time will be brought into more conversations and opportunities via CSMs. The best way to showcase your expertise is to retain and grow your HubSpot customer base, get certified and accredited in the [HubSpot Academy](#), and keep your [directory profile](#) up to date.



Why are people from HubSpot reaching out to my customers?

These are our shared customers. Everyone on your HubSpot team is invested in retaining your customers and creating customer delight. Communications include contract status and renewal updates as well as opportunities to drive value with the customer and support their growth. You may ask to be copied on communications and should you have any concerns, please contact your CC.



What is a Contract Manager and how do I work with them?

Any changes to a HubSpot contract have to be facilitated through the Contract Manager. This includes billing terms, adding or removing a product, payment terms, and contract length. We recommend that the Contract Manager work directly with the contract owner to expedite the changes and avoid the partner acting as the intermediary. Discuss with your CC to find the best form of involvement for you.



Where can I learn more about customer support and updates on outages?

[Visit this webpage](#) where you can learn about your support options and get status updates on outages and how to get additional paid support.