



Dusk FSM
Field Service Simplified

HubSpot



Certified App

HubSpot and Dusk FSM Seamless Integration & Setup Guide

Power Up HubSpot with Dusk FSM: Sync, Automate and Manage Field Work



Sync HubSpot Contacts

Sync one, many or all and choose to automatically or manually sync subsequent new Contacts
Sync and view Notes and your Contacts Custom Objects in the Dusk FSM



Option 1 - Assign and Dispatch field jobs inside HubSpot using CRM App Cards for Tickets and Deals

Create and choose specific predefined Job Types for your business such as Solar Install, Solar Repair, Roof Install
See available Staff by Skills and recommendations
View live job statuses inside HubSpot from the field for Help Desk
View completed field forms inside HubSpot



Option 2 - Automatically Create field jobs from HubSpot Tickets for Assign and Dispatch to the field in the Dusk FSM

Send to the Dusk FSM as Unassigned Work for manual Scheduling and Dispatch by changing a Ticket Status e.g. New
Close out from the Dusk FSM automatically back to a Ticket Status e.g. Closed
Create single task work such as audits, inspections (default if nothing configured)
Create multi-task work such as projects for installing solar, roofing, critical infrastructure equipment, construction works



Option 3 - Automatically create field jobs from HubSpot Deals for Assign and Dispatch to the field in the Dusk FSM

Send to the Dusk FSM as Unassigned Work for manual Scheduling and Dispatch by moving between a Deal Stage e.g. Closed Won
Close out from the Dusk FSM automatically back to a Deal Stage e.g. Ready to Invoice
Create single task work such as audits, inspections (default if nothing configured)
Create multi-task work such as projects for installing solar, roofing, critical infrastructure equipment, construction works



Sync HubSpot Products

Sync one, many or all and choose to automatically or manually sync subsequent new Products



Sync HubSpot Custom Objects

Build Forms with Custom Objects from Deals, Tickets and Contacts for Read-only access in the field



Log time to Dusk FSM Jobs from within HubSpot CRM App Cards



Previewing a Deal Stage and creating new field work from the Dusk FSM Apps and automatically pushing it back into HubSpot Deal Stages



Preview a Deal pipeline in Read Only mode in the Dusk FSM for upcoming potential Deals requiring advanced resource planning

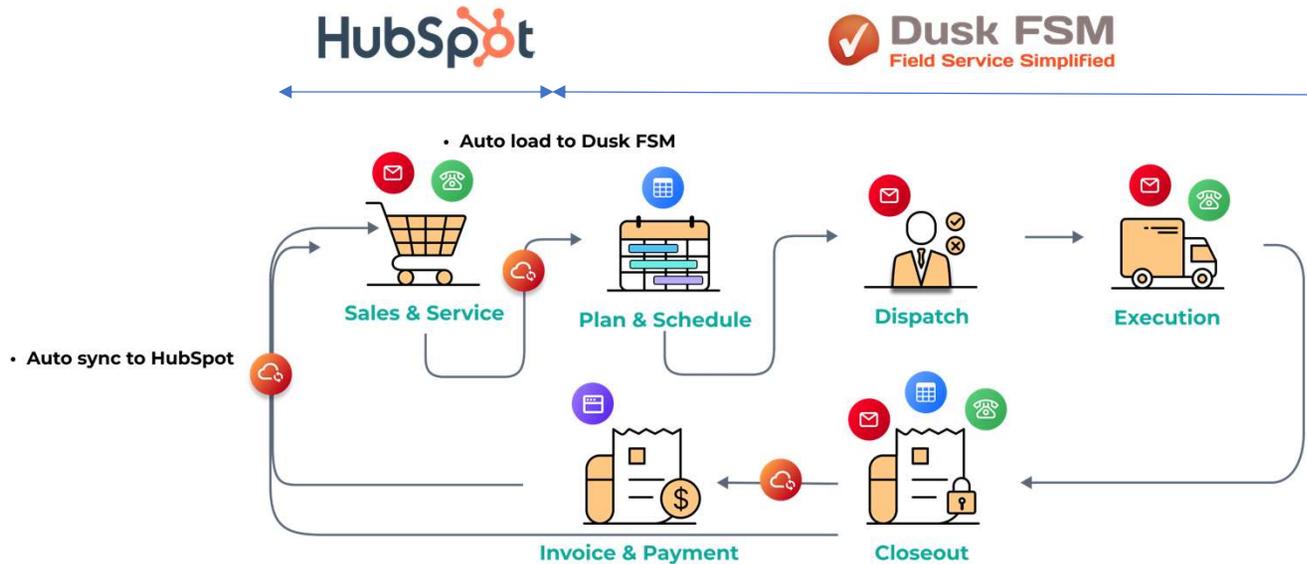
Automate Customer Workflows & Deliver Seamless Service

01 Growing businesses face complexities in customer and workforce management.

02 Outdated management tools slow down growth and struggle to scale with your business.

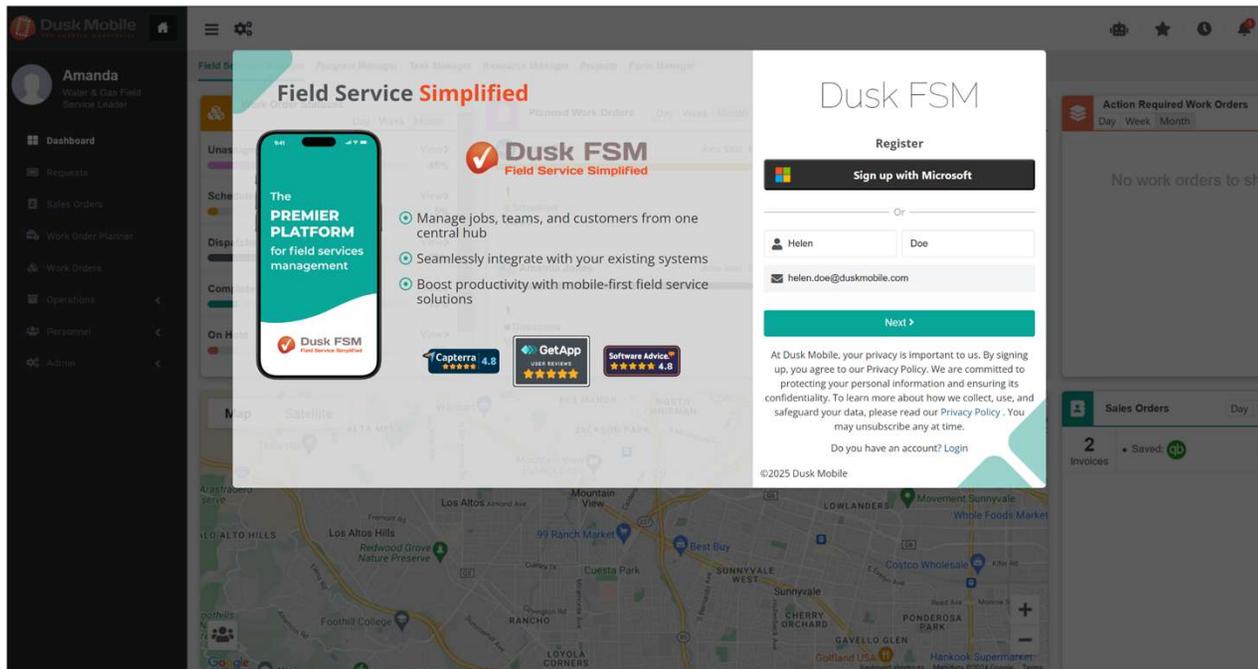
03 Disconnected systems and processes, like software, spreadsheets, phone calls and emails, create inefficiencies.

04 Poor data quality and miscommunication lead to frustrated customers and stalled growth.



Setting up your Dusk FSM Account

- Sign up for your Dusk FSM account here: <https://duskmobile.net/register>



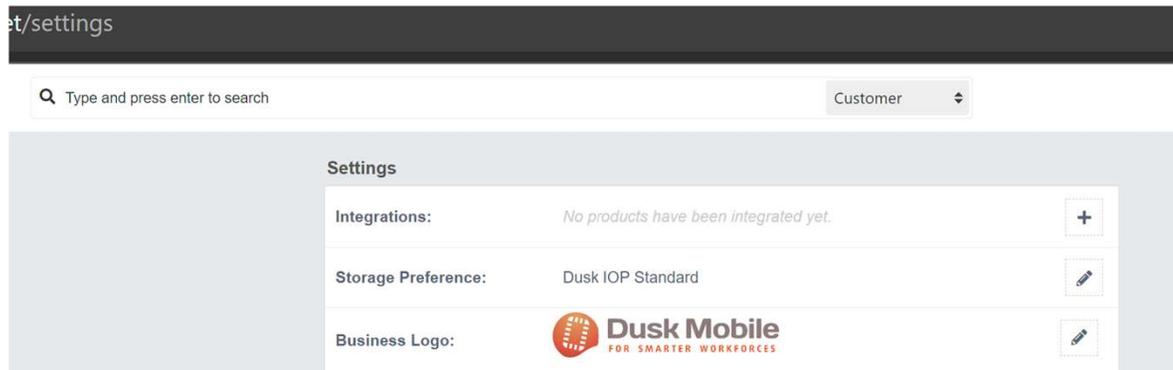
Connecting HubSpot to your Dusk FSM Account

- Open Dusk FSM and navigate to the left menu.
- Go to Admin > System Settings > General.

The screenshot displays the Dusk Mobile FSM interface. On the left, a dark sidebar menu is visible with the user profile 'Amanda' at the top. The 'Admin' section is expanded, showing 'System Settings' with 'General' highlighted by an orange box. The main content area shows a dashboard with four panels: 'Work Order Statuses' (Waiting for Approval: 11%, Unassigned: 19%, Dispatched: 16%, Completed: 54%), 'Planned Work Orders' (Amanda Jones: 4 jobs, Yash Patel: 2 jobs), 'In-Flight Work Orders' (Alan King1: 2 jobs, Christopher Thomas: 1 job), and 'Action Required Work Orders' (Amanda Jones: 1 on hold, Wayne Foster: 1 on hold). Below these panels is a map of Melbourne, Australia, with several red location pins. On the right side, there are sections for 'Sales Orders' (3 quotes, 5 invoices) and a 'Send SI' form.

Connecting HubSpot to your Dusk FSM Account

- 1 Click the “+” icon.
- 2 Select HubSpot from the list.



Connecting HubSpot to your Dusk FSM Account

1 Choose your HubSpot Account.



Connecting Dusk FSM - Service Excellence to Hu...

Dusk FSM - Service Excellence

Choose an account

NAME	DETAILS

2 Connect the Dusk FSM to HubSpot



Connecting Dusk FSM - Service Excellence to Hu...

Dusk FSM - Service Excellence

HUBSPOT CERTIFIED APP

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

You are agreeing to use a third party application by installing this integration. Please confirm you understand that the app's own [terms](#) and [privacy policy](#) apply to its use and that you've reviewed and agree to those terms and privacy policy.

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

Configuring your Dusk FSM Account



Customers

1. **HubSpot as the Source of Truth:** Determines which platform updates when changes occur.
2. **Auto Synchronize:** Enable this to automatically create work in Dusk FSM for new HubSpot Contacts.
3. **Select Contacts:** Choose one or multiple contacts by typing in the field, or sync all.
4. **Tooltips:** Click the "i" icon for additional details.



Products

1. **HubSpot as the Source of Truth:** Determines which platform updates when changes occur.
2. **Auto Synchronize:** Enable this to attach new HubSpot Products to work created in Dusk FSM.
3. **Select Products:** Choose one or multiple products by typing in the field, or sync all.
4. **Tooltips:** Click the "i" icon for additional details.



Deals

1. **Pipeline & Deal Stages:** Select the stages for creating and closing work. Multiple stages can be used.
2. **Quotes:** (Optional) Enable to create Quotes in Dusk FSM, sync them back to HubSpot, then finalize work in Dusk FSM.
3. **Tooltips:** Click the "i" icon for additional details.



Tickets

1. **Ticket Status:** Choose the status that triggers work creation in Dusk FSM and marks it as completed when closed.



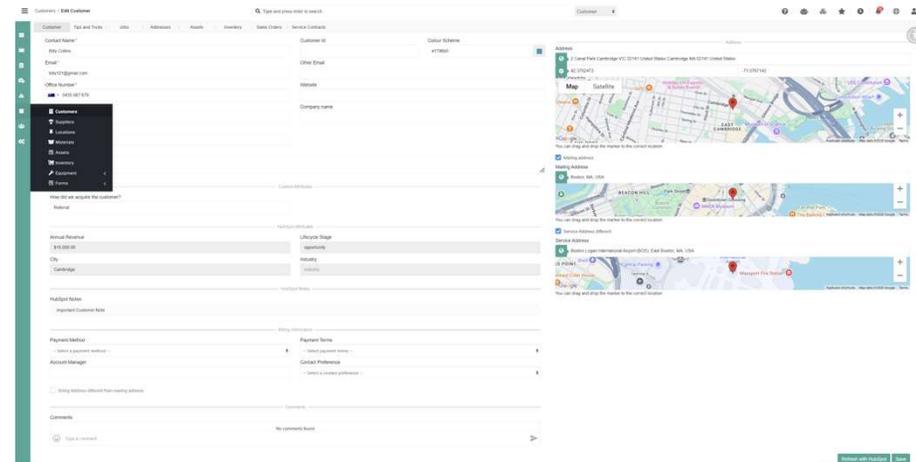
Sales Pipeline

1. **One-Way Sync:** Displays a **read-only** view of selected HubSpot Deal Stages (e.g., "Contract Sent") for planning.
2. **Two-Way Sync:** Allows new Deals to be pushed to HubSpot, including work created in the field syncing back to HubSpot.

The screenshot shows the 'HubSpot Settings' page. At the top, it displays the 'HubSpot Hub: 23429752' with a 'Test' button and a message 'Hub: 23429752 added an hour ago'. Below this are sections for 'Customers', 'Products', 'Deals', 'Tickets', and 'Sales Pipeline'. Each section has checkboxes for 'HubSpot is the source of truth' and 'Auto synchronize new records from HubSpot'. There are search fields for contacts, products, and deal stages, each with a 'Synchronize All' button. The 'Deals' section includes a 'Sales Pipeline' dropdown and two columns of deal stage mappings for creating and updating jobs and quotes. The 'Tickets' section has dropdowns for 'HubSpot Ticket status to create Job in FSM' (set to 'New') and 'HubSpot Ticket status to update Job from the Dusk FSM' (set to 'Closed'), with a 'Save Tickets' button. The 'Sales Pipeline' section has radio buttons for 'One Way sync deal stages' and 'Two Way sync deal stages', a search field for deal stages, and a 'Synchronize All' button. A 'Disconnect Account' button is located at the bottom right.

Accessing your HubSpot **Contacts** in the Dusk FSM

1. **Select Contacts to Synchronize:** Choose one, multiple, or all contacts to sync.
2. **Navigate to Customers:** Go to **Customers** in the left menu.
3. **Locate Contact Information:** HubSpot contact details will be available here.
4. **Find HubSpot-Created Work:** Jobs created from HubSpot can be found under the **Jobs** tab.
5. **Sync Custom Properties & Notes:** Custom HubSpot Contact Properties and Notes can be synced. Setup from **Customers->Settings**.
6. **Refresh Data:** Press the **Refresh with HubSpot** button in the bottom right corner to update data from HubSpot.



Powering HubSpot with **Field Service** Excellence through App Cards

Option 1

Deals & Tickets:

- ✓ **Assign & Dispatch Field Jobs:** Send work orders directly from HubSpot App Cards.
- ✓ **Predefined Job Types:** Select from predefined job types, such as **Solar Install** or **Solar Repair**.
- ✓ **Staff Availability & Skill Matching:** View available staff based on skills and recommendations.
- ✓ **Live Job Status Updates:** Track real-time job progress from the field, directly within HubSpot.
- ✓ **Completed Field Forms:** Access submitted field forms inside HubSpot for a seamless workflow.

Helpdesk:

📄 **View Field Job Statuses:** Monitor the status of Jobs Dispatched from Tickets to field teams from within HubSpot.

Time Logging:

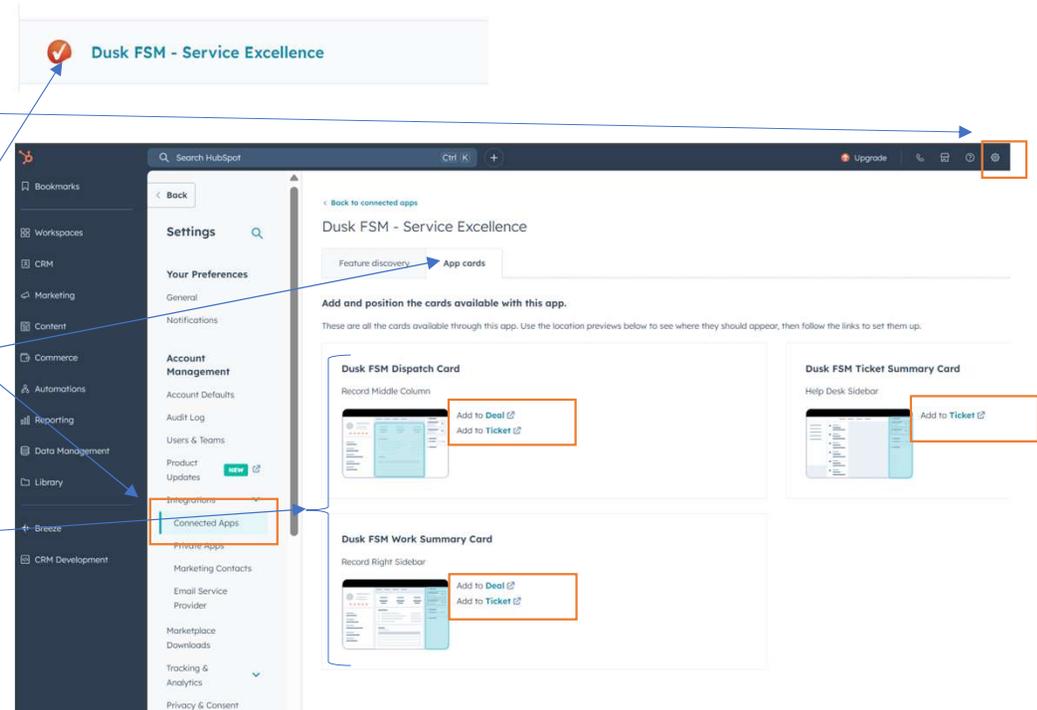
🕒 **Effortless Time Tracking:** Log work hours for yourself and your team on jobs and projects in **Dusk FSM**, all within HubSpot.

Field Job Statuses:

- 🔄 **Real-Time Updates:** View live field job statuses inside HubSpot via **Activities** and the **Work Status Card**.

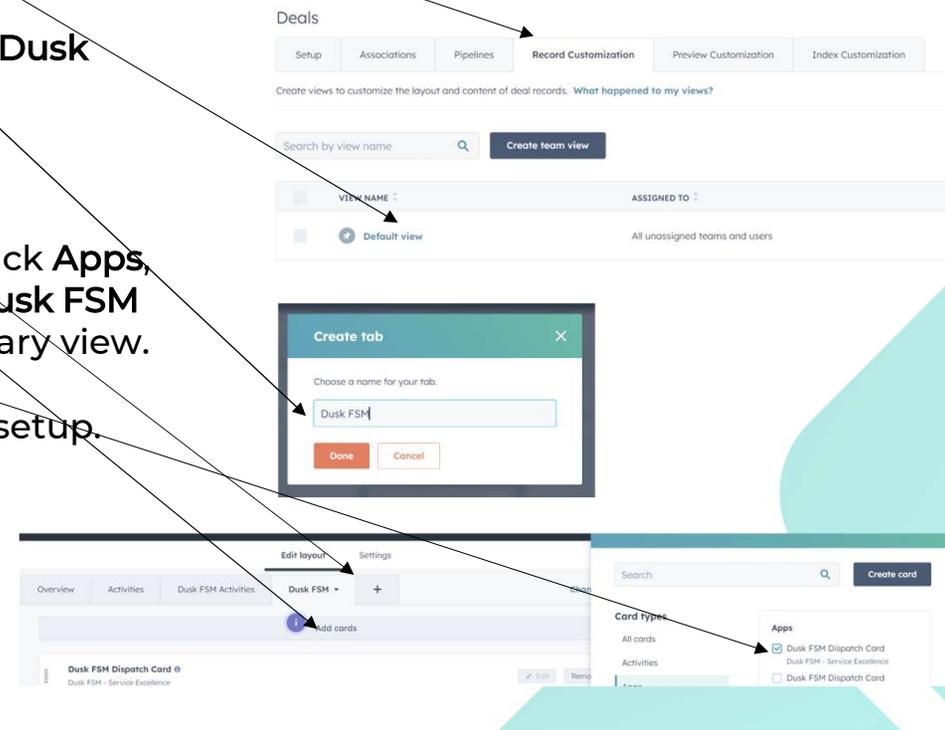
Steps to Configure the Dusk FSM CRM App Cards in HubSpot

1. **Open Settings:** Click the **Settings** icon in the top right corner.
2. **Access Integrations:** Navigate to **Integrations > Connected Apps**.
3. **Select Dusk FSM:** Click **Dusk FSM – Service Excellence**.
4. **Choose the App Cards tab:** Select the **Deal** or **Ticket** App Card based on your workflow needs. Each of the **three card types** offers different functionality for **Deals, Tickets** and **Help Desk**.
5. **Proceed with Setup:**
 - Follow the **next slide** for **Deals** setup.
 - Follow **2 slides** after for **Help Desk** setup.
 - Follow **3 slides** after next for **Tickets** setup.



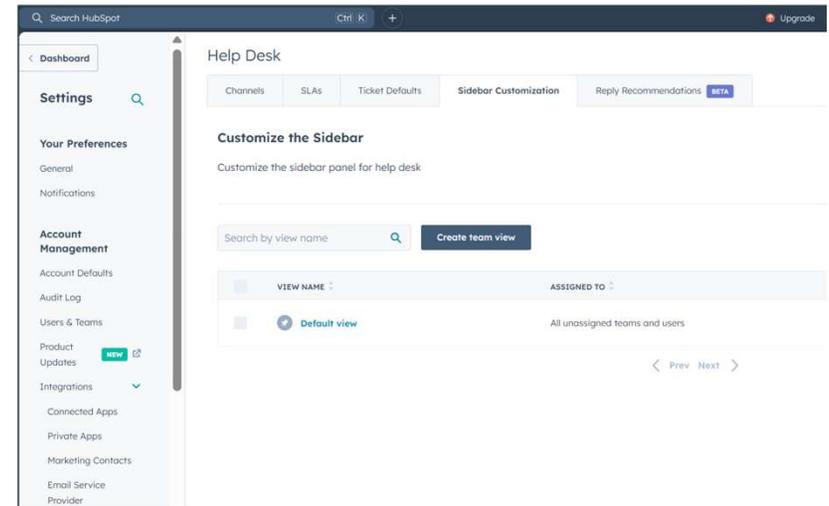
Adding the Dusk FSM Dispatch App Card to Deals

1. **Customize the Record:** Click on Record Customization.
2. **Edit the Default View:** Click on Default View.
3. **Add the Dusk FSM Tab:** Click the “+” tab, type Dusk FSM, then press Done.
4. **Add the Dispatch Card:** Click Add Cards.
5. **Enable the Dispatch Card:** In the left menu, click Apps, then tick Dusk FSM Dispatch Card and also Dusk FSM Work Summary Card, for an additional summary view.
6. **Save & Exit:** Click Save and Exit to finalize the setup.



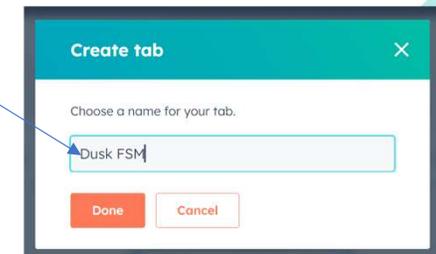
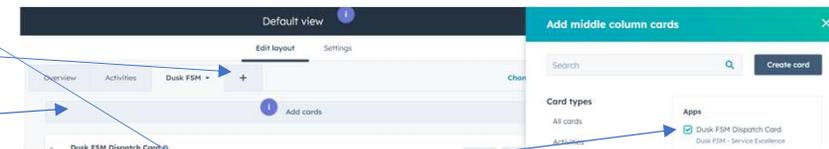
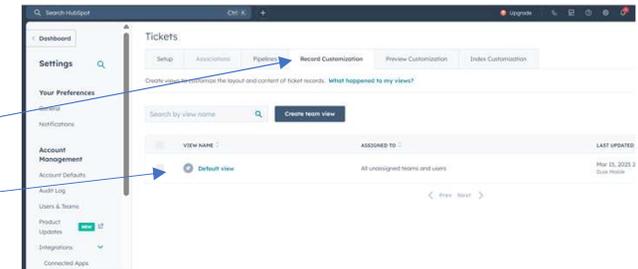
Adding Dusk FSM Field Job Statuses via Ticket Summary in HubSpot Help Desk

1. **Customize the Sidebar:** Click on Sidebar Customization.
2. **Edit the Default View:** Click on Default View.
3. **Click Add Cards:** Click the “Add Cards” button.
4. **Enable the Ticket Summary Card:** In the left menu, click Apps, then tick Dusk FSM Ticket Summary Card.
5. **Save & Exit:** Click Save and Exit to finalize the setup.



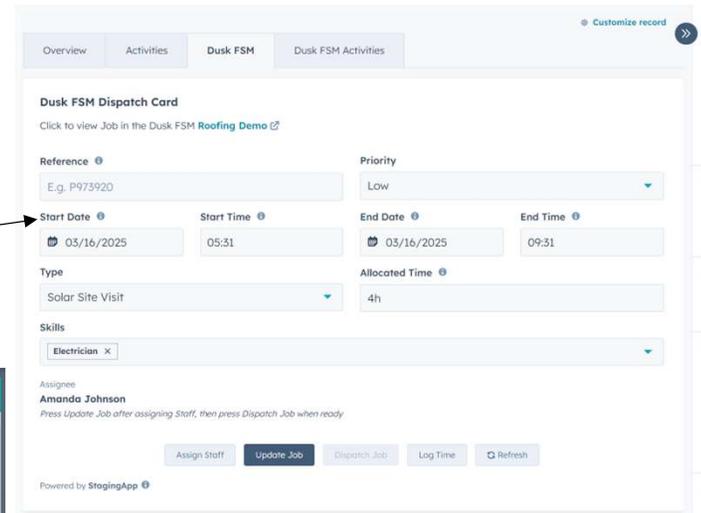
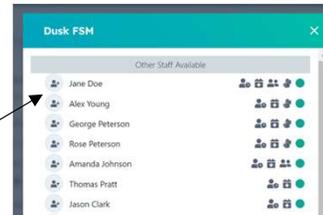
Adding the Dusk FSM Dispatch App Cards to Tickets

1. **Open a Ticket:** In HubSpot, navigate to a Ticket.
2. **Customize the Record:** Click on Record Customization.
3. **Edit the Default View:** Click on Default View.
4. **Add the Dusk FSM Tab:** Click the “+” tab, type Dusk FSM, then press Done.
5. **Add the Dispatch Card:** Click Add Cards.
6. **Enable the Dispatch Card:** In the left menu, click Apps, then tick Dusk FSM Dispatch Card.
7. **Save & Exit:** Click Save and Exit to finalize the setup.



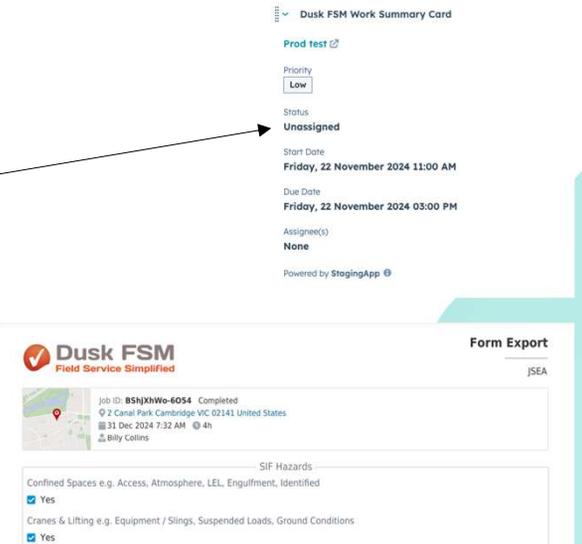
Powerful Field Job Management **inside HubSpot**

- 1. **Assign & Dispatch Field Jobs:** Instantly send work orders from HubSpot App Cards to the right team.
- 2. **Predefined Job Types:** Create and select from Dusk FSM predefined job types, such as Solar Install or Solar Repair, for fast dispatch with the appropriate field forms.
- 3. **AI-Powered Staff Availability & Skill Matching:** Get intelligent staff recommendations based on skills, location, availability, and capacity for optimized job assignments.
- 4. **Live Job Status Updates:** Monitor real-time job progress directly within HubSpot via the Activity Feed and the Dusk FSM Work Summary Card.
- 5. **Completed Field Forms:** Instantly access all completed field forms as PDFs inside HubSpot for seamless reference and documentation.



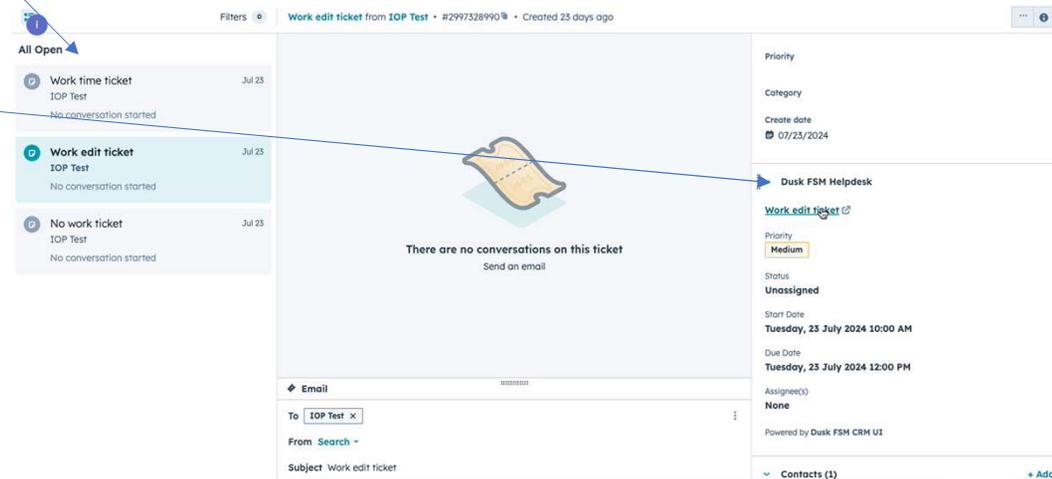
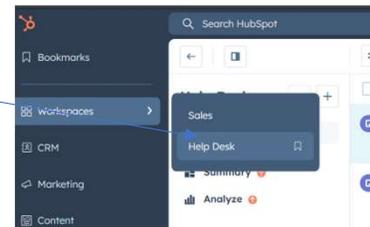
[JSEA](#) Saturday, 4 January 2025 07:38 AM

[Solar Service Install](#) Saturday, 4 January 2025 07:38 AM



Viewing Dusk FSM Field Job Statuses via Ticket Summary in HubSpot Help Desk

1. **Go to Help Desk:** Navigate to Workspaces > Help Desk.
2. **Filter Tickets:** View your Tickets on the left and apply filters as needed.
3. **Check Dusk FSM Statuses:** View real-time Dusk FSM Job Statuses in the Dusk FSM Helpdesk App Card on the right.
 - This card may appear further down the list depending on its placement during setup.



How to Automatically Create field jobs from HubSpot Tickets

Option 2

- ✅ **Instantly Create Field Jobs:** Generate work in Dusk FSM directly from HubSpot Tickets.
- 🔄 **Seamless Ticket Status Integration:** Change a **Ticket Status** (e.g., **New**) to send work as **Unassigned** for scheduling & dispatch.
- 📄 **Automated Close-Out:** Completing work in Dusk FSM updates the **Ticket Status** (e.g., **Closed**) in HubSpot.

Work Type Options:

- ⚡ **Single Task Jobs:** Ideal for audits, inspections, and service work *(default if nothing is configured)*.
- 🏗️ **Multi-Task Projects:** Perfect for solar installations, roofing, infrastructure, and construction projects.

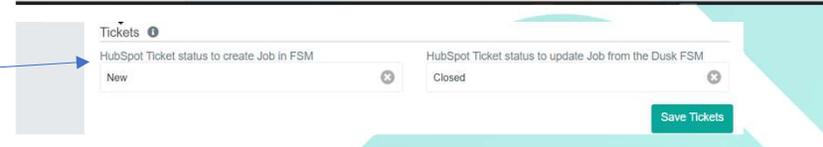
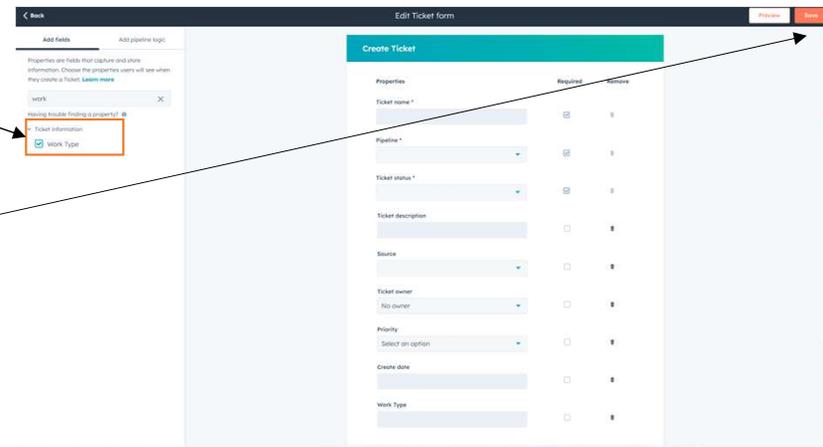
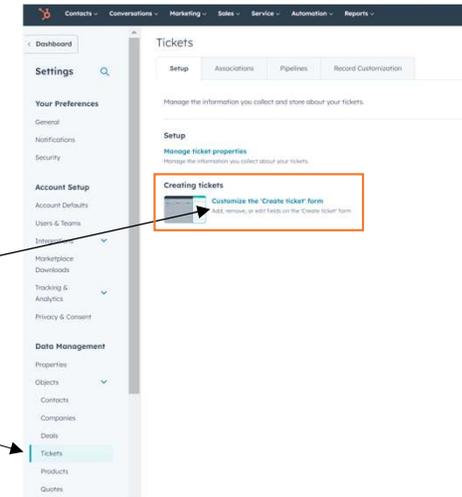
Sending **Customer Tickets** to the Field

1. Navigate to a Ticket in HubSpot: Open a Ticket and click View all properties.
2. Create a New Property: Label it Work Type.
3. Assign to a Group: Select Ticket Information, then click Next.
4. Set the Field Type: Choose Single-line Text.
5. Enable Visibility: Tick Show in forms, pop-up forms, and bots

The image shows a 'Create a new property' dialog box with three steps: BASIC INFO, FIELD TYPE, and RULES. The 'FIELD TYPE' step is active. The 'Object type' is set to 'Ticket', the 'Group' is 'Select group', and the 'Label' is 'Work Type'. The 'Field type' dropdown is open, showing 'Single-line text' selected. Below the dropdown, the 'Property visibility' section has 'Show in forms, pop-up forms, and bots' checked. The dialog has 'Back', 'Cancel', and 'Next' buttons at the bottom.

Sending **Customer Tickets** to the Field

1. **Navigate to Settings:** Go to Tickets in HubSpot.
2. **Customize the Ticket Form:** Click **Customize the 'Create ticket' form**.
3. **Search for Work Type:** Type **Work** in the search field.
4. **Add Work Type to the Form:** Select **Work Type** and add it to the Ticket form.
5. **Save Changes:** Click **Save** in the top right corner.
6. **Using the New Field in a Service Ticket:**
 1. Enter **Single Task** to create a **single field service job** in Dusk FSM.
 2. Enter **Multi Task** to create a **project with multiple tasks**, ideal for complex service work.
 3. Field Jobs are created and closed automatically based on these Settings in the Dusk FSM.



How to Automatically Create Field Jobs from Deals

Option 3

- ✅ **Instantly Create Field Jobs:** Generate work in Dusk FSM directly from HubSpot Deals.
- 🔄 **Seamless Deal Stage Integration:** Move a Deal Stage (e.g., **Closed Won**) to send work as **Unassigned** for scheduling & dispatch.
- 📄 **Automated Close-Out:** Work completion in Dusk FSM updates the Deal Stage (e.g., **Ready to Invoice**) in HubSpot.

Work Type Options:

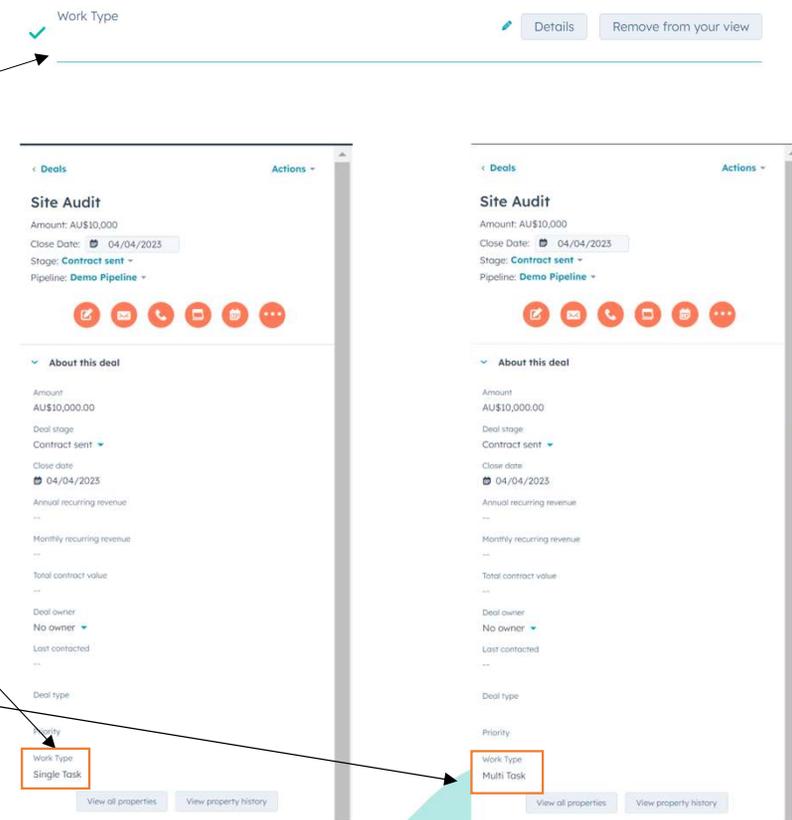
- ⚡ **Single Task Jobs:** Ideal for audits, inspections, and service work (*default if nothing is configured*).
- 🏗️ **Multi-Task Projects:** Perfect for solar installations, roofing, infrastructure, and construction projects.

Using HubSpot Deals to Create Field Service Work in the Dusk FSM

1. Navigate to a Deal in HubSpot: Click View all properties.
2. Add a New Property: Name it Work Type.
3. Add to View: Click Add to view until you see the green tick.
4. Save Changes: Click Save.

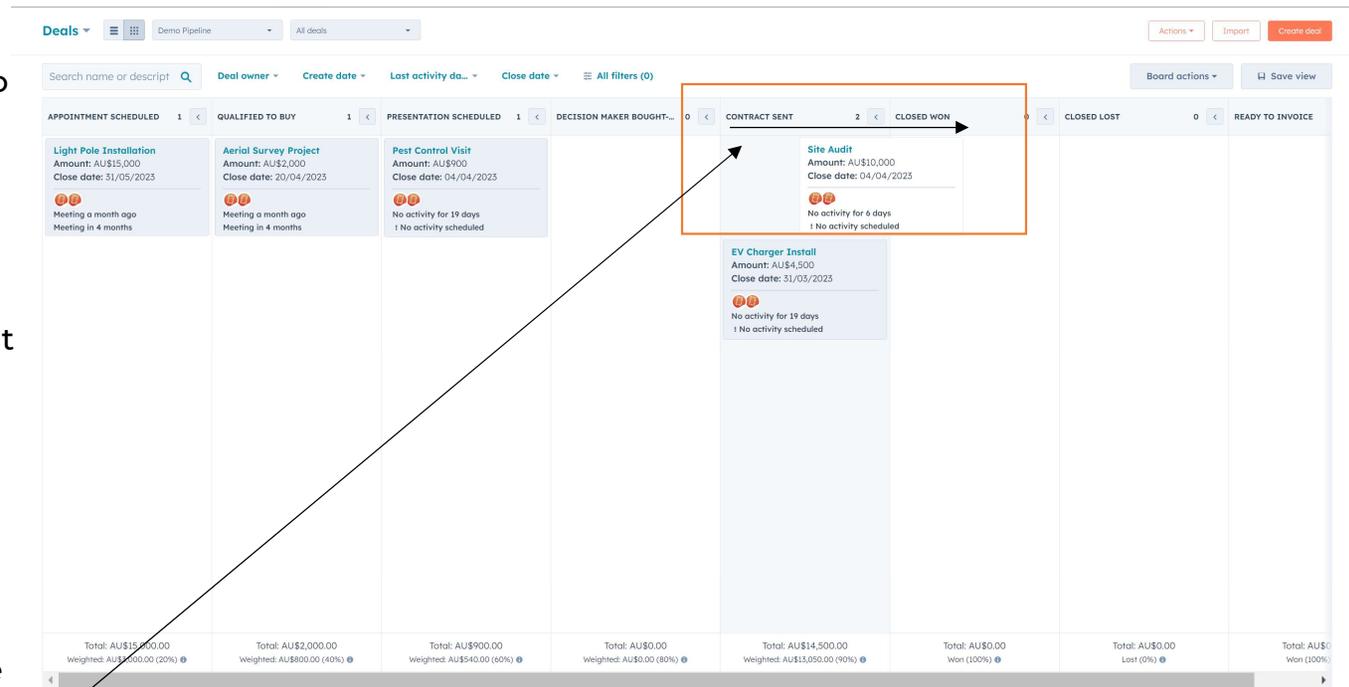
Steps to Use:

1. Create a Single Task: In the Deal, type **Single Task** to create a single field service job in the Dusk FSM.
 - Best for installs, inspections, repairs, deliveries, service work, maintenance types.
2. Create a Multi-Task Project: In the Deal, type **Multi Task** to create a project with multiple tasks.
 - Ideal for complex work requiring multiple site visits such as solar installs, roofing, asset builds.

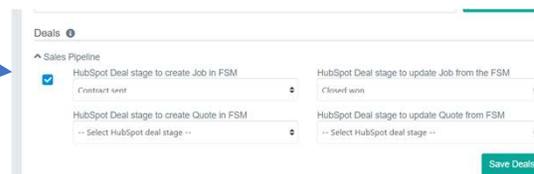


Create Work by moving between HubSpot Deal Stages

1. **Navigate to Your Deal Pipeline:** In HubSpot, go to the Deal Pipeline(s) that you configured in the Dusk FSM connector previously.
2. **Move the Deal:** Drag the Deal to the Deal Stage that was selected for work creation in Dusk FSM.
3. **Trigger Work Creation:** Or you can also change the Deal Stage directly within the Deal to trigger work creation in Dusk FSM. The Dusk FSM Settings can be found here.



Example: The image shows dragging a Deal from **Contract Sent** to **Closed Won**.

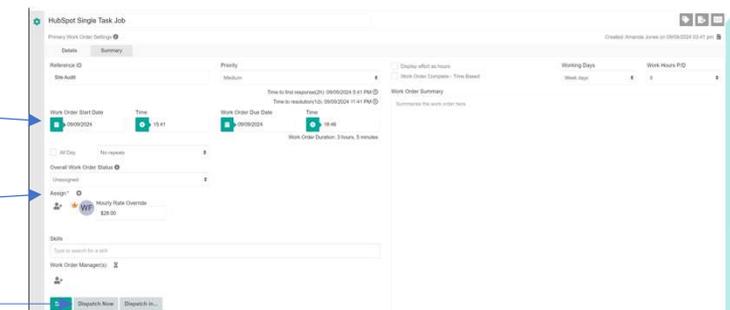
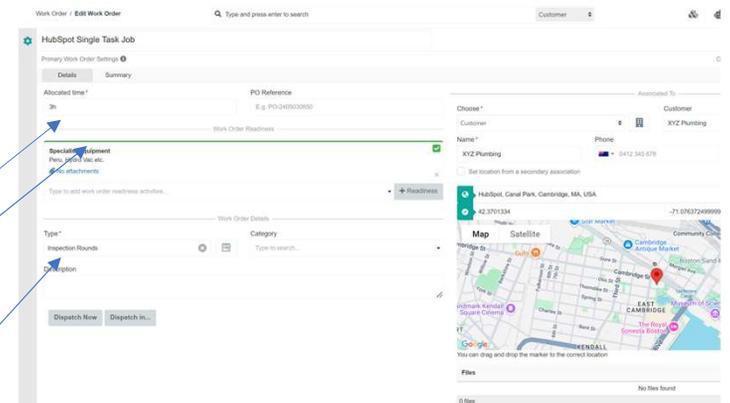


Assign & Dispatch **Single Task Jobs** in the Dusk FSM

- **Jobs sync automatically** to Dusk FSM.
- New jobs appear as **Unassigned** with a pink label on the **Jobs** tab.

Steps to Dispatch a Job to Field Staff:

1. **Open the Job:** Click on the job to begin assignment.
2. **Details Tab - Set Job Time:** Allocate the job's scheduled time.
3. **Add Pre-Job Activities (Optional):** Include any necessary steps before dispatch.
4. **Select Job Type:** Choose from the **Job Type** dropdown.
5. **Confirm Scheduling:** Review and update the **Start and End Date & Time** if needed.
6. **Summary Tab - Assign a Field Staff Member:** Select an **Assignee** for the job.
7. **Dispatch the Job:** Click **Dispatch Now**.
8. **Confirm Dispatch:** Finalize by confirming the dispatch action.

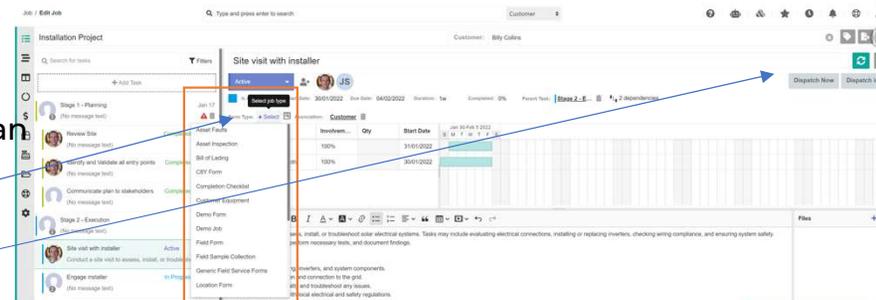
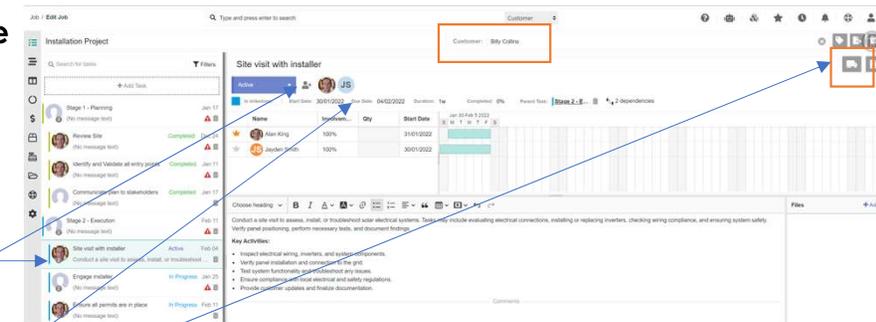


Assign & Dispatch **Multi Task Jobs** in the Dusk FSM

- Jobs sync automatically to Dusk FSM.
- New jobs appear as **Unassigned** with a pink label on the Jobs tab.

Steps to Dispatch a Multi Task Job to Field Staff:

1. **Open the Job:** Click on the job to begin assignment.
2. **Select the Task:** Choose the Task within the Job.
3. **Assign a Field Staff Member:** Select an **Assignee** for the job.
4. **Confirm Scheduling:** Review and update the **Start and End Date & Time** if needed.
5. **Click the Truck icon on the right:** This converts it from an office task to a field task for dispatch.
6. **Select Job Type:** Choose from the **Job Type** dropdown.
7. **Dispatch the Job:** Click **Dispatch Now**.
8. **Confirm Dispatch:** Finalize by confirming the dispatch action.

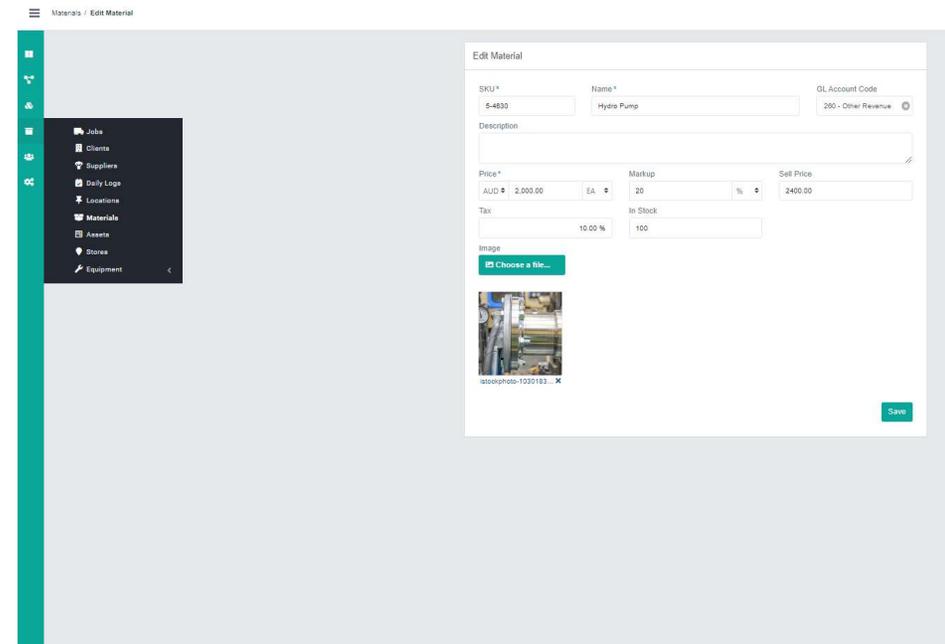


How to Automatically Sync Products

- ✓ **Seamless Product Sync:** Keep your HubSpot Products up to date in Dusk FSM.
- 🔄 **Flexible Options:** Sync one, multiple, or all products with ease.
- ⚙️ **Set & Forget Automation:** Choose **automatic sync** for hassle-free updates or **manual sync** for full control.

Accessing your HubSpot **Products** in the Dusk FSM

- 1. **Select Products to Synchronize:** Choose one, multiple, or all products to sync.
- 2. **Navigate to Materials:** Go to Materials in the left menu.
- 3. **Locate Product Information:** HubSpot product data will be available here.
- 4. **Link to Finance Software:** Materials can be connected to finance software for inventory and revenue allocation.

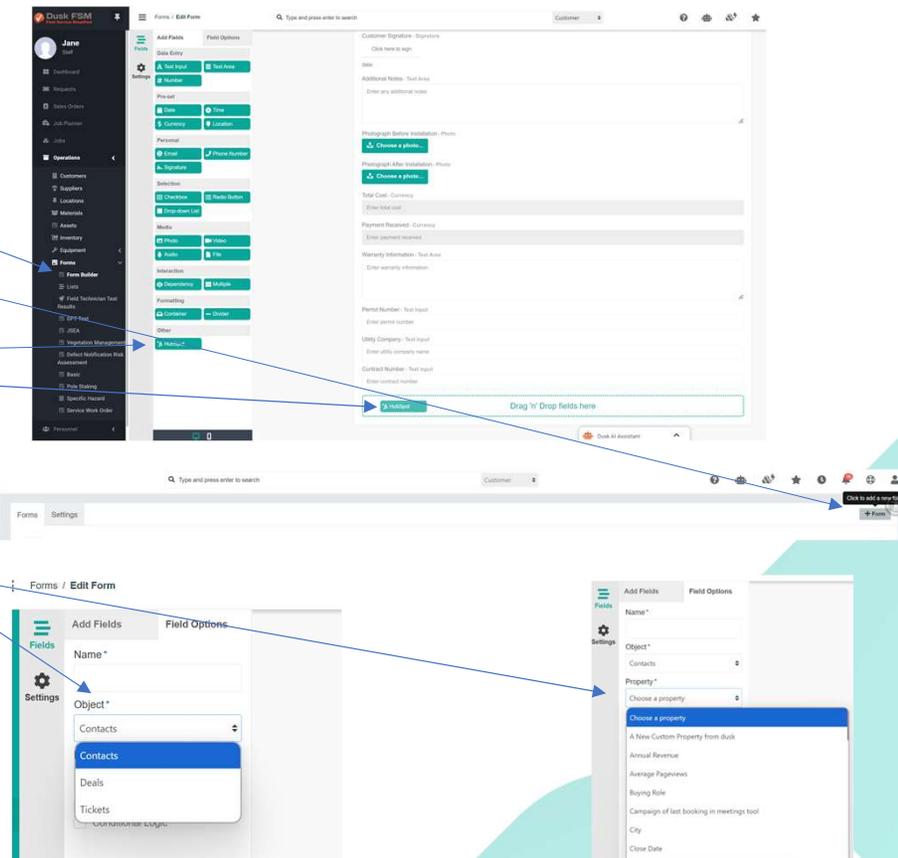


How to View Custom Objects in Read-Only Mode from the Field

- ✓ **Access Custom Objects Anywhere:** View Contacts, Deals, and Tickets from HubSpot in Dusk FSM in Read-Only mode.
- 🎨 **Seamless Form Builder Integration:** Add HubSpot data to custom forms with a simple drag-and-drop process.
- 🔍 **Select & Display Key Information:** Choose specific properties from Contacts, Deals, or Tickets to display in the form.
- + **Customize as Needed:** Add multiple HubSpot widgets to the form to include additional fields.

Viewing your HubSpot Custom Objects in Read Only mode from the Field

1. Access Form Builder: Navigate to Operations > Forms > Form Builder.
2. Create a New Form: Click +Form on the right.
3. Add HubSpot Data:
 - Locate the HubSpot widget and drag it onto the canvas.
 - From the Object menu on the left, select Contacts, Deals, or Tickets.
 - Choose a Property field associated with the selected Object.
4. Repeat as Needed: Drag additional HubSpot widgets onto the form to include multiple properties.

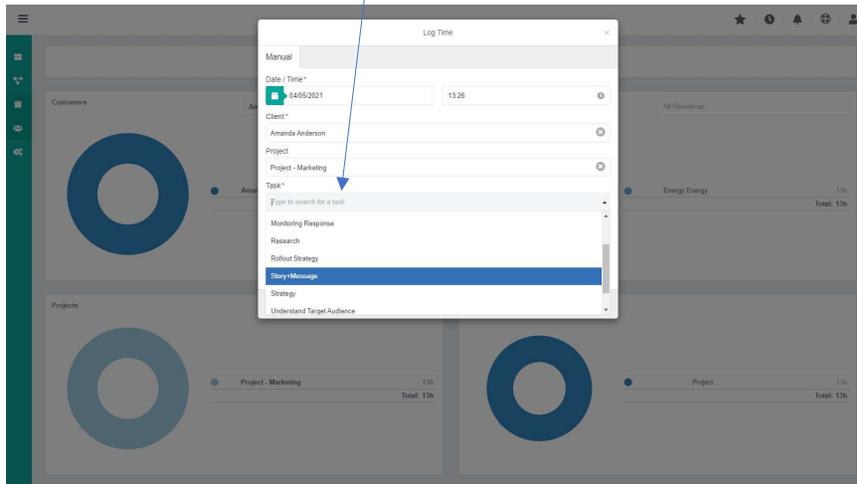


How to Log Time from a HubSpot Deal in the Dusk FSM

-  **Log Time Directly from HubSpot:** Push time entries into Dusk FSM straight from a HubSpot Deal.
-  **Capture All Work Time:** Record billable and non-billable hours, including travel time, tool time, and job-related activities.
-  **Seamless Reporting & Invoicing:** Access detailed reports and invoice logged time directly from Dusk FSM.

Logging Time for Deals and Tickets from HubSpot

- **Log Time from a HubSpot Deal:** Push time directly into the Dusk FSM from within a HubSpot Deal.
- **Capture All Time:** Ensure all time is recorded, including time beyond travel and tool time on jobs.
- **View Reports & Invoice:** Access reports and invoice logged time directly from Dusk FSM.



Log Time

Work order name
Screen record deal

Associated To
IOP Test

Staff *
Select a staff

Type *
Select a type

Start Date * ⓘ
MM/DD/YYYY

Start Time * ⓘ
HH:MM

Time Allocated * ⓘ
E.g. 1h 30m

Add Time **Cancel**

How to Preview a Deal Pipeline in Dusk FSM & Create New Deals for HubSpot

- ✓ **One-Way Sync (Read-Only Preview):** View new Deals from HubSpot in Dusk FSM as Read-Only for visibility and planning.
- 🔄 **Two-Way Sync (Full Integration):** Sync Deals and Jobs between Dusk FSM and HubSpot:
 - Jobs created in Dusk FSM Scheduling or the Dusk FSM apps are pushed back to HubSpot to initiate the Sales cycle.
 - Once confirmed, jobs sync back to Dusk FSM at the configured stage, ready for dispatch to the field.
- 📊 **Sales Pipeline Visibility:** Preview potential jobs in Dusk FSM without financial or customer details to assist in staff planning and resource allocation, especially for large-scale projects.

Previewing a Deal Pipeline in the Dusk FSM and Creating New Deals for HubSpot

One-Way Sync (Read-Only Preview)

- **Previews new Deals** from HubSpot in Dusk FSM as **Read-Only**.

Two-Way Sync (Full Integration)

- **Previews new Deals** from HubSpot in Dusk FSM as **Read-Only**.
- **Syncs Jobs Bi-Directionally:**
 - Jobs created in **Dusk FSM Scheduling** or the **Dusk FSM apps** are pushed back to **HubSpot** to initiate the Sales cycle.
 - Once confirmed, jobs automatically **sync back** to Dusk FSM at the configured stage, ready for **dispatch to the field**.



1. **Access HubSpot Configuration:** Open the **HubSpot Configuration** screen in Dusk FSM.



2. **Select a Deal Stage:** Choose the **Deal Stage** you want to preview from your selected **Sales Pipeline**.



3. **Navigate to Sales Orders:** Click on **Sales Orders** and scroll to the right to view the **Sales Pipeline**.



4. **Review Deal Previews:**
 - Deals are displayed **without financial or customer details**.
 - This provides a **timeline view of potential jobs** for staff **availability planning**, especially for larger projects.

The screenshot displays the Dusk FSM interface. At the top, the 'Sales Pipeline' configuration is shown with two options: 'One Way sync deal stages' (unselected) and 'Two Way sync deal stages' (selected). Below this, a text input field contains 'Ready for Contract' and a 'Synchronize' button is visible. The main part of the screenshot shows a 'Sales Pipeline' view with columns for 'Quote Followed Up', 'Quote on Hold', 'Quote Approved', and 'Quote Rejected'. A deal is visible in the 'Ready for Contract' column, titled 'EV Charger Install - Form'. A detailed view of this deal is shown below, including the title 'EV Charger Install - Form', amount '\$4,500', close date '18/03/2024', and a 'High' priority indicator. The interface also shows a sidebar with navigation options like 'Dashboard', 'Reports', 'Sales Orders', 'Job Planner', 'Jobs', 'Operations', 'Personnel', and 'Admin'.

Disconnecting your HubSpot Account from the Dusk FSM

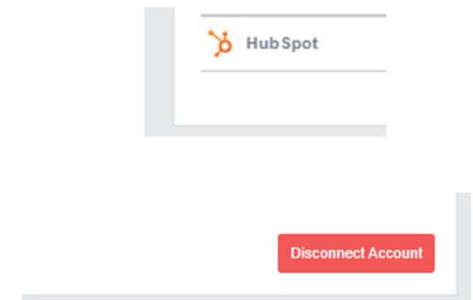
1. **Navigate to Settings:** Go to Admin > System Settings > General.
2. **Access HubSpot Configuration:** Click the HubSpot icon to open the configuration screen.
3. **Disconnect Account:** Scroll down and click **Disconnect Account**.

For more details, refer to HubSpot's knowledge article:

[https://knowledge.hubspot.com/integrations/connect-apps-to-hubspot#uninstall-an-appfrom a HubSpot account](https://knowledge.hubspot.com/integrations/connect-apps-to-hubspot#uninstall-an-appfrom-a-HubSpot-account)

⚠ Important: Disconnecting HubSpot from the Dusk FSM will delete synced records in the Dusk FSM, including:

- **HubSpot Contacts** in Dusk FSM.
- **HubSpot Products** in Dusk FSM.
- **HubSpot Deal Stages** used in the **Dusk FSM Sales Order** module for read-only views and sending Quotes to HubSpot.



Get the Most out of the Dusk FSM and HubSpot **Integration**

- **Best Practice Setup & Walkthroughs:** Watch on our YouTube channel:
<https://youtube.com/duskmobile>
- **HubSpot Specific Tutorials:** Explore our dedicated playlist:
https://www.youtube.com/playlist?list=PLEbhTp_KgyRfLsfIne32uOXQX-wfyZj9z
- **HubSpot Academy Video:** Learn from our official HubSpot guide:
<https://app.hubspot.com/academy/23429752/shortvideo/5446284?ruid=68998387>
- **Access our AI driven Knowledge Base:**
<https://help.duskmobile.com>

Dusk FSM is the AI-powered field service management platform that seamlessly integrates with HubSpot, enabling your business to automate job scheduling, optimize workforce efficiency, and deliver real-time, AI-driven insights.

We help your business scale smarter and faster in the AI-first era.

Let's Simplify Your Field Service Management



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