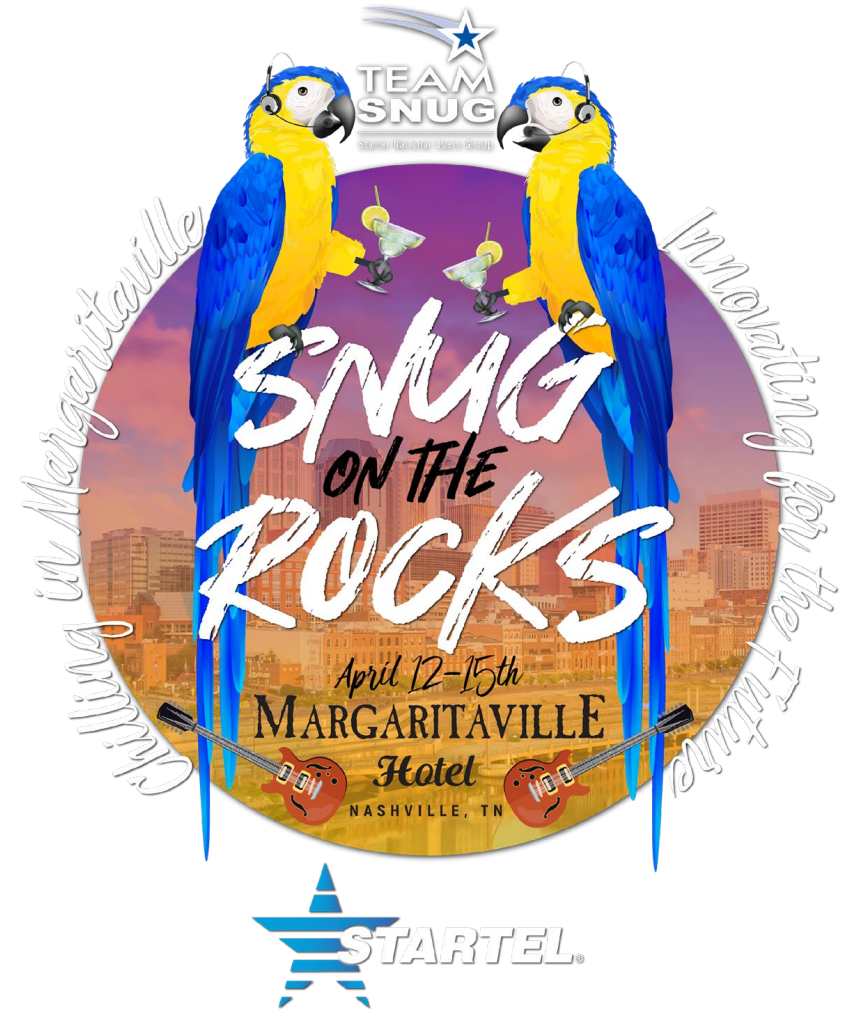


Software integrations in Real-World Use

Aaron Boatin, Ambs Call Center

Real-world example of connecting Startel to client CRMs, ticketing systems, and operating tools.



Let's Connect to



Connection using TasLogic API

Steps to Take

1. Add a 'Connected App' in HubSpot Integrations
2. Configure TasLogic API
3. Create Intelliform with External Post to appropriate fields
4. Test and Refine
5. Enjoy



[Learn more !\[\]\(dfbd6b3763a6d1d9afaa974f64e2e4b5_img.jpg\)](#)[⚙️ Basic info](#)[🛡️ Scopes](#)[⚡ Webhooks](#)

Basic Info

Give your app a unique name, logo, and description to help your team understand what it does.

Name *


This name will appear in your private apps page, some HubSpot tools, and other material. It must be unique for this account.

[Generate a new random name](#)

179 characters



Logo

Upload a square logo to help uniquely identify this app. 

[📁 Upload logo](#)

Description

85 characters

[Learn more !\[\]\(bd1a142de767a21e5362c595f844a4ff_img.jpg\)](#)[Basic info](#)**[Scopes](#)**[Webhooks](#)

Scopes

Scopes determine what your app can access and do in HubSpot. It's strongly encouraged to require as few scopes as possible for your app's functionality.

Selected scopes

[+ Add new scope](#)`crm.objects.companies.read`[Delete](#)`crm.objects.contacts.read`[Delete](#)`tickets`[Delete](#)

[> Summary of selected scopes](#)

Formula		...
Pageable	<input checked="" type="checkbox"/>	
Max Pageable Chars	0	
Initial Value		
Name	subject	
Script		...
Import OnCall	<input type="checkbox"/>	
Import Directory	<input type="checkbox"/>	

3Last Name: (lastName)

4First Name: (firstName)

5Phone: (phone)

6Position #: (company)

8Confirm your information imported before proceeding: (confirm)

0What is the issue?: (subject)

1Are you able to take and make calls? (processcalls)

2Client ID: (ClientID)

3Provide exact time
4and extremely detailed
5description.

6

7Internet provider: (ISP)

Save for Auto Dispatch to create your ticket

External Post	<input checked="" type="checkbox"/>
Post Subject	...
Post In Header	<input type="checkbox"/>
Import Name	Subject
AI Tag Name	

Alphanumeric	<input type="checkbox"/>
Read Only	<input type="checkbox"/>
Character Count	<input checked="" type="checkbox"/>
Secure Only	<input type="checkbox"/>
Spell Check	<input type="checkbox"/>
Skip Voice Record	<input type="checkbox"/>
Use For Title	<input type="checkbox"/>
Persistent Line	<input type="checkbox"/>

8

9URL: (url)

0Contact ID: (contactId)

1Ticket #: (ticketId)

2ANI (ani)

3Email: (email)

4Account: (accountNumber)

Ctrl+W to lookup by one or more of the fields below

Last Name:

First Name:

Phone:

Position #:

Type a few letters & Ctrl + W to lookup

Confirm your information imported before proceeding:

What is the issue?:

Are you able to take and make calls?

Client ID:

Provide exact time and extremely detailed description.

Internet provider:

Save for Auto Dispatch to create your ticket

Delay by: 15 Set Delay

Add Note

Special Function

Save

Deliver



Ctrl+W to lookup by one or more of the fields below

Last Name: Boatin
First Name: Aaron
Phone: 5177804601
Position #: Ambs Call Center

Information pulled directly into form from HubSpot

Confirm your information imported before proceeding: Yes

What is the issue?: Flux capacitor below 1.21 gigawatts

Are you able to take and make calls? Able to take and make calls

Client ID: 1234

Provide exact time and extremely detailed description.
Not sure what to do. Perhaps find a bolt of lightning?

Internet provider: Comcast / Xfinity



Internet provider: Comcast / Xfinity

Save for Auto Dispatch to create your ticket

TASLogic API URL

URL:	https://api.taslogic.com/a
Contact ID:	147387978090
Ticket #:	44371799127
ANI	
Email:	aboatin@ambscallcenter.com
Account:	5177804601
Category:	Tech - Agent Issue



Internet provider: Comcast / Xfinity

Save for Auto Dispatch to create your ticket

URL:	https://api.taslogic.com/api
Contact ID:	147387978090
Ticket #:	44371799127
ANI	
Email:	aboatin@ambscallcenter.com
Account:	5177804601
Category:	Tech - Agent Issue

HubSpot Contact
Unique ID



Internet provider: Comcast / Xfinity

Save for Auto Dispatch to create your ticket

URL:	https://api.taslogic.com/api
Contact ID:	147387978090
Ticket #:	44371799127
ANI	
Email:	aboatin@ambscallcenter.com
Account:	5177804601
Category:	Tech - Agent Issue

HubSpot Ticket #
inserted back into
Intelliform





Flux capacitor below 1.21 giga... | Aaron Boatn | Ambs Call Cen... | #44371799127

Reply in 4 hours

1 of 25 tickets



Actions



Help Desk



Search in help desk

Summary

Analyze

Coaching

Assigned To Me 1

Following 16

My Mentions 1

Less +

All Open Tickets 25

Snoozed 0

Drafts 0

Spam 0

Sent 8

Tech

Open 22

Unassigned 1

Closed

You're away

April 10

Email notification sent with subject [Hi Aaron, your request 'Flux capacitor below 1.21 gigawatts' has been received](#) to Aaron Boatn at 4:12 PM.

Aaron Boatn 4:12 PM Email
To: Ambs Call Center

Out of Office Monday 13th - Wednesday 15th at SNUG conference.

Conversation created as a reply to [Hi Aaron, your request 'Flux capacitor below 1.21 gigawatts' has been received](#) via tech@ambscallcenter.com at 4:12 PM.

Ticket immediately created in HubSpot Help desk

Email Note

Aaron Boatn

Write a message. Press '/' or highlight text to access AI commands.



Insert

Macros Send

Ticket owner

Aaron Boatn

Assigned teams

Sales

Pipeline

Support

Ticket status

Waiting on us

Details

History

About this ticket

Actions

Ticket owner

Aaron Boatn

Category

Tech - Agent issue

Create date

04/10/2026

Ticket description

Not sure what to do. Perhaps find a bolt of lightning?

--- Additional Info ---

Process Calls: Able to take and make calls

ISP: Comcast / Xfinity

Client ID: 1234

Last activity date

04/10/2026 4:12 PM EDT



Request a Quote

AMBS CALL CENTER'S INTEGRATIONS

Answering Service Integrations

Integrate the work of our friendly live answering service agents into your existing software. Helping your business grow in efficiency is a passion of ours. Let us help you automate your processes so you can get back to running your business.

Popular Integrations Our Customers Use

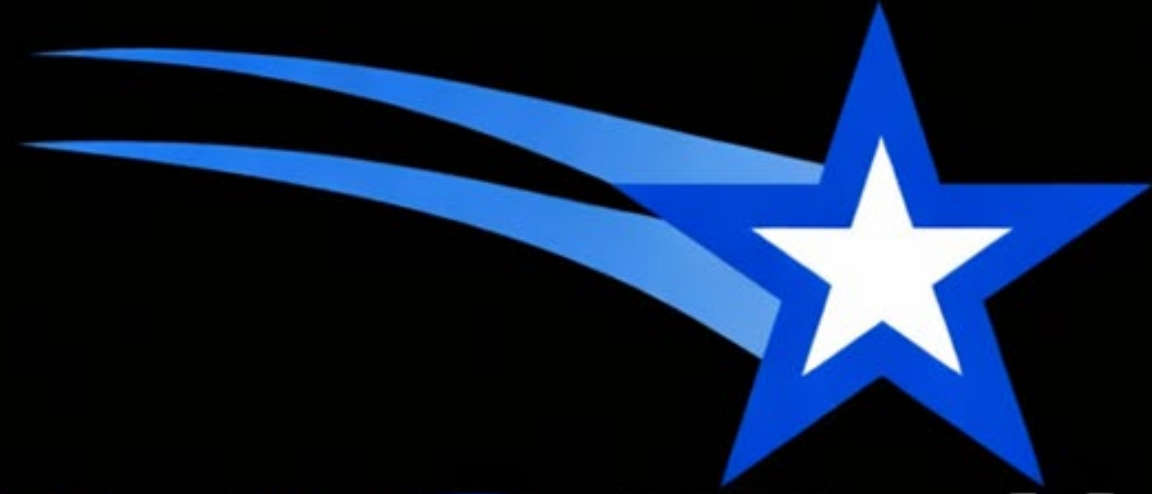
We offer many integrations to our customers who use our answering services. These are the popular integrations they opt-in for that provide them with the most value.



Questions?



A circular graphic for the 'SNUG ON THE ROCKS' event. At the top, two blue and yellow parrots wearing headphones hold martini glasses. Above them is the 'TEAM SNUG' logo with a star and the text 'Startel National Users Group'. The central text reads 'SNUG ON THE ROCKS' in a large, white, hand-drawn font. Below this, it says 'April 12-15th MARGARITAVILLE Hotel NASHVILLE, TN'. At the bottom of the circle are two red electric guitars. The background of the circle is a cityscape. Curved text around the circle reads 'Chilling in Margaritaville' on the left and 'Innovating for the Future' on the right. At the bottom center is the 'STARTEL' logo with a star.



SNUUGTalks