



How to Connect Aircall to Hiver

1. Introduction

The integration between Aircall and Hiver enables support teams to streamline their communication workflows by automatically logging call information and managing conversations directly within Hiver's email-based helpdesk system. This guide provides a detailed step-by-step process to connect Aircall to Hiver, ensuring a seamless setup for your customer support teams.

2. Prerequisites

Before you begin the integration process, ensure that you have the following:

- An **active Aircall account** with admin access.
 - A **Hiver account** with admin privileges.
 - An **API key for Hiver** (if required).
 - The necessary permissions to install apps in both platforms.
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3. Step-by-Step Integration Guide

Step 1: Access Aircall Dashboard

1. Log in to your **Aircall** admin account.
 2. Navigate to the **Dashboard** and click on the **Integrations & API** tab.
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Step 2: Navigate to Integrations

1. In the **Integrations & API** section, click on **Discover Integrations**.
 2. Search for **Hiver** in the integrations list.
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Step 3: Find and Select Hiver



1. Click on the **Hiver** integration tile.
 2. Select **Install Integration** to proceed.
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Step 4: Authorize Hiver Access

1. You will be redirected to the **Hiver login page**.
 2. Enter your Hiver **login credentials** and click **Sign In**.
 3. Review the requested permissions and click **Authorize** to allow Aircall to access your Hiver data.
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Step 5: Configure Integration Settings

1. After authorization, return to the Aircall dashboard.
 2. Go to **Settings > Integrations** and click on **Hiver**.
 3. Customize the following settings:
 - **Call Logging Preferences:** Choose to log inbound, outbound, or both types of calls to Hiver's shared inbox.
 - **Activity Logging:** Enable or disable logging of call notes, tags, and voicemail.
 - **Ticket Creation:** Configure settings to automatically create support tickets for missed or unanswered calls.
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Step 6: Map Fields Between Aircall and Hiver

1. In the **Field Mapping** section:
 - Map **Aircall fields** (such as call duration, status, and notes) to **Hiver fields** (such as email tags, notes, or ticket status).
 - Ensure key fields such as **Phone Number, Contact Name, and Call Notes** are mapped correctly.
2. Save the settings.



Step 7: Test the Integration

1. Make a **test call** using Aircall.
2. Check if the call details are logged correctly in Hiver's shared inbox, including:
 - Contact information.
 - Call duration and time.
 - Call notes, tags, and ticket creation (if enabled).
3. If all information appears correctly, the integration is successful.

4. Common Troubleshooting Tips

- **Issue:** Call logs not appearing in Hiver.

Solution: Ensure that the **API key** is active, and the integration is enabled in both platforms.

- **Issue:** Field mapping errors.

Solution: Revisit the **Field Mapping** settings and ensure that all mandatory fields are correctly mapped.

- **Issue:** Authorization error when connecting to Hiver.

Solution: Re-authenticate by removing the integration and reinstalling it.

5. Best Practices for Using the Integration

- **Use call tags and notes** to organize and categorize support requests efficiently in Hiver.
- **Enable automatic ticket creation** for missed calls to ensure timely follow-ups by support teams.
- **Schedule regular sync checks** to verify that all call data is accurately logged.

6. Conclusion



Integrating Aircall with Hiver allows support teams to centralize communication management, streamline workflows, and improve customer service efficiency. By following this guide, you can ensure a smooth and effective integration process, enabling your team to handle support requests with greater speed and accuracy.



Aircall and Hiver Integration: Features and Benefits

Integration Overview

The integration between Aircall and Hiver brings together Aircall's advanced call management capabilities with Hiver's email-based helpdesk system to streamline customer support operations. This integration enables support teams to automatically log call information, create support tickets, and access caller data directly within Hiver, enhancing productivity and improving customer satisfaction.

Key Features

1. Automatic Call Logging

Description:

All inbound and outbound calls made through Aircall are automatically logged in Hiver's shared inbox. The logs include comprehensive details such as call duration, time stamps, contact information, call notes, and, if enabled, call recordings.

Benefit:

This feature eliminates the need for manual call logging, ensuring that all call records are accurate and up-to-date. It also helps support agents access a complete history of customer interactions without switching platforms.

2. Click-to-Call Functionality

Description:

Support agents can initiate calls directly from Hiver by clicking on any contact's phone number. This functionality is powered by Aircall's softphone or browser extension.

Benefit:

Click-to-call reduces manual dialing efforts and minimizes dialing errors, enabling support agents to connect with customers more efficiently.

3. Automated Ticket Creation

Description:

The integration can automatically create support tickets in Hiver for missed or unanswered



calls. These tickets include essential call details such as caller ID, call time, and voicemail transcriptions (if applicable).

Benefit:

Automated ticket creation ensures that no customer inquiry is missed, helping support teams prioritize and follow up on unresolved issues promptly.

4. Real-Time Caller Insights

Description:

When a call comes in, Aircall displays relevant customer information stored in Hiver, such as previous interactions, open tickets, and email history. This information is provided in real-time during the call.

Benefit:

Access to real-time caller insights enables support agents to deliver personalized assistance and resolve issues more effectively.

5. Call Tags and Notes

Description:

Agents can tag calls with customizable labels and add notes directly from Aircall, which are then synchronized to the corresponding contact or ticket in Hiver.

Benefit:

Custom call tags facilitate better organization of support requests and enable detailed reporting and analysis.

6. Voicemail and Voicemail Transcription

Description:

The integration supports voicemail logging and automatic transcription of voicemails into text, which is then attached to the corresponding ticket in Hiver.

Benefit:

Voicemail transcription saves time for support agents by allowing them to quickly read and respond to messages without listening to each voicemail.



7. SMS Integration

Description:

Support agents can send and receive SMS messages directly through Aircall, with all messages automatically logged in Hiver as part of the conversation history.

Benefit:

SMS integration provides an additional communication channel for support teams, ensuring timely follow-ups and improved customer engagement.

8. Analytics and Reporting

Description:

The integration provides access to detailed call analytics and reports, including call volume, duration, response times, and agent performance, directly within Hiver.

Benefit:

Comprehensive analytics help support managers monitor performance, identify bottlenecks, and refine support strategies based on data-driven insights.

9. Field Mapping and Data Synchronization

Description:

Field mapping between Aircall and Hiver ensures that key data such as caller information, call notes, and tags are synchronized in real-time. This includes mapping custom fields for specific business needs.

Benefit:

Seamless data synchronization prevents information silos and ensures that all team members have access to consistent and updated data.

10. Customizable Call Workflows

Description:

Support teams can create custom workflows to automate actions based on call outcomes, such as sending follow-up emails or escalating tickets for high-priority issues.

**Benefit:**

Custom workflows improve efficiency by automating routine tasks, allowing support agents to focus on resolving complex issues.

Key Benefits**1. Enhanced Productivity**

By automating tasks such as call logging, ticket creation, and follow-ups, the integration allows support teams to manage higher volumes of support requests without increasing workload. Features like click-to-call and real-time caller insights further streamline workflows.

2. Improved Customer Experience

Access to comprehensive call and email histories enables support agents to provide personalized and informed assistance. Automated ticket creation and real-time insights help reduce response times and ensure no support request falls through the cracks.

3. Centralized Communication Management

The integration brings all communication—calls, emails, and SMS—into Hiver’s shared inbox, providing a unified platform for managing customer interactions. This eliminates the need to switch between multiple tools, enhancing efficiency.

4. Data-Driven Decision Making

Detailed analytics and reporting provide actionable insights into support team performance, customer pain points, and communication effectiveness. Managers can use this data to refine support processes and improve service levels.

5. Seamless Collaboration



By logging all call and email interactions directly in Hiver, the integration makes it easy for team members to collaborate on support tickets. Shared notes and tags allow agents to access the same information and coordinate responses efficiently.

6. Enhanced Security and Compliance

The integration ensures that all call data and customer information are securely logged and managed within Hiver, which complies with industry standards for data protection. Role-based access controls and encryption protocols further enhance security.

Conclusion

The Aircall and Hiver integration is a powerful solution for support teams looking to optimize communication management and improve customer service efficiency. By leveraging advanced call features, real-time insights, and seamless data synchronization, businesses can enhance productivity, improve response times, and deliver a superior customer experience.

Would you like to add or modify any sections?