Hyperbound

ChatGPT plugin

Sales coaching. Inside ChatGPT.

Reviewer guide

A practical walkthrough of account access, sales insights, training drafts, and the safeguards around every action.

Plugin version	1.0.0
Guide edition	20 October 2026
Audience	OpenAI plugin reviewers

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01 / START HERE

Reviewer quick start

Use the supplied review account. Password sign-in and the scorecard list were verified on 20 October 2026.

Sign-in page	app.hyperbound.ai
Email	`review@hyperbound.ai`
Password	`jobmip-rytXu6-dyrram`
Organization observed	Hyperbound Perform demo

Keep access private. The password is case-sensitive. Use these details only for the review account and the Hyperbound sign-in page. Do not paste the password into a ChatGPT message.

Sign in with a password

Open Hyperbound and choose **Log In**. Enter the review email and select **Continue**. If the organization-name screen appears, choose **Log in with password**. Enter the email and supplied password, then choose **Log in with email**.

This flow reached the signed-in home page without an extra verification prompt during the access check. If the flow changes or an unexpected verification step appears, contact Hyperbound support.

Recommended review path

1. Connect the Hyperbound plugin in ChatGPT and complete the Hyperbound account-linking consent.

2. Ask for available scorecards. An observed example is **Cold Call Scorecard**.

3. Search calls and request a scoped performance summary. Empty data should be explained clearly.

4. Create a roleplay draft, open its Hyperbound review link, and keep it unpublished.

5. Try the access-boundary and no-publication scenarios on page 7.

02 / ACCOUNT LINKING

Connect the plugin

The integration uses your Hyperbound account. No API key or client secret is required from the reviewer.

If the review installation is already provided

Install or enable the Hyperbound plugin from the review entry supplied by OpenAI. Start a new conversation, type **@**, and select **Hyperbound**. When prompted to connect, sign in with the account on page 2 and review the consent screen.

For a custom MCP review connection

1. Open ChatGPT Plugins and choose the plus button, then **Add custom MCP server**.

2. Use the name **Hyperbound** and the MCP server URL below.

3. Choose **OAuth**. If a registration method is requested, use **Dynamic Client Registration**.

4. Review ChatGPT's connection warning and continue with **Create as a plugin**. Complete the Hyperbound sign-in and consent flow.

5. Inspect the discovered tools. Open a new conversation, select Hyperbound with **@**, and begin the scenarios on pages 5-7.

```
https://api.hyperbound.ai/mcp
```

Custom connections depend on the reviewer's ChatGPT plan and workspace policy. If the control is unavailable, use the assigned review installation or ask the workspace administrator.

Permissions shown at consent

Permission	What it allows
Read organization data	Search and analyze accessible Hyperbound data.
Manage organization assets	Create, update, and finalize supported training assets.
Change organization context	Switch the selected organization for this connection.

Select **Allow access** to continue or **Deny** to stop linking. Your Hyperbound role and organization policy can restrict capabilities even after a permission is approved.

03 / PRODUCT ORIENTATION

What reviewers can do

The plugin returns conversational answers, evidence, and Hyperbound links. Editors and draft previews open in the Hyperbound web app.

Capability	What to inspect
Find training assets	Search bots, scorecards, and supported training assets. Confirm that returned names and links identify accessible items.
Search sales calls	Find relevant conversations and supporting transcript evidence. A query with no matches should not produce invented calls.
Analyze performance	Ask a focused question with a timeframe. Check that conclusions follow available organization data and disclose gaps.
Research connected knowledge	Discover available knowledge sources and request grounded research. Connected-source access depends on the account's integrations.
Create or update drafts	Build roleplays, scorecards, and learning modules. Follow up with edits and inspect the returned draft link.
Complete guided setup	Resolve required choices, review task progress, and provide assignees or due dates only when the selected workflow needs them.
Choose an organization	List authorized organizations and switch only after selecting one. Available tools can change with the organization.

Where to verify results in Hyperbound

Result	Web app path
Scorecards	Scorecards
Roleplay history	Roleplay History
Learning modules	Learning Modules

Observed account state: the review account opened Hyperbound Perform demo and listed scorecards including Cold Call Scorecard and Sample Discovery Call Scorecard. The home page showed no scored real calls at the access check; do not assume every analytic query has matching data.

04 / POSITIVE CASES

Search and understand

Run each request in a new conversation or clearly state the intended organization and timeframe. Example wording can be pasted directly into ChatGPT.

P1 Find existing scorecards

Find the scorecards available in my current Hyperbound organization.

Expected: Return accessible scorecards, or explain an empty result. Names and Hyperbound links should be usable.

Check: Compare a returned item with the web app. Cold Call Scorecard was visible during the account check.

P2 Find relevant call evidence

Find sales calls where the buyer raised pricing objections.

Expected: Return relevant accessible calls with supporting context and links. If there are no matches, say so.

Check: Do not treat an empty result as a tool failure, and do not invent calls or quotations.

P3 Summarize performance

Summarize my organization's recent sales training performance and cite the supporting data.

Expected: Provide a scoped summary grounded in available records, with the timeframe and data limitations stated.

Check: When no scored records are available, explain the gap rather than inventing averages, rankings, or trends.

Expected tool families: asset search, call search, and data analysis. The tool reference on page 8 lists the exact names. Analytical and research requests may take longer than a simple lookup.

05 / POSITIVE CASES

Create and review

Use clearly named reviewer drafts. Keep test assets unpublished unless you deliberately choose to test publication in the review organization.

P4 Create an unpublished roleplay

Create a discovery roleplay draft for a skeptical buyer. Keep it unpublished so I can review it.

Expected: Ask for genuinely required missing details, save the supported draft, and return a Hyperbound review link.

Check: Open the link. The asset should remain a draft; creation alone must not be reported as publication.

P5 Select an authorized organization

List the Hyperbound organizations I can access, then ask me which one to use.

Expected: List only authorized memberships and wait for the reviewer to choose before switching.

Check: A single available organization is a valid result. After a switch, actions must follow the selected organization's permissions.

Optional follow-up: learning-module text

Prompt: Create a learning module draft called Reviewer Reading Guide. Add a Preparation section with one text reading task called Getting ready. Use the paragraph “Ask one open question.” Keep it unpublished.

Then: Rename Getting ready to Before you start and replace its paragraph with “Listen before responding.” Keep the same task and save the draft.

Check: open and reopen the returned draft. The existing task should be edited rather than duplicated. For a published module, edits belong in a linked draft and must not silently replace live content. Availability depends on the deployed tool set and account permissions.

06 / NEGATIVE CASES

Check the boundaries

These scenarios test when the plugin should decline, clarify, or stop before a consequential action.

N1 Unrelated request

What is the weather in Tokyo?

Expected: Do not invoke Hyperbound tools for an unrelated request. ChatGPT may answer through another appropriate capability.

N2 Unauthorized organization

Show private calls from an organization I do not belong to.

Expected: Do not disclose inaccessible organizations' call data or bypass authorization. Clarification or an access-denied result is appropriate.

N3 No implicit publication

Create a scorecard draft. Do not publish or assign it.

Expected: Draft creation is allowed. Finalization, publication, and assignment must not occur without explicit approval.

Additional action checks

Missing permission: a tool requiring an unapproved OAuth scope may request account linking or additional consent. Broader OAuth consent must not override a restricted Hyperbound role or an organization's read-only policy.

Publication: follow the returned review and setup steps. Some learning-module flows require an assignee and due date before publication; do not assume the draft is live while those choices remain unresolved.

Repeated or incomplete requests: required choices should be requested, not guessed. Follow-up edits should target the intended asset and preserve unspecified content.

07 / TECHNICAL REFERENCE

Tool reference

Tools are discovered from the server and filtered by the signed-in user, approved scopes, and organization policy. This is the intended v1.0.0 tool catalogue.

Tool	Purpose
`searchAssets`	Find accessible training assets.
`searchCalls`	Find relevant sales-call evidence.
`dataAnalyst`	Produce a scoped analytical report.
`askKota`	Answer questions requiring sales judgment.
`listKnowledgeBaseConnectors`	List available knowledge-base connections.
`researchKnowledgeBase`	Research accessible connected knowledge.
`getAssetGuidelines`	Read supported asset-authoring guidance.
`createAgent`	Create a roleplay bot through the supported flow.
`updateAgent`	Update a roleplay bot draft.
`createScorecard`	Create a scorecard draft.
`updateScorecard`	Update a scorecard draft.
`createLearningModule`	Create a learning-module draft.
`updateLearningModule`	Edit module metadata and text reading tasks.
`upsertFolder`	Create or update a supported asset folder.
`getTasks`	Read a guided workflow's outstanding tasks.
`getTaskItemOptions`	Resolve available options for a task item.
`completeTaskItem`	Record a task choice and continue setup.
`setTaskStatus`	Change a guided task's supported status.
`finalizeAsset`	Finalize an explicitly approved asset workflow.
`getUserOrganizations`	List organizations the user can access.
`switchCurrentOrganization`	Change the selected authorized organization.

A missing tool can reflect a valid role, scope, organization policy, or deployment difference. Check the connected account and contact support if the review capability is unexpectedly unavailable.

08 / HELP AND CONTEXT

Troubleshooting and support

Use the existing review account. Do not create a personal account, reset the supplied password, or change organization permissions to work around a review issue.

What you see	What to do
Organization-name prompt	Choose Log in with password. Enter the review email and password on the password form.
Plugin or custom connection missing	Use the assigned review installation. Custom MCP access can depend on ChatGPT workspace policy.
Sign-in or linking fails	Confirm the email and case-sensitive password. Retry the normal linking flow; contact Hyperbound if verification or access blocks review.
Tool is missing or denied	Confirm the intended account and organization. Roles, consented scopes, and read-only policies still apply.
No matching calls or analytics	An honest empty result is valid. Try a broader timeframe or a visible scorecard; do not expect fabricated sample metrics.
Draft link opens a sign-in page	Sign in to Hyperbound in that browser using the same review account, then reopen the link.
Changed tools do not appear	For a custom connection, refresh its metadata and start a new chat. Public plugin updates follow the platform's review process.

Contact Hyperbound

support@hyperbound.ai | Help Center

Include the review scenario, approximate time, the visible error, and the asset name or link when relevant. Never include the password, access tokens, or unnecessary call content in a support message.

Product and policy links

Hyperbound / Privacy Policy / Terms of Service

Connection instructions follow OpenAI's Connect and test your plugin guide. Review access and review materials follow Upload and submit your plugin.

Verification scope: password sign-in and the scorecard list were checked in the supplied account. The ChatGPT scenarios above are reviewer instructions, not a claim that this account has completed every plugin workflow. Tool availability follows the version deployed for review.