



From LITTLE HELP CONNECT to Lumo

Upgrade Guide

Wednesday, July 29, 2026

Little Help Agency LLC

Shinobu Kawano, CEO



About the Speaker



Shinobu Kawano

CEO / Product Manager
From Osaka, Japan

First, Three Commitments

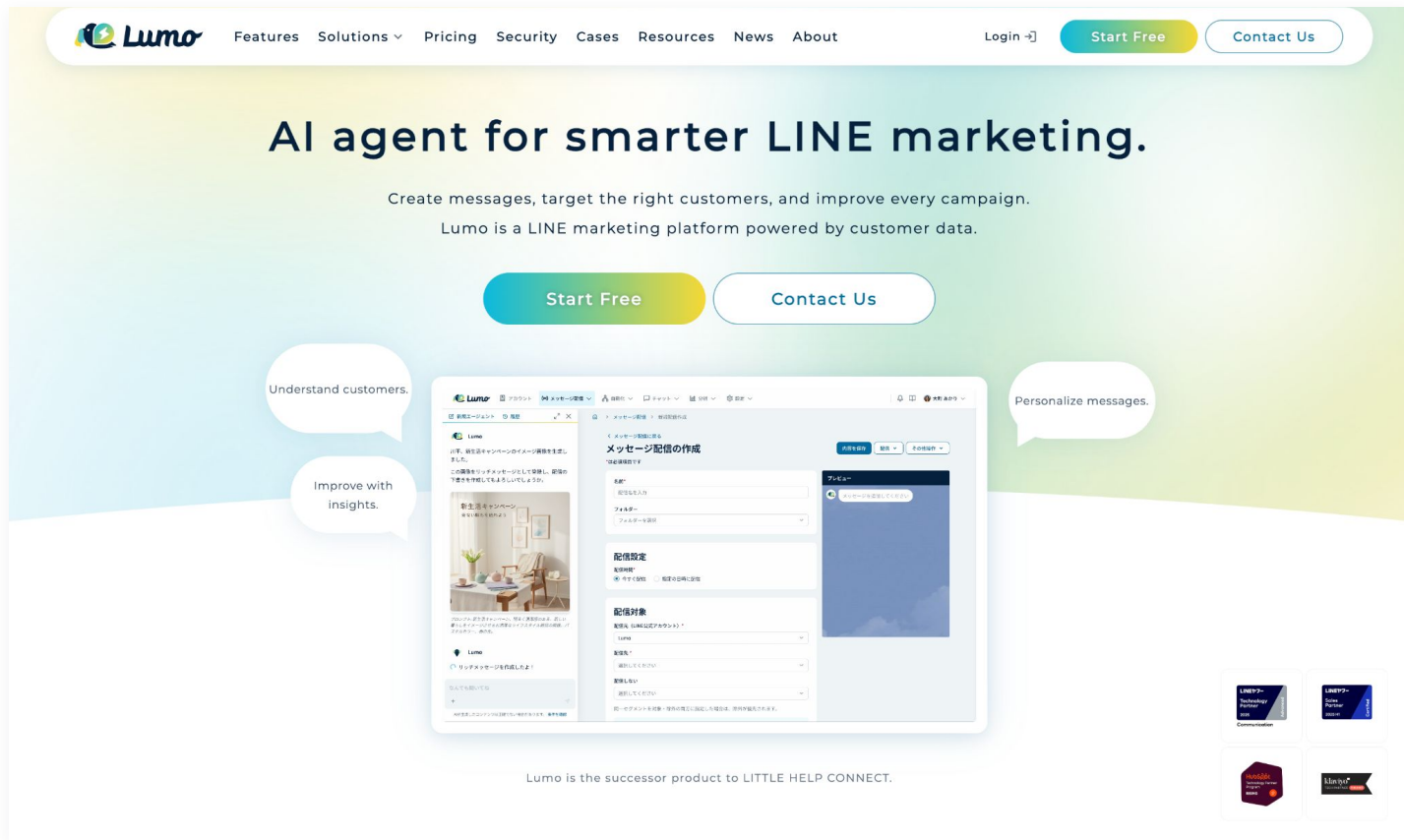
1. **Your data and HubSpot integration will carry over unchanged**
2. **There are only three required steps, taking about 25 minutes in total**
3. **Your pricing and contract terms will remain unchanged**



Agenda

- ❑ **12:00–12:05 Welcome**
- ❑ **12:05–12:30 Upgrade Process**
 - Data migration, transition checklist, procedures and pricing, and schedule
- ❑ **12:30–12:40 Lumo Product Demo**
- ❑ **12:40–12:55 Q&A**

Lumo — Why We Rebuilt It from the Ground Up



The image shows a screenshot of the Lumo website landing page. The page has a clean, modern design with a light blue and green gradient background. At the top, there is a navigation bar with the Lumo logo, links for Features, Solutions, Pricing, Security, Cases, Resources, News, and About, a Login button, and a Start Free button. Below the navigation bar, the main headline reads "AI agent for smarter LINE marketing." followed by the subtext "Create messages, target the right customers, and improve every campaign. Lumo is a LINE marketing platform powered by customer data." There are two prominent buttons: "Start Free" and "Contact Us". Below these, there are three speech bubbles: "Understand customers.", "Improve with insights.", and "Personalize messages.". In the center, there is a screenshot of the Lumo web application interface, which shows a dashboard with various analytics and a section for creating and managing LINE messages. At the bottom right, there are four small logos for partner companies: LINE, LINE@, LINE TV, and LINE MUSIC.

Lumo

Features Solutions Pricing Security Cases Resources News About

Login Start Free Contact Us

AI agent for smarter LINE marketing.

Create messages, target the right customers, and improve every campaign.
Lumo is a LINE marketing platform powered by customer data.

Start Free Contact Us

Understand customers.

Improve with insights.

Personalize messages.

Lumo is the successor product to LITTLE HELP CONNECT.

Upgrade Process

Data That Will Be Migrated

Data	Status
LINE friend information and tags	Migrated unchanged
ID integration with HubSpot contacts	Migrated unchanged (no reconnection required)
Chat flows and automated responses	Migrated as Lumo workflows
Rich messages, rich menus, and other assets	Migrated unchanged
QR codes (acquisition sources)	Migrated unchanged (existing QR codes will automatically redirect to Lumo)
Past chat history	Viewable in Lumo
Past message deliveries	Viewable in Lumo
Scheduled messages	Must be rescheduled after the transition (included in the checklist)
Subscription plan	Migrated unchanged

What Will Continue to Work Unchanged

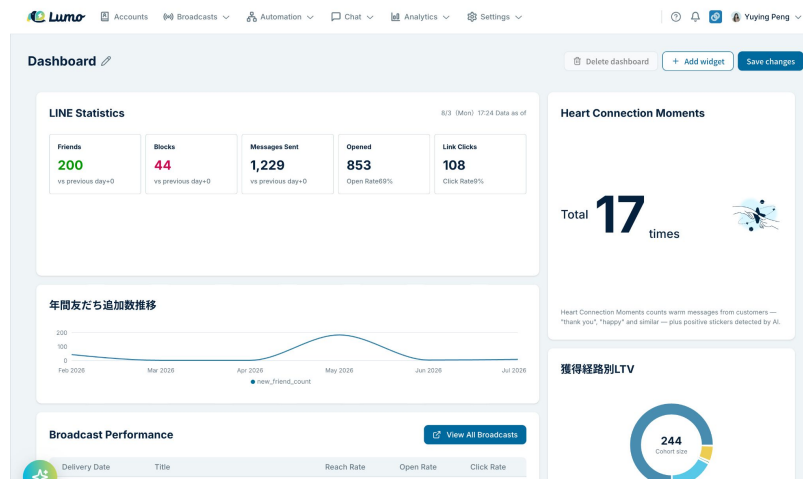
- **HubSpot integration:** No reconfiguration or reconnection required
- **Personalization tokens in messages:** Automatically synchronized with no setup required
- **Printed and published QR codes:** No need to recreate them
- **ID integration through HubSpot forms (lineid method):** Will continue to work unchanged

⚠ Do not uninstall the HubSpot integration app



Real-World Example

- **A customer with tens of thousands of LINE friends in a live production environment**
 - Completed the first full migration to Lumo
 - Completed in less than half a day
 - No interruption to message delivery and no impact on end users



Data Handling

1. Your data is stored in Japan
2. Your data is not used to train AI models
3. A security white paper is available



Five Items to Check During the Transition

1. Reset your password (invitation email / Google sign-in)
2. Set up two-factor authentication again (optional)
3. Recreate scheduled messages
4. Replace the tracking code with the one issued by Lumo
5. Install the Lumo app



Features Being Changed or Discontinued

Feature	Status	Alternative
SMS messaging	Discontinued	Alternative guidance is available and will be provided individually
"Execute Code" action	Discontinued	We will review your use case and recommend an alternative. Your original code will remain viewable in Lumo (read-only).
Custom database	Discontinued	Please contact us to discuss alternatives
Google Calendar integration	Discontinued	Please contact us to discuss alternatives
Public API	Partially available	Available only on eligible plans; we will contact you individually

Process, Pricing, and Schedule

1

Process



2

Pricing

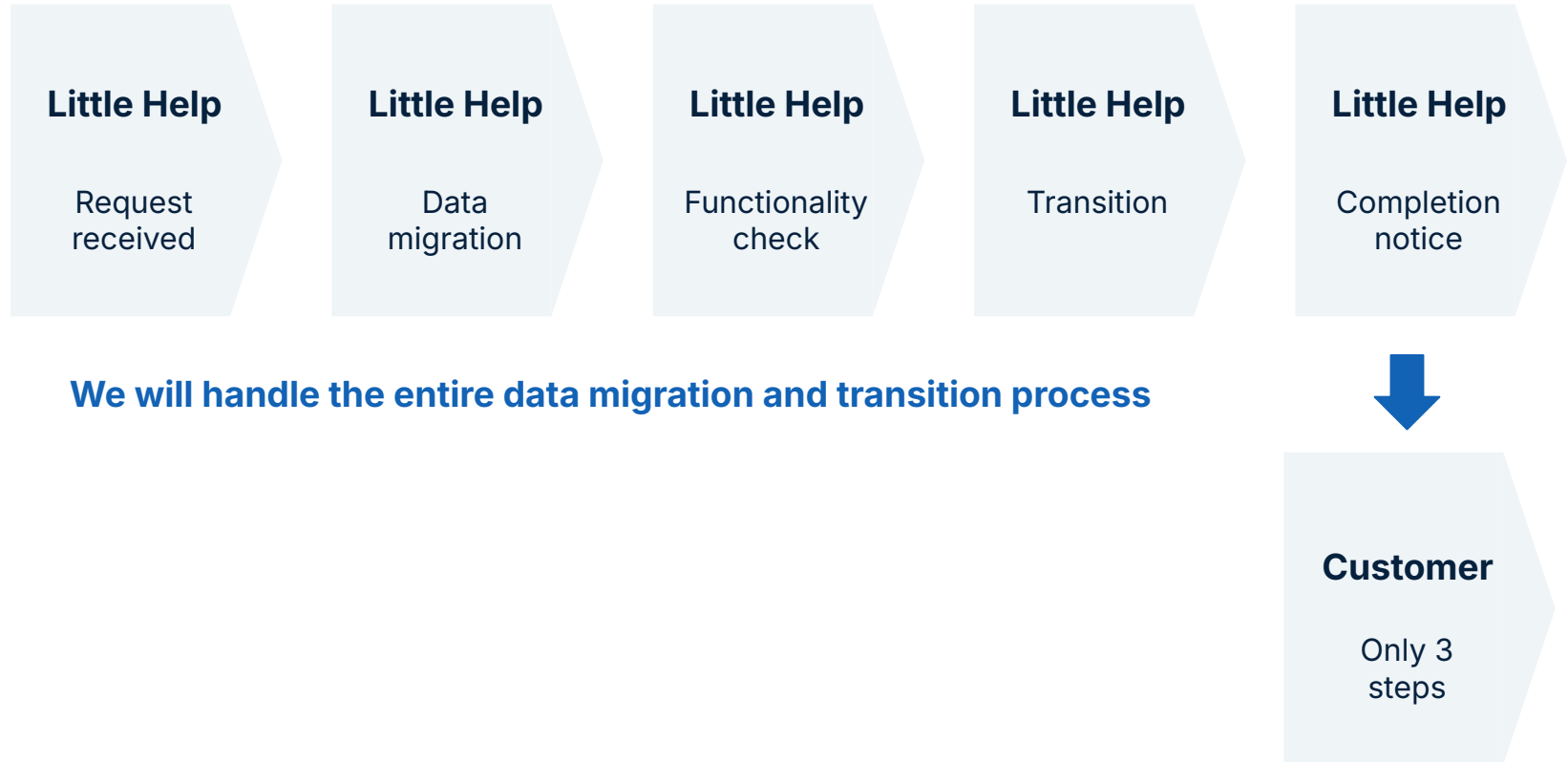


3

Schedule

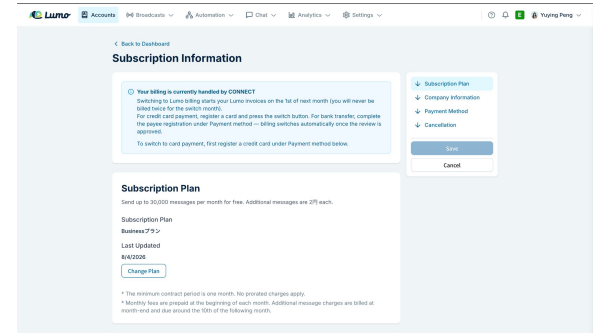
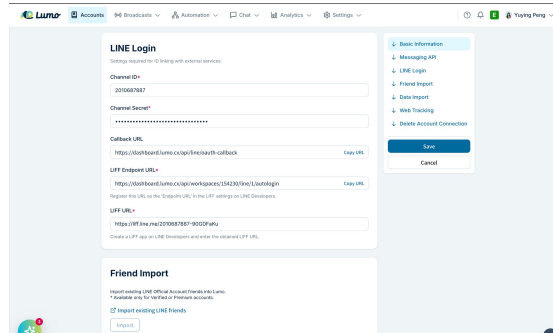
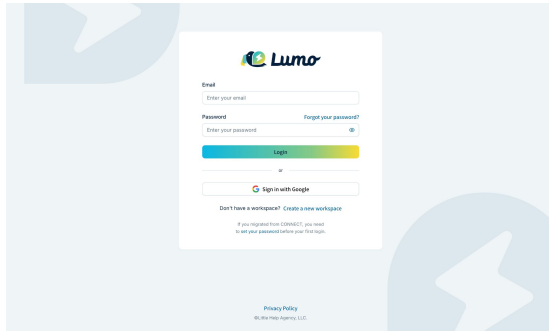


Overall Upgrade Process



Three Steps for Customers (Approx. 25 Minutes Total)

1. **Log in to Lumo (approx. 5 min)** — Register from the invitation email
2. **Configure LINE Login (approx. 15 min for an authorized administrator)** — Video instructions and an illustrated guide are available
 - a. ⚠ Administrator access to LINE Developers is required
3. **Re-register payment information (approx. 5 min)** — Simply click “Switch payments to Lumo” to begin



What You Gain with the Upgrade

1. Additional seat fees: **Discontinued (seat limit → unlimited)**
2. Number of QR codes: **Discontinued (300 → unlimited)**
3. **Two AI agents**
 - a. **Marketing Agent**
 - i. Works in the dashboard to plan, create, and analyze message campaigns and manage goals
 - b. **Customer Agent**
 - i. Provides customer support on LINE 24/7



Your Pricing Will Not Change

1. Your current plan will carry over unchanged, with no price increase
2. Lumo billing will begin on the first day of the month following the transition
3. For customers paying by bank transfer: **Paid registration** → Recent applications have been approved on the same day

The screenshot displays the 'Subscription Plan' and 'Payment Method' settings in the Lumo app. The 'Subscription Plan' section, titled '免費方案' (Free Plan), indicates a plan that allows sending up to 200 messages per month for free, last updated on 8/4/2026. It includes a 'Change Plan' button and a sidebar with links for 'Subscription Plan', 'Payment Method', and 'Cancellation', along with 'Save' and 'Cancel' buttons. The 'Payment Method' section shows 'Credit Card' as the selected method, with a list of accepted cards (VISA, Mastercard, UnionPay, JCB) and a note that no card is currently registered. An 'Add Card' button is present at the bottom of this section. A small red notification bubble with the number '3' is visible in the bottom left corner of the app interface.

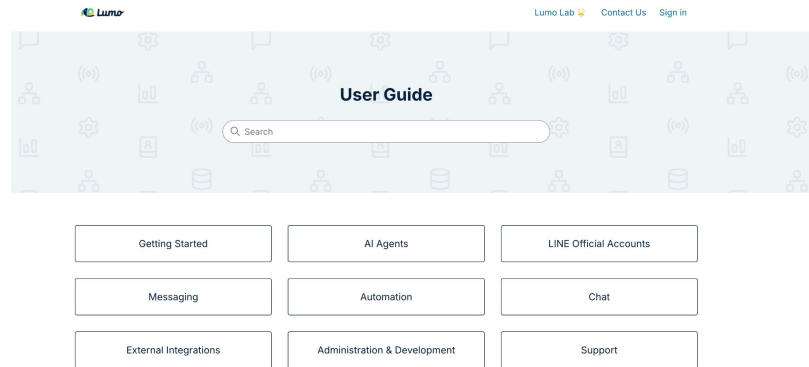
Upgrade Schedule

- LITTLE HELP CONNECT will be discontinued on December 31, 2026
- **Now:** Upgrade requests are open (early upgrades are underway)
- **From August:** We will begin notifying customers about automatic upgrades in phases (we will always contact you individually before starting)
 - We recommend completing the upgrade by the end of November



Support

- Today's presentation and user manuals
- Individual upgrade consultation (free via Zoom)
- Day-to-day questions:
 - The Marketing Agent provides immediate answers
 - Email: support@littlehelp.co.jp



Lumo Product Demo

Content Feed

New AgentHistory

I'm promoting our upcoming Taiwan real estate investment seminar. Select the most relevant properties from our HubSpot catalog and create a LINE message encouraging users to register for the event.

Lumo

I'll gather some broadcast ideas based on your Taiwan real estate investment seminar to craft the best message for you. Awesome! I've crafted a message draft for your upcoming Taiwan real estate investment seminar based on your audience trends and property catalog preferences. **[LINE Message Draft]**
海外置產與嚴選投資新選擇
台灣房產投資講座即將登場！
精選熱門優質物件，席次有限搶先報名
[こちら] **[Segment]**
All Friends (2 contacts) **[Send Time]**
Thursday at 12:00 PM (Lunchtime generates higher open rates for event announcements) How does this look to save as a draft?

How was this response?

Type a message

+ Auto

Back to card type message creation

Edit content feed

This feed may also be used in other messages. Your edits will apply everywhere it is used.

* indicates required field

SaveDelete

Feed name

利用hubspot商品數據行銷

Folder

Select folder

LINE official account

Lumo-Hs-demo2

Content to display

Content selection*

Newest

Most recently added first

Hand-picked

Pick fixed products from your catalog (up to 10)

Select products*

房子2 x 房產1 x

Price display

HubSpot product prices carry no currency, so use the prefix/suffix labels to supply it.

Preview

IMMIGRATION SEMINAR
投資與移居，尊享嘉陵坡生活

TAIPEI | 台北
專屬・尊貴・機會
日期: [Date], 時間: [Time]
地點: [Venue] - 台北君悅酒店 W Hotel / Ballroom
立即報名・預約導覽

Our best sellers

Shop what everyone's loving right now.

房子2
988489495 台幣

Shop now

Our best

Shop what

房產1
11111111

Shop now

22

AI Agents (Marketing Agent and Customer Agent)

Q 搜尋歷史記錄

📝 新代理

今日

Create a premium semina... now

Generate a premium hero i... 4m

I'm promoting our upcom... 10m

多頁訊息的饋給如何使用 19m

圖文選單的點擊後的消息算... 54m

分析報表 #1 1h

幫我建立一個，當用戶尋求... 6h

分別生成 台北 桃園 這兩個房... 6h

Create a professional LINE ... 7h

請為下週在台北舉辦的「馬... 7h

Create a visually engaging ... 7h

本週

請製作一套共3張、視覺風格... 6d

生成一个自动化讯息，flex ... 6d

Create a premium seminar poster for a Taoyuan real estate event. Theme: Malaysia Immigration, Property Investment & Overseas Living. Show the Kuala Lumpur skyline, luxury condos, tropical greenery, and a modern luxury lifestyle.

Include realistic seminar details in English:

- Malaysia Property & Immigration Seminar
- Taoyuan, Taiwan
- Aug 15, 2026 | 2:00-4:00 PM
- Free Registration



I'll generate a premium seminar poster image featuring the Kuala Lumpur skyline, luxury condos, and your event details. Here's your premium seminar poster for the Taoyuan real estate event! Would you like me to turn this into a rich message or draft a broadcast for it?



輸入訊息

+ 自動



Q&A

Today's Key Takeaways

- **LITTLE HELP CONNECT will be discontinued on December 31, 2026**
- **Your data, HubSpot integration, and pricing plan will carry over unchanged (no additional charge)**
 - Only three required steps, taking about 25 minutes in total
- **Contact: support@littlehelp.co.jp / Individual consultation (free via Zoom)**



Next Step

- Book an individual upgrade consultation (or submit an upgrade request) here:

<https://dashboard.lumo.cx/qr/179166/sjZzHaZN>

- Today's presentation and recording will be sent to everyone later today after the session.



Closing

You are the ones who helped LITTLE HELP CONNECT grow.
We will carry that journey forward with Lumo,
and we hope you will continue on this journey with us.





Any questions?

Company Overview



Name Little Help Agency LLC

Founded January 15, 2019

Capital 5 million yen

Representative 川野忍 / Shinobu Kawano

Business Development and operation of "Lumo," an AI agent for LINE marketing.



Klaviyo
Technology
Partner



HubSpot
Certified App
Partner



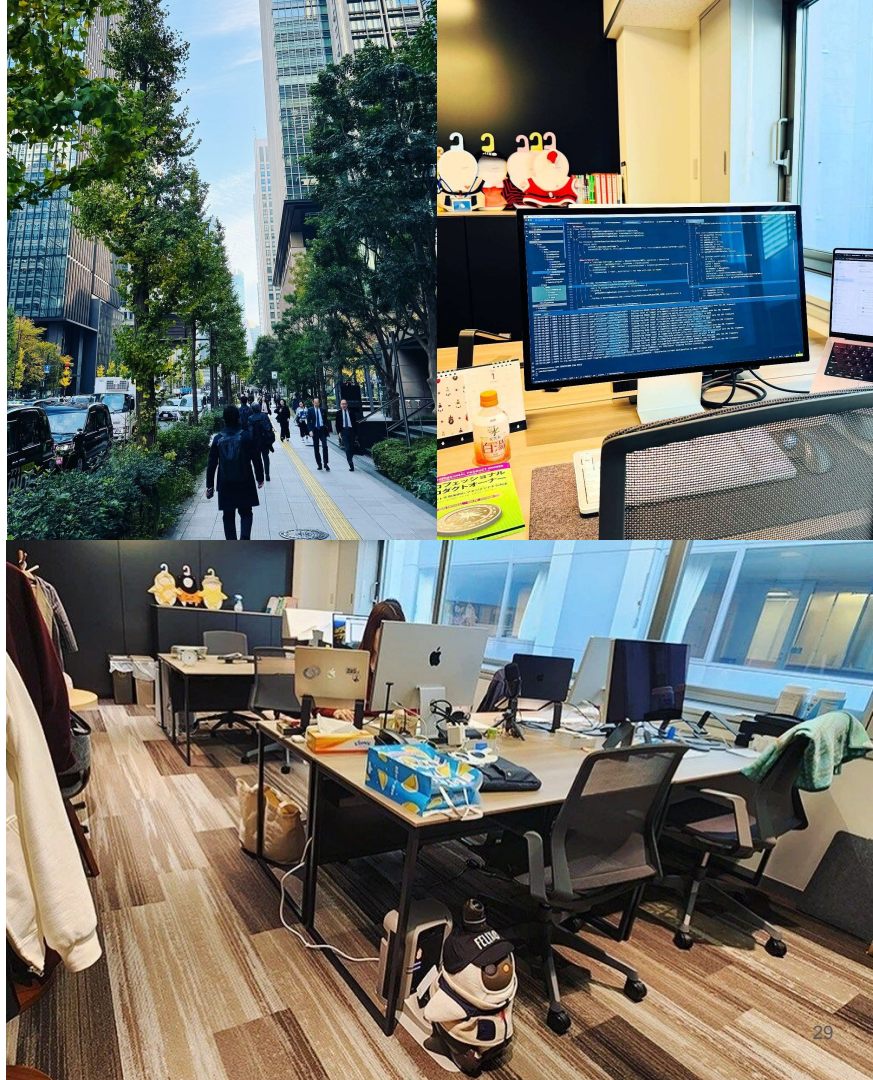
LINE Official
Technology
Partner



PrivacyMark
Certified



Great Place
to Work®
Certified



Mission

**Connecting
businesses and people
through technology**





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<https://www.lumo.cx/en/>

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