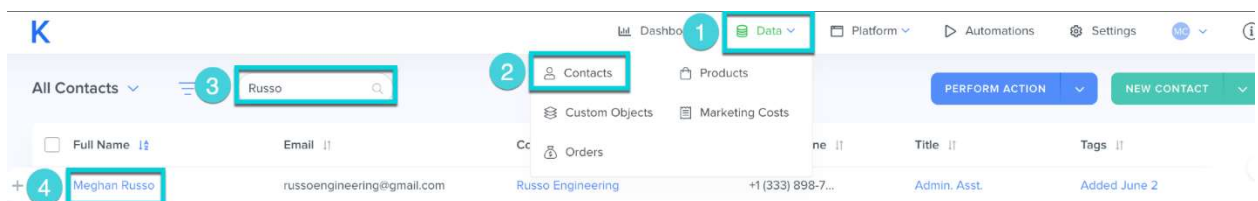


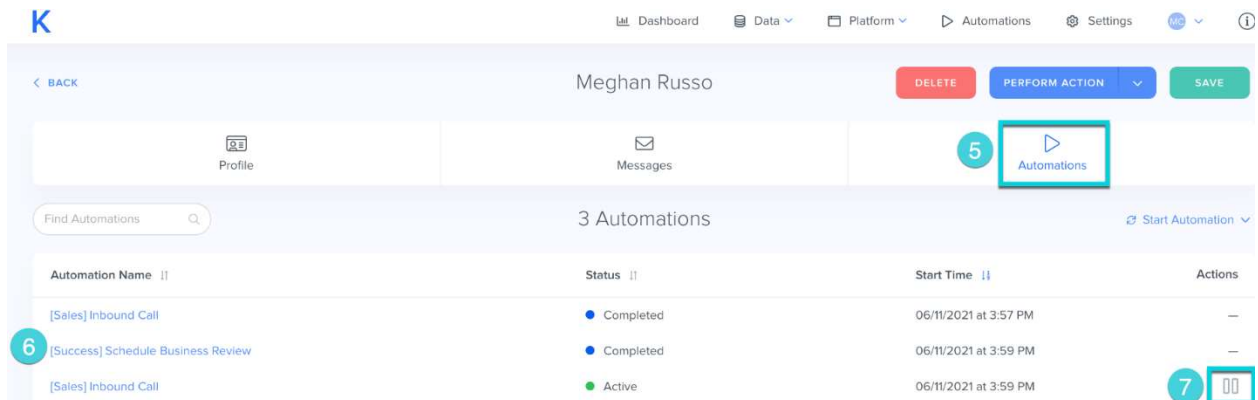
Pause Automations

Here are the simple steps to pause an automation:

1. Navigate to Data tab from the top menu
2. Select Contacts
3. Search for the contact you would like to pause the automation for
4. Click on the contact's name



5. Locate the Automations tab and click on it
6. Find the automation you would like to pause
7. Click Pause in the action column



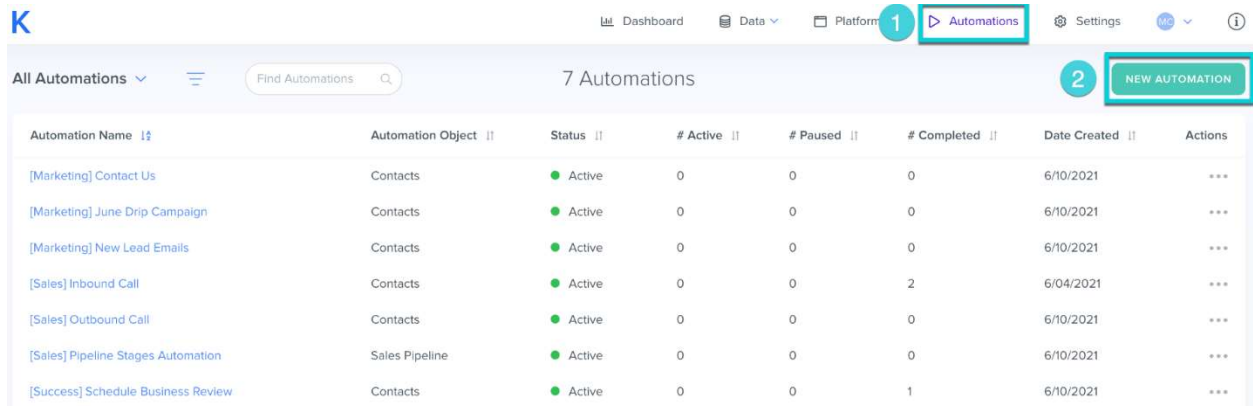
Hint: If you would like to **cancel the automation**, the contact will restart the automation from the beginning

Cancel Automations

To cancel an automation for a group of contacts, follow the steps below:

1. Navigate to Automations tab from the top menu bar

2. Select New Automation

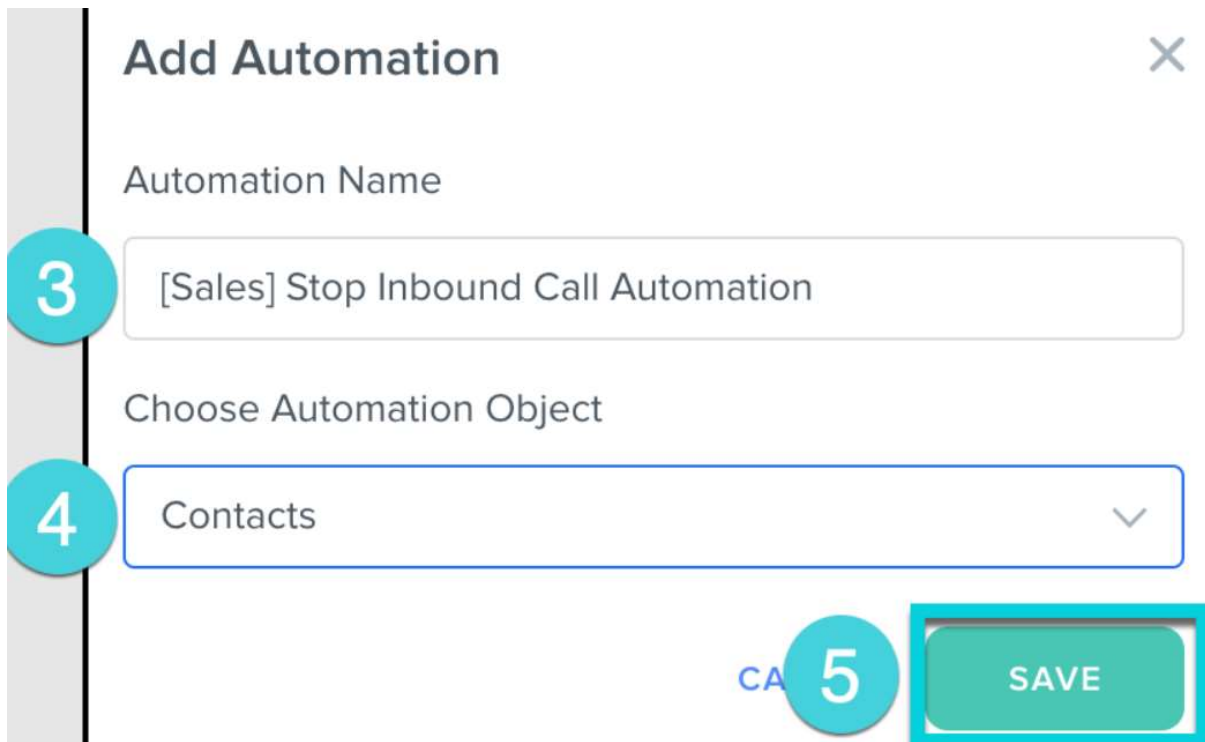


| Automation Name | Automation Object | Status | # Active | # Paused | # Completed | Date Created | Actions |
|------------------------------------|-------------------|--------|----------|----------|-------------|--------------|---------|
| [Marketing] Contact Us | Contacts | Active | 0 | 0 | 0 | 6/10/2021 | ... |
| [Marketing] June Drip Campaign | Contacts | Active | 0 | 0 | 0 | 6/10/2021 | ... |
| [Marketing] New Lead Emails | Contacts | Active | 0 | 0 | 0 | 6/10/2021 | ... |
| [Sales] Inbound Call | Contacts | Active | 0 | 0 | 2 | 6/04/2021 | ... |
| [Sales] Outbound Call | Contacts | Active | 0 | 0 | 0 | 6/10/2021 | ... |
| [Sales] Pipeline Stages Automation | Sales Pipeline | Active | 0 | 0 | 0 | 6/10/2021 | ... |
| [Success] Schedule Business Review | Contacts | Active | 0 | 0 | 1 | 6/10/2021 | ... |

3. Name your Automation

4. Choose Automation Object

5. Click Save



Add Automation

Automation Name

[Sales] Stop Inbound Call Automation

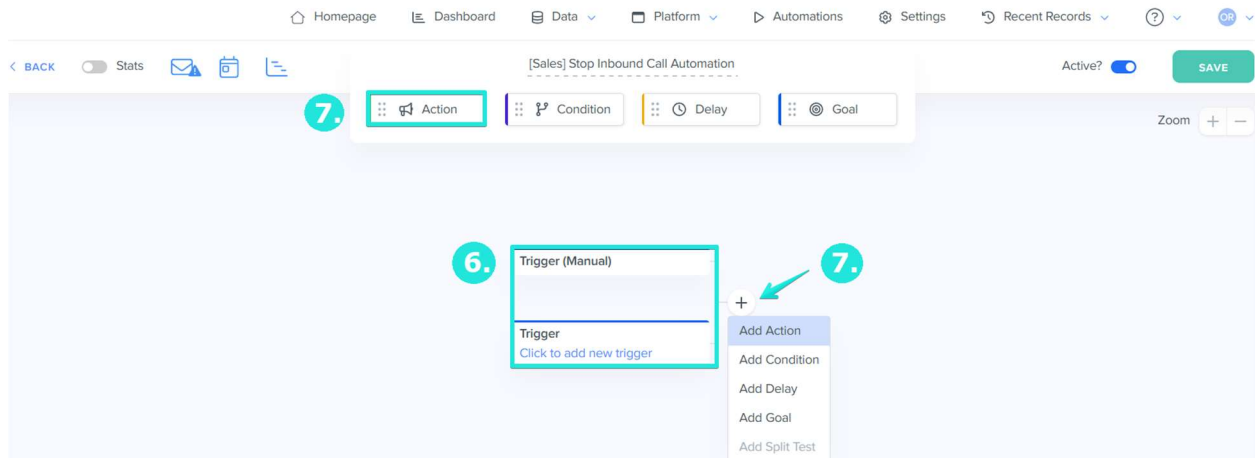
Choose Automation Object

Contacts

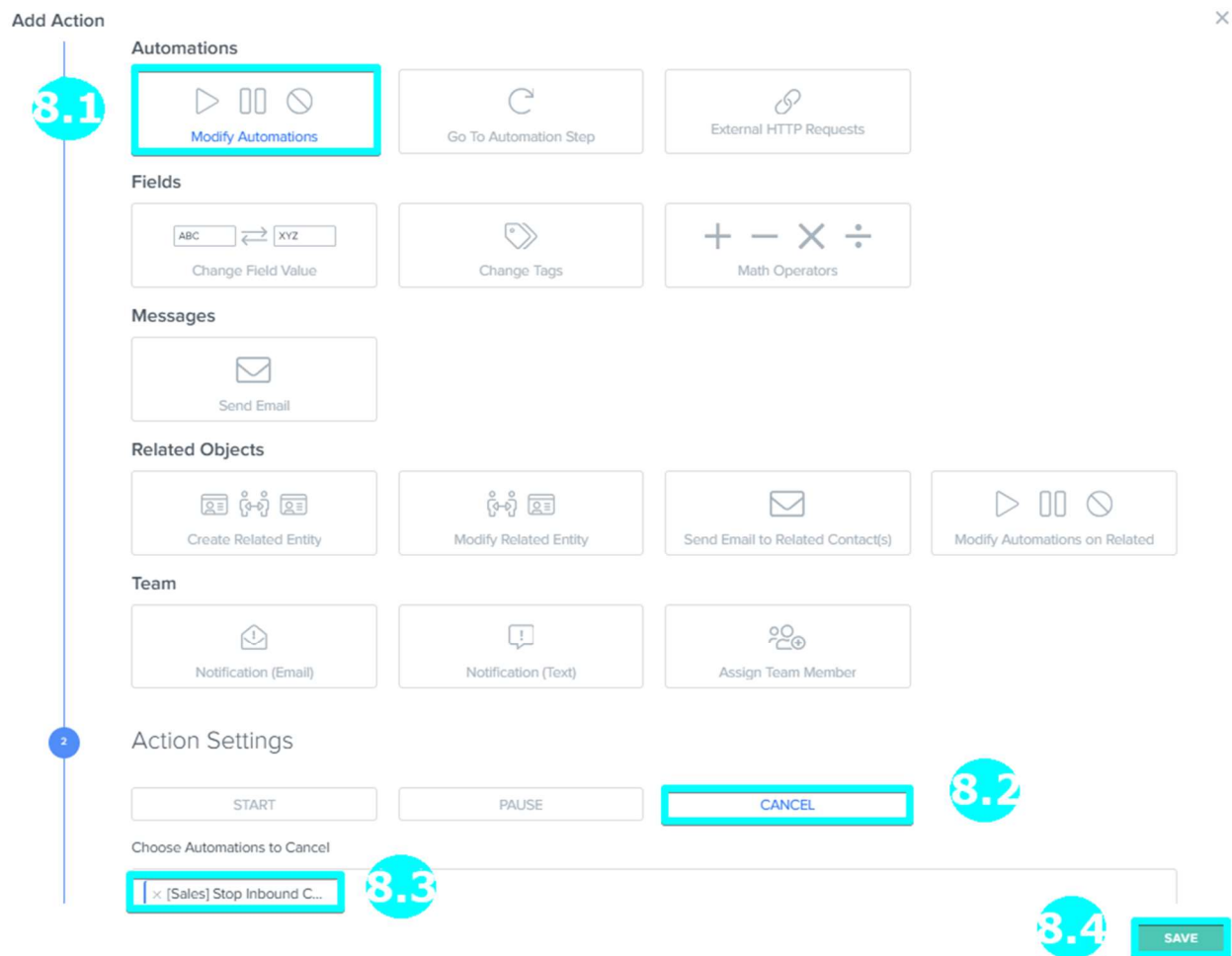
SAVE

6. Keep step 1 as Trigger (Manual)

7. Add an Action by drag & dropping the step, or by clicking the + button near the trigger

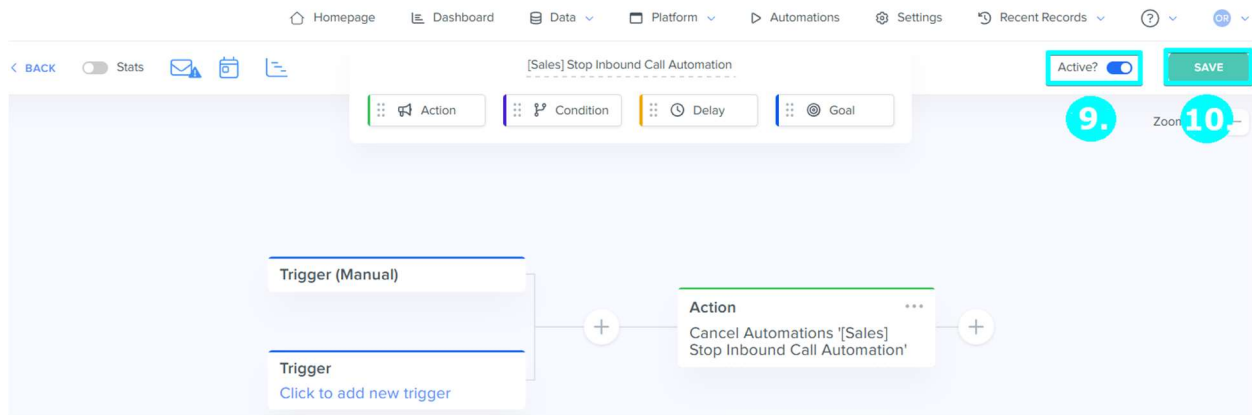


8. Make your action Cancel Automation



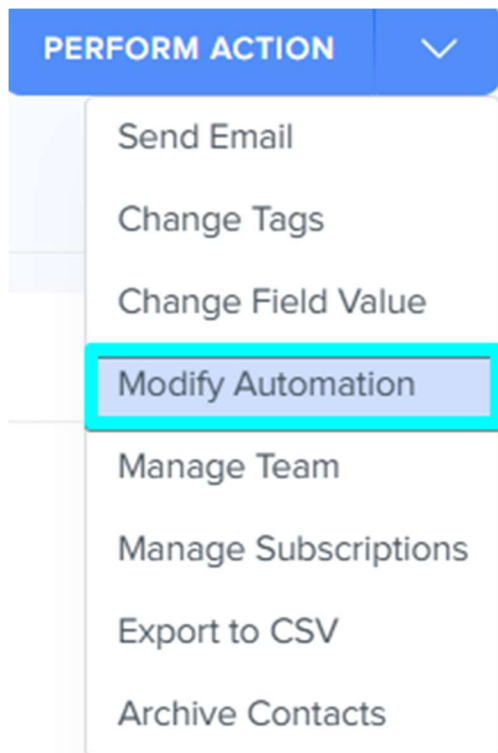
9. Activate the automation by moving the "Active" toggle on

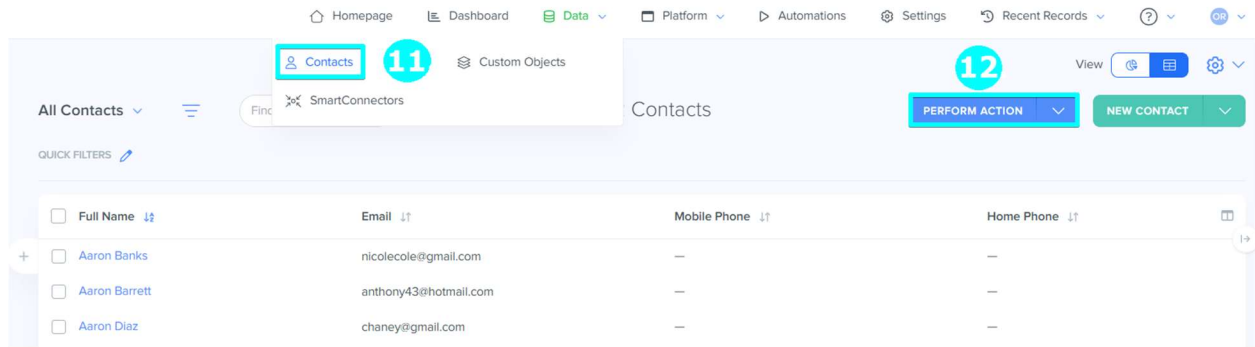
10. Save your automation



11. Go into your Contacts section of your account

12. Click Perform Action button & select Modify Automation option from the menu





13. Select the group of contacts you'd like to cancel the automation for

Who Would You Like to Perform an Action On?

Choose Action Group

Choose Group

13.

NEXT

14. Finally, choose the automation you just created

Modify Automation on 50 Selected Contacts

1 Choose Action 2 Modify Automation 3 Confirm

START PAUSE CANCEL

Choose Automation to Cancel

[Sales] Stop Inbound Call Automation

14.

BACK NEXT

15. Complete the process. Now all of those contacts will have the automation defined in the newly created automation cancelled

Modify Automation on 50 Selected Contacts



This action will be performed on **50 Contacts**

Selected Contacts: 50 Selected Contacts

Automation: [Sales] Stop Inbound Call Automation

0 active automations will be canceled

0 paused automations will be canceled

15

BACK

CONFIRM

Hint:

Once it has been cancelled, it must be restarted from the beginning.