Contact tagging and untagging triggers for autoresponder

2023-11-29 - Syeda Khadija Phool - Release Notes

SendPad brings you new triggers, **“Tag a contact”**, and **“Untag a contact”** for Autoresponders. You can now automate your workflow for contact tagging and untagging events, respectively.

For example, you want to send a re-engagement email to a contact when they are tagged as “inactive” in the SendPad application. Or, if you want to send a “welcome back” email to a contact when they are untagged from the tag “inactive.”

Actions for “Tag a contact” and “Untag a contact” triggers:

The following actions can be added to an autoresponder that is configured to trigger upon tagging or untagging a contact:

- Send a message
- Subscribe to a list
- Unsubscribe from a list
- Wait

♂What’s in it for you as a SendPad user?

You can eliminate the manual efforts you had to put into processing the contacts with a specific tag. You can now automate your business process steps that are performed after the contacts are tagged or untagged.

Access path

Tag a contact

Path: Autoresponders > New Autoresponder > Add Trigger > Select Tag a Contact from the Triggers list.

Please refer to the screenshots 1 and 2 below.

Untag a contact

Path: Autoresponders > New Autoresponder > Add Trigger > Select Untag a Contact from the Triggers list.

Please refer to the screenshots 3 and 4 below.

Screenshot 1: Triggers: Tag a Contact | Untag a Contact

Screenshot 2: Actions for the triggers

