When a contact replies, and stopping a sequence

Everything that pauses or ends a running sequence, what the rep is told, and the Edit, Pause, Resume and Stop controls on the contact, and pausing for a set number of days.

A sequence is meant to stop the moment a real conversation begins. Several things pause or end it automatically; the rep can also edit, pause or stop it at any time from the contact.

The strip on the contact

While a sequence is running, a strip under the contact's name shows its name, its status, how many steps have gone and what comes next, with three controls:

- **Edit** opens every step that has not happened yet. Change the subject, message or delay of any of them and select **Save step**; the rest of the run is untouched. Stop sequence is available in the same dialog.
- **Pause** holds the sequence where it is. Choose how long from the list: 1 day, 3 days, 1 week or 2 weeks, type a number of days (up to 365), or choose **Until I resume it**. Nothing is sent while it is paused. A pause with a length resumes on its own when the time is up, and the status reads, for example, "Paused until 26 Sep, 10:00 am"; select **Resume** at any time to pick it up sooner. To change how long a sequence you paused stays paused, select **Change pause** next to **Resume** and choose a new length; the new length counts from today, and the sequence stays paused while you change it, so nothing is sent in between. If the sequence was waiting on a task when you paused it, resuming it keeps that same task open rather than raising a new one.
- **Stop** ends it for good after a confirmation. What has already gone stays in the contact's history. If the sequence was waiting on a call, LinkedIn or to-do task, that task is removed from the rep's task list, unless it had already been marked Completed.

Finished and stopped sequences stay on the Sequences card of the contact's Automations tab, step by step, so you can see what went and when.

What pauses a sequence automatically

Event	What happens	What the rep sees
The contact replies to a sequence email	The sequence pauses, a task is raised for the rep and a notification is sent	Paused - they replied
A send fails, for example the mailbox has disconnected	The sequence pauses and the rep is notified	Paused - a send failed
The task a call, LinkedIn or to-do step is waiting on is deleted	That step is skipped, the sequence pauses and the rep is notified	Paused — its task was deleted
The tribe's Agentic CRM package ends	Every running sequence in the tribe pauses	Paused - Agentic CRM is not active
The rep selects Pause and a length	The sequence holds, then resumes on its own at the end of that time	Paused until the date and time it resumes

The rep selects Pause, then Until I resume it	The sequence holds until someone resumes it	Paused

Only a pause the rep gave a length resumes on its own. A sequence paused by a reply, a failed send, a deleted task or the package ending waits for someone to look at why: once the reply has been dealt with, the mailbox reconnected, or the package reactivated, select **Resume** on the strip. After a deleted task, Resume carries on with the step after the one that was skipped; see Call and LinkedIn steps. If the sequence itself has been set to Paused or back to Draft on the Sequences page, Resume is refused with a message saying so: set the sequence back to Active first, then resume the contact.

> **A REPLY CANCELS A TIMED PAUSE**
> If the contact replies while you have the sequence paused for a set time, it is treated like any other reply: the status changes to "Paused - they replied", a task is raised for you, and the sequence no longer resumes on its own. This stops it from carrying on with the next email to someone who has already written back.

What ends a sequence automatically

- An **opportunity** is created for the contact, if the sequence is set to stop on opportunity.
- A **meeting** is booked with the contact, if the sequence is set to stop on meeting.
- The contact **unsubscribes** through the link on a sequence email.
- The sequence itself is deleted.

When a sequence ends in any of these ways while it is waiting on a call, LinkedIn or to-do task, the task stays on the rep's task list with anything they wrote on it. The sequence has ended, so completing the task moves nothing on. Close it or delete it yourself when you are done with it. Stopping a sequence yourself is different: the task is removed, and the confirmation says so before you choose Stop.

> **OUT-OF-OFFICE REPLIES DO NOT COUNT**
> An automatic out-of-office message is not treated as the contact answering, so the sequence carries on. A reply written by the person pauses it.

Where replies land

Replies arrive in the rep's own mailbox as normal, and are also recorded on the contact's Communications tab because the mailbox is connected to the CRM. Reply detection depends on that connection, so a rep whose mailbox has disconnected should reconnect it before starting sequences.