Pause Campaigns Instead of Stopping Them Open Discussion

- Jasmijn
- **Forum name:** #Verbetervoorstellen

Currently, Deployteq only allows us to fully stop and restart a campaign. When we do this, all contacts are removed from the campaign, which means they will no longer receive the follow-up steps within the flow.

What we would really like is the option to pause a campaign instead of stopping it completely. For example, if there is a temporary issue (such as a webshop outage), we want to be able to pause the campaign and later resume it. When the campaign is resumed, contacts should continue exactly where they left off in the journey. For instance, the timer object should simply continue from the point it was paused.

This option would also be very useful when making updates to a larger campaign that is already live. It would allow us to apply changes without removing contacts from the flow or interrupting their journey.

This feature would make campaign management much more flexible and ensure that disruptions or updates do not negatively affect the customer experience.

Comment (1)

Mark Kruisman
1 year ago
I fully support this idea. Great suggestion.