Five stop triggers

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Fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **All five triggers are checked before every send, not at the launch of the sequence.** That difference is what would have prevented this morning's three chasers.

Trigger	Scope	Why
Customer reply	**At any company mailbox**	**The customer has acted**
Payment, even partial	Any amount	**Chasing would cancel the gesture**
Opening of a dispute	From any source	The subject has changed
Hard bounce	One is enough	**Writing again fills a log**
Credit note issued to the customer	**Even unrelated to the invoice**	**The company owes money**

The two additional checks, just before sending

Check	Threshold	What it prevents
Another sequence having written to this customer	**7 days**	**The pile-up of six messages**
Live commercial exchange	**Yes/no**	**The message landing mid-negotiation**

> **The second check protects the most value.** An automatic chaser arriving in the middle of a renewal negotiation costs more than the invoice it demands.

What happens after a stop

Element	Behaviour
Automatic restart	**None**
Restart	**By a person, once the event is handled**
Trace kept	**The event that stopped the sequence**

A stopped sequence stays stopped until a person restarts it. It stopped on an event — a reply, a dispute, a credit note — that somebody must have handled before writing again.

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> https://bluelemonagent.ai/en/entreprises/cas-usage/assistant-de-relance-dimpayes-e-mail

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