



Journey Triggers

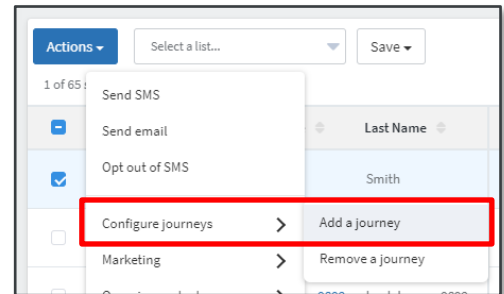
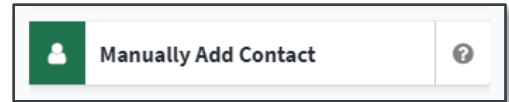
Here is a summary of 3 important, commonly used triggers and their use.

Manually Add Contact

The **Manually Add Contact** trigger may seem like it should add a contact to the journey when you manually add a contact to your contact list. However, this is not the case. Instead, it provides a step in the journey where the user can *manually add* one or more contacts *to the journey*.

You can manually add contacts to a journey at any trigger point, even if the trigger can also add a contact automatically. However, a journey with Manually Add Contact as its only trigger will never see any contacts added automatically.

To add contacts to a journey manually, navigate to the contacts list, check the boxes for any contacts you want to add to the journey, then select **Actions → Configure journeys → Add a journey**. In the slide-out panel, select the journey you want to add them to, then select the trigger where you want them to begin the journey. All the triggers in the journey are listed, including any Manually Add Contact triggers.

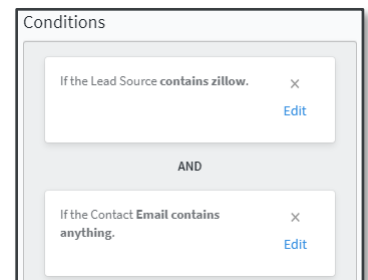
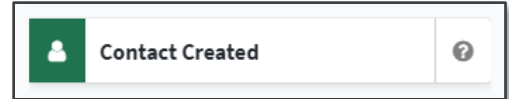


Contact Created

The **Contact Created** trigger is very powerful. It will start *any* new contact on the journey, regardless of how the record was created, any attributes of the record, or what type of contact it is (for example, sales lead, TE collaborator, loan participant, or family).

This trigger should only be used in combination with one or more inline conditions to ensure that only new contacts who match the intent of the journey continue to the remaining steps. Contacts who do not match inline conditions are never added to the journey.

In the example inline conditions shown, all new contacts are considered for the journey, but only those who come from a Zillow source *and* have an email address are added to the journey.



Assigned to Group

One way to limit which contacts are added to a journey is to use contact groups. The **Assigned To Group** trigger automatically adds a contact to a journey only when the contact is added to the specified group. You can then control who is added to the journey by controlling which contacts are added to the group.

