

Add stop conditions

Prevent follow-up after a reply, booking or opt-out.

THE FINISHED RESULT

Every defined stop event prevents later follow-up for that test contact without stopping unrelated contacts.

Before you start

Environment: HighLevel sub-account; feature availability varies by account

Access and plan: Authorized demo sub-account and relevant user permissions. Calendar, messaging and AI features may require additional plan access or usage charges. No purchase is part of these guides.

Practice project: Harbor Demo

Use a separate demo project and fictional information. Record the exact project and version you use. Keep passwords, verification codes and private customer information out of screenshots and notes.

Official walkthroughs

HighLevel: [Workflow settings](#)

HighLevel: [Getting started with workflows](#)

Open the credited publisher walkthrough for current interface instructions and available screenshots, then return to the SETLY exercise. External courses remain with their publishers; this PDF does not reproduce their complete tutorial.

Your practice task

Finish one action at a time. Inspect the resulting screen or record before moving on. If a control differs, check the matching official instructions instead of guessing.

01 / Step 1

List the events that should end follow-up: customer reply, successful booking, opt-out or manual closure. Keep their meanings distinct.

Check: record what changed and confirm you are still working in the intended demo project.

02 / Step 2

Inspect the workflow's Stop on Response setting and the supported channels. Add explicit booking and opt-out branches where required.

Check: record what changed and confirm you are still working in the intended demo project.

03 / Step 3

Check again immediately before any delayed outbound action. Configure each exit so it leaves no later unwanted message scheduled.

Check: record what changed and confirm you are still working in the intended demo project.

04 / Step 4

Test each stop event separately with isolated demo contacts and inspect whether the contact leaves the relevant path.

Check: record what changed and confirm you are still working in the intended demo project.

Test, troubleshoot, repeat.

If something goes wrong

If an appointment does not stop a conversation workflow, add an appointment-specific condition or removal path; a booking is not automatically a reply.

If your screen is different

Compare the product, editor, user permissions and selected account with the guide. Open the official reference for your version. Do not perform a live change whose effect you cannot verify.

Final verification

Every defined stop event prevents later follow-up for that test contact without stopping unrelated contacts.

Repeat the task with one small variation. Record the test date, project/version, expected result, observed result and a non-sensitive evidence reference. Mark skipped checks as untested.

Your evidence record

Test date: _____ Project/version: _____

Observed result: _____

Evidence reference: _____

Remaining issue and next action: _____

Sources and guide status

Original exercise by Ray / SETLY. Credited technical references are linked on page one. Prepared 1 October 2026. SETLY screen recording and independent learner reproduction are not yet complete. No platform affiliation is implied.

[Open the online practice guide and editable checklist](#)