

Stop follow-up on reply

End the relevant follow-up when the customer responds.

THE FINISHED RESULT

The replying contact stops receiving planned follow-up while unrelated contacts retain their own state.

Before you start

Environment: HighLevel workflows and contact records

Access and plan: Demo sub-account, test contacts and a known enquiry source. Real messages and calls require separate approval; use internal tasks or previews for dry runs.

Practice project: Harbor enquiry recovery

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](#)

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

Choose the channel used by the demo follow-up and inspect how its reply events are recognized.

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

02 / Step 2

Enable the relevant response stop setting or create a reply-triggered removal path for the specific workflow.

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

03 / Step 3

Place a test contact in the wait period, then generate an approved reply event. Inspect whether that contact exits before the next action.

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

04 / Step 4

Test a different contact that has not replied. It should remain on the intended path rather than being affected by the first contact's response.

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

Test, troubleshoot, repeat.

If something goes wrong

If a team member's outbound message is mistaken for a customer reply, inspect the selected trigger and actor.

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

The replying contact stops receiving planned follow-up while unrelated contacts retain their own state.

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](#)