

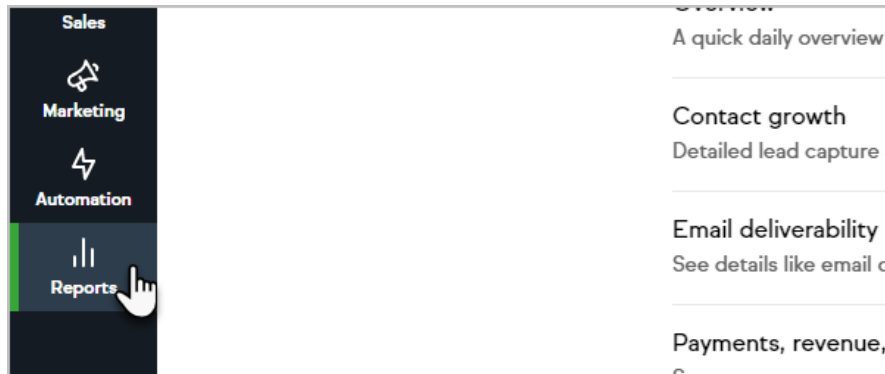
Unsubscribe tracker

This article applies to:

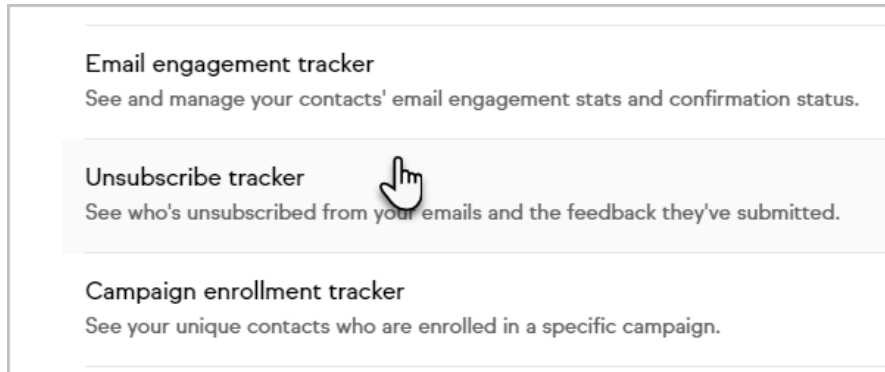
The Unsubscribe report shows you the contacts that have globally unsubscribed and what feedback they have submitted.

Where to start

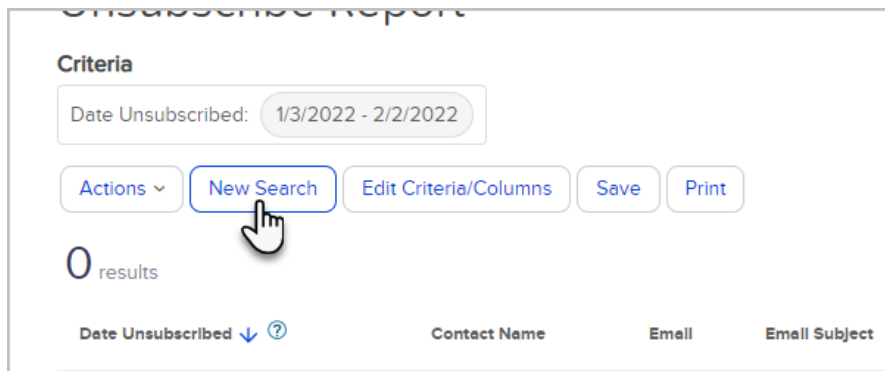
1. Click **Reports** from the left navigation



2. Click **Unsubscribe tracker**

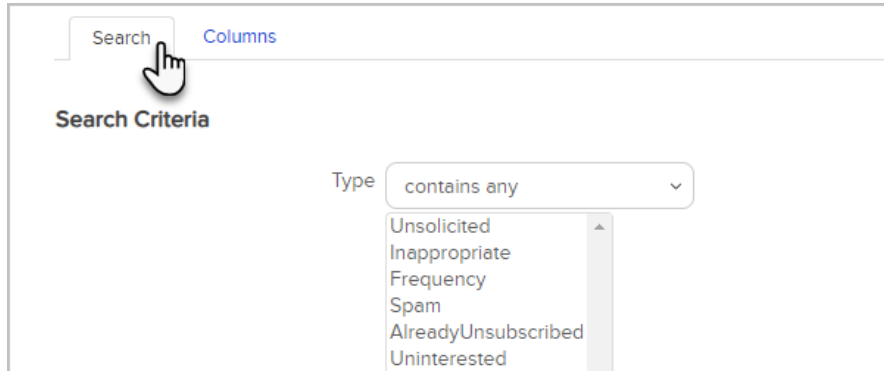


3. Click **New Search**



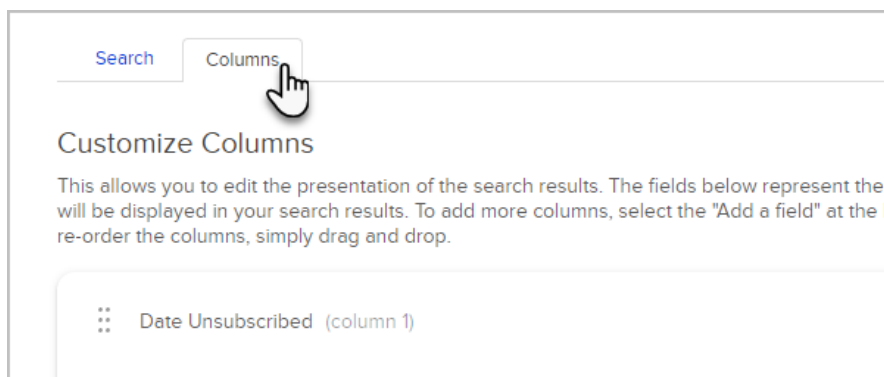
Search criteria Options

- Select one or multiple Feedback types
- Date contact unsubscribed
- Email batch id



Columns

- Add the fields you want to appear in your report and click to drag them into the desired order



Results


- The report will show you the "Feedback Type" and any "Additional feedback" they gave prior to clicking the "Unsubscribe Me"

Feedback Type	Additional Feedback ↓
Unsolicited	You sent out the automation but I did in fact upload my contacts.
None	Too many emails
Uninterested	Thanks for the info Deirdre. Will definitely sign up if it makes sense

Unsubscribe form

- When a contact clicks the unsubscribe link in an automated email, they

are redirected the following page of options:



We're sorry to see you go.

Why do you want to be removed?

- I no longer want to receive these emails
- I did not request email from this sender
- This is not the content I expected
- I received emails more often than I expected
- This email is spam and should be reported
- I've previously unsubscribed

Additional comments

I am moving out of the area and can no longer use these emails