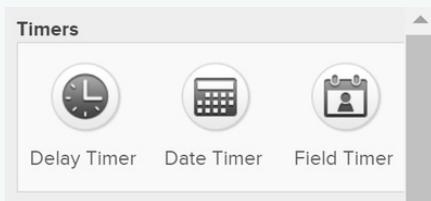


# Sequence Timers Overview

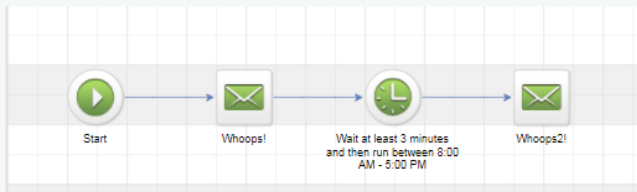
Last Modified on 09/24/2018 2:07 pm MST

The Sequence is where the Automation happens. This can be as simple as sending an Email after a Web Form filled out or a complete process of creating assigning contact owners, tasks, follow up emails, and more.

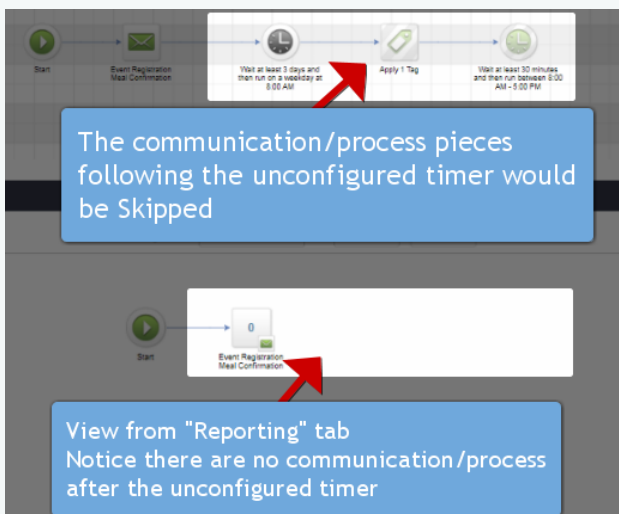
## Timers



If the timer between two communication/process objects is configured, the sequence holds the future item (to the right of the timer) until the timer schedule is met, then the sequence proceeds.



If the timer between two communication/process objects is not configured, the sequence will run until it reaches the unconfigured timer, then the contacts will skip the communication/process objects following the unconfigured timer.

A screenshot of a sequence flow interface. The flow consists of: 'Start' -> 'Event Registration Meal Confirmation' -> a timer icon with the text 'Wait at least 3 days and then run on a weekday at 8:00 AM' -> 'Apply 1 Tag' -> another timer icon with the text 'Wait at least 30 minutes and then run between 8:00 AM - 9:00 PM'. A red arrow points to the unconfigured timer. A blue text box below says: 'The communication/process pieces following the unconfigured timer would be Skipped'. Below that, another screenshot shows the 'Reporting' tab view of the same sequence, with a red arrow pointing to the unconfigured timer and a blue text box saying: 'View from "Reporting" tab Notice there are no communication/process after the unconfigured timer'.

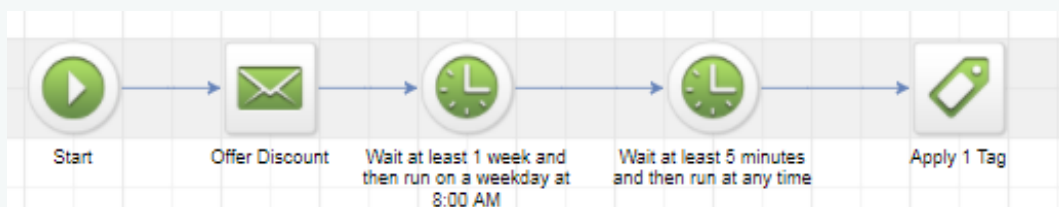
If all of the sequence timers are configured, but some of the

communication/process pieces are not configured or marked as ready, the sequence will skip the unfinished pieces and proceed to the next ready object.

The Email is gray which means "Not Ready"  
Communication/process that are "Not Ready "  
will not publish and therefore be skipped

View from Reporting tab.  
Notice that the second "Thank you" email is not  
displayed between the timers

Timer to Timer - You can connect a timer to another timer, but this does not really make sense. One timer between objects provides many flexible scheduling options.



If there is no timers between communication/process in a sequence, the communication/process will run immediately.

