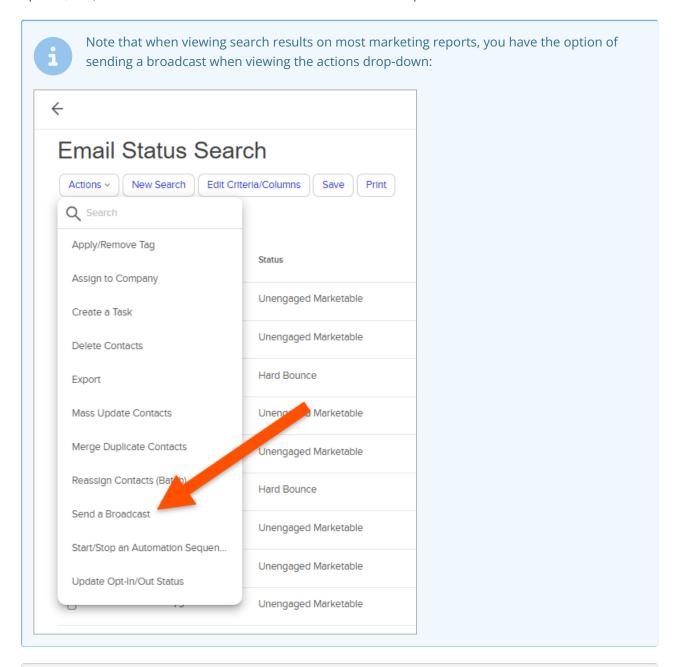
Email engagement report - manage status, tag open, and view reported spam

Last modified on: 10/08/2025 3:53 am MST Tags: Email Reports Keap-Pro Keap-Max

The email status search report will display a list of contacts based on their email status (i.e. bounce, opt-in, opt-out, etc.). Here are the most used search criteria and an example of the results.



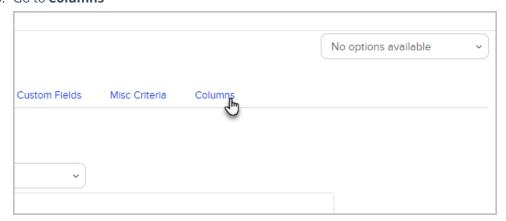
- 1. Manage the marketability status of contacts
- 2. Find contacts who reported spam or provided feedback

Manage the marketability status of contacts

Manage the marketability status of your contact by opting in, validating, sending a confirmation email, or unsubscribing them manually.

- 1. Go to **Reports** in the left menu
- 2. Click Email engagement tracker

3. Go to Columns



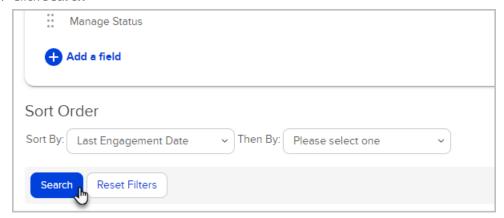
4. Click Add a field



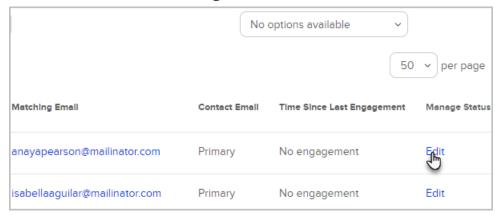
5. Search for Manage Status



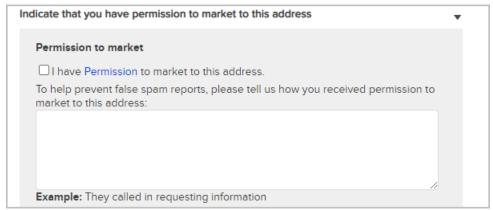
- 6. Add any other fields or search criteria
- 7. Click Search



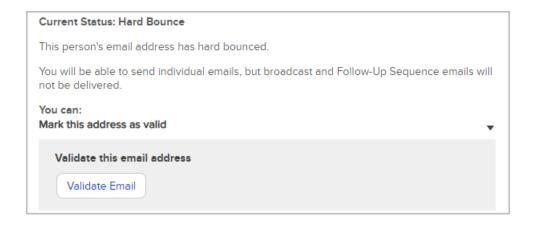
8. Click Edit located under the Manage Status column



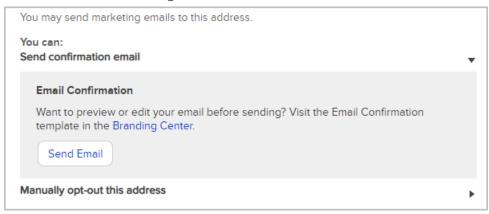
- 9. From the **Current status** tab, you can:
 - **Indicate that you have permission to market to this address** If the contacts were imported and/or manually added without indicating permission, you can indicate it was given here.



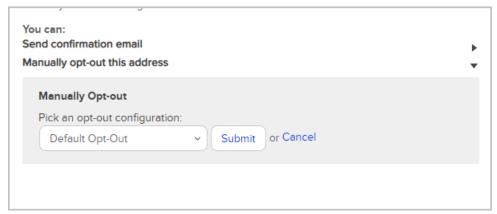
 Mark this address as valid - When an email address sends back a hard bounce error you can validate it. For more information regarding email bounce, click here



• **Send confirmation email** - If you have permission to market to an address, you can send a confirmation email including a link the contact can click to confirm their email address.



Manually opt-out this address - select Default Opt-Out from the drop-down list. This contact
will no longer receive marketing emails from your automations and broadcasts. You can still
send them one-off emails.

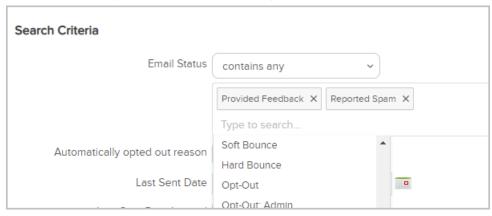


Find contacts who reported spam or provided feedback

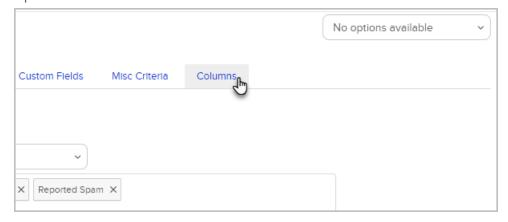
1. Go to **Reports** in the left menu

2. Click Email engagement tracker

3. Add the **Provided Feedback** and **Reported Spam** email statuses to your search criteria and ensure the Email Status option is set to "contacts any"



- **Provided Feedback**: The person marked the email as spam through their ISP (e.g. AT&T, CenturyLink, etc.)
- **Reported Spam**: The person marked the email as spam through an Keap opt-out link. When this happens, the person has the option to add additional feedback
- 4. Open the **Columns** tab

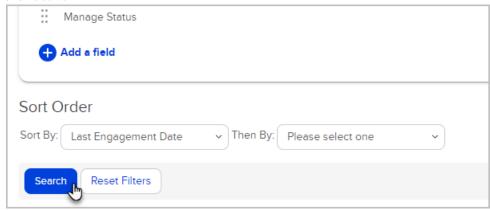


5. Click Add a field

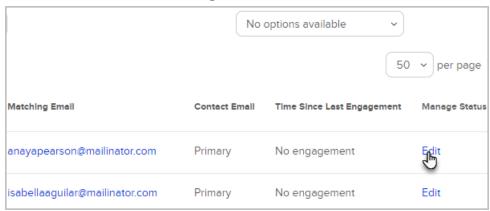


6. Add the **Status** and **Manage status** fields along with any other fields you want to include in your search results

7. Click Search



8. Click **Edit** located under the **Manage Status** column



- 9. Open the **Status History** tab to read the comments the contact posted when they registered an internal spam complaint.
- 10. Comments are not required. If you do not see any comments, the person who submitted the spam complaint did not post a comment.

