RESEARCH AUTOMATORS

Email Sendout Statuses

Survey Automator guide

Email Sendout Statuses

GUIDE DISTRIBUTE

Completed

The respondent has filled out the survey and submitted it.

Started

The respondent has started the survey but has not completed it

Opened

The respondent has opened the email but has not started the survey

Received

The email has reached the respondent, but the link has not been opened

Soft bounce

The email could not be delivered to the respondent but may be delivered in the future

Spam (soft bounce)

The sender's domain has been flagged as spam and has a poor domain reputation

Unreg

The user has chosen not to receive any more emails

Hard bounce

The email could not be delivered due to a permanent error and will not be delivered on subsequent attempts (e.g., the address does not exist). This status is sometimes updated even before the mailing is sent, following an automatic bounce check. The system logs hard bounces and does not resend them, as this can damage the sender domain's email reputation. To resend, the user can select "Include" in the settings

Invalid

Invalid email address; this is flagged in the system before the email is sent

You can see more by clicking on a respondent → the three dots → Delivery logs