

Bulk Actions For Contacts & SmartLists

Quickly update, manage, or delete multiple contacts in using Bulk Actions and SmartLists to streamline your workflow and save time.

The Bulk Actions page now uses unified UX for faster filtering, clearer status tracking, and one-click access to job metrics and error logs—so you can audit, troubleshoot, and, when applicable, restore deleted contacts with confidence.

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What is the Bulk Actions Page?

The Bulk Actions page is a central dashboard that lists mass operations initiated from Contacts (e.g., imports, tag updates, bulk messaging, and deletions). It provides live status, outcome metrics, and access to detailed logs so teams can verify results and correct issues quickly.

The page displays each bulk job in a table with columns like Action Name, Action Type, Created By, Created At, and Status. From here, you can open Show Stats for detailed results or use the row's action menu for management options (e.g., pause/cancel for eligible jobs, and restore for supported deletion jobs).

Key Benefits of the Bulk Actions Page

Understanding what this page does best helps you use it for speed, accuracy, and accountability across your CRM workflows.

- Unified UX: A consistent interface with cleaner tables, readable spacing, and predictable controls.
- Faster troubleshooting Open Show Stats to compare successes vs. errors and download error logs for fixes.

- Operational safety: For supported deletion jobs, queue a Restore within the allowed window to recover deleted contacts.
- Team accountability: Filter by Status, Action Type, User, and Date to see who did what and when.
- Traceability: Keep an auditable trail by exporting detailed error logs from the Stats view.

Viewing the Bulk Actions Table

Learn how to read the table and interpret status indicators so you can prioritize jobs that need attention.

- Each job appears as a row with a clear Status (for example, In Progress, Completed, or Canceled).

- Status badges are color-coded, and hovering tooltips can reveal longer action names or counts.
 - Use the row's three-dot menu for available controls (e.g., pause/cancel for bulk sends; restore where applicable).
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Using Filters to Find Bulk Actions Fast

Filters help you zero in on the exact jobs you care about—especially helpful for audits or when multiple team members run actions daily.

- Status – Narrow to jobs that are In Processing, Complete, Paused, Queued or Cancelled.
- Action Type – Focus on specific operations like Import, Delete Contacts, Add Tag, Remove Tag, Bulk SMS, or Bulk Email.

- User – See jobs initiated by a specific team member.

- Date Range – Use custom dates.

Bulk Actions							
View detailed statistics and progress information for your bulk action request							
Action Label	Operation	Status	User	Created (ADT)	Completed (ADT)	Statistics	Actions
Export	Export	Complete	SN [REDACTED]	Jun 02 2025 03:49 PM	-	0	⋮
26_May_2025_0_00_AM	Delete	Complete	[REDACTED]	May 26 2025 09:05 AM	May 26 2025 09:05 AM	0	⋮
20_May_2025_12_36_PM	Delete	Complete	[REDACTED]	May 20 2025 03:36 PM	May 20 2025 03:36 PM	0	⋮

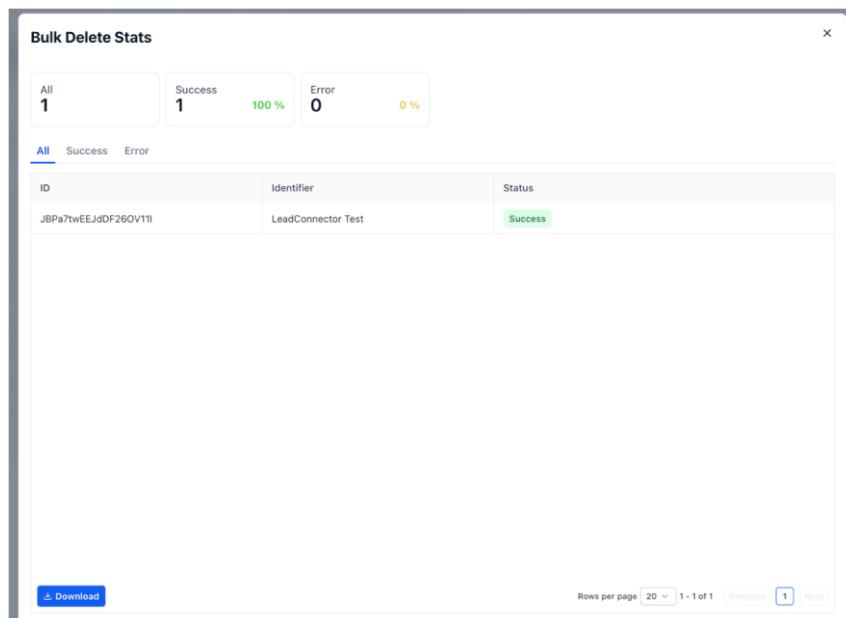
Viewing Job Stats & Downloading Error Logs

Stats give you an at-a-glance read on what happened during a bulk job, and downloadable logs make it easy to fix issues and re-run cleanly.

- Click Show Stats on any row to open a details drawer with high-level metrics (totals, success/error counts, and relevant delivery outcomes for messaging jobs).

- Use the Download option in the Stats view to export an error log for troubleshooting. The

log typically includes identifiers for failed records and a reason you can act on.



Restore is designed for recovering accidentally deleted contacts—not for undoing other types of bulk actions.

- When a Delete Contacts bulk job is eligible, you'll see a Restore option. Selecting it opens a confirmation dialog that explains what will be reinstated.

- Timing: Deleted contacts can typically be restored within about 60 days of deletion. After that period, recovery isn't available.
- Submitting the confirmation enqueues a new restore job, which will appear in the Bulk Actions table and run to completion.

Managing Running Jobs (Pause/Cancel for Eligible Actions)

Some bulk sends—like SMS campaigns—can be paused or canceled after they've been queued, giving you control when plans change.

- Open the three-dot menu for a running, eligible job to see Pause, Edit or Cancel.
- Pause temporarily stops processing; Cancel stops remaining processing and Edit enables user to change the schedule time of that bulk action. Items already processed remain as-is.

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- After adjusting, refresh the Bulk Actions table and open Show Stats to verify what was completed before the change.

Bulk Actions							
Filters		14 / 04 / 2025		15 / 10 / 2025		All Status	
Action Label	Operation	Status	User	Created (ADT)	Completed (ADT)	Statistics	Actions
Test	Email	Queued	[User]	Oct 14 2025 06:24 AM	-	[Statistics]	[Actions]
Export	Export	Complete	[User]	Jun 02 2025 03:49 PM	-	[Statistics]	[Actions]
26_May_2025_9_35_PM	Delete	Complete	[User]	May 26 2025 09:05 AM	May 26 2025 09:05 AM	[Statistics]	[Actions]
20_May_2025_12_36_PM	Delete	Complete	[User]	May 20 2025 03:06 PM	May 20 2025 03:06 PM	[Statistics]	[Actions]
20_May_2025_12_35_PM	Delete	Complete	[User]	May 20 2025 03:35 PM	May 20 2025 03:35 PM	[Statistics]	[Actions]
20_May_2025_12_29_PM	Delete	Complete	[User]	May 20 2025 03:29 PM	May 20 2025 03:29 PM	[Statistics]	[Actions]

How To Set Up and Use the Bulk Actions Page

There's nothing to configure, but a few quick steps help you navigate confidently, confirm results, and keep a clean audit trail.

1. Go to Contacts → Bulk Actions in your sub-account.

Action Label	Operation	Status	User	Created (ADT)	Completed (ADT)	Statistics	Actions
Export	Export	Complete	[User]	Jun 02 2025 03:49 PM	May 26 2025 09:05 AM	[Statistics]	[Actions]
26_May_2025_9_35_PM	Delete	Complete	[User]	May 26 2025 03:49 PM	May 20 2025 03:39 PM	[Statistics]	[Actions]
20_May_2025_12_36_PM	Delete	Complete	[User]	May 20 2025 03:35 PM	May 20 2025 03:35 PM	[Statistics]	[Actions]
20_May_2025_12_35_PM	Delete	Complete	[User]	May 20 2025 03:35 PM	May 20 2025 03:35 PM	[Statistics]	[Actions]
20_May_2025_12_29_PM	Delete	Complete	[User]	May 20 2025 03:29 PM	May 20 2025 03:29 PM	[Statistics]	[Actions]
8_May_2025_12_05_PM	Delete	Complete	[User]	May 08 2025 04:05 PM	May 08 2025 04:05 PM	[Statistics]	[Actions]
8_May_2025_12_41_PM	Delete	Complete	[User]	May 08 2025 04:41 PM	May 08 2025 04:41 PM	[Statistics]	[Actions]
21_Apr_2025_11_36_PM	Delete	Complete	[User]	Apr 21 2025 03:46 PM	Apr 21 2025 03:46 PM	[Statistics]	[Actions]
16_Apr_2025_11_37_AM	Delete	Complete	[User]	Apr 14 2025 04:47 PM	Apr 14 2025 04:47 PM	[Statistics]	[Actions]
14_Apr_2025_11_43_AM	Delete	Complete	[User]	Apr 14 2025 03:43 AM	Apr 14 2025 03:43 AM	[Statistics]	[Actions]

2. Apply Filters (Status, Action Type, User, Date) to narrow to the jobs you need.

The screenshot shows the 'Bulk Actions' section of a software interface. At the top, there's a navigation bar with 'Contacts', 'Smart Lists', 'Bulk Actions' (which is underlined), 'Restore', 'Tasks', 'Companies', and 'Manage Smart Lists'. Below the navigation is a toolbar with various icons. The main area is titled 'Bulk Actions' with the sub-instruction 'View detailed metrics and progress information for your bulk action request.' Underneath is a 'Filters' section with dropdowns for 'Action Label', 'Operation', 'Status', 'User', 'Created (ADT)', 'Completed (ADT)', 'Statistics', and 'Actions'. The 'Status' dropdown is set to 'All Status' and has a red border. Below the filters is a table listing actions. Each row contains columns for 'Action Label', 'Operation', 'Status', 'User', 'Created (ADT)', 'Completed (ADT)', 'Statistics', and 'Actions'. The 'Status' column for most rows is 'Complete' with a green background. The 'Actions' column for each row has a blue button labeled 'Show Stats' and a grey button labeled 'Download'. The table has 10 rows, with the last one being partially visible.

3. Click Show Stats on a job to review totals and error details; use Download to export the error log.

The screenshot shows a modal dialog box titled 'Bulk Delete Stats'. It displays summary statistics: 'All 1', 'Success 1', 'Error 0', with a 100% success rate and 0% error rate. Below this is a table with three columns: 'ID', 'Identifier', and 'Status'. One row is shown with 'ID' as 'B7qf6pOvRvQjA2fFwI', 'Identifier' as '+12 ■ [REDACTED]', and 'Status' as 'Success'. At the bottom left of the dialog is a blue 'Download' button with a red border. The background of the dialog is dark grey.

4. For Delete Contacts jobs within the allowed window, use Restore (when available) to re-create deleted contacts.

Bulk Actions
View detailed statistics and progress information for your bulk action request.

Action Label	Operation	Status	User	Created (ADT)	Completed (ADT)	Statistics	Actions
Export	Export	Complete	SN Soumyadeep Neogi	Jun 02 2025 03:49 PM	-		
26_May_2025_5_35_PM	Delete	Complete	LP [REDACTED]	May 26 2025 09:05 AM	May 26 2025 09:05 AM		
20_May_2025_12_36_PM	Delete	Complete	[REDACTED]	May 20 2025 03:36 PM	May 20 2025 03:36 PM		
20_May_2025_12_35_PM	Delete	Complete	[REDACTED]	May 20 2025 03:35 PM	May 20 2025 03:35 PM		
20_May_2025_12_25_PM	Delete	Complete	[REDACTED]	May 20 2025 03:25 PM	May 20 2025 03:25 PM		
8_May_2025_12_05_PM	Delete	Complete	HM [REDACTED]	May 08 2025 04:05 PM	May 08 2025 04:05 PM		
8_May_2025_12_42_PM	Delete	Complete	[REDACTED]	May 08 2025 03:42 PM	May 08 2025 03:42 PM		
21_Apr_2025_31_16_PM	Delete	Complete	SN [REDACTED]	Apr 21 2025 02:46 PM	Apr 21 2025 02:46 PM		
15_Apr_2025_3_17_AM	Delete	Complete	AT [REDACTED]	Apr 14 2025 04:47 PM	Apr 14 2025 04:47 PM		
14_Apr_2025_7_43_PM	Delete	Complete	AT [REDACTED]	Apr 14 2025 11:13 AM	Apr 14 2025 11:13 AM		

- For eligible queued sends (e.g., SMS), use the three-dot menu to Pause, Edit or Cancel ·

Bulk Actions
View detailed statistics and progress information for your bulk action request.

Action Label	Operation	Status	User	Created (ADT)	Completed (ADT)	Statistics	Actions
Export	Export	Complete	SN [REDACTED]	Jun 02 2025 03:49 PM	-		
26_May_2025_5_35_PM	Delete	Complete	LP [REDACTED]	May 26 2025 09:05 AM	May 26 2025 09:05 AM		
20_May_2025_12_36_PM	Delete	Complete	[REDACTED]	May 20 2025 03:36 PM	May 20 2025 03:36 PM		
20_May_2025_12_35_PM	Delete	Complete	[REDACTED]	May 20 2025 03:35 PM	May 20 2025 03:35 PM		
20_May_2025_12_25_PM	Delete	Complete	[REDACTED]	May 20 2025 03:25 PM	May 20 2025 03:25 PM		

Frequently Asked Questions

Q: Which actions appear on the Bulk Actions page?

Most mass operations initiated from Contacts—such as Imports, Delete Contacts, Bulk SMS/Email, Add/Remove Tags—are listed with their status and a link to Show Stats.

Q: How long do I have to restore deleted contacts?

Approximately 60 days from the date of



deletion. After that, contacts are permanently removed.

Q: Can I cancel a job after it starts? For eligible job types (like queued bulk SMS) , use the row's three-dot menu to Pause, Edit or Cancel. Items already processed before canceling remain completed.

Q: Where do I download detailed results?
Open Show Stats for the job and use Download to export the error log with per-record failure reasons.

Q: Is the Bulk Actions page scoped per sub-account?
Yes. Navigate into the sub-account you want to manage, then open Contacts → Bulk Actions.