You can label contacts with statuses to reflect their relationship with your organization or to indicate how you perceive them from a marketing point of view.

To set a status for a contact:

1. Open the **Contact management** application on the **Contacts** tab.
2. **Manage** ( ) a contact.
3. On the **Profile** tab, click **Edit**.
4. Select a **Status** in the **Contact details** category.
   - Contacts can only have one status at a time.
5. Click **Save**.

The status appears in lists of contacts and you can use it when filtering.

Managing contact statuses

You can create, rename or delete the statuses in the **Contact management** application.

To create a new contact status:

1. Open the **Contact management** application.
2. Switch to the **Configuration -> Contact status** tab.
3. Click **New contact status**.
4. Enter the display name.
5. Click **Save**.

To manage existing statuses, use the following basic actions:

- **Edit** ( ) – opens an editing interface where you can change the name of the status.
- **Delete** ( ) – removes the contact status.