

[Automation processes](#) run in a separate instance for each contact. You can move contacts through [steps](#) that require human input or manually override the automatic decisions of the process.

The system provides the following lists of contacts in automation processes:

- **Pending contacts** – contacts within any running automation process, which the system cannot move forward automatically at the current time (does not include contacts in the *Finished* step). Only displays contacts that you are allowed to move from their current step.
- Contacts within a specific process (including those in the *Finished* step).

**Note:** You need to have the **Read** [Contact management permission](#) to view the lists of contacts.

## Managing pending contacts

Contacts are "pending" when they are within a running automation process, but cannot be moved forward automatically by the system at the current time. This includes contacts in *Wait* steps, and those who require a decision from a user to move forward (for example in *User choice* or *Standard* approval steps). Pending contacts do not include contacts who have completed the process, i.e. are in a *Finished* step.

Pending contacts only display contacts that you are allowed to move from their current step in the process. To move contacts, you need to be included in the step's [security settings](#) or have the **Manage processes** [on-line marketing permission](#) (the permission must be assigned via a **Global** role to apply in all scenarios).

You can access pending contacts in the following locations:

- **Contact management** application on the **Pending contacts** tab.
- **My pending contacts** application or on your [widget dashboards](#) through the **My pending contacts** widget – these lists are further filtered to only include contacts where you are assigned as the owner (via the *Contact owner* property of individual contacts).

## Managing contacts in a specific process

1. Open the **Marketing automation** application.
2. **Edit** (✎) the process whose contacts you want to manage.
3. Open the **Contacts** tab.

The page shows a list of all contacts that are currently going through the process or have finished the process in the past (includes contacts in the *Finished* step).

## Moving contacts between steps in the process

When viewing the list of pending contacts or the contacts within a specific process, click **Manage process** (✎) next to a specific contact. A diagram appears where you can see the current position of the contact within the process.

The following actions are available:

**Note:** You can only use the actions allowed by your [on-line marketing permissions](#) and the [security settings](#) of individual steps.

Action	Description
Move to next step	<ul style="list-style-type: none"> <li>• Directly moves the contact to the next step in the process if there is only one possible option.</li> <li>• If the current step branches into multiple steps, clicking the button offers you all available options. Each option represents one of the possible steps to which the contact can continue.</li> </ul>
Move to previous step	<p>Moves the contact back to the previous step in the process.</p> <p>The contact's previous step is not necessarily the step that precedes the current step in the process designer. For example, if the contact was manually moved using the <i>Move to specific step</i> action.</p>

Move to specific step	Moves the contact to any step of your choice.
Comment and move to step	<p>Available after clicking on the <i>Move to next step</i>, <i>Move to previous step</i> or <i>Move to specific step</i> buttons.</p> <p>Opens a dialog where you can enter a comment for the step transition. Choose the target step using the selector above the comment box.</p> <p>The comment is then visible in the <b>Process history</b>.</p>
Remove from process	<p>Ends the automation process for the given contact. This deletes the entire process instance running for the contact.</p> <p>For example, you can use the remove action if a contact gets stuck in a step that has incorrectly set conditions or connections.</p>



**Tip:** You can view the history of all step transitions made by the contact in the **Process history** section below the process diagram.