How to debug an Automation to see the progress of each step

Welcome to this guide on debugging automation steps and checking the progress of your automations in Mailvio. Let's get started!

Step 1: Log in to your Mailvio account.
Step 2: Go to the "Automations" section.
Step 3: Locate and click on the name of the automation you want to debug or check progress for.
Step 4: In the automation details view, you can see the automation status, which indicates if it's active and running.
Step 5: The automation consists of multiple steps, such as triggers, delays, and emails. Each step is represented by a numbered block.
Step 6: The blue number on the top left of each step block represents the number of users in the queue for that particular step.
Step 7: The number on the bottom right of each step block, shown in a teal color, represents the number of contacts that have completed that step.
Step 8: Compare the numbers to identify any discrepancies between the queued users and processed contacts for each step.
Step 9: To debug further, click on the "Check Stats" button while the automation is active.
Step 10: In the stats view, you can see a list of emails that have been processed, queued, and their corresponding open and click rates.
Step 11: You can click on individual emails to view advanced details, including the email content and any step-specific settings.
Step 12: Check the "Hard Bounces" section to see if any emails were removed from the sequence due to being blacklisted or invalid.
Step 13: Use the "Stuck on Queue" section to identify any emails that are not progressing to the next step.
Step 14: Clicking on "View Advanced Details" provides an overview of the automation step's stats, similar to email campaign statistics.
Step 15: You can navigate back to the automation view to check the progress of other steps or continue debugging.
Step 16: Alternatively, you can go to the "Campaigns" section directly to check the stats for each automation step.
Step 17: In the "Campaigns" view, the stats are separated per step, allowing you to track individual email performance within the automation.

That's it! If you have any questions or need further assistance, please don't hesitate to contact us at support"mailvio.com. We're here to help.

Thank you for using Mailvio!

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