# Welcome /



### WORKFLOW

## Abandonment



Workflow kicks off when a user adds an item to their cart.

Add the appropriate delay. Give the user time to walk away from the cart.

Check to see if the user made a purchase during the delay. Note: Purchase events will clear the cart.

> Check to see if the user still has items in their cart.

If there are still items in the user's cart, send the first reminder email.

Add another delay before sending the next reminder email.

### WORKFLOW

