

Updating The Status of Contacts Captured Through Your Chatbot

When using Contact Statuses in OnceHub, you can dynamically update a contact's status based on their interactions with your Chatbots. This enables you to track a contact's journey and categorize them effectively based on their actions, such as scheduling or answering specific questions.

This feature works best when used with the routing capabilities of Chatbots. For more details on routing, refer to our [Routing Your Interactions article](#).

What Are Contact Statuses?

Contact Statuses allow you to segment and label contacts as they move through your Chatbot. The available statuses are:

- **Qualified:** The contact meets your basic criteria.
 - **Marketing Qualified:** The contact is ready for further engagement by your marketing team.
 - **Sales Qualified:** The contact is ready for outreach by your sales team.
 - **Disqualified:** The contact does not meet qualifications for further engagement.
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How to Update Contact Statuses in Your Chatbot

Follow the steps below to update contact statuses in your Chatbot:

Navigating to the Flow Builder

1. Click on **Chatbots** in the left-hand navigation menu.
2. Select the bot you want to update Contact statuses for.

Updating the Contact status

1. Add the **Contact status** action from the **Add Interaction** pane on the right.
 2. Select the status it should update to using the dropdown menu.
 3. Click on **Save**.
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