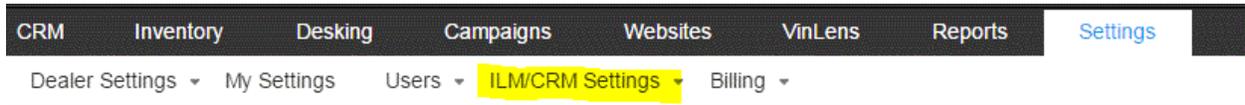
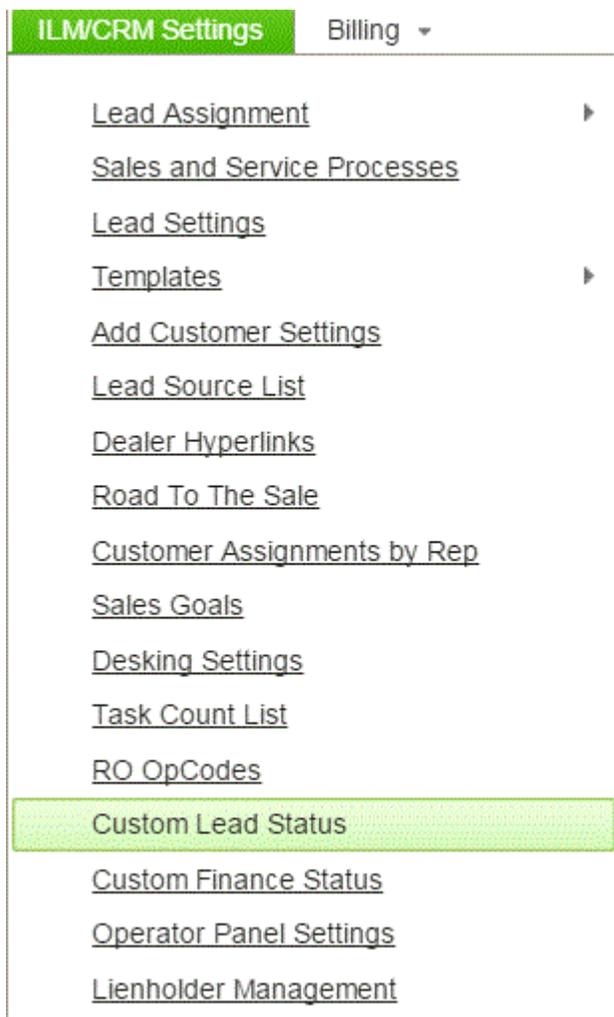


Creating a Custom “Sub-Status” in VinSolutions:

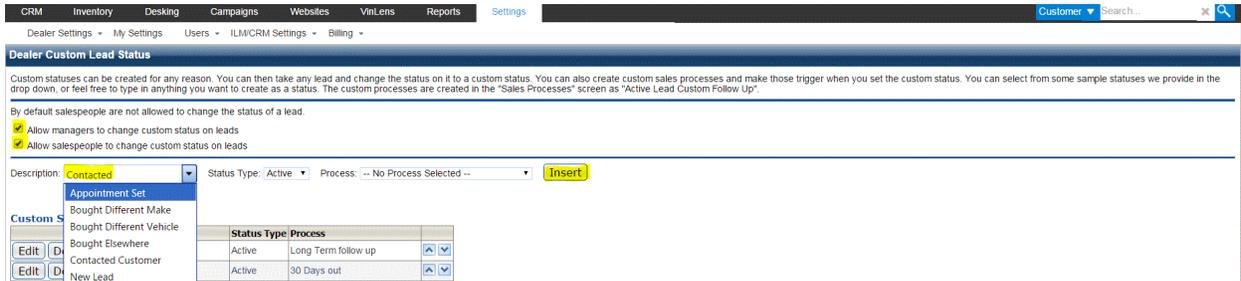
Step 1: Go to settings and click ILM/CRM Settings:



Step 2: Click “Custom Lead Status”



Step 3: Create your custom status. Most common status's I see are "Contacted" or "Contacted Customer" or "Appointment Set". Make sure both boxes are checked. → This custom status will trigger the ai to skip to the follow up.



Then, in the lead profile, you will see the custom status in the Status drop down. This is separate from your Process.

