How to Pause / Resume Individual Abandoned Cart Recovery

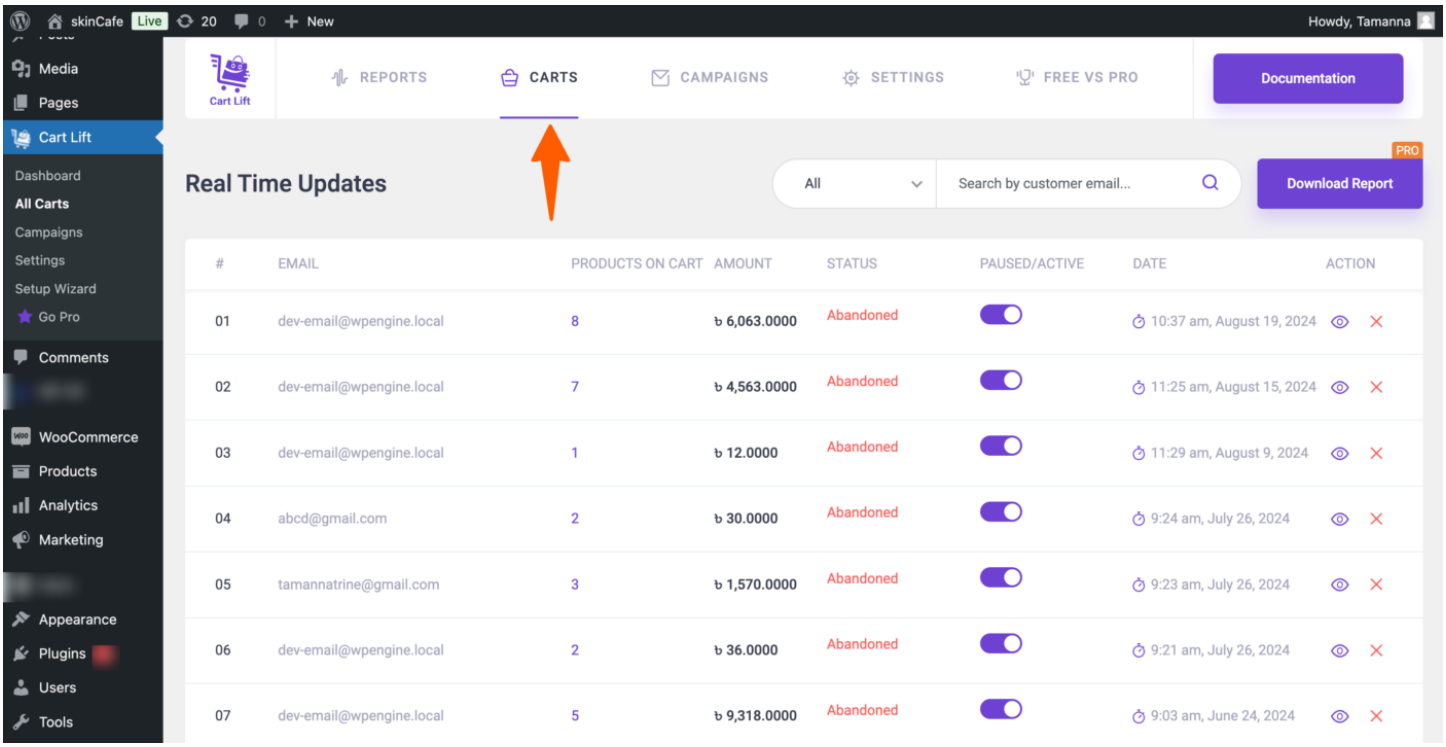
Managing abandoned cart recovery campaigns is essential for optimizing sales, but there are times when you may need to pause recovery for specific customers or carts. Whether you're handling unique customer requests, troubleshooting issues, or running specialized campaigns, the ability to pause and resume individual abandoned cart recoveries provides flexibility and control.

Cart Lift introduces this feature to ensure that you can tailor your recovery efforts without disrupting the overall campaign performance, helping you to address specific needs while maintaining a high conversion rate.

In this guide, we'll show you how to pause and resume individual abandoned cart recoveries for better campaign management.

Go to the Carts Tab

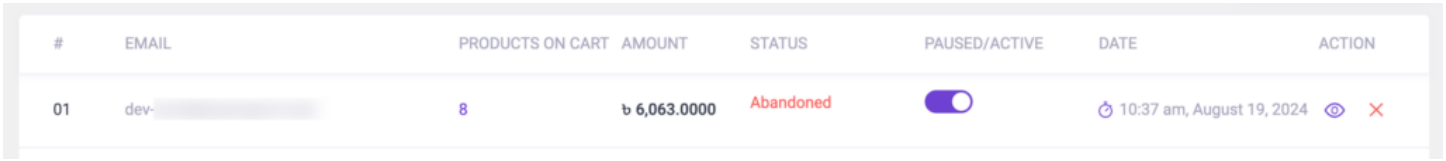
Go to **Dashboard > Cart Lift** and on top, click on the **Carts** tab to find the list of all the abandoned carts on your store that are still part of the active recovery campaigns.



Once you set up automatic tracking, this is where the abandoned carts are tracked and listed.

Get A Basic Overview Of The Abandoned Carts

Here you will get the following details for each abandoned cart:



- **Email** – the email address of the potential buyer
- **Products On Cart** – the number of products added to the cart
- **Amount** – the total cost of the cart
- **Status** – is it still abandoned or recovered
- **Pause/Active** – to determine if you want to pause to active the cart
- **Date** – date of abandonment

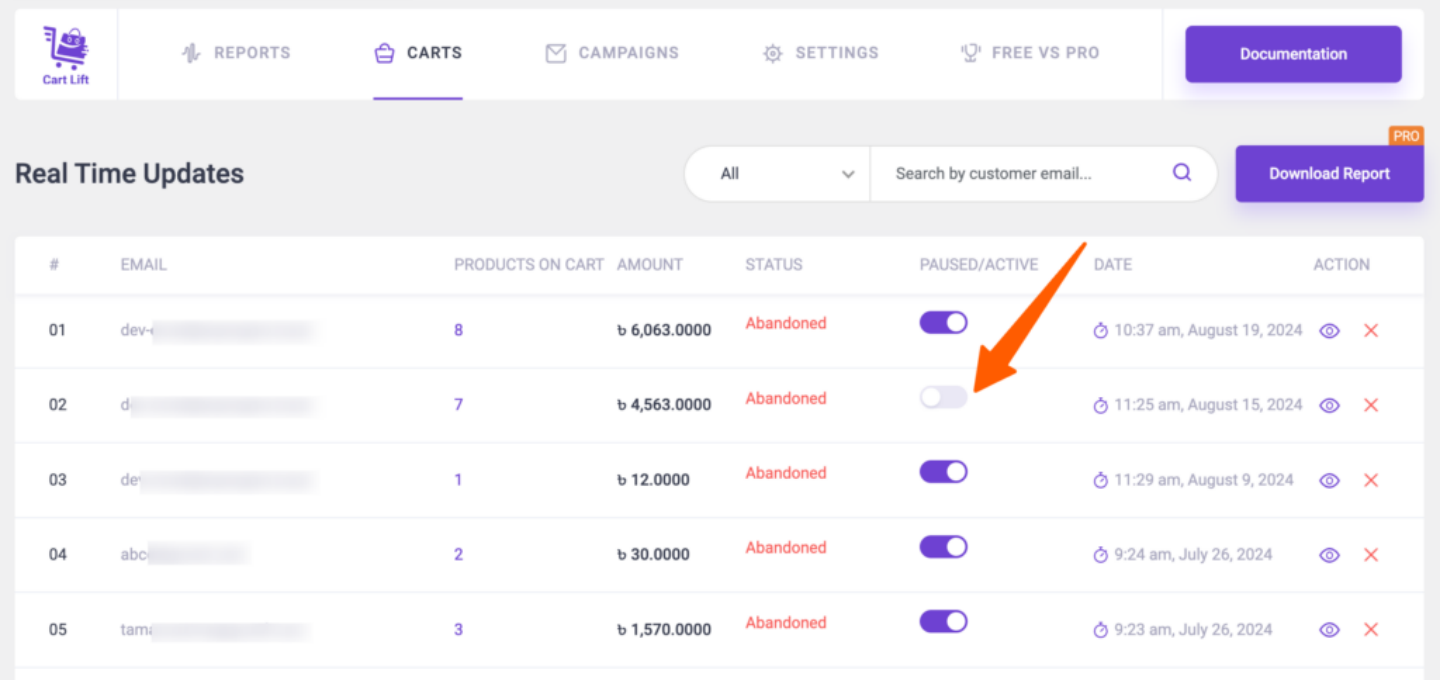
You will also see two action buttons, an Eye icon, and a Cross icon.

If you want to delete an abandoned cart lead, you may click on the cross icon.

Click on the eye icon to get more details about this abandoned cart.

Pause A Individual Abandoned Cart

Now if you want to pause recovery for a specific cart, then simply disable the button shown in the screenshot below. Which will ensure that a particular cart will be paused from abandoned cart recovery campaigns.



Also, simply enabling the button will resume that cart for the abandoned cart recovery campaigns.

That's it. That's how easy it is to Pause / Resume Individual Abandoned Carts for the abandoned cart recovery campaigns.