Contact Changed Trigger

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You can use the **Contact Changed** workflow trigger in Gym Lead Machine to start a workflow automatically whenever specific details on a contact are updated. It watches for changes like a new tag, an updated custom field, a change to the contact's Do Not Disturb (DND) setting, or a newly assigned user, and then runs the actions you've built into the workflow.

What you can do with the Contact Changed trigger

- Send a follow-up email when a tag is added to a contact
- Notify a team member when a contact is assigned to them
- Send targeted messages when a custom field is updated, such as a lead's preferred program
- Respond when a contact's DND setting changes
- Respond when a contact's type changes, for example from **Lead** to **Customer**
- Add more than one filter to a single trigger

What changes can start the workflow?

The Contact Changed trigger can start a workflow when any of the contact details below change. You choose which ones count by adding filters when you set up the trigger.

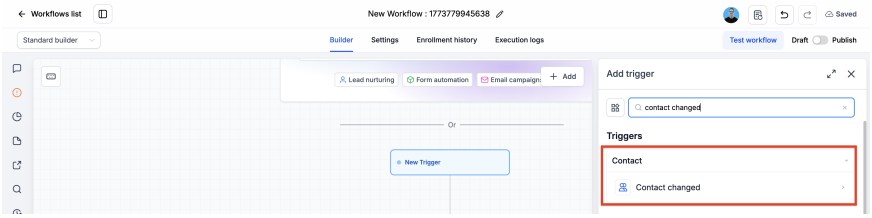
Filter	Starts the workflow when
Tags	The contact's tags change, for example a "hot lead" tag is added
Custom Field	The value of a custom field you choose is updated
DND	The contact's Do Not Disturb setting changes
Assigned User	The contact is assigned to a different user
Contact Type	The contact's type changes, for example from Lead to Customer

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How do I set up the Contact Changed trigger?

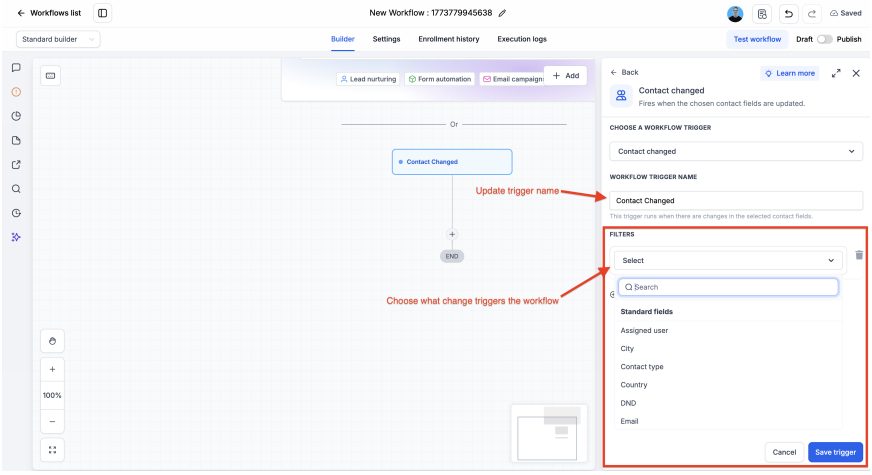
1. Go to **Automation → Workflows**.
2. Click **+ Create Workflow**.
3. Select **Start from Scratch**.
4. Click **Add New Trigger**.

5. Search for **Contact Changed** and select it.



6. Enter a descriptive name for the trigger, for example "Preferred Program Updated."

7. Click **Add Filters** and choose the type of change that should start the workflow: **Tags**, **Custom Field**, **DND**, **Assigned User**, or **Contact Type**.



8. Complete the filter's options. For example, with **Custom Field**, select the field you want the workflow to watch.

9. Click **Save Trigger**.

After you save the trigger, add the actions you want the workflow to perform when the change happens.

> NOTE: The workflow runs each time a change it's watching for happens. If a contact's details are updated several times, that contact can go through the workflow more than once.

Frequently asked questions

Will the workflow run every time a contact's details change?

Yes. The workflow runs each time a change it's watching for occurs. If a contact's tags or custom fields are updated several times, the contact can go through the workflow several times. To keep a contact from receiving the same message or task more than once, you can:

- Use filters so only the specific changes you care about start the workflow

- Add an **If/Else** condition that checks whether the action has already been performed

- Add a wait step between actions so the workflow doesn't fire repeatedly in a short window

Can I track more than one kind of change in a single workflow?

Yes. You can add more than one filter under the Contact Changed trigger. Add each filter during setup, then click **Save Trigger**. This lets one workflow watch for several kinds of contact updates, such as a tag change and a custom field update, instead of building a separate workflow for each.

Helpful tips

- Name each trigger after the change it watches for, so the workflow is easy to recognize in your list later
- Keep filters specific so the workflow only runs on the changes that matter
- Use an **If/Else** condition to check whether an action already happened before repeating it
- Review which filters a trigger uses before editing a contact field in bulk, since each update can start the workflow

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When this feature is most helpful

- Following up with a lead as soon as a specific tag is added
- Alerting a team member when a lead is assigned to them
- Sending targeted messages when a lead's custom field details change
- Responding when a contact turns Do Not Disturb on or off
- Reacting when a contact's type changes from Lead to Customer

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If you have questions about the Contact Changed trigger in Gym Lead Machine, our Support team is happy to help. Reach us at **hello@usekilo.com**.