Campaign Deliveries

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Purpose and when to use this record

Audit whether a marketing message was sent, skipped, or failed for a particular recipient and business event.

At a glance

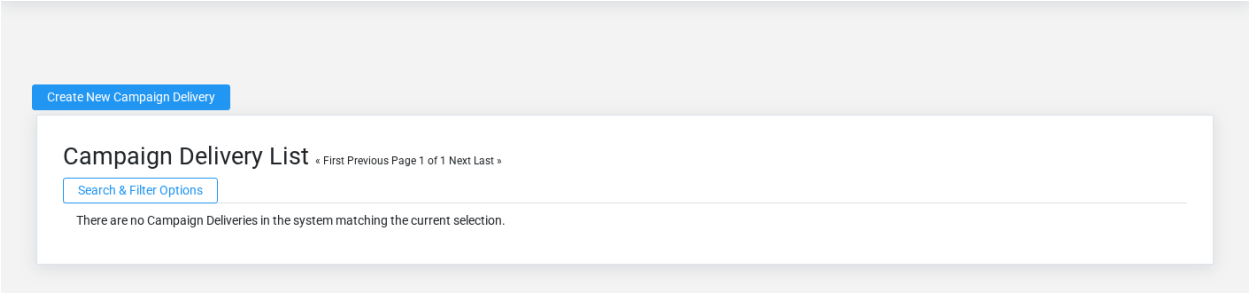
- **Identify it by: Status**.
- **Check its business context: Store**, **Campaign**, **Customer Link**, **Mailing Subscriber**, and **Order**.
- **Why care:** Store, publication, consent, payment, and fulfillment states affect what customers see and what staff must act on; check the correct store before saving.
- **Why care:** Status communicates workflow progress to other staff. Change it only when the underlying work, approval, payment, or handoff has actually occurred.

Before you begin

You need the Brisk permission for the action you are taking on campaign deliveries. If a Create, Edit, or Delete control is absent, do not work around it with another user’s account; ask an administrator to review your role.

Have valid **Store**, and **Campaign** records ready first. Those selections determine where this Campaign Delivery belongs and which later screens can find it.

Find and review campaign deliveries



The Campaign Deliveries list screen in the Brisk documentation demo.

Use the Campaign Deliveries list to find the correct record before opening or changing it. Compare **Status**. Records with similar names or numbers can still belong to different **Store**, **Campaign**, **Customer Link**, **Mailing Subscriber**, **Order**, and **Abandoned Cart**.

- Keyword search checks **Email**, **Status**, **Reason**, **Dedupe Key**, and **Name**.
- Narrow the list with **Store**, **Campaign**, **Customer Link**, **Mailing Subscriber**, and **Order** filters.
- The date filter uses **Created At**; choose a range that matches the business event you are reconciling.
- The initial order emphasizes **Created At**. Select a column heading when you need a different comparison.

Open the Campaign Delivery whose **Status** match the task. If it is missing, clear the list filters and recheck **Store**, **Campaign**, **Customer Link**, **Mailing Subscriber**, **Order**, and **Created At**, plus the remaining screen fields rather than creating a replacement immediately.

Review Campaign Delivery details

Use the detail page as the shared record of what this Campaign Delivery currently means. Verify **Status** before relying on it for a decision.

Follow **Store**, **Campaign**, **Customer Link**, **Mailing Subscriber**, **Order**, and **Abandoned Cart** to determine whether the issue is on this Campaign Delivery or on one of those linked records.

Next check: Use **Store**, **Campaign**, **Customer Link**, **Mailing Subscriber**, **Order**, and **Abandoned Cart** to interpret this Campaign Delivery. If it records a failure or exception, correct the source process and create a new successful event rather than rewriting the audit trail.

Fields and business rules

Brisk stores 12 user-relevant fields for this Campaign Delivery, including 6 linked-record selections and 1 controlled-choice field. Create and edit screens may hide calculated or workflow-managed values from this full reference.

Field	Required	What it controls
Store	Yes	The store associated with this campaign delivery.
Campaign	Yes	The campaign associated with this campaign delivery.
Customer Link	No	The customer link associated with this campaign delivery.
Mailing Subscriber	No	The mailing subscriber associated with this campaign delivery.
Order	No	The order associated with this campaign delivery.
Abandoned Cart	No	The abandoned cart associated with this campaign delivery.
Email	Yes	Email address recorded as email for this campaign delivery.
Status	No	Current status of this campaign delivery. Available values: Sent, Skipped, Failed.
Reason	No	The reason recorded for this campaign delivery.
Dedupe Key	Yes	The dedupe key recorded for this campaign delivery.
Sent At	No	Date and time recorded for sent at on this campaign delivery.
External Id	No	The external ID recorded for this campaign delivery.

What happens next

Use **Store**, **Campaign**, **Customer Link**, **Mailing Subscriber**, **Order**, and **Abandoned Cart** to interpret this Campaign Delivery. If it records a failure or exception, correct the source process and create a new successful event rather than rewriting the audit trail.

Common mistakes and troubleshooting

- **The record will not save:** Recheck **Store**, **Campaign**, **Email**, and **Dedupe Key** and any message beside the field. A required related record may also be inactive or unavailable to your role.
- **The record saved but is not available where expected:** Recheck **Status**, then clear the filters on the destination list. A saved record can still be inactive, unpublished, locked, unapproved, or in the wrong workflow state.

- **The values look right but the result is wrong:** Open **Store**, **Campaign**, **Customer Link**, **Mailing Subscriber**, **Order**, and **Abandoned Cart** from the detail page. Correct the specific relationship that is wrong instead of forcing a total or status to compensate for it.

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