Delay Campaign Displays on Same Page

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What you'll learn

- How the default sequential display behavior works when multiple campaigns are eligible on the same pageview
- How to install the Delay Campaign Display extension
- How to configure the delay using campaign-level or account-level metadata
- Troubleshooting tips for inline campaigns, concurrent displays, and invalid delay values

When two or more campaigns are eligible to display on the same page view, the Delay Campaign Display extension adds a pause between them, so visitors aren't presented with a second campaign the instant the first one closes.

How sequential display works

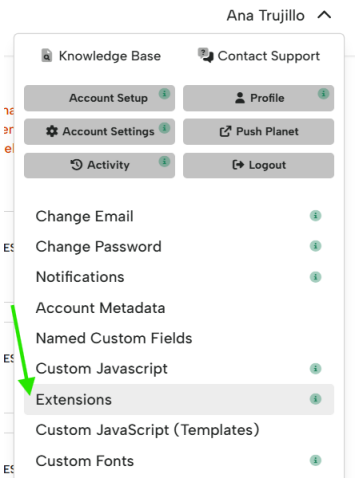
By default, if two or more campaigns are eligible to display on the same page view, the campaign with the highest priority displays first. Priority is determined by the order of campaigns in your campaigns list: campaigns are evaluated top to bottom, so if two campaigns become eligible to display at the same time, whichever one is higher up in the list displays first. The moment it closes, the next eligible campaign displays immediately. With many campaigns and complex display rules active, this can be hard to control and creates a jarring experience for visitors.

Note: This default sequential behavior assumes the Sitewide Rule **Allow multiple campaigns to display simultaneously** is not enabled.

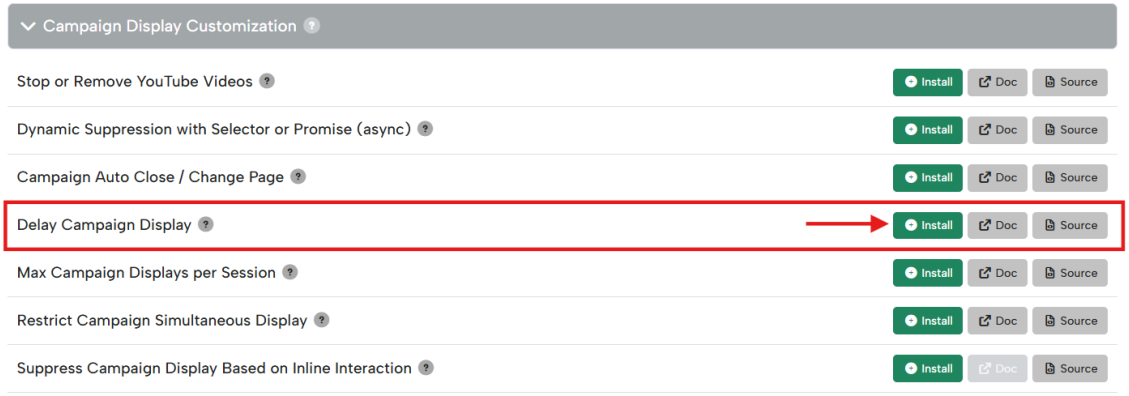
Install the Delay Campaign Display extension to add a configurable pause between campaigns instead.

Install the extension

1. Open your profile menu in the top right corner and select **Extensions**.



2. Find the **Delay Campaign Display** in the Campaign Display Customization section, and install it.

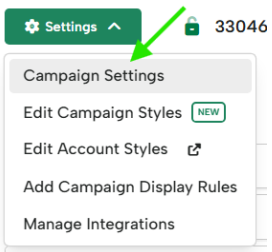


Configure the delay

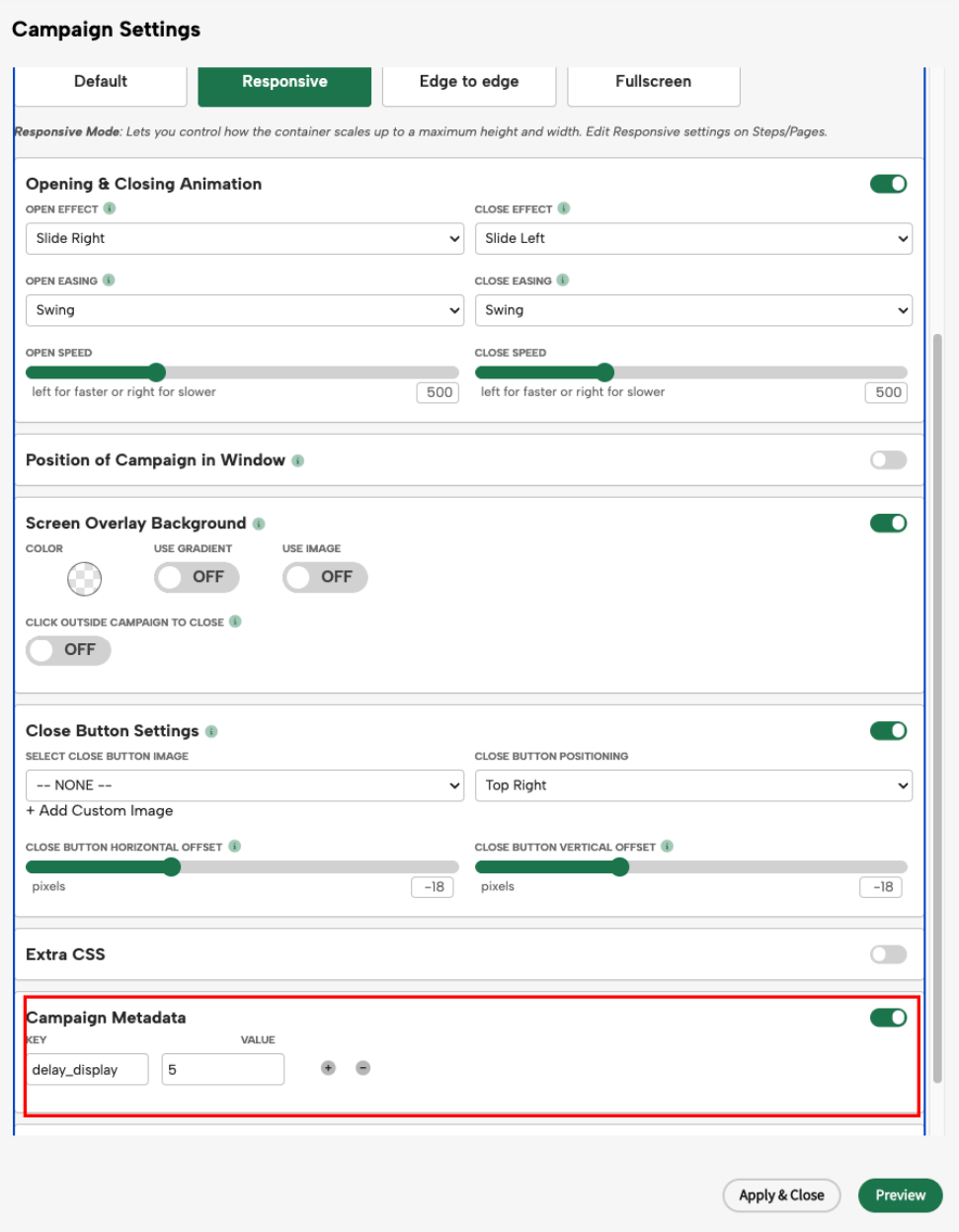
Set the delay by adding the delay_display metadata key to a campaign or to your account. Campaign-level metadata always takes priority over account-level metadata, so you can set a default delay for the account and override it on individual campaigns as needed.

Set the delay on a single campaign

1. Open the campaign in the Design Editor.
2. Go to Settings > Campaign Settings.

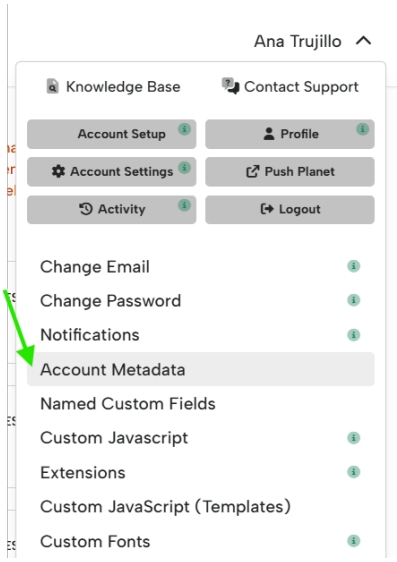


3. Find Campaign metadata at the bottom of the window and add the key delay_display and set its value to the number of seconds to delay.

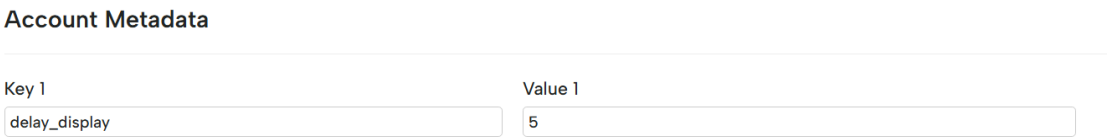


Set the delay for the whole account

1. Click the dropdown next to your name in the top right corner and select the Account Metadata.



2. Add the key delay_display and set its value to the number of seconds to delay. This applies to every campaign in the account unless a campaign has its own delay_display value set, which takes priority.



Metadata Key	Level	Value	Description
delay_display	Campaign or Account	Positive whole number (seconds)	Number of seconds to wait after the most recently closed campaign before this campaign displays. Campaign-level metadata overrides Account-level metadata. Omitting the key disables the delay for that campaign.

The value must be a positive whole number of seconds. A decimal value (such as 2.5) is truncated, not rounded, so it becomes 2. A value of 0, a negative number, or a non-numeric value triggers an error notification and prevents the campaign from displaying.

If no other campaign has been displayed on the pageview, or the last one closed longer ago than the configured delay, this campaign displays immediately.

Troubleshooting tips

If a campaign isn't delaying, displaying, or suppressing the way you expect, check these common causes first:

Situation	What's Happening

An inline campaign closing doesn't start the delay timer	Inline campaigns are excluded from delay tracking entirely. Only non-inline campaigns closing will start the delay countdown.
delay_display is set on an inline campaign, but it seems to have no effect	Inline campaigns are never treated as "open" or "closed" by this extension, so the value is read but doesn't change behavior.
A campaign doesn't display right away, even though the configured delay has passed	Another campaign may already be open. This extension retries opening the campaign every 1 second until the open campaign closes, then starts counting down the configured delay.
The campaign never displays	Check that delay_display isn't set to 0, a negative number, or a non-numeric value. Invalid values trigger an error notification in the Digioh Diagnostics panel and suppress display; a decimal value is truncated rather than rounded.
You want to confirm the delay timing while testing	Turn on QA Mode. This extension logs notifications about delay timing and suppressed displays, which is useful for confirming your configuration live.

Tip: This extension gives you fine-grained control over campaign display. You can enable the Sitewide Rule **Allow multiple campaigns to display simultaneously** and still control simultaneous or separated display at the campaign or account level using this extension.

That's it, your campaigns are ready to display in sequence instead of stacking on top of each other. Need a hand? Reach out to support@digioh.com.