Suppress Campaign Display Based on Inline Interaction

Last Modified on 11/12/2026 2:17 pm EST

The Suppress Campaign Display Based on Inline Interaction extension stops popups, banners, sidebars and other non-inline campaigns from displaying while a visitor is using an inline campaign, like an embedded form or quiz. Once the visitor stops interacting, campaigns can display normally again.

What you'll learn

- How to install the extension
- What counts as interacting with an inline
- How to change the idle timeout
- How campaigns opened from a button are handled
- How to test the extension

How it works

- **Interaction starts suppression.** When a visitor clicks or taps, types, or moves focus into a field in an inline campaign, the extension blocks other non-inline campaigns from displaying. Scrolling doesn't count as interacting.
- **Idle ends suppression.** After the visitor has been inactive for the idle timeout (5 seconds by default), or closes the inline, other campaigns can display again the next time their display rules trigger.
- **Inlines are never suppressed.** The extension only affects non-inline campaigns.

Install the extension

1. Click your account name in the top right corner and select **Extensions**.
2. Under the **Display** section, find **Suppress Campaign Display Based on Inline Interaction** and click **Install**.
3. Click **Publish to Your Site** to activate the extension.

> **Note:** the extension works on all inline campaigns automatically. You don't need to add any campaign metadata.

Change the idle timeout (optional)

To change how long a visitor must be inactive before suppression ends, add this **account** metadata:

Key	Value	Default
inline_idle_timer	Number of **seconds**, for example `10`	5

> **Important:** enter the value in seconds, not milliseconds. A value of `5000` sets an idle timeout of about 83 minutes.

Campaigns opened from a button

If a button in the inline uses the **Open Another Campaign** action, the campaign it opens is allowed to display, even while the visitor is interacting with the inline. This keeps inline-to-popup flows working, such as an inline form that opens a popup for the next step.

Each button click allows that campaign to display once. Other campaigns stay suppressed as usual.

Test the extension

Suppression doesn't run in Digioh Preview, so test on your live site in QA mode:

1. Open your live site with `?boxqamode` added to the end of the URL.
2. Interact with the inline campaign, for example by clicking into a field, and confirm that other campaigns don't display. The notification panel shows a message such as *Suppressing box [ID] due to interaction with an inline*.
3. Stop interacting for longer than the idle timeout, or close the inline. Confirm that other campaigns can display again when their display rules trigger.

Best practices

- Use this extension on pages with embedded forms or inline quizzes, where a popup would interrupt the visitor.
- Combine it with Sitewide Rules, such as **Ignore Sitewide Rules for Inlines**.
- Use the **Open Another Campaign** button action for any popup the inline itself should open, so it isn't suppressed.

Need help? Contact support@digioh.com or your Customer Success Manager.