

Suppress Digioh Campaigns While Attentive Is Active

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Summary: Install the Suppress Digioh Campaigns wrt Attentive extension to automatically suppress non-inline Digioh campaigns (popups, sidebars, and banners) while the Attentive popup is active on the page, so the two overlays never compete for a visitor's attention.

What You'll Learn

- How to install the Suppress Digioh Campaigns wrt Attentive extension
- Which campaign types are affected by suppression, and which are not
- How to test that suppression is working as expected

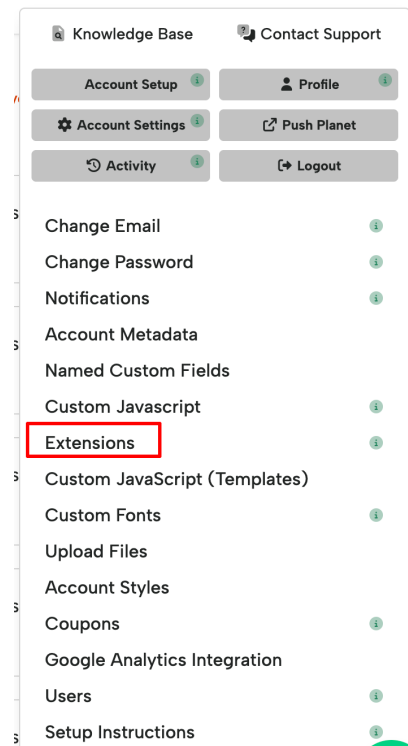
When Attentive's popup is displayed on a page, having a Digioh campaign appear at the same time creates a cluttered, competing experience for the visitor. This extension solves that automatically: once installed, it suppresses non-inline Digioh campaigns (popups, sidebars, and banners) for as long as the Attentive popup is active, then lets them display normally again once it's gone.

Before You Install

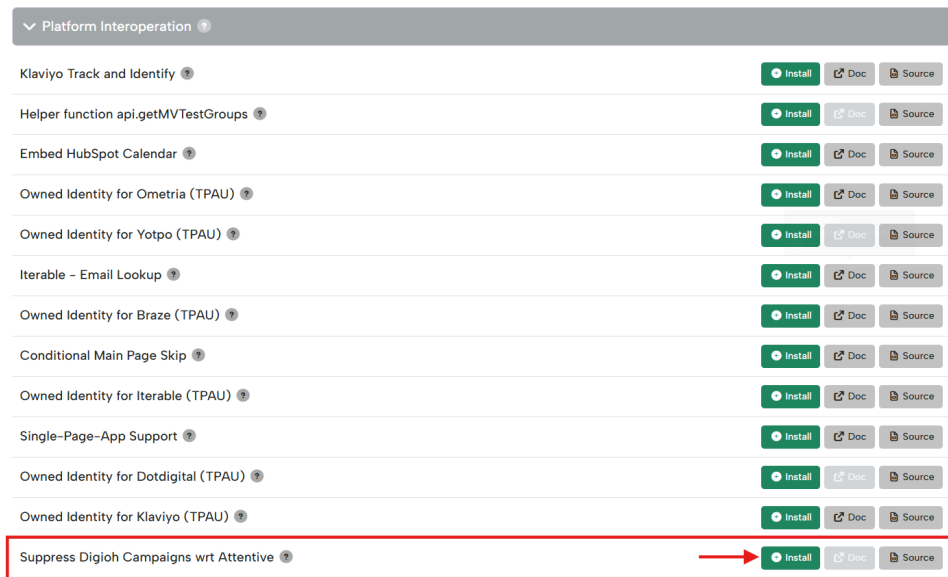
This extension requires no campaign-level or account-level metadata, so there's nothing to configure before or after installing it. It works automatically as soon as it's installed and published, for any account running Attentive alongside Digioh.

Install the Extension

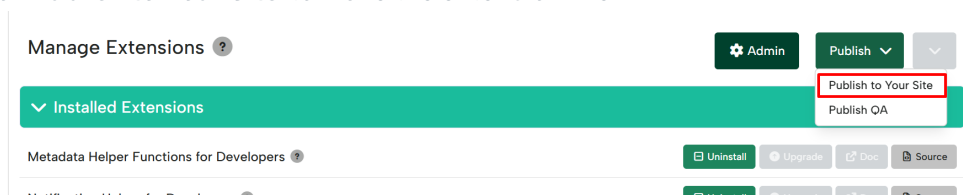
1. From your Digioh account, click your profile icon in the top right corner and select **Extensions**.



- Open the **Platform Interoperation** category, find **Suppress Digioh Campaigns wrt Attentive** in the list, and click Install.



- Click **Publish to Your Site** to make the extension live.



How It Works

- The extension continuously checks whether an Attentive popup is currently active on the page.
- If a large Attentive popup is active, the extension suppresses eligible Digioh campaigns until it's gone. Specifically, it only suppresses when the detected Attentive element is taller than about 80 pixels, so a very short or barely rendered element won't trigger suppression on its own.
- Inline campaigns are never suppressed. Since they're embedded directly in your page content rather than overlaying it, they don't compete with the Attentive popup for attention.
- Suppression doesn't apply while you're previewing a campaign in QA Mode, so you can test your campaigns normally even while the Attentive popup is active on the page.

Suppression Behavior by Campaign Type

Campaign Type	Affected by Suppression?	Notes
Popup / Modal	Yes	Won't display while the Attentive popup is active.
Sidebar	Yes	Won't display while the Attentive popup is active.
Banner	Yes	Won't display while the Attentive popup is active.
Inline	No	Always displays normally, regardless of Attentive.
Any type, in QA Mode	No	QA Mode always bypasses suppression, so you can preview freely.

Test the Integration

1. Preview your campaigns as usual using QA Mode. Suppression is automatically disabled in preview, so campaigns display normally even if the Attentive popup is active.
2. To confirm suppression is working on your live site, remove boxqamode from the URL, make sure the Attentive popup is active on the page, and confirm that your eligible Digioh campaigns (popups, sidebars, banners) do not display.
3. To confirm inline campaigns are unaffected, check that they continue to display normally on the same page while the Attentive popup is active.

Troubleshooting

Issue	Likely Cause	What to Do
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Issue	Likely Cause	What to Do
A campaign isn't being suppressed even though the Attentive popup appears to be active	The current Attentive element may be small and persistent rather than a large popup, or the Digioh campaign in question is inline, which is never suppressed	Confirm the Attentive popup is large and active on the page, and check whether the Digioh campaign in question is inline
Suppression didn't happen while testing	QA Mode always bypasses suppression	Remove boxqamode from the URL and test again on your live site
No campaigns are ever suppressed, even outside of QA Mode	The extension may not be installed or published yet	Confirm the extension shows as installed under Extensions, and that you've clicked Publish to Your Site
An inline campaign disappeared while the Attentive popup was active	This extension never affects inline campaigns, so something else is responsible	Check the campaign's Display Rules and other extensions for the cause

Best Practices

- Confirm Attentive is fully implemented on your site before installing this extension, since it only reacts to Attentive; it doesn't set Attentive up for you.
- Test with the Attentive popup both active and inactive on the page so you can see both states before launch.
- Remember this extension applies broadly to all eligible non-inline campaigns on a page, not to one campaign at a time.

Things to Avoid

- Don't expect this extension to change how or when Attentive displays. It only reacts to Attentive; it never controls it.
- Don't rely on this extension to hide inline campaigns. By design, they're never suppressed.
- Don't test suppression while in QA Mode. Since QA Mode always bypasses suppression, you'll need to test on your live site with boxqamode removed from the URL.

That's it; the Suppress Digioh Campaigns wrt Attentive extension is live and ready to go. Questions? Reach out to support@digioh.com.