

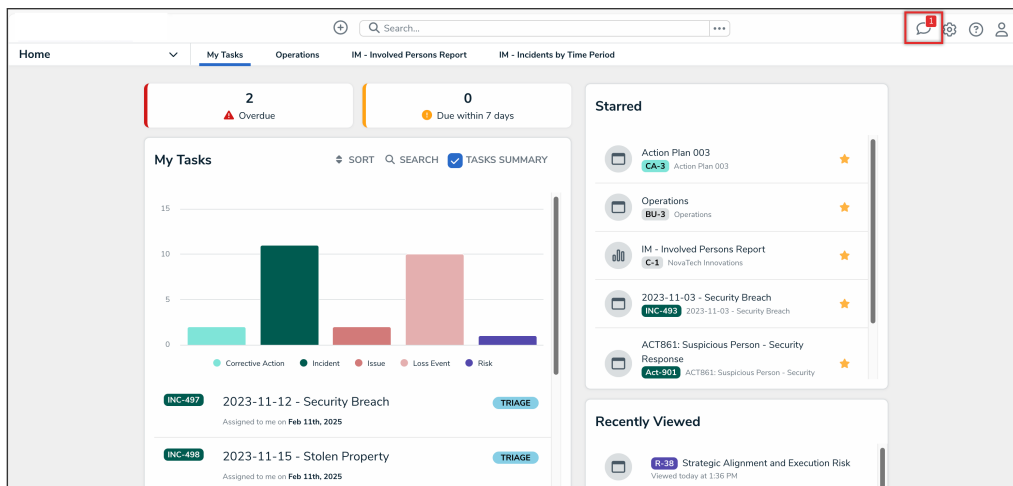
Communications Pop-Up

Last Modified on 09/18/2025 2:39 pm EDT

Overview

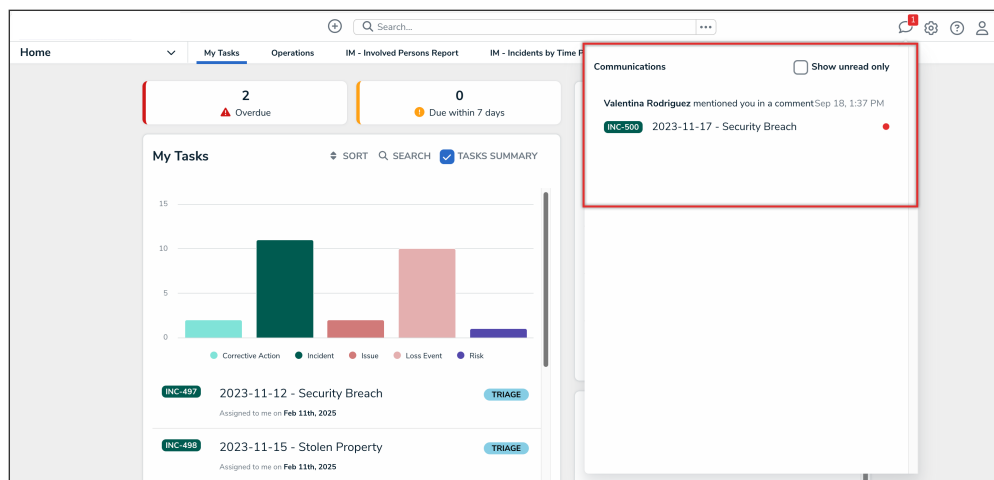
Users can stay on top of important conversations with a centralized view of new and relevant communications with the **Communications** alerts pop-up, ensuring that nothing gets missed.

A red badge on the **Communications** icon displays the number of unread communications. The count decreases in real-time as users click and open alerts.



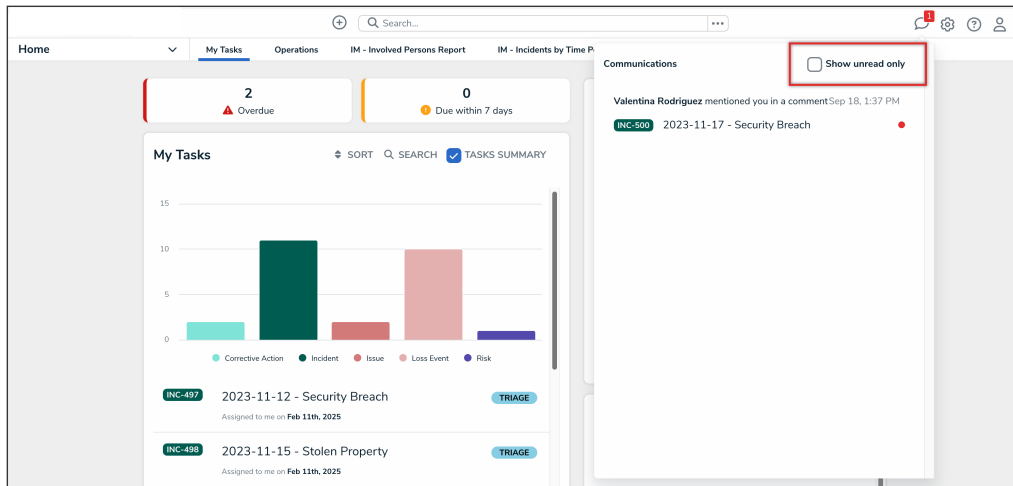
Communications Icon

From the **Communications** pop-up, users can see a list of new and relevant communications. Unread comments and messages are marked with a red dot for quick scanning.



Communications Pop-Up

Users can focus on unread alerts in the **Communications** pop-up by click the new **Show unread only** checkbox.



Communications Pop-Up



Note:

The selected filter preference is remembered on the same device, so users won't need to reapply it each time they log in.

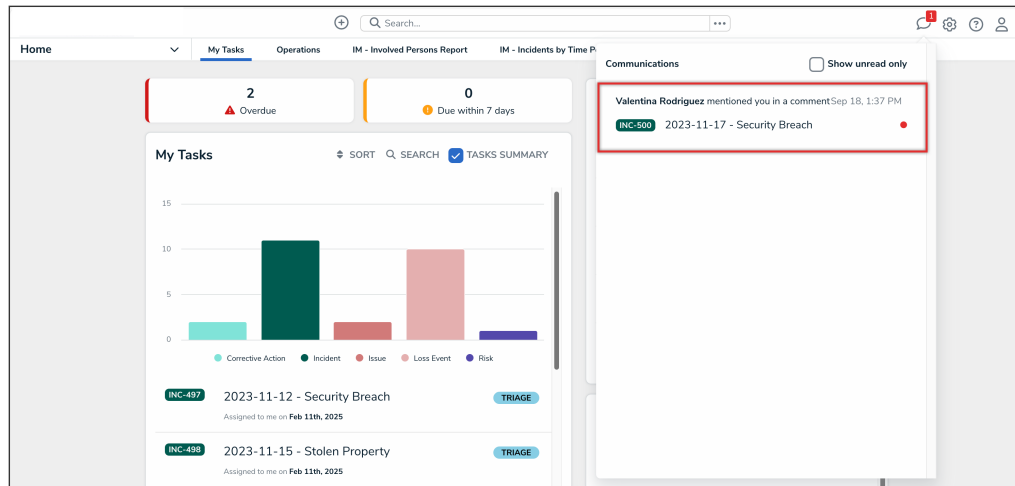
Communications Pop-Up Alerts

The types of communications shown in the **Communications** pop-up are:

- New comments on objects where the user is assigned via the **Assign** button at the object type level (while the object is in the relevant workflow state) and at the object level via roles
- @ mentions, even on objects the user isn't assigned to
- Two-way emails sent on assigned objects (when the role is assigned at the workflow level via the **Assign** button)

Each communication preview in the **Communications** pop-up includes:

- Commenter's name
- Date and time
- Object name and ID



Communication Alert

Clicking a communication preview takes the user to the [Communications tab](#) on the object page.

Important Notes

- The communications alert feature is not available when impersonating users.
- The communications alert feature is not available in the Portal.