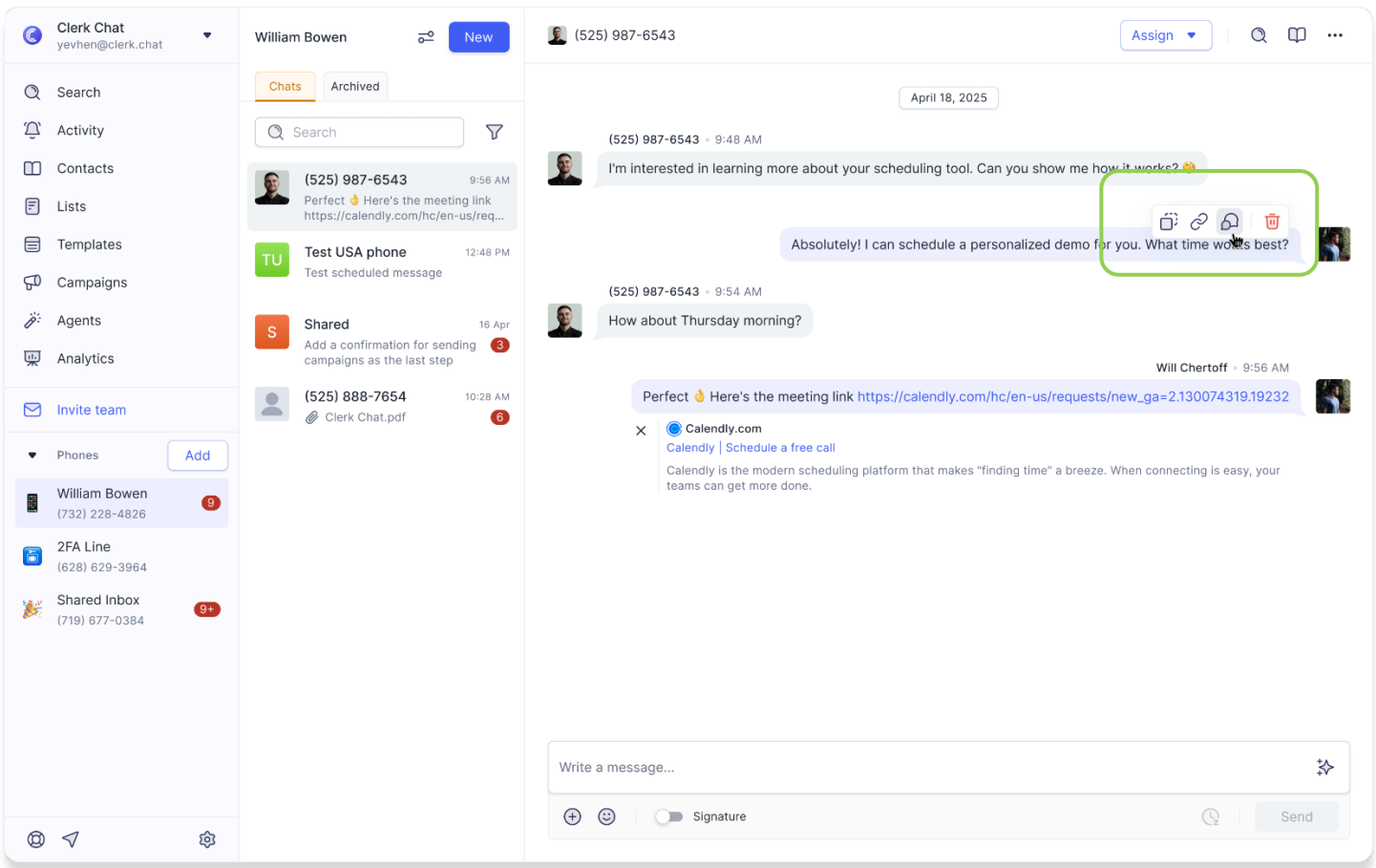# Internal Message Thread Conversations 101

Message Thread Conversations are internal-only messages or comments that are visible to team members who can see/send texts via the inbox. These comments are <u>never</u> visible to the end customer. This feature offers a quick and easy way for team members to communicate and collaborate *internally* about the messages sent to/from contacts.
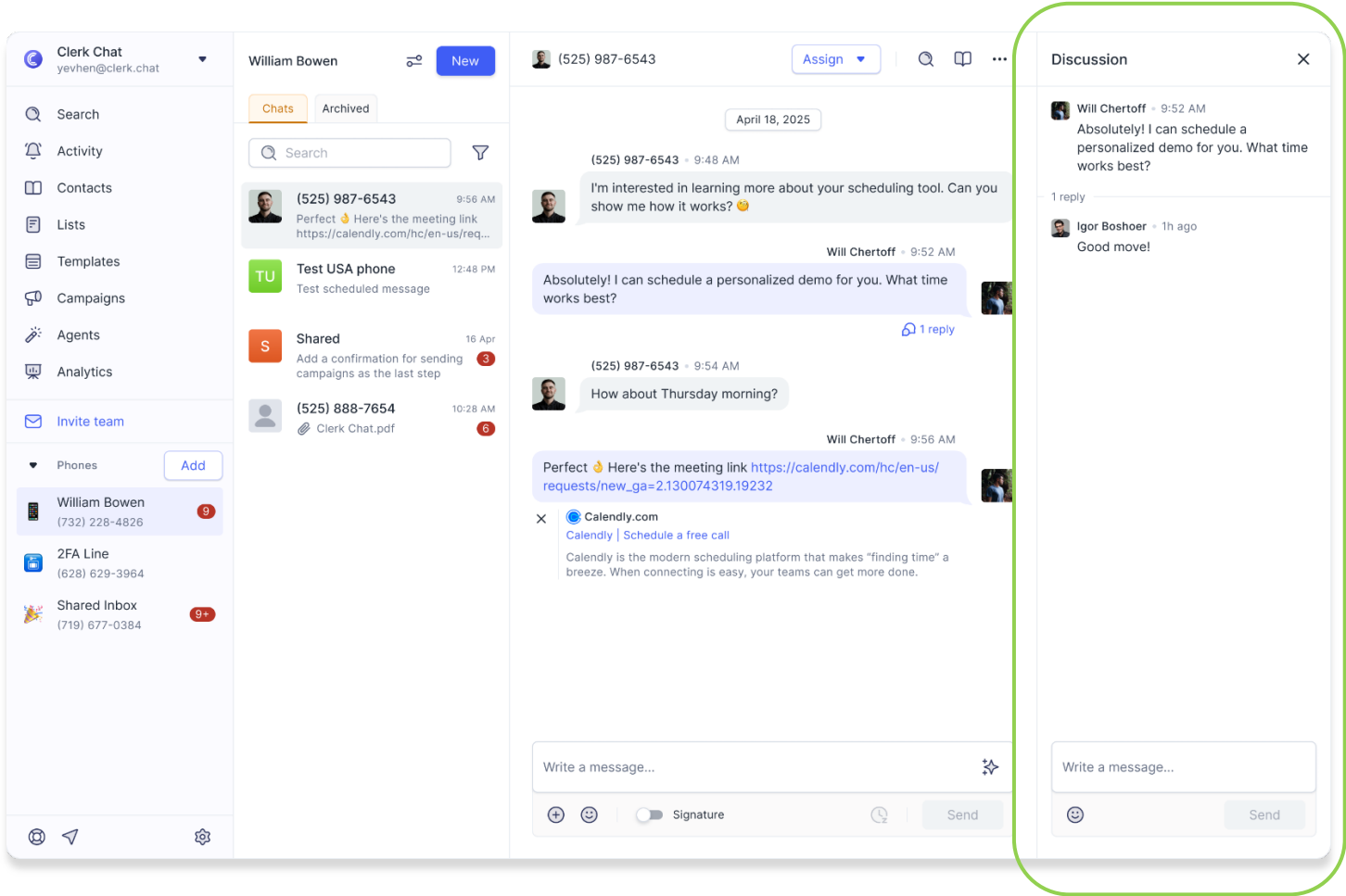
Using Message Thread Conversations

While viewing a text conversation:

1. Hover over a message displayed to you to view the pop-up action menu.

2. Click on **the Comment icon** that appears in the pop-up action menu.

3. Type an internal comment and press **Enter** to post and send it to Team members in the right-hand Discussion panel.

Once Comments have been added, Team Members can easily select **Show Comments** in the pop-up action menu for a text to view and add to internal-only conversations using the internal Discussion panel.