Add Internal Comments and @Mentions to Conversations in GLM

Tom Regier - 2026-10-20 - Messaging

Internal comments are private notes you add to a conversation thread in Gym Lead Machine. They're never sent to the contact and the contact can't see them, so your team can share context, record decisions, and hand off next steps without leaving the conversation. Type **@** and select a teammate to **mention** them, and they can be notified to review or act on the thread.

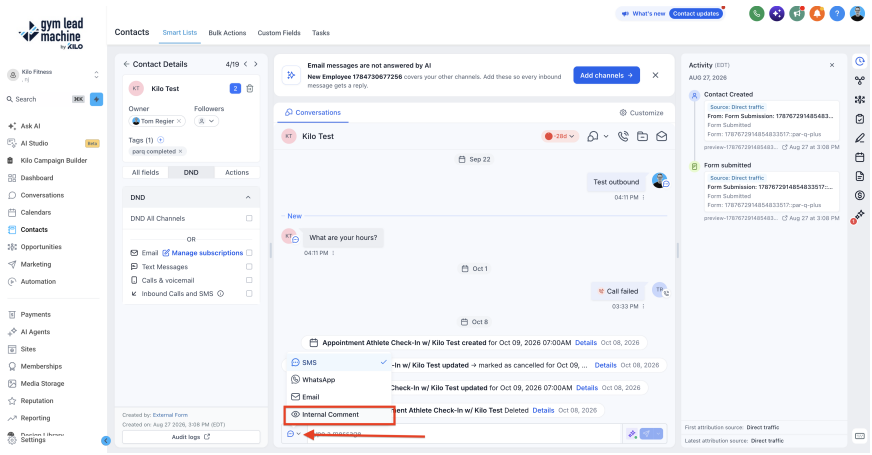
Watch the video below for a walkthrough, or read on for the full guide.

What you can do with internal comments

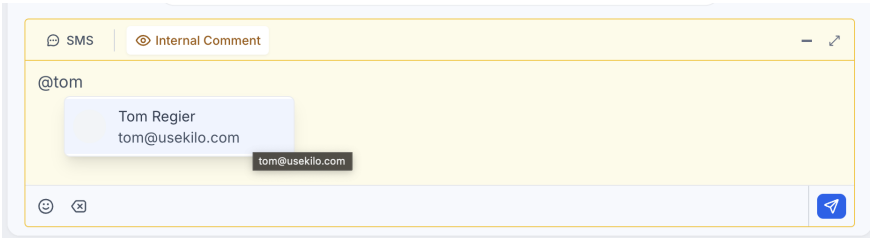
- Add private notes to any conversation thread
- @mention a teammate to get their attention on a conversation
- Hand off context and next steps without leaving the thread
- Find conversations where you or a specific teammate has been mentioned
- Filter a conversation to show its internal comments
- Post internal comments automatically when a workflow runs

How do I add an internal comment to a conversation?

1. Select **Conversations** in the left menu of your Gym Lead Machine account.
2. Click the conversation you want to comment on.
3. In the message composer, use the channel switcher to select **Internal Comment**.



4. Type your comment.
5. To mention a teammate, type **@** and select their name from the list.



6. Click **Send**.

The comment posts to the conversation thread and is visible only to your team.

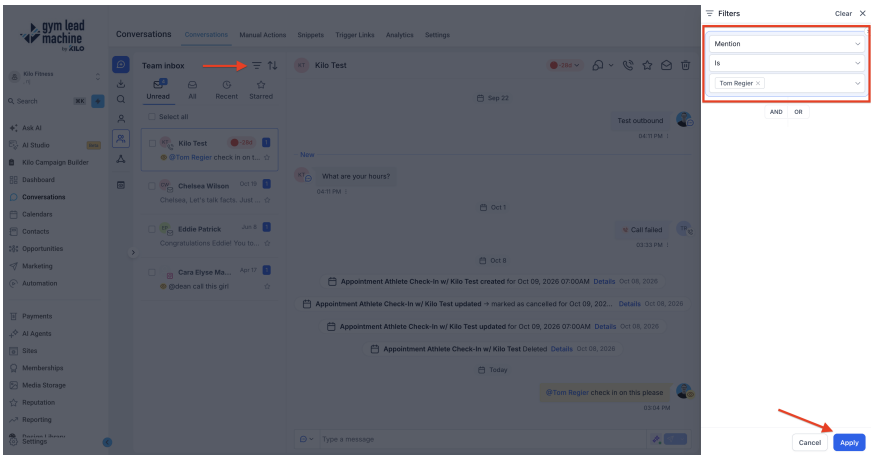
Your draft saves automatically while you work. It stays in place if you switch channels, collapse or expand the composer, or move to another conversation before sending.

> NOTE: Internal comments can't be edited or deleted once they're posted, so review your comment and any @mentions before you click Send.

How do I find conversations where I've been mentioned?

1. In **Conversations**, click **Filters**.
2. Add the **Mention is** filter and select yourself to see conversations where you've been mentioned, or

select a different user to see conversations where a particular teammate has been mentioned.



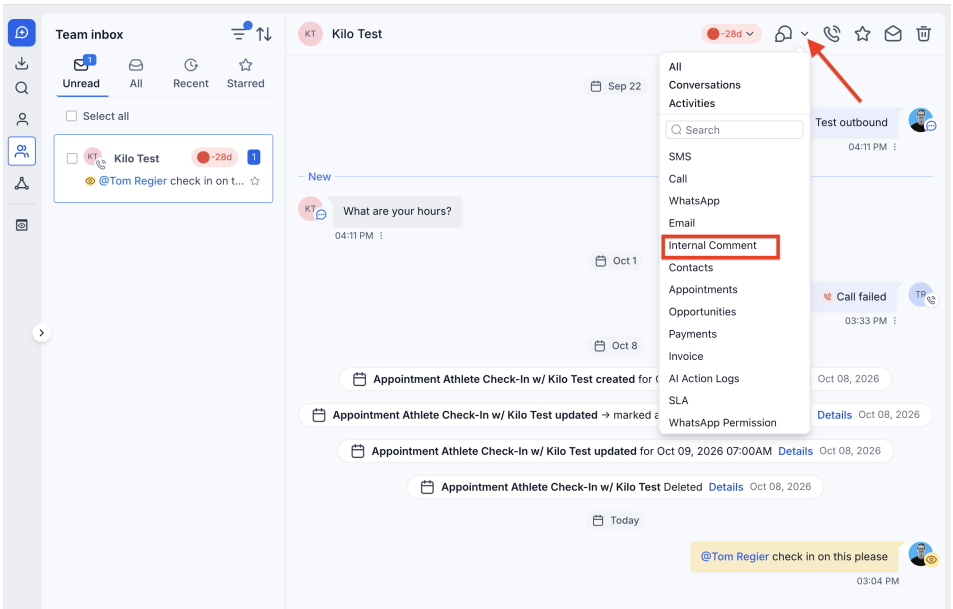
3. Click **Apply**.

Show the internal comments in a conversation

To see all the internal comments in a conversation.

1. Click the speech bubble icon near beside the call icon
2. Select **Internal Comments**
3. Finally, click back onto the conversation to apply the filter.

This is useful when you're reviewing a thread for quality checks or audits and want the team's notes without the rest of the message history.

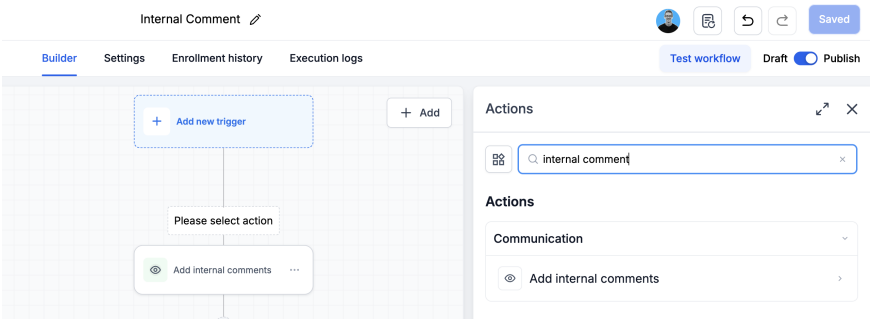


How do I add internal comments automatically with a workflow?

Add the Internal Comment action to a workflow, and Gym Lead Machine posts your comment to the contact's conversation each time the workflow runs. You can @mention teammates in the comment, just as you would in a manual one. Nothing is sent to the contact.

For example, when a high-priority lead enters a workflow, the workflow can post an internal comment that mentions the assigned team member and lists the next steps for following up.

1. Go to **Automation → Workflows**.
2. Create a new workflow or open an existing one.
3. Add the **Internal Comment** action.

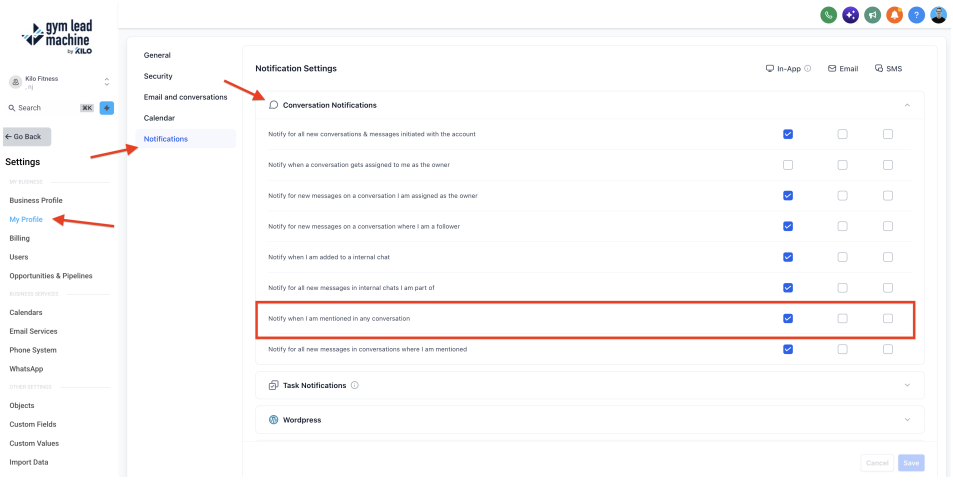


4. Enter your comment, typing **@** to mention any teammates who need to see it.
5. Save and publish the workflow.

How do I get notified when someone mentions me?

Whether you receive an alert for a mention depends on your own notification settings. Each teammate manages their own settings, so anyone who needs mention alerts should check theirs.

1. Go to **Settings → My Profile → Notifications → Conversation Notifications**
2. Turn on the notifications for mentions and for new messages in conversations.



Frequently asked questions

Can the contact ever see an internal comment?

No. Internal comments are private to your team and are never sent to the contact. This applies to comments you post manually and comments posted by a workflow.

What's the difference between internal comments and Internal Chat?

Internal comments live inside a specific contact's conversation thread, while Internal Chat is a separate team chat experience. Use an internal comment when the note is about that contact and should stay with their conversation history.

Can I edit or delete an internal comment after posting it?

No. Internal comments can't be edited, changed, or removed once they're posted. Review the comment before you click **Send**.

Are internal comment drafts saved automatically?

Yes. Drafts auto-save and stay in place when you switch channels, collapse or expand the composer, or move between conversations.

Do @mentions send an email or an in-app alert?

It depends on each teammate's notification preferences. Ask the teammates you mention or tag to review their settings in **Settings → My Profile → Notifications**.

Can I search or filter internal comments later?

Yes. To find conversations where you've been mentioned or tagged, use **Quick Filters → Mentions of Me**. To see the internal comments in a conversation, use **Filters → Internal Comments**.

Can I attach files or images to an internal comment?

No. Attachments aren't supported in internal comments. Internal comments are text only.

Helpful tips

- @mention a teammate whenever you need them to review or act, so the conversation shows up in their Mentions filter
- Read your comment through before sending, since it can't be edited or deleted afterward

- Turn on mention notifications so you don't miss a handoff
- Use the **Internal Comment** workflow action for handoffs you repeat often, so the context is posted the same way every time
- Keep notes about a specific contact in their conversation as internal comments, and use Internal Chat for general team discussion

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When this feature is most helpful

- Handing a lead off to a teammate with context and next steps
- Flagging a conversation for a manager or coach to review
- Recording sensitive notes or decisions that the contact shouldn't see
- Reviewing team notes on a conversation for quality checks or audits
- Automatically alerting the right team member when a high-priority lead enters a workflow

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If you have questions about internal comments and @mentions in Gym Lead Machine, our Support team is happy to help. Reach us at **hello@usekilo.com**.

- Tags
- Gym Lead Machine