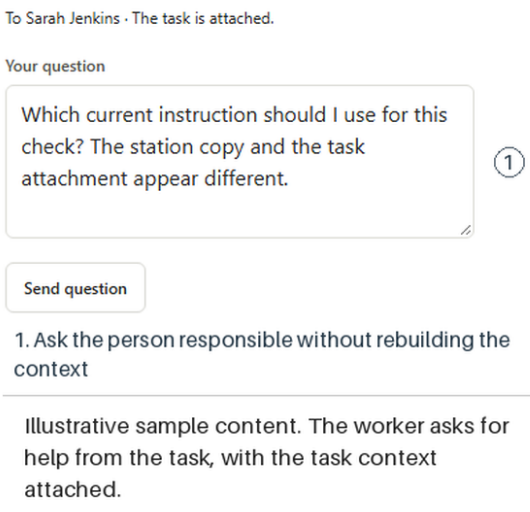
CONTINUE CONVERSATIONS WITH WORK ATTACHED

Keep a work conversation connected to its reference

Include the relevant linked work in the reply so colleagues can follow the context under the record's existing permissions.

Open conversation > Read context > Reply for this work

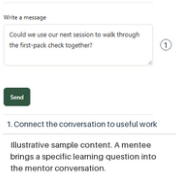
SkillSmith · Ask for help with the task attached



SkillSmith · Keep the helper request and colleague comments together



SkillSmith · Bring a practical question into the mentoring conversation



Ask for help with the task attached

Pay only when you see results

Agree the outcome for your first workflow with our team.

SELECTED CLIENTS FEATURED BY SKILLSMITH

verizon · KEYSIGHT TECHNOLOGIES · AMERICAN EAGLE · Berkeley UNIVERSITY OF CALIFORNIA

YOUR TEAM / THE DECISIONS THAT MATTER

Who can use this product method

The method keeps the stated role and access scope. Your team confirms the people involved.

Your role	The contribution	SkillSmith support
Permitted conversation participant	Open conversation, Read context and Reply	Use the method within the permitted scope for the selected information.

Retain the reference and its existing permissions

In the walkthrough, a message mentions a restricted record; retain the link while preserving the underlying record permission instead of widening access through the conversation.

WORKED DECISION

Decision point	Information to use	Responsible next step
Inputs to review	Membership and Text	Open conversation.
Method action	Linked work	Read context and Reply.
Result to inspect	Message and Retained work reference	Inspect the available result within the permitted scope.

Review the selected material, this occurrence's response and any conditional follow-up.

CONNECTED WORK / PREPARED PLAYBOOKS

Continue conversations with work attached

Start with membership and text. The steps below show the actions and information available for this method.

01 Open conversation

Start with membership and text. Open conversation.

02 Read context

Read context with linked work in view.

03 Reply for this work

Reply. The result includes message and retained work reference.

Use the supporting product method

Review the available actions and the result within the method's stated scope.

Continue conversations with work attached

The reply appears in the same accessible conversation.

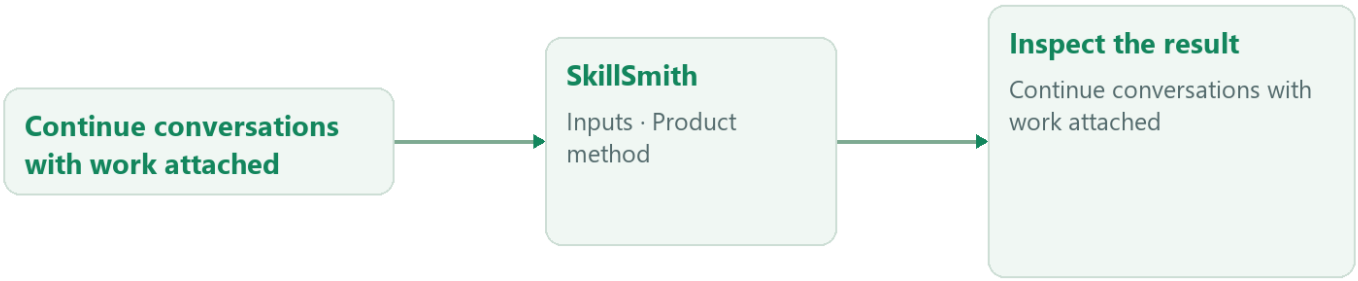
Keep a work conversation connected to its reference

YOUR INFORMATION / CONNECTED WORK

The materials that make this method usable

Keep the relevant material available at the point it is used. The resource choices below support different parts of the work.

Your work context > SkillSmith > Your next contribution



Continue conversations with work attached A colleague, mentor or community needs a message	Message and Retained work reference.

YOUR DELIVERY PLAN / OUR TEAM

Set up a useful first example

Start with the materials and people you already have. We help make the setup choices explicit before your team uses the method.

01 Choose the working inputs

Review membership, text and linked work.

02 Agree who will use the method

Confirm the relevant people and their permitted scope: Permitted conversation participant.

03 Try the useful actions

Open conversation, Read context and Reply.

We are here to help



Rohit Singh
VP of Strategic Partnerships



Brent Jackson
Director of Customer Success

Prepare the method for your team

What can we inspect after using this method?

The method provides message and retained work reference. The reply appears in the same accessible conversation.

Who uses this method?

The permitted roles are Permitted conversation participant. Confirm the people and their access for the selected example.

Which choices do we need to make first?

Review membership, text and linked work. Use those choices to prepare the first example and its permitted scope.

Which accessible work reference belongs with the reply?

A message mentions a restricted record; retain the link while preserving the underlying record permission instead of widening access through the conversation.

WHY SKILLSMITH / YOUR NEXT STEP

Bring your work; we help prepare the method

We work with your team to organize the source material, responsibilities and review choices. Start with one useful example, then carry the agreed method into everyday work.

Without connected follow-through	With SkillSmith
The next person receives an action without the preceding result.	Keep the preceding result attached when the next responsible person receives work.
Known case details are requested again at the next handoff.	Carry known context forward and show the decisions needed for this task.

Walk through this method with us

Bring one real example and the information needed for this method. We will walk through its actions, result and permitted scope.

- Which accessible work reference belongs with the reply?
- The inputs and available actions
- The people and permitted scope
- The result to inspect

Request a demo

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