

# 43SMAR - Communication, Consolidated: How to Keep Conversations in Context

## Top 20 Questions & Answers

- 1. Q: Which 'Teams' does this integrate with? Microsoft Teams, Webex Teams?**  
A: Smartsheet has an integration with Microsoft Teams.
- 2. Q: If you reply to a @ mention by replying to an email would it be possible to take those email conversation into the Smartsheet comments or no because it is all through email?**  
A: When you reply to an @mention notification email, only your reply will be added to the conversation thread in Smartsheet. If you are a G Suite customer, you can use Smartsheet Gmail Add-on (<https://www.smartsheet.com/marketplace/apps/gmail>) which allows you to archive an email thread to a row in Smartsheet as a new conversation thread.
- 3. Q: Any plans to integrate with Google Chat?**  
A: Our Google chat integration lets you receive your Smartsheet notifications in Hangouts. Here is a link:  
<https://www.smartsheet.com/content-center/product-news/product-releases/get-more-done-smartsheet-google-hangouts-chat>
- 4. Q: Is there a resource listing all of the ways to incorporate Smartsheet info into Microsoft Teams?**  
A: Here you go:  
<https://help.smartsheet.com/articles/2476201-integrate-smartsheet-with-microsoft-teams>
- 5. Q: When does the Subscribe to Conversation threads feature mentioned come out?**  
A: It got released the day of Engage (10/01/2020). To test it out, begin @mentioning others within your sheet!

**6. Q: When will reply to @mentions in Teams or Slack come out?**

A: This is on our roadmap, but as with all product development, things can change in a flash. To support this feature, please add a vote by submitting an enhancement request at the following link:

[https://app.smartsheet.com/b/form?EQBCT=739aa75f30ca43a8a22eb53e4da7d409&\\_ga=2.260324557.1551674766.1601318667-992152165.1592325129](https://app.smartsheet.com/b/form?EQBCT=739aa75f30ca43a8a22eb53e4da7d409&_ga=2.260324557.1551674766.1601318667-992152165.1592325129)

**7. Q: Can you embed sheets and dashboards into Slack as well?**

A: At the moment, we can only embed these items into Microsoft Teams since they support Tabs. Though, please submit an enhancement request to add your vote for our product teams to look at this feature for future releases:

[https://app.smartsheet.com/b/form?EQBCT=739aa75f30ca43a8a22eb53e4da7d409&\\_ga=2.260324557.1551674766.1601318667-992152165.1592325129](https://app.smartsheet.com/b/form?EQBCT=739aa75f30ca43a8a22eb53e4da7d409&_ga=2.260324557.1551674766.1601318667-992152165.1592325129)

**8. Q: Can you @mention groups?**

A: For now, we are not able to @mention groups of people. But you have a few options: you can either @mention each email you'd like to include in the Conversation thread or you can set up alerts through automation to make sure your team stays informed about the changes on the sheet or Conversations being had! Please submit an enhancement request so that we can prioritize our enhancements.

[https://app.smartsheet.com/b/form?EQBCT=739aa75f30ca43a8a22eb53e4da7d409&\\_ga=2.260324557.1551674766.1601318667-992152165.1592325129](https://app.smartsheet.com/b/form?EQBCT=739aa75f30ca43a8a22eb53e4da7d409&_ga=2.260324557.1551674766.1601318667-992152165.1592325129)

**9. Q: Does the entire team have to have a smartsheet account to view agenda?**

A: No - Smartsheet allows you to share with 'free collaborators', who are users without a Smartsheet license. You can share with anyone with an email address.

**10. Q: Where is the conversation area located ?**

A: The conversations are in the thin column right next to the attachments (paperclip) column. <https://help.smartsheet.com/learning-track/get-started/conversations>

**11. Q: How to integrate with MS Outlook and Microsoft Teams?**

A: Here is an article with the steps to integrate with Microsoft Teams:

<https://help.smartsheet.com/articles/2476201-integrate-smartsheet-with-microsoft-teams>

And here the link for Outlook:

<https://help.smartsheet.com/articles/1960482-smartsheet-app-for-outlook>

**12. Q: Are the app integrations like Hangouts free or an add-on?**

A: Messaging app and email integrations are free - here is a link with more information:

<https://help.smartsheet.com/learning-track/add-ons/messaging-apps>

**13. Q: How do we do the Gmail integration?**

A: Here you go: <https://help.smartsheet.com/articles/2476621-smartsheet-for-gmail-add-on>

**14. Q: Do alerts works with any email client?**

A: Yes.

**15. Q: Can meetings be recorded and saved?**

A: You'll need to record meetings through your meeting provider.

**16. Q: Is the an integration between SmartSheets and JIRA?**

A: Yes - You can find an overview here:

<https://www.smartsheet.com/marketplace/partners/atlassian>

**17. Q: Where is the info on the Slack integration?**

A: Here you go: <https://help.smartsheet.com/articles/2476711-smartsheet-slack-notification>

**18. Q: In an update request, will an email be sent for each row that needs to be updated (i.e. not complete)?**

A: As a default, all notifications are sent by email and show up in the Notifications Center in the top right of Smartsheet. You can modify your preferences and receive notifications through other channels, like Slack, Google Chat, or Microsoft Teams. There's a link called Messaging Apps in the Resources section with information

**19. Q: Are the Microsoft add-ins available in Smartsheet Gov yet?**

A: OneDrive is available for attachments, but other Microsoft integrations are not included in Gov at this time.

<https://help.smartsheet.com/articles/2480681-differences-between-smartsheet-gov-and-commercial>

**20. Q: Can an alert be sent via email to a contact?**

A: Yes, alerts will always be sent to the notification center, but can also be sent to email and to other chat apps like Slack and Teams. Each user can set how they'd like to receive notifications in their personal settings.