



# Communication just got easier: Introducing our improved submission messaging

BY YANNICK MERCKX · JULY 31, 2024 · LAST UPDATED ON JULY 28, 2025

Today, we're announcing a major upgrade to our submission messaging system, designed to streamline platform communication and boost efficiency for both researchers and companies on Intigriti.

## Benefits for everyone

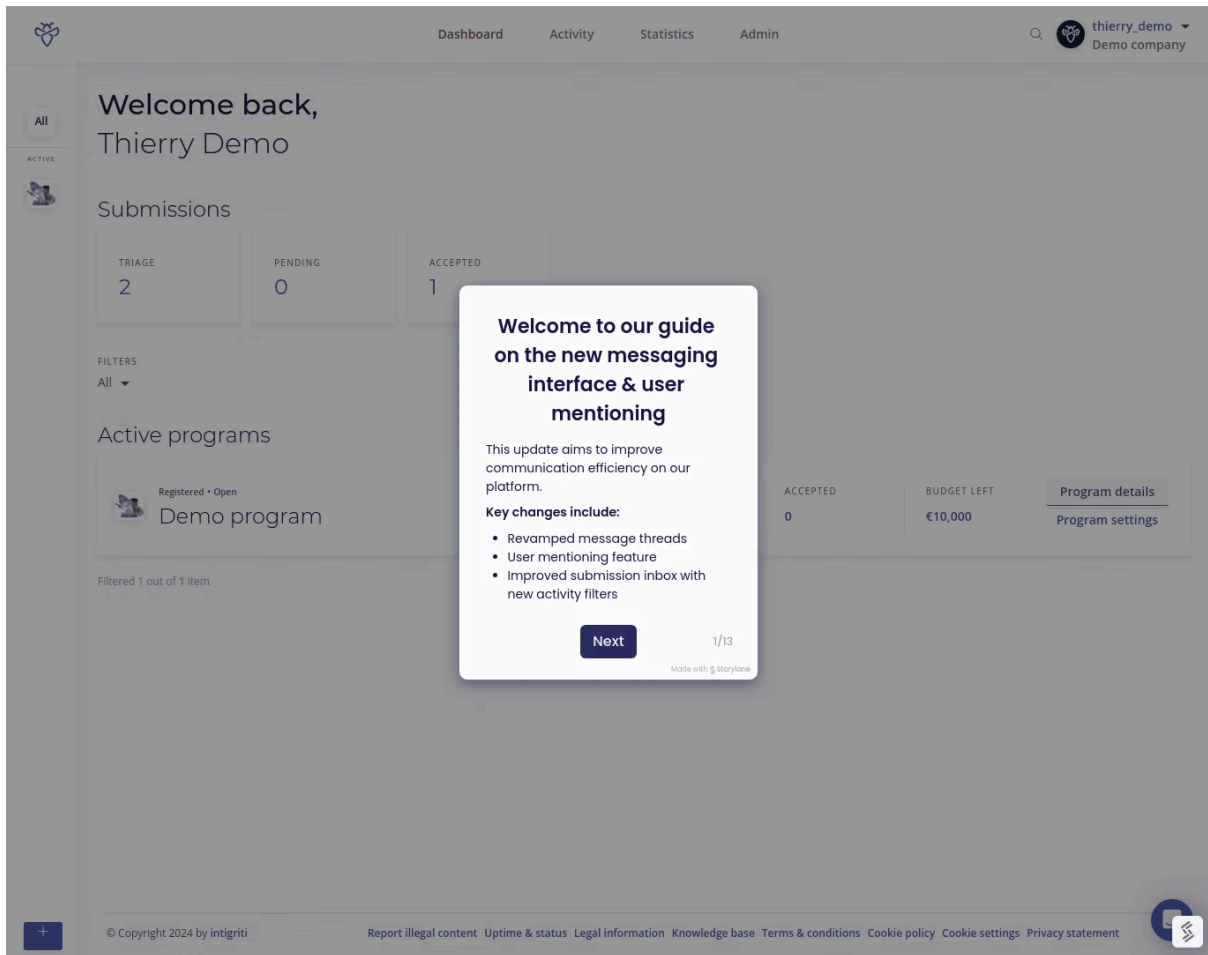
We've heard your feedback about tracking messages and potential oversights. To combat this, we've completely revamped our messaging system, focusing on clarity, organization, and targeted communication. This means:

- **No more missed messages:** Clear notifications and a streamlined thread ensure you're always in the loop.
- **Faster response times:** Direct mentions enable quicker communication and issue resolution.
- **Better collaboration:** Improved message organization facilitates smoother teamwork on submissions.

## What's new for companies

- **User-based messages:** New messages are now linked to individual users, not just the submission assignee. This means you'll only see notifications for messages relevant to you.
- **@Mentions:** You can now directly mention specific users in your messages, ensuring they receive a notification and can quickly address your query.
- **Improved submission overview:** Quickly identify submissions with new messages or mentions through labels and filters.
- **Improved message thread:** Benefit from a more organized thread that clearly separates messages and events, making it easier to follow the conversation.

To help to better understand these changes, we've created an [interactive demo](#) that showcases the new interface. This allows you to familiarize yourself with this new update.



[Discover Interactive Demo](#)

## What's new for researchers

- **Direct mentions:** You can now directly mention triagers or company users who have interacted with your submissions, ensuring they see your message and can respond quickly.
- **Improved inbox:** Easily identify submissions with new messages thanks to clear visual cues and dedicated filters.
- **Simplified communication:** Enjoy a cleaner, more organized message thread that clearly distinguishes between messages and events.

## Explore the new features

Here is how you get started:

- **Check your inbox as a researcher:** Look for the "New Messages" and "New Mentions" filters to quickly find relevant conversations.
- **Check your submission overview as a company:** Use the filters to find submissions with new messages or mentions.

- **Start mentioning:** Use "@" followed by a username to directly address someone in a message. This can be a triager, company user or a participating researcher

More details and frequently asked questions (FAQ) can be found in our [knowledge base](#).

## Have feedback for us? We'd love to hear it!

Your insights drive our innovation. If you have any feedback or if there are aspects of your workflow that could be improved, let us know! Share your experiences and help us better meet your needs.

Contact us to share your thoughts at [hello@intigriti.com](mailto:hello@intigriti.com).

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