

# Communication with Actions

## Summary

In BuilderPal, communication is built directly into Actions. Messages, files, and updates live inside the Action itself, keeping conversations tied to the work they relate to.

## Why It Matters

## The problem Actions solve

- Project conversations get split across texts, emails, and chat apps
- Decisions lose context when they're separated from the work
- Teams aren't sure which message reflects the current state

## The benefit to contractors

- Every conversation stays attached to the exact work it refers to
- Everyone involved sees the same context and history
- Fewer check-ins, fewer follow-ups, and less confusion

Actions eliminate the need to manage work in one place and talk about it in another.

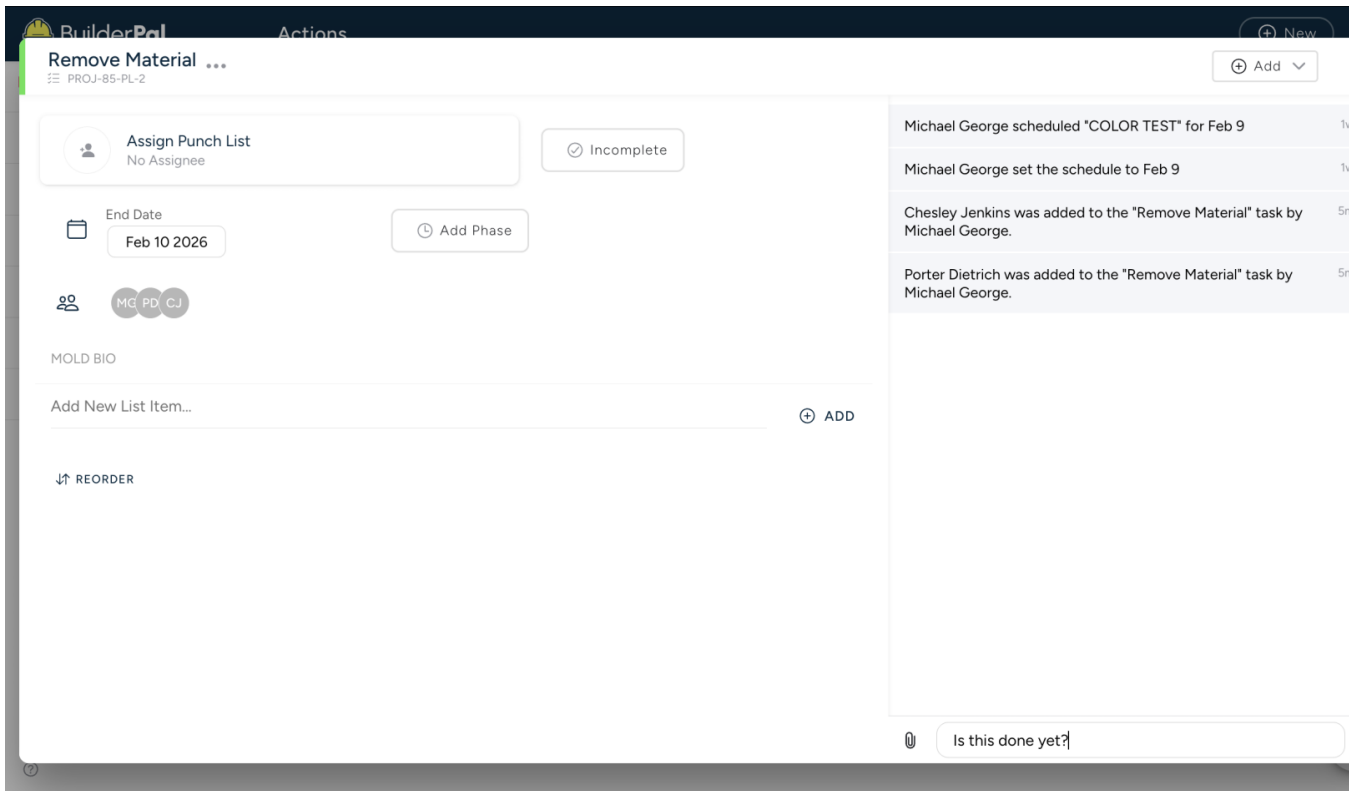
## How Communication Works in Actions

Every Action includes a built-in conversation thread. This thread is the default place to discuss anything related to that Action.

Inside an Action, communication includes:

- **Comments** from participants discussing details, changes, or next steps
- **Files and attachments** shared directly in the conversation, similar to a messaging app

- **System-generated updates** that record important changes automatically



All communication becomes part of the Action's history, creating a single source of truth.

## Automatic Updates

BuilderPal automatically records key changes as system messages inside the Action, including:

- When the Action is created
- When schedules change
- When status updates occur
- When assignees or participants change

These updates keep everyone informed without relying on someone to manually explain what changed.

## Inbox Notifications

When activity happens on an Action, participants receive notifications in their Inbox.

The Inbox is designed to surface changes and bring attention back to the Action. Clicking a notification always opens the Action, where the full context and conversation live.

## Controlling Notifications

Participants can control how they receive updates from an Action:

- Notifications can be muted when updates are no longer relevant
- Users can remove themselves from the Action if they are no longer involved

This keeps communication focused without overwhelming people with noise.

## Next Steps

- Learn how to view and respond to Actions
- Understand how editing or status changes affect communication
- Explore how communication appears across different Action types

## Related Articles

- [Comment on an Action](#)
- [Edit & Delete Actions](#)
- [Create a Scheduled Work Action](#)
- [Actions Page Overview](#)

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Revision #4

Created 5 November 2025 15:56:48 by Gabe

Updated 20 February 2026 16:29:43 by Mikey