

Inbox Management & Basics

Inbox Views

Inbox: All unarchived conversations assigned to you or unassigned in shared inboxes.
All Mail: Every conversation in your account (including archived).
Snoozed: Conversations you’ve temporarily hidden until a specific time.
Sent: Conversations where you’ve sent the last message.
Drafts: Unsent messages.
Spam: Messages marked as spam.
Trash: Deleted conversations.
Assigned: Conversations assigned to any team member (in shared inboxes).
Unassigned: Conversations in shared inboxes that haven’t been assigned yet.

Conversation Actions

Archive	Remove from Inbox view, but keeps it searchable in All Mail.
Snooze	Hide a conversation until a later time or date.
Assign	Assign a conversation to a specific team member in a shared inbox.
Share	Share a conversation privately with team members or teams for discussion.
Mute	Stop receiving notifications for new messages in a conversation.
Mark as Read/Unread	Toggle the read status of a conversation.
Add Label	Categorize conversations with custom labels (personal or shared).
Create Task	Turn a conversation into a task for yourself or a teammate.
Move To	Move a conversation between personal or shared accounts.

Collaboration Features

Shared Drafts: Work on the same email draft simultaneously with teammates.
Internal Comments: Add private notes visible only to teammates within a conversation thread. Use <code>@name</code> to mention specific teammates.
Sharing Conversations: Decide who internally sees a conversation (Private vs. Shared with specific teams/users).
Assigning Conversations: Clearly define who is responsible for handling a specific conversation.
Real-time Presence: See who else is viewing or typing in the same conversation.
Team Rules: Automate actions based on incoming emails (e.g., auto-assign to a user, apply label).
Mentions (@): Get notified when a teammate mentions you in a comment or shared draft.
Shared Labels: Organize conversations with labels visible and usable by the entire team.

Search & Filters

<code>from:user@domain.com</code>	Find emails from a specific sender.
<code>to:user@domain.com</code>	Find emails sent to a specific recipient.
<code>subject:"keywords"</code>	Search for keywords in the subject line.
<code>has:attachment</code>	Find conversations with attachments.
<code>label:"label name"</code>	Filter by a specific label.
<code>is:read</code> / <code>is:unread</code>	Filter by read status.
<code>assigned:me</code> / <code>assigned:user@domain.com</code> / <code>is:unassigned</code>	Filter by assignment status.
<code>in:inbox</code> / <code>in:all</code> / <code>in:snoozed</code>	Search within specific views.
<code>before:YYYY-MM-DD</code> / <code>after:YYYY-MM-DD</code>	Filter by date.

Essential Keyboard Shortcuts

General Shortcuts

<code>Cmd/Ctrl + K</code>	Open the command palette/quick switcher.
<code>Cmd/Ctrl + N</code>	Compose a new email.
<code>Cmd/Ctrl + Shift + N</code>	Compose a new internal chat.
<code>Cmd/Ctrl + Enter</code>	Send current message/comment.
<code>Cmd/Ctrl + ,</code>	Open settings.
<code>Cmd/Ctrl + /</code>	Show/hide keyboard shortcuts list.
<code>Esc</code>	Close current conversation/modal.

Conversation Actions Shortcuts

<code>E</code>	Archive conversation.
<code>Z</code>	Snooze conversation.
<code>A</code>	Assign conversation.
<code>L</code>	Apply or remove label(s).
<code>Shift + U</code>	Mark as unread.
<code>Shift + R</code>	Mark as read.
<code>T</code>	Create a task from the conversation.
<code>X</code>	Select multiple conversations (then use actions).
<code>#</code>	Move conversation to trash.

Navigation Shortcuts

J	Move to the next conversation.
K	Move to the previous conversation.
U	Go back to the conversation list from an open conversation.
G + I	Go to Inbox view.
G + A	Go to All Mail view.
G + S	Go to Snoozed view.
G + T	Go to Sent view.
G + D	Go to Drafts view.
Cmd/Ctrl + 1 to Cmd/Ctrl + 9	Switch to different accounts/inboxes based on sidebar order.

Composition Shortcuts

R	Reply to the current message.
Shift + R	Reply all.
F	Forward message.
C	Add an internal comment.
Cmd/Ctrl + .	Insert a canned response (template).
Cmd/Ctrl + Shift + V	Paste as plain text.
Cmd/Ctrl + B	Bold selected text.
Cmd/Ctrl + I	Italicize selected text.
Cmd/Ctrl + U	Underline selected text.

Tips & Advanced Features

Efficient Team Collaboration Tips

Use Internal Comments Generously: Instead of separate chat messages, keep discussions about an email <i>within</i> the conversation thread using comments. Use <code>@mentions</code> to notify specific teammates.
Assign Responsibility: Always assign shared conversations to a specific person. This clarifies who is responsible for replying and prevents things from falling through the cracks.
Shared Drafts for Complex Replies: Collaborate on important or complex email replies using shared drafts. See live changes and discuss wording in comments.
Leverage Shared Labels: Create a standardized system of shared labels for common categories, projects, or workflows (e.g., <code>#sales-lead</code> , <code>#support-bug</code> , <code>#project-alpha</code>).
Utilize the Command Palette (<code>Cmd/Ctrl + K</code>): Quickly perform actions, navigate views, or search for conversations without touching your mouse.
Create Tasks for Action Items: If an email requires a follow-up task, convert it directly into a task within Missive to track completion.
Understand Sharing vs. Assigning: Sharing makes a conversation <i>visible</i> to teammates; Assigning makes one person <i>responsible</i> for it.

Organizing Your Inbox

Archive Ruthlessly: Once a conversation is dealt with and requires no further immediate action, archive it to keep your Inbox clean. It's still fully searchable.
Use Snooze Effectively: If you can't deal with an email now but need to be reminded later, snooze it. It will reappear in your inbox at the scheduled time.
Set Up Rules: Automate repetitive tasks. Create rules to automatically label, assign, or archive incoming emails based on sender, subject, or keywords.
Personal vs. Shared Labels: Use personal labels for your own filtering/organization and shared labels for team-wide categories.
Mark as Unread for Follow-up: If you open an email but need to act on it later (and don't want to snooze), mark it as unread so it stands out in your Inbox.
Customize Your Sidebar: Rearrange your accounts and views in the sidebar (<code>Settings > Accounts</code>) for quick access to your most important inboxes.
Use the <code>is:unassigned</code> Filter: Regularly check the <code>is:unassigned</code> view in shared inboxes to ensure no new conversations are missed.

Advanced Features & Integrations

Canned Responses (Templates): Save frequently used replies or parts of replies as templates. Insert them quickly using <code>Cmd/Ctrl + .</code> or the composer menu.
Rules: Create powerful automated workflows based on incoming message criteria. Combine multiple conditions and actions.
Signatures: Set up multiple email signatures and easily switch between them when composing.
Integrations: Connect Missive with other tools like CRM (HubSpot, Salesforce), project management (Asana, Todoist), or communication apps. Often appear in the conversation sidebar.
Links to Conversations: Get a direct URL to any conversation to share externally or link from other tools.
Activity Feed: See a chronological list of actions taken by you and your team across all shared conversations (<code>Settings > Activity</code>).
Analytics: Gain insights into team response times, assignment distribution, and conversation volume (available on certain plans).