

Managing Labels on Connections

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Labels let you organize and quickly identify connections by category, team, priority, or any grouping that matters to you. Labels are shared across everyone with access to a connection — when one person applies, creates, or removes a label, everyone else involved sees the same change.

How to Access

You can manage labels from two places:

- Connections List — click the label icon/action on a connection's row.
- Connection Properties page — open a connection, then use the label control in the header area.

Applying a Label

1. Open the label picker from either the Connections List or the Connection Properties page.
2. Select one or more existing labels from the list. The list shows only labels already used on connections you're involved in, sorted alphabetically.
3. The label is applied immediately and becomes visible to everyone with access to that connection.

Creating a New Label

You don't need a separate label management screen — new labels are created inline, right when you're applying one:

1. Open the label picker.
2. Type the name of the label you want.
3. If it doesn't already exist, select the option to create it.

A few things to know about label names:

- Names are automatically normalized — lowercased, with spaces and invalid characters replaced by hyphens — so `Customer Escalation` and `customer-escalation` resolve to the same label instead of creating duplicates.
- Names are capped at 100 characters; longer names are rejected rather than cut off.
- Names can't contain `<`, `>`, or other control characters.

Note: Labels currently can't be renamed. If you need a different name, remove the old label and create a new one.

Removing a Label

Any owner, co-owner, or collaborator on a connection can remove any label from it — not just the person who applied it. Open the label picker and deselect the label to remove it. If a label ends up with zero connections attached anywhere, it's automatically removed from the label library — there's nothing to clean up manually.

Who Can Manage Labels

Labels can be applied, created, or removed by anyone who is an owner, co-owner, or collaborator on the connection.

Where Labels Appear

Product

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 - [Release History](#) [?]
 - [Glossary](#) [?]
 - [API Reference](#) [?]
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- Connections List — label chips show on each connection's row.
- Connection Properties page — label chips show in the connection header, alongside the same picker used to manage them.

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