

# 7.1 Digital Communication

This book includes digital tools and platforms used in facilitating communication and interaction within and across teams. Given that today's world is largely based on communications and interaction, these tools are necessary and key for optimizing interactions within and across organizations. Find some interesting examples of communication tools in the ensuing chapters.

- Communication Tools
  - Zoom
  - BigBlueButton
- Online Conference Tools
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# Communication Tools



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# Zoom

## Brief Description:

Zoom is a cloud based video conferencing platform, that can be used for video conferencing meetings, audio conferencing, webinars, meeting recordings and live chat.

## Specifications:

<b>Target group</b>	Lectures, Webinars, Conference
<b>Functionalities</b>	<ul style="list-style-type: none"> <li>• Video conference</li> <li>• HD video and audio</li> <li>• Team chat</li> <li>• Breakout sessions</li> <li>• Registration forms</li> <li>• Participations tools (e.g. annotations, reactions)</li> <li>• <b>Integration with many tools</b></li> <li>• Cloud based</li> </ul>
<b>Formats</b>	Desktop, Apps
<b>Requirements</b>	Internet
<b>License / Cost</b>	Free version available for 100 participants and 40 minutes; otherwise paid subscriptions
<b>Limitations</b>	<ul style="list-style-type: none"> <li>• Broadcasting messages to breakout sessions not well implemented</li> <li>• Complicated settings</li> </ul>
<b>Link to Tool</b>	<b><a href="#">Zoom</a></b>

## Example of application:

## Additional format/references:

[Zoom Video Tutorials](#)

[Zoom Frequently Ask Questions](#)



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# BigBlueButton

## Brief Description:

BigBlueButton is a global teaching platform. It was developed in a school, not in a boardroom. Making it the only virtual classroom built from the ground up, just for teachers.

It's available in 65 languages and teachers all over the world have contributed to its design. Along with a global network of developers and companies providing commercial support, BigBlueButton is continuously evolving to meet the new real-world needs of teachers everywhere.

## Specifications:

<b>Target group</b>	Teachers, Lecturers
<b>Functionalities</b>	<ul style="list-style-type: none"> <li>• HD Video</li> <li>• Breakout Rooms</li> <li>• Whiteboard</li> <li>• Screen Share</li> <li>• Chat</li> <li>• Reactions</li> <li>• Integrations with Learning Management Systems (e.g.. Moodle)</li> </ul>
<b>Formats</b>	Browser
<b>Requirements</b>	Internet
<b>License / Cost</b>	Open Source, Hosted instance
<b>Limitations</b>	<ul style="list-style-type: none"> <li>• not every browser fully supported</li> <li>• no mobile apps</li> </ul>
<b>Link to Tool</b>	<a href="#">BigBlueButton</a>

## Example of application:

## Additional format/references:

[BigBlueButton Knowledge Base](#)



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# Online Conference Tools



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# Conference tools

Tool	Description	Purpose	Source
<b>Adobe Connect</b>	Software for remote training, web conference, presentation, and desktop sharing	Conference	<a href="https://www.adobe.com/products/adobeconnect.html">https://www.adobe.com/products/adobeconnect.html</a>
<b>Zoom</b>	Videotelephony, online chat service through a cloud-based peer-to-peer software platform, used for teleconferencing, distance education and social relations	Conference	<a href="http://www.zoom.us">www.zoom.us</a>
<b>BigBlueButton</b>	Global Teaching Platform, Videotelephony, online chat, opportunity for integrations with Learning Management Systems (e.g. Moodle)	Conference	<a href="http://www.bigbluebutton.org">www.bigbluebutton.org</a>
<b>Skype</b>	Telecommunications application that specializes in providing video chat and voice calls between computers, tablets and mobile devices	Conference	<a href="http://www.skype.com">www.skype.com</a>
<b>FaceTime</b>	Proprietary videotelephony product developed by Apple	Conference	
<b>Microsoft Teams</b>	Unified communication and collaboration platform	Conference	<a href="https://www.microsoft.com/de-de/microsoft-teams">https://www.microsoft.com/de-de/microsoft-teams</a>
<b>Confluence</b>	Remote-friendly Team-Workspace	Conference	<a href="https://www.atlassian.com/software/confluence">https://www.atlassian.com/software/confluence</a>
<b>Google Meet</b>	Realtime meetings by Google	Conference	<a href="http://www.meet.google.com">www.meet.google.com</a>
<b>Whereby</b>	Easy video meetings with no login or downloads	Conference	<a href="http://www.whereby.com">www.whereby.com</a>
<b>GoTo Meeting</b>	Online meetings, video conferencing and web conferencing software	Conference	<a href="http://www.gotomeeting.com">www.gotomeeting.com</a>
<b>Flip</b>	Online video discussion platform, emulating social media platforms, can be used on any devices	Conference	<a href="http://www.info.flip.com">www.info.flip.com</a>



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# Instant Communication Tools



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# Instant Communication Tools

Tool	Purpose	Source
<b>WhatsApp</b>	American freeware, cross-platform messaging and Voice over IP service owned by Facebook	<a href="http://www.whatsapp.com">www.whatsapp.com</a>
<b>Slack</b>	Proprietary business communication platform, IRC-style features	<a href="http://www.slack.com">www.slack.com</a>
<b>Yammer</b>	This is a Microsoft based enterprise social networking service (Microsoft 365) used for private communication within and across organizations / groups and teams	<a href="https://www.microsoft.com/en-ww/microsoft-365/yammer/yammer-overview">https://www.microsoft.com/en-ww/microsoft-365/yammer/yammer-overview</a>
<b>Facebook at Work</b>	Messenger-App from Facebook „Workchat“	<a href="http://www.work.facebook.com">www.work.facebook.com</a>
<b>Telegram</b>	Cloud-based instant messaging, videotelephony and voice over IP service	<a href="http://www.telegram.org">www.telegram.org</a>
<b>MindLink</b>	This is a tool that provides a highly secured platform for classified engagement, collaboration and communication within teams and organizations	<a href="http://www.mindlinksoft.com">www.mindlinksoft.com</a> - <a href="https://www.youtube.com/watch?v=qXwXh17pghQ">https://www.youtube.com/watch?v=qXwXh17pghQ</a>
<b>Bitrix24</b>	Social enterprise software; united work spaces which handles the many aspects of daily operations	<a href="http://www.bitrix24.com">www.bitrix24.com</a>
<b>Flip</b>	Microsoft based tool/platform that connects lecturers, learners, collaborators largely using short videos	<a href="https://info.flip.com">https://info.flip.com</a>
<b>Kialo</b>	Platform for rational debate	<a href="http://www.kialo.com">www.kialo.com</a>
<b>Mattermost</b>	Flexible, open source messaging platform that enables secure team collaboration	<a href="http://www.mattermost.com">www.mattermost.com</a>



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