

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**
 - Conference tools
- **Instant Communication Tools**
 - Instant Communication 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:

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

Example of application:

Additional format/references:

[Zoom Video Tutorials](#)

[Zoom Frequently Ask Questions](#)



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:

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

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



Instant Communication Tools



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Instant Communication Tools

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

