



## Communicate in Microsoft Teams

### Which way is best for what?

In Microsoft Teams, you can use different communication channels. If you learn to use them wisely, you can significantly improve collaboration within and also between companies.

Until now, **emails** were considered the most important written means of communication in companies. With Microsoft Teams, you will find that there are now more practical communication channels for many situations, so you will be writing significantly fewer emails after just a few days.

Many of the questions and problems that arise every day can be solved better and faster via **chat, conversation** or **video conferencing**. If, on the other hand, you base all communication on e-mails, it will be much more difficult to train new team members, for example, because they will usually not have access to past e-mail histories.

### Communication channels at a glance

	Good for	Good to know
<b>Chat</b>	short queries about daily work to individuals or groups of people	Chat histories can be unlocked for participants added later.
<b>Conversations</b>	topic-related discussions, e.g., about objectives, milestones, or references to important files, such as documentation, instructions, etc.	All team members are automatically informed about all processes, so you can save a lot of time when providing information.
<b>Calls / Video Conference</b>	one-to-one conversations and one-to-many meetings that typically require discussion or exchange of ideas	You can record calls and video conferences for documentation. Please ask for the consent of all participants in advance.