Workplace Communication Tools
EMail

Gmail by Google

Outlook.com

WEBMAIL
Slack (and IRC)
MUDs (e.g., Second Life)
Second Life and the Walk-In Internet
Future Tools
Telepresence
Telepresence Research

“Room2Room”
by Microsoft Research
Telepresence Robots

(Beam Pro)
Breaking Down Design Decisions
‘Environmental’ Aspects to Consider

- Socialization

- Productivity
  - Focus
  - Effort / interruption
  - Available support
  - Isolation (avoiding it)

- Cost / overhead / maintenance
Design Considerations [revisited]

Platform (as always)

User base (who?)

Use case (where/when/why?)

Interaction span (length of time)

Method of support (e.g., company? service? individual?)
(Some) Design Options [revisited]

Interaction span (length of time)

Modality (text/voice/video/...)

Interaction type (2-way sync, 2-way async, 1-way, ...)

Ephemerality (how long does an interaction remain?)

Privacy (what do we reveal to others)

Presence (is physicality / mobility supported?)