



THE POTENTIAL POWER OF TEAM CHAT

Session 2.7M



SLACKING OFF

Session 2.7M



Hi, I'm Bob Martens!



TEAM CHAT

What is it? What can we do with it? Examples?

WHAT IS TEAM CHAT?

“

Team Chat platforms combine aspects of many different types of chat and instant messaging applications.

-Me

WHAT IS TEAM CHAT?

- Usually centralized
- Can be both hosted/cloud-based and self-hosted
- Both open source and proprietary
- Usually includes access from many different platforms (mobile, desktop, etc.)
- Many different models for organization of topics and discussions
- Meant to increase the collaboration and communication opportunities
- Often includes a programmable layer for bots or other integrations (e.g. ChatOps)
- It's complicated ...

WHAT CAN YOU DO?

WHAT CAN WE DO WITH TEAM CHAT?

- Communicate and collaborate!
- Organize around topics to discuss, organizational hierarchy, projects, etc.
- Can integrate other applications and software products for notifications, actions, embedding media, etc.
- Did I mention communicating and collaborating?

EXAMPLES

BASECAMP

basecamp.com

Campfire

just so he knows what phone number I'm going to give the kidnappers requests

Wailin Wong 9:43am
Who at Basecamp do you think would make the best hostage negotiator

Shaun Hildner 9:45am
Jeremy

wait, this should be a KYC question

Wailin Wong 9:47am
I'll submit it!

Shaun Hildner 9:47am
thank you!

Wailin Wong 9:48am
Okay, done.

I almost submitted it as a Wednesday question by mistake.

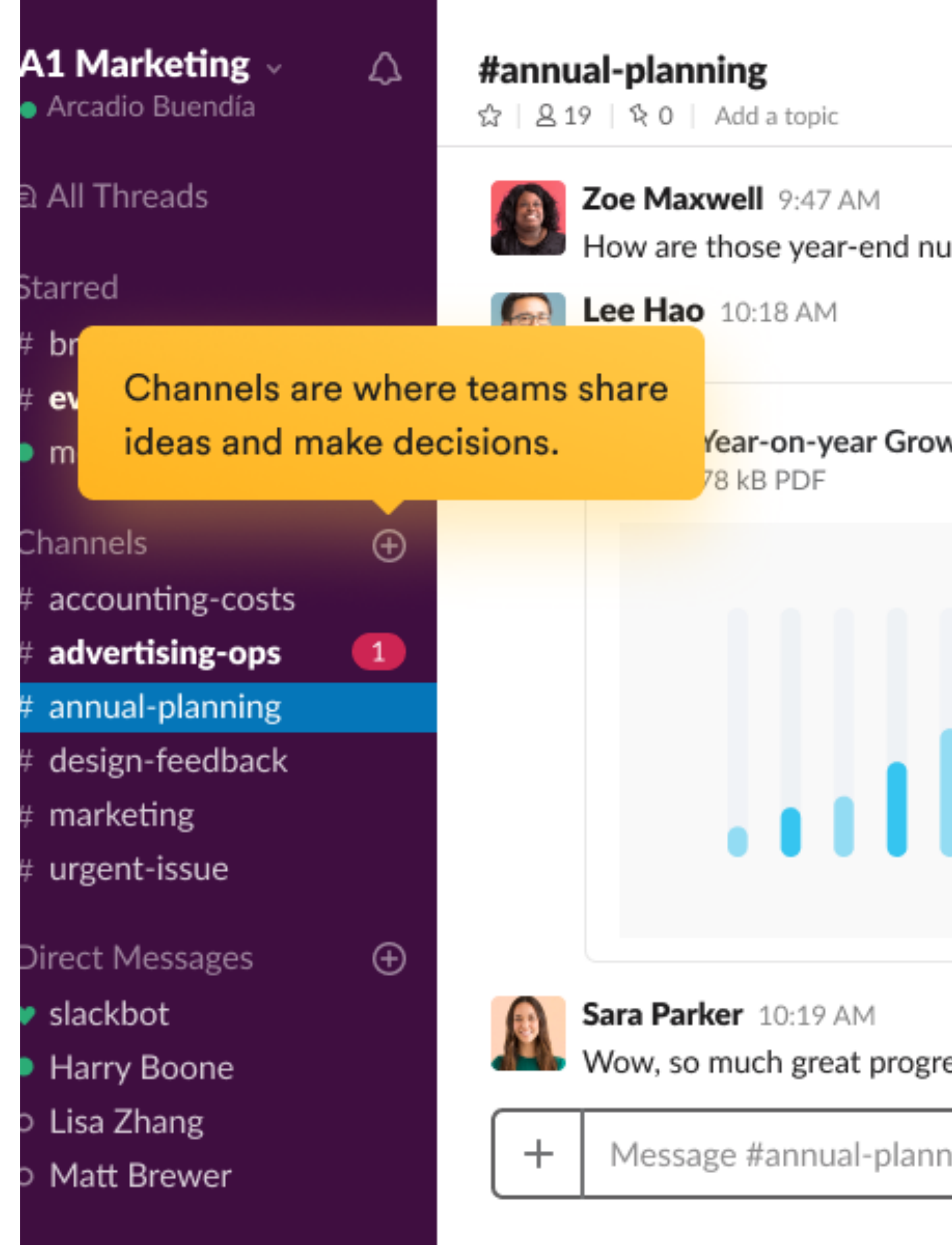
Joan Stewart 9:54am
lololol

Shaun Hildner 10:02am
hi 🌐 Joan, welcome back to NapChat

Type a message...

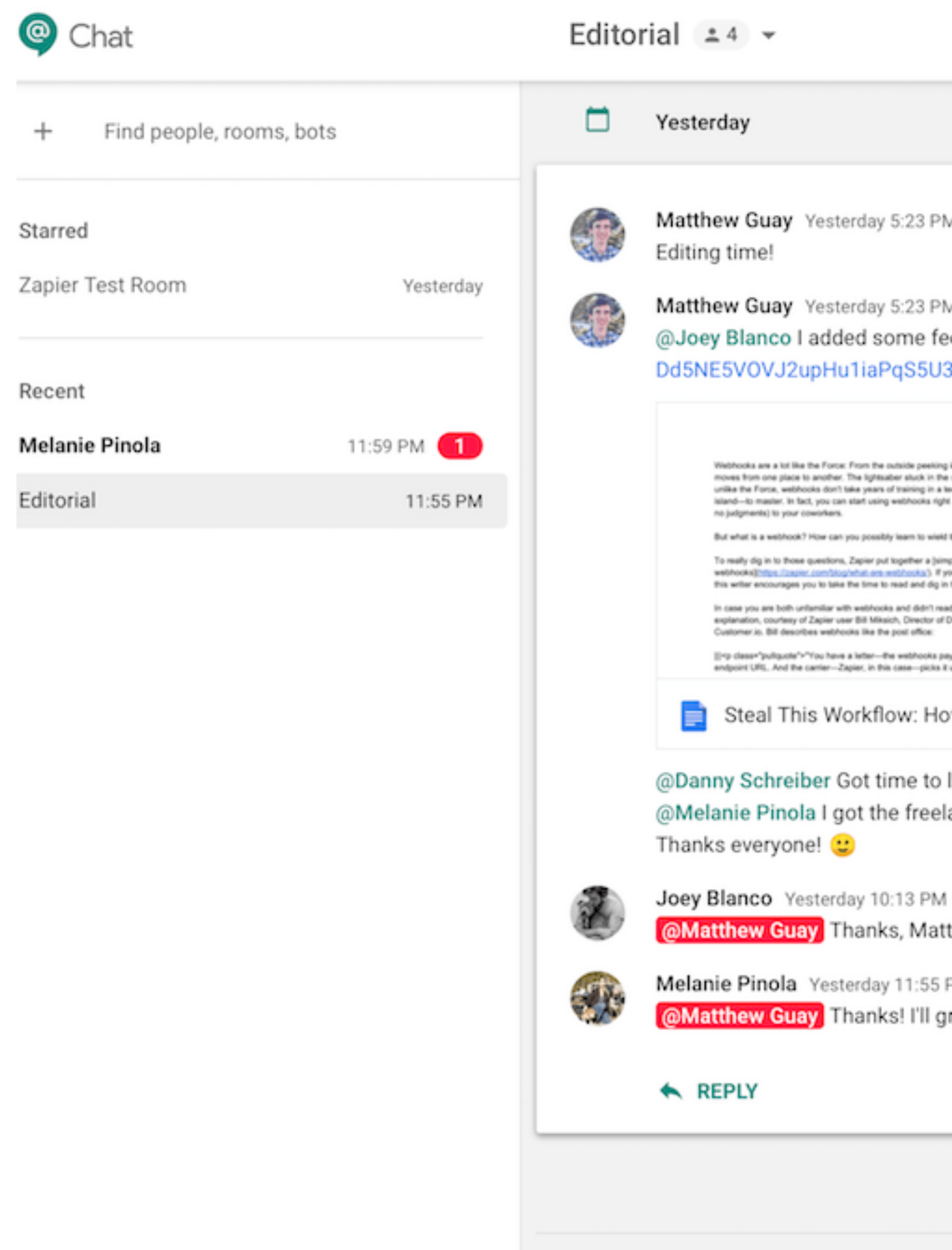
SLACK

slack.com



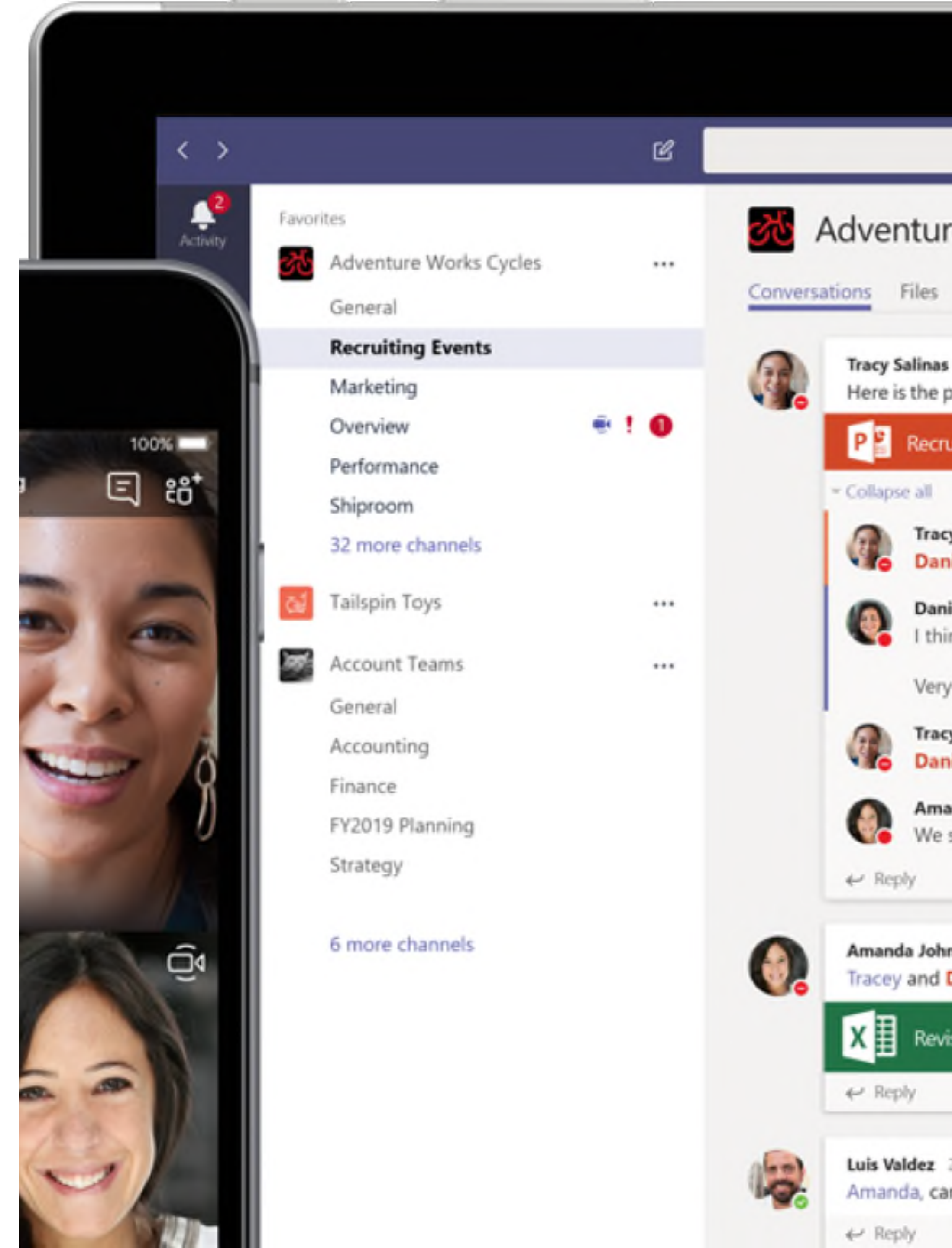
GOOGLE HANGOUTS CHAT

chat.google.com




MICROSOFT TEAMS

teams.microsoft.com



ROCKET.CHAT

rocket.chat



Channels

D

Design

12:39

Matilda: Guys, please let me know wh...

5

D

Development

Apr 19

You: A Discount Toner Cartridge Is B...

2

I

Ideas

19:06

Melissa: WordPress Version 2.0.3

Q

QA

1w

You: A Discount Toner Cartridge Is B...

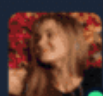
B

Bureaucracy

1w

Hattie: Dealing With Technical Suppo...


People



louisa.fields

2h

Matilda: Marie, please let me know w...




don.carlson

12:39

Hattie: Dealing With Technical Support


1



callie.underwood

19:06


Julian: WordPress Version 2.0.3



logan.copeland

Apr 19

You: A Discount Toner Cartridge Is B...




barbara.cole

12:39

You: Microwave Cooking Is The Wav...


1



callie.underwood

19:06


Callie: Maui Hotel Or Maui Condo



logan.copeland

Apr 19


You: Philosophy As A Science



@louisa.fields

Available


30 Dec 2018



@marie.rowe 08:27 am

The button size could be a bit smaller. Maybe r

Also, the copy needs to be short and easy to re




@louisa.fields 08:32 am

Yes, I agree.

I have a meeting now but I'll work on this again

@marie.rowe I'll have new updates later this af


1



@marie.rowe 08:54 am

@louisa.fields Other thing: What do you think

http://significa.pt/drops/2017-04-25_22-13-28



Marie, please let me know when you updates. T

@louisa.fields is typing

Message @louisa.fields

B

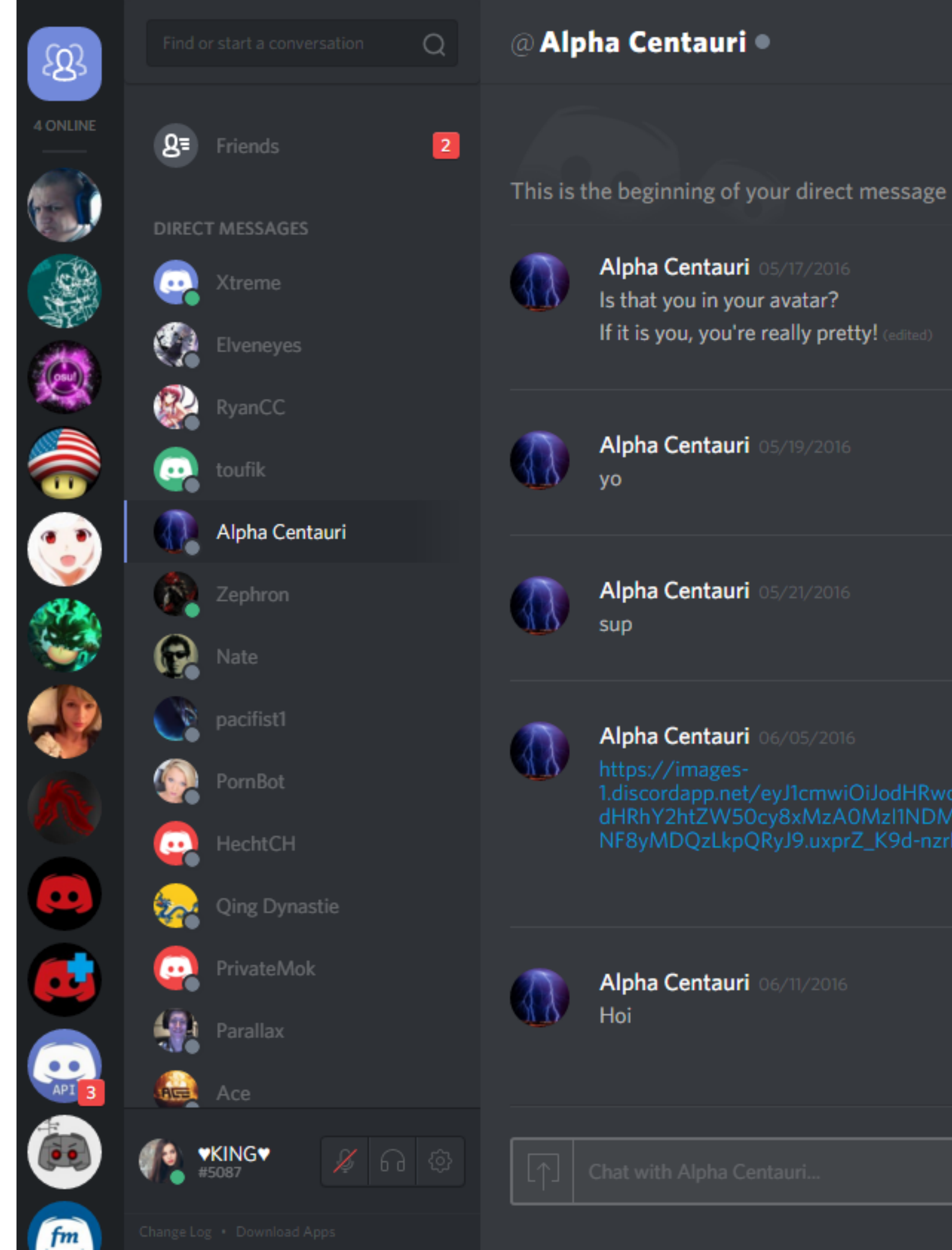
i

U

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DISCORD

discordapp.com



LET'S GO FOR A SPIN

"THE OTHER SIDE"

“THE OTHER SIDE”

- Can encourage being too connected
- Fear of missing out
- Another account to keep track of
- Another app to keep on top of
- More notifications
- A lot of “churn” in the industry
- Need for more training
- Can not be great for in-depth conversations
- Can get off topic ... pretty fast

LET'S TALK