

# [Types of electronic communication](https://assignbuster.com/types-of-electronic-communication/)

The Internet has provided new ways to communicate using various tools for electronic communication. Today, organizations Interact differently with their various stakeholders – board members, employees, customers and suppliers – depending on the nature of the message, the goals, and the strengths of the available tools, such as telephone, e-mail, fax, voice mail and text messages. One of the major advantages of electronic communication is that it lets you combine numerous types of media – text, graphics, sound and video – into a single message.

In this chapter, we will discuss the following types of electronic communication: World Wide Web Tools; facsimile (fax); short message service (SMS); teleconferencing; electronic mall.

Selection of communication media

In selecting which communication media to use to deliver a message, the following factors should be considered:

* Degree of urgency: How quickly must the document be delivered?
* Genre: What format should the material be presented,
* I. E. : oral format, audible, written or visual
* Level of confidentiality: How sensitive is the information being transmitted?
* Location/time zone: What Is the local time at the destination of the recipient?
* Cost: What will each option cost?
* Efficiency: Is this medium worth It?
* Effectiveness: Will the method selected allow for the transmission to be done within the time (urgency) and time zone while maintaining the required level of confidentiality?

A facsimile is a document sent over a telephone line. Fax services are available using: standalone fax machines; multi-function devices; fax servers; Internet fax service.

Short Messaging Service is a component of phone, web or mobile communication systems, using standardized communications protocols that allow the exchange of short text messages between fixed line or mobile phone devices. Voice over IP Is another technology which allows us to use Keep, MANS or video calling. Instant messaging like Google Talk can provide another means of communication. Teleconferencing: is a call between people in two or more locations linked by or productive, natural meetings.

In an increasingly global business environment, teleconferencing is an ideal way to improve communications among individuals and groups, enhance collaboration and decision-making, while saving time and reducing travel costs. Videoconferencing: A video conference is a meeting, facilitated by interactive telecommunication technologies, which allow two or more locations to simultaneously interact via two- way video and audio transmissions. Participants are able to see and hear each other s if all persons were in the same room.