

Virtual Communications common technologies and functionality

Service combinations may be used such as Webconference with Executive Teleconference services. The matrix below is very general and does not represent all technology options, communications methods, features or functionality options for every situation.

	Instant Message	Executive Teleconference	Videoconference	Desktop Collaboration	Webconference/ Webinar	Webcast	Virtual Environment
Audio	2-way functionality but not likely used	2-way	2-way	2-way	2-way	1-way	1-way
Attendee viewing of presenter and each other	Functionality available but not likely used	NA	2-way	2-way	2-way but often used as 1-way	1-way but may be able to see list, picture or avatar of other attendees	1-way but may be able to see list, picture or avatar of other attendees
Questions and Answers	Via texting	Speak through telephone or Internet telephony	Speak through telephone or Internet telephony	Speak through telephone, Internet telephony, or via texting	Speak through telephone, Internet telephony, or via texting	Via webcast interface using text ; can use telephone or Internet telephony	Via the virtual environment interface using text; can use telephone or Internet telephony
Functionality	Chat, web links, attendee lists, file share	Voice, documents are often distributed in advance; polling	Camera and voice, screen sharing, annotated	Camera and voice, chat, screen sharing, annotate, whiteboard, file downloads, web links, attendee lists, polling	Camera and voice, chat, screen sharing, annotate, whiteboard, file downloads, web links, attendee lists, polling (large audiences may use fewer features)	Camera and voice, chat, presentation display, file downloads, web links, attendee lists, polling	Camera and voice, chat, presentation display, file downloads, web links, attendee lists, polling
Archive capabilities	Functionality available but not likely used	Yes	Yes	Yes	Yes	Yes	Yes
Typical length of collaboration	30 minutes or less	2 hours or less	4 hours or less with a break	4 hours or less with a break	4 hours or less with a break	2 hours or less or if longer, then with breaks	6 hours or less with breaks
Technology required	Text based networked communications system, may be part of unified communications	Part of unified communications or third party supplier	Business quality or high definition videoconferencing equipment with Digital Telephone or Internet Telephony	Part of unified communications or third party supplier	Part of unified communications or third party supplier	Often provided by a third party supplier	Often provided by a third party supplier
Participants (Few to many)							