

CHAPTER – 7



COMMUNICATION & COLLABORATION

7. Introduction



Communication and Collaboration: Why They're One and the Same. ...
With **communication and collaboration**. At every level, business is about relationships, and relationships are built through **communication**. Product development, production, and the go-to-market are all done with **collaboration**.

7.1 Objective

- ❑ Basics of Email
- ❑ Email Addressing
- ❑ Email Opening ,Composing and Forwarding
- ❑ Instant Messaging and Collaboration

7.2 Basics of E-mail



7.2.1 What is an Electronic Mail

Electronic mail (email or e-mail) is a method of exchanging messages ("mail") between people using electronic devices. More plainly, e-mail is a message that may contain text, files, images, or other attachments sent through a network to a specified individual or group of individuals.

The first e-mail was sent by Ray Tomlinson in 1971. Tomlinson sent the e-mail to himself as a test e-mail message, containing the text "something like QWERTYUIOP." However, despite sending the e-mail to himself, the e-mail message was still transmitted through ARPANET.

By 1996, more electronic mail was being sent than postal mail.



7.2.2 Email Addressing



Each Internet domain has an associated email server that manages all email addresses at that domain. An Email address is a name that identifies an electronic post office box on a network where e-mail can be sent. Different types of networks have different formats for e-mail addresses. On the Internet, all e-mail addresses have the form:

<username> @<domain name ><Domain Extension>

For example

info@artheducation.com

Every user on the Internet has a unique e-mail address. The term e-address is commonly used as an abbreviation for e-mail address.

Username

The first part of an email address is the username. This is the unique name that you or your ISP select. This can be your real name or a nickname. Businesses may use themed usernames or their company's legal name. The username must be unique -- no two people or organizations can have the same username with the same provider -- so your provider must first verify that no one else is using it before it allows you to use it.

@ Symbol

An "at," or "@," symbol is the second part of an email address. This fits in between the username and the domain of your email address. When you insert the symbol, your email program recognizes the character and sends the email to the domain name that follows it.

Domain

The last part of an email address is the domain, which can be broken down into two portions: the mail server and the top-level domain. The mail server is the server hosting the email account. For example, Yahoo email accounts use “yahoo” as the server name, while Gmail uses “Gmail” as the server name. The top-level domain is the extension, such as .com, .net or .info. Emails from educational institutions often have the .edu extension, while employees of a government agency use a .gov extension.

Considerations

When you sign up for an email account, whether its free or paid, you’re prompted first to select a username. Consider your username carefully, especially if you plan on using your email account to send professional emails. While a funny nickname or even a catch phrase is unique, it may not be appropriate to future employers when you email a resume. If you’re a business professional, having your own domain name is more professional than using a free email service like Hotmail, Gmail or Yahoo.

Email Fields

Recipient To: The primary recipient(s) of this email

Recipient CC: (Carbon Copy) The secondary recipient(s) of this email. Recipients will see the email addresses of those in the To: and CC: field

Recipient BCC: (Blind Carbon Copy) Addresses in this field will have mail sent to them, but recipients won't know who was in the BCC: field i.e. those in the BCC: field will receive the email but those in the To: and CC: fields won't know who was in the BCC: field

If there is no entry in the To: field but only in the BCC: then the mail will be sent to all the BCC recipient(s) and the mail will be displayed to recipients as being sent to "undisclosed recipients" or similar wording by the receiving email program.

Subject : The subject part is the topic of the message. In most email systems, if the content view of the folders is set to view each messages separately, the subject part also will be visible with the user's name. These subject fields are scanned by the spam scanners to evaluate the messages.

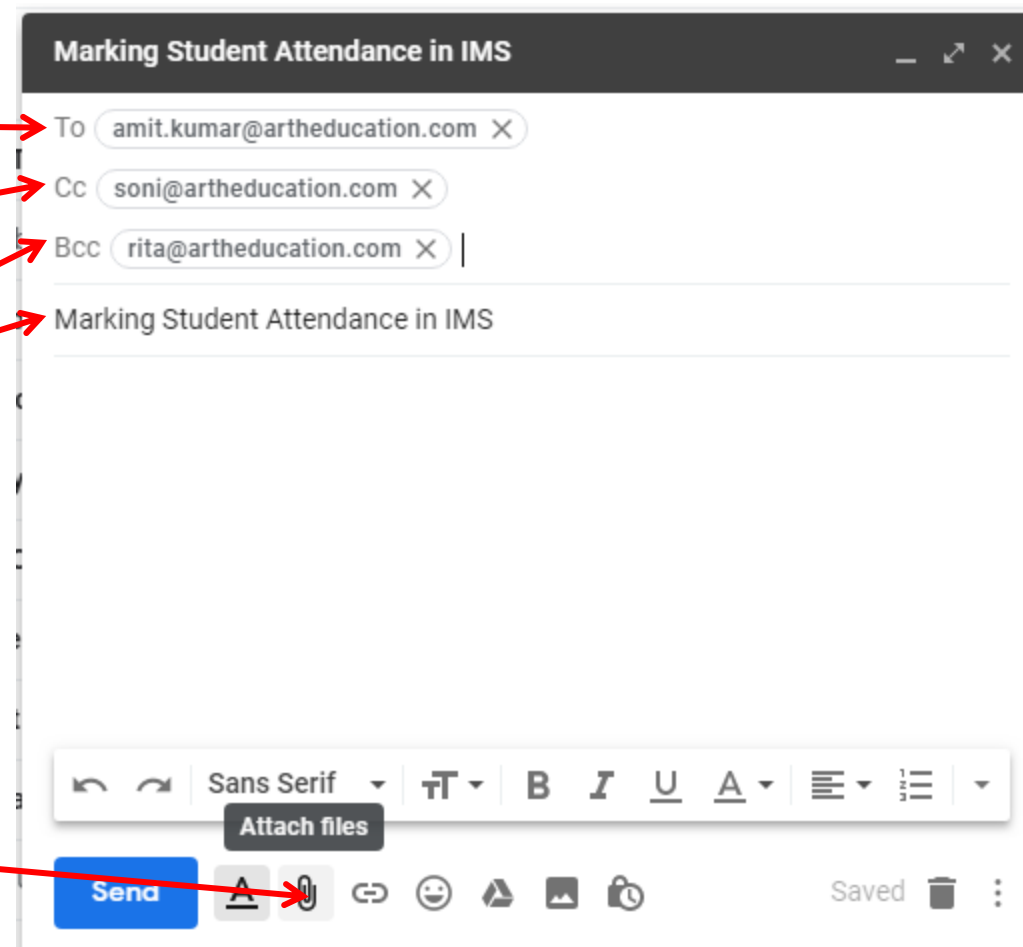
Attachments : Some emails could be attached with files such as text, image, audio, video etc. These files are specified here.

Body : The actual content is stored in this part. This will be in the format of text. This field could also include signatures or text generated automatically by the sender's email system. As we mentioned earlier, the contents of the emails can be varied according to the different email systems used by each user.

If you need any further assistance please reach our support department.

Properly Addressing a Message

- **To**
 - The primary recipient(s) of this email
- **CC (Carbon Copy)**
 - To include other people in an email message
- **BC C (Blind Carbon Copy)**
 - Addresses will not be visible to other parties.
- **Subject:**
 - Brief description
- **Attachments**
 - Attach or Upload files



Marking Student Attendance in IMS










To: amit.kumar@artheducation.com X

Cc: soni@artheducation.com X

Bcc: rita@artheducation.com X |

Marking Student Attendance in IMS

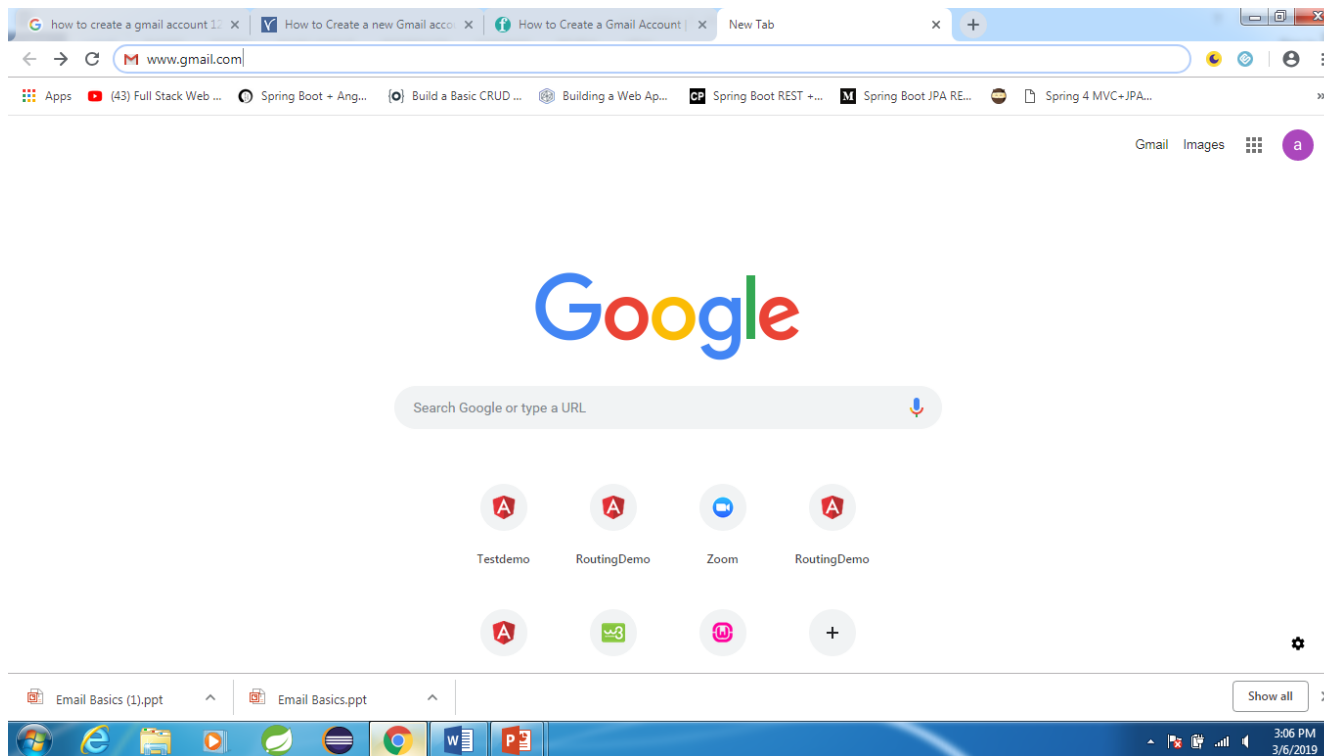
Attach files

Send        Saved  

7.3 Using E-mails



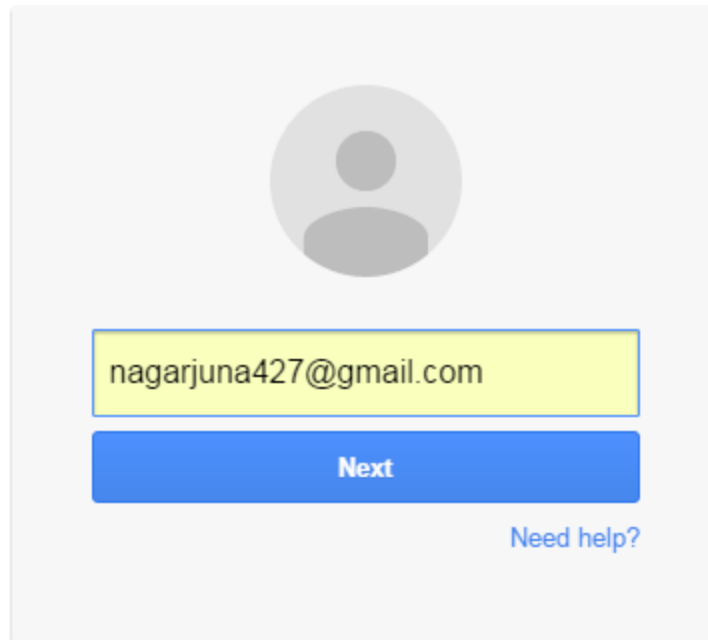
Create a Gmail Account



Step 1- Type the address in a web browser

One account. All of Google.

Sign in to continue to Gmail



A screenshot of the Google sign-in interface. At the top is a grey circular placeholder for a profile picture. Below it is a text input field containing the email address 'nagarjuna427@gmail.com'. Under the input field is a blue button with the text 'Next'. To the right of the 'Next' button is a blue link that says 'Need help?'.

[Create account](#)

One Google Account for everything Google



Step 2- Click on Create account link

A form for creating your account will display. You need to fill in a few basic details and create your Gmail username and password.



Name
 ←

Choose your username
 ←

Create a password
 ←

Confirm your password
 ←

Birthday
 ←

Gender
 ←

Mobile phone
 ←

Step 3- Fill The Sign-up Form

CAPTCHA stands for "Completely Automated Public Turing test to tell Computers and Humans Apart," developed by Carnegie Mellon academics. Enter the code appearing in the blurred photograph to prove you are not a spamming robot.

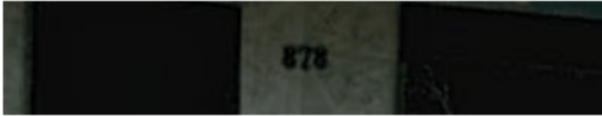


Your current email address




nagarjuna427@gmail.com

Prove that you're not a robot

☐ Skip this verification (phone verification may be required)




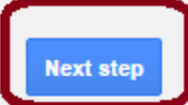
Type the text:

878   

Location

India (भारत)

☐ I agree to the Google [Terms of Service](#) and [Privacy Policy](#)

Step 4- Enter the CAPTCHA code


Click on the checkbox if you agree with Google's Terms of Service and Privacy Policy. You can click on the links for each to read the fine print.






your current email address

Prove you're not a robot

☐ Skip this verification (phone verification may be required)



Type the text:

Location

United States

☒ I agree to the Google [Terms of Service](#) and [Privacy Policy](#)

Next step

Step 5- Review and accept Terms of Service and Privacy Policy


Now, click on the “Next Step” button to continue the set-up process.






Your current email address

Prove you're not a robot

☐ Skip this verification (phone verification may be required)




Type the text:

Location

☒ I agree to the Google [Terms of Service](#) and [Privacy Policy](#)



Step 6- Next Step

Your Gmail address created successfully



Welcome!

Your new email address is vlilli1234@gmail.com

Thanks for creating a Google Account. Use it to subscribe to channels on YouTube, video chat for free, save favourite places on Maps and lots more.

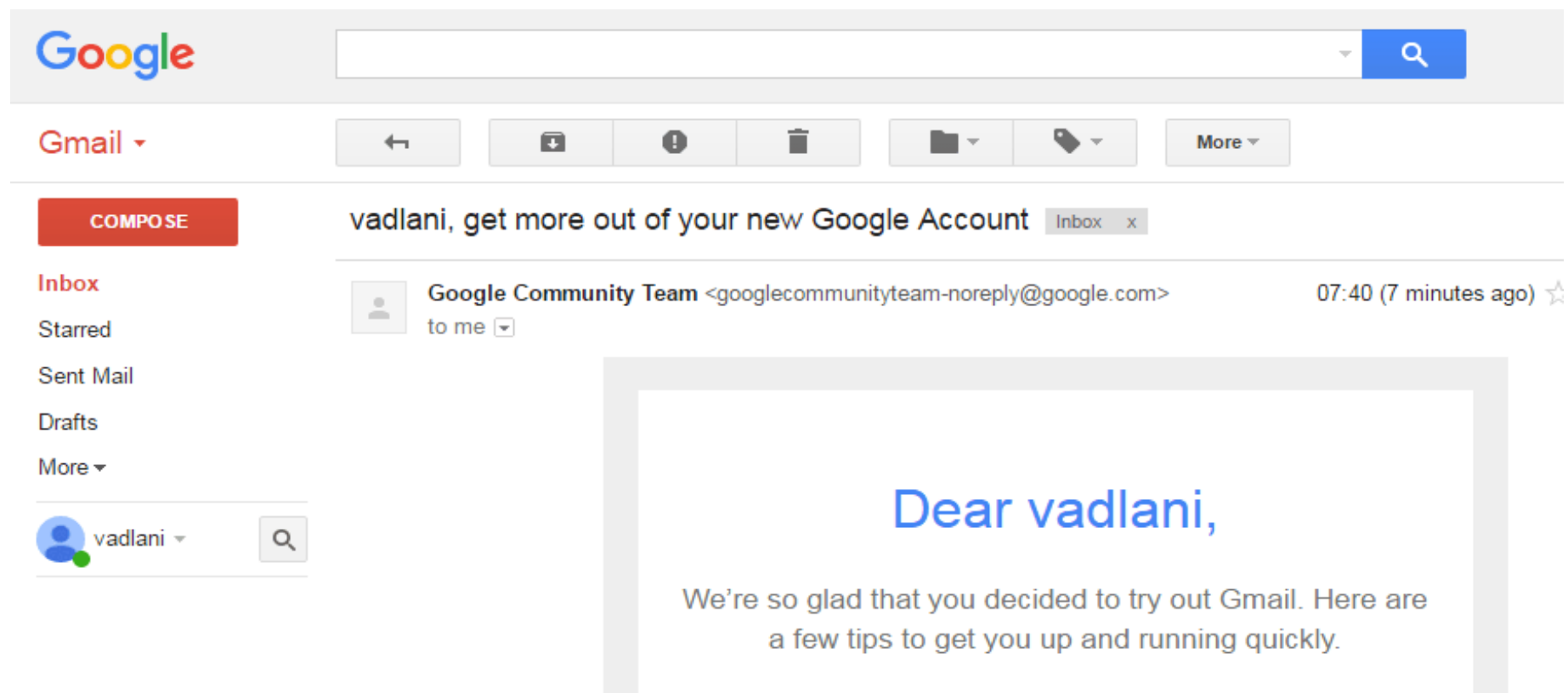


Continue to Gmail



Step 7- Click on Continue to Gmail option

Your Gmail account has been created as shown in below screen shot.



7.3.1 Opening Email Client



Step 2- Enter Password

Google

Sign in
to continue to Gmail

Email or phone

[Forgot email?](#)


Not your computer? Use Guest mode to sign in privately.
[Learn more](#)

[Create account](#) [Next](#)

Step 1- Enter Email id or Phone number

Google

Hi amit

 [amitd927@gmail.com](#) ▼

Enter your password

[Forgot password?](#) [Next](#)

7.3.2 Mailbox

Mailbox

A mailbox is the storage location of electronic mail messages that is found either on a remote server or downloaded to the user's hard drive. Software e-mail programs commonly divide the mailbox into separate folders, notably the inbox, outbox, sent items, and deleted items.



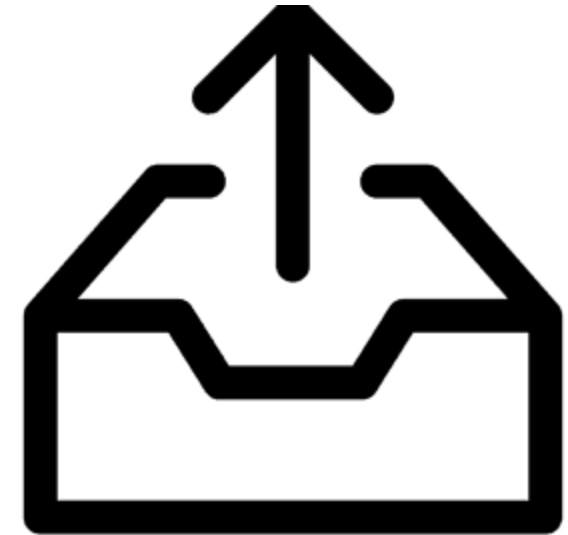
Inbox

A term used to describe the place where e-mail messages are received. The Inbox is the default location for all incoming mail unless rules have been set up to forward messages to another program or folder.



Outbox

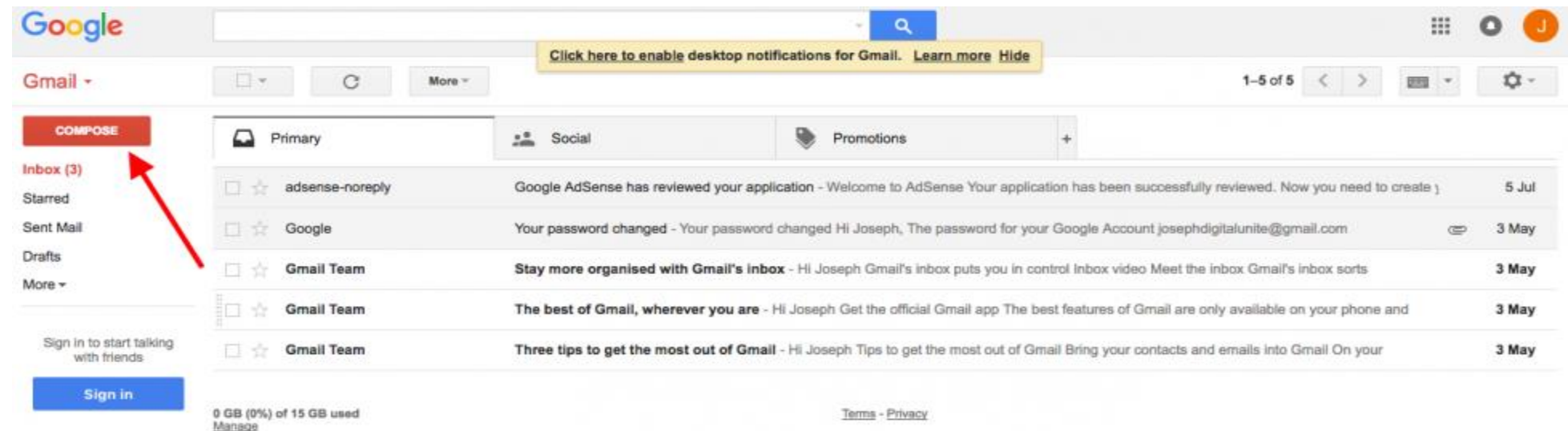
An outbox is a term used to describe the location or folder where e-mail is stored before being sent. Or An outbox is where outgoing e-mail messages are temporarily stored. While you are composing a message, most mail programs automatically save a draft of your message in the outbox. The message is then stored in the outbox until it is successfully sent to the recipient. Once the message has been sent, most e-mail programs move the message to the "Sent" or "Sent Messages" folder.



7.3.3 Creating and Sending a new E-mail

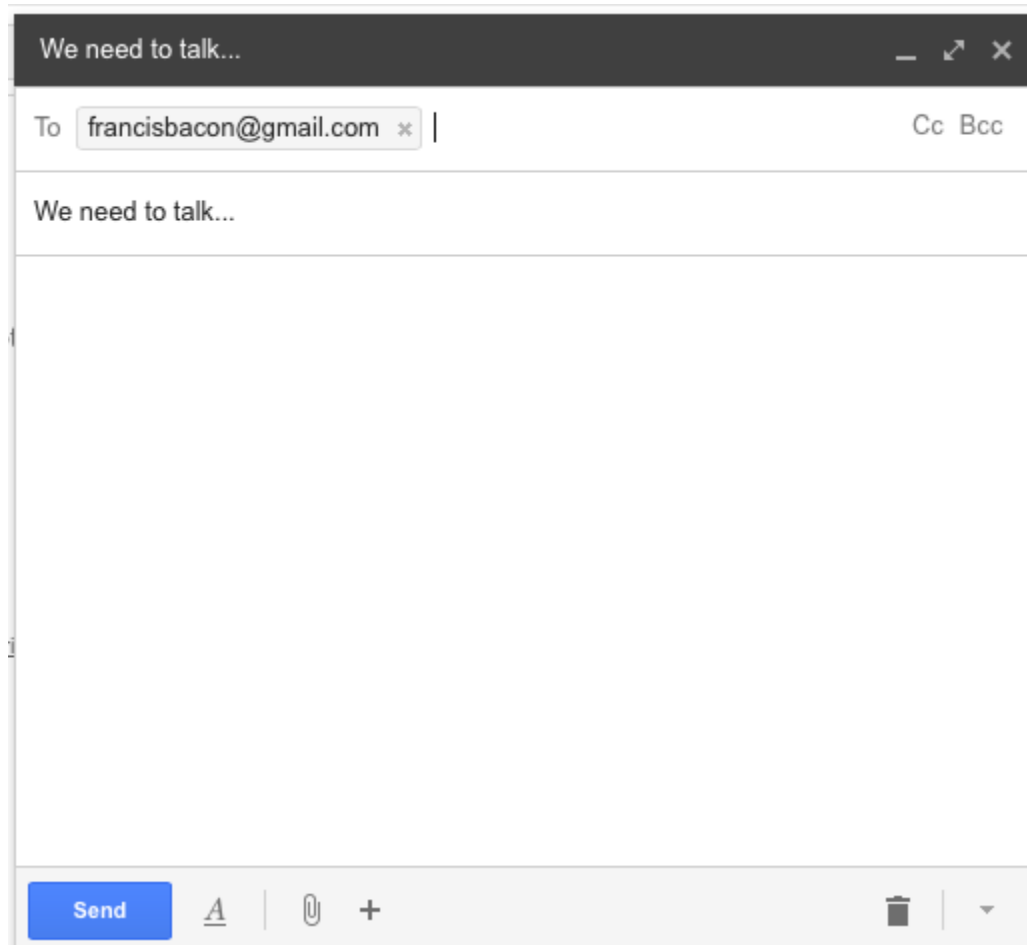


Follow these step-by-step instructions to send an email



STEPS :

1. Log in to your Gmail account so that you are on the dashboard (main page) of your mail account.
2. Click Compose.



A screenshot of a Gmail 'Compose' window. The title bar at the top says 'We need to talk...' with standard window controls. Below the title bar, the 'To' field contains the email address 'francisbacon@gmail.com' with a small 'x' icon to its right. To the right of the 'To' field are labels for 'Cc' and 'Bcc'. The main body of the email is a large, empty text area. At the bottom, there is a 'Send' button on the left, followed by icons for text formatting (underline), attachments (paperclip), and a plus sign for more options. On the far right of the bottom bar are icons for deleting the draft and a dropdown arrow.



Step 3: A new blank email window will open up. In the 'To' box, type in the email address of the recipient.

We need to talk...

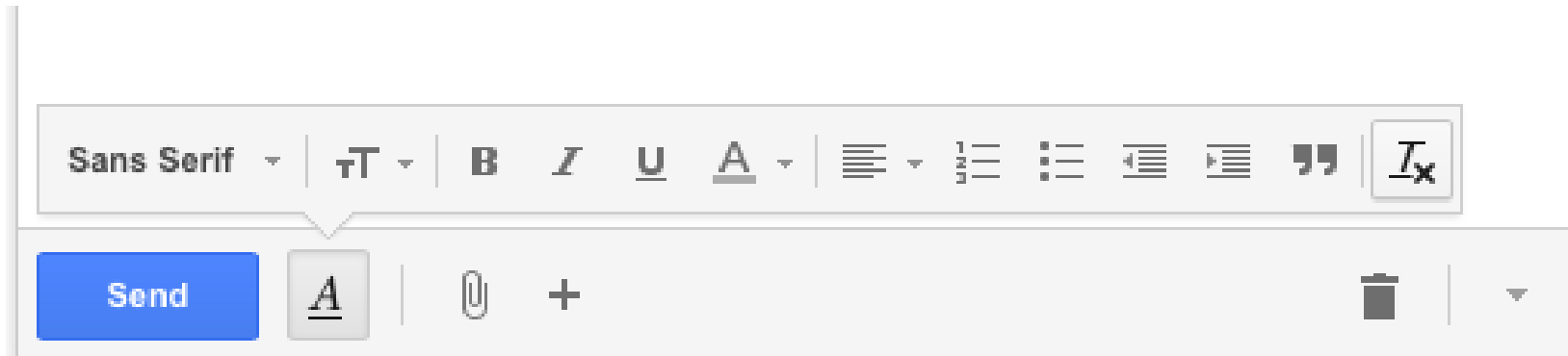
To x

Cc x Bcc

We need to talk...

A |  + Saved  | ▼

4. You might want to include someone else in your email to 'keep them in the loop'. You can do this by clicking **Cc** or **Bcc**, which will open another **field**.
5. Put relevant title that shows your message information in the **subject box**



6. You can change the font style, colour and size using the **formatting icons**. Choose your formatting from the **menu** shown.

We need to talk...

francisbacon@gmail.com, annehathaway@gmail.com

We need to talk...

I need some help with my latest play, wondering if you have time to meet for a cup of mead?

Sans Serif | T | B | I | U | A | | | | | | | | | |

Send | A | | | | | | | | | |

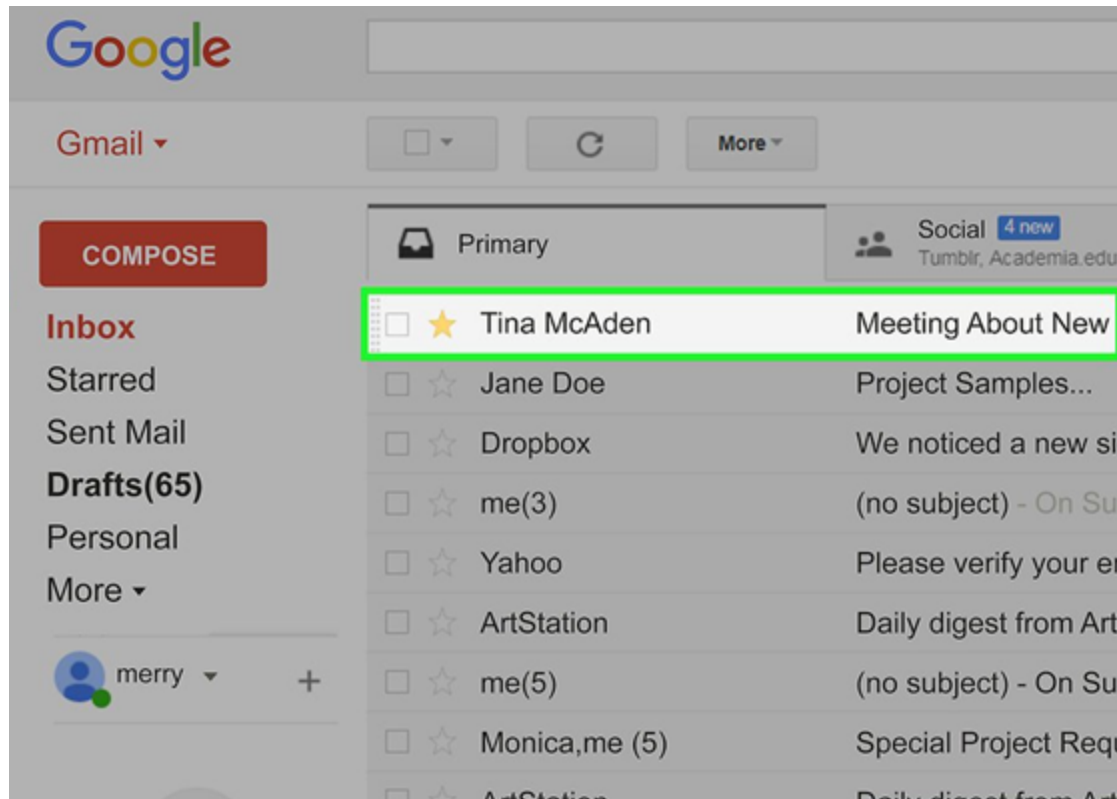
7. Type your **message** in the main **body** field of your email.

8. After writing message Click the blue **Send** button at the bottom of the compose window.

7.3.4 Replying to an E-mail message



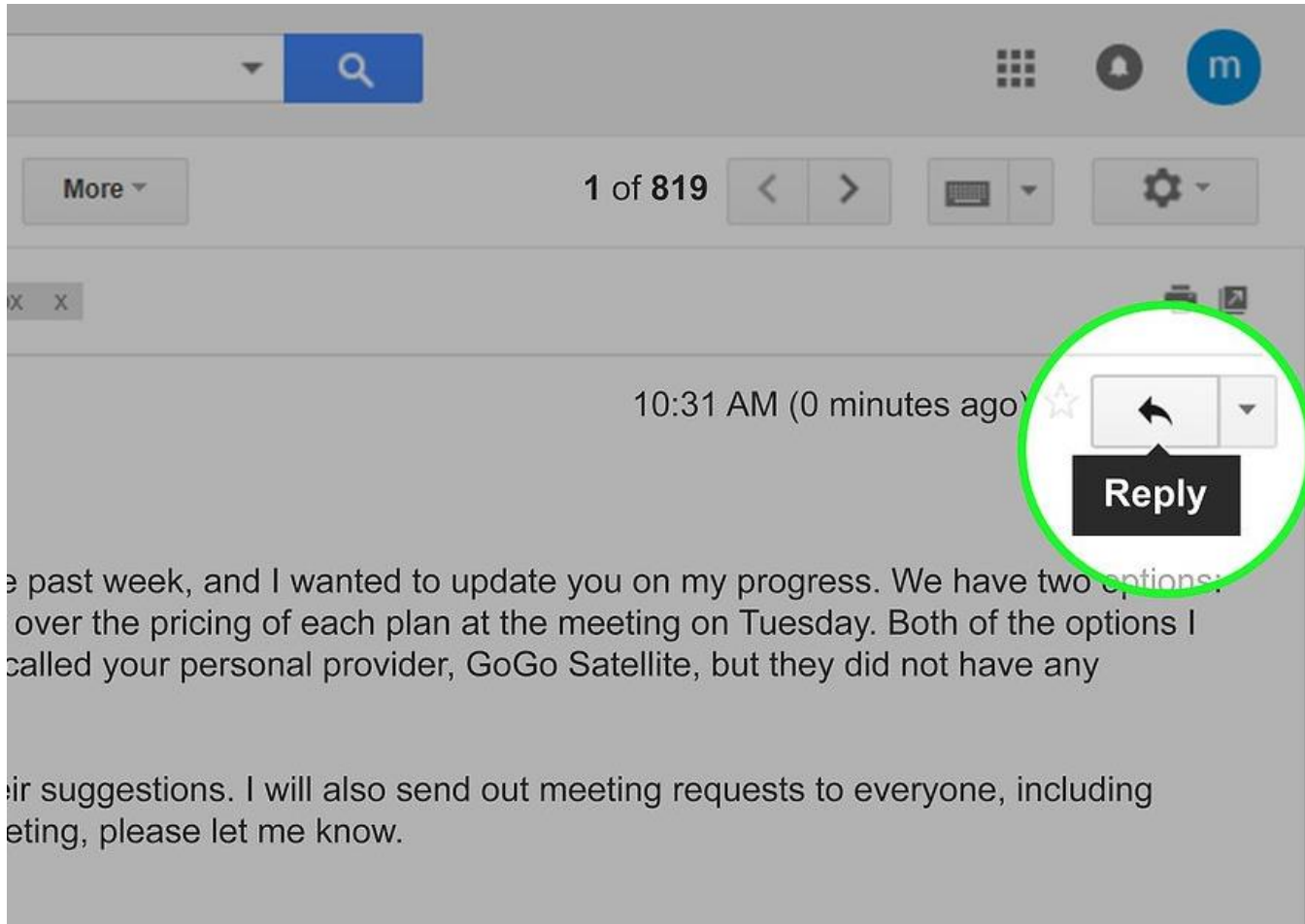
Open the Gmail website. Go to <https://www.gmail.com/>. This will open your Gmail inbox if you're already logged into Gmail on your computer. If you aren't already logged into Gmail, enter your Gmail email address and password before continuing.



STEPS :

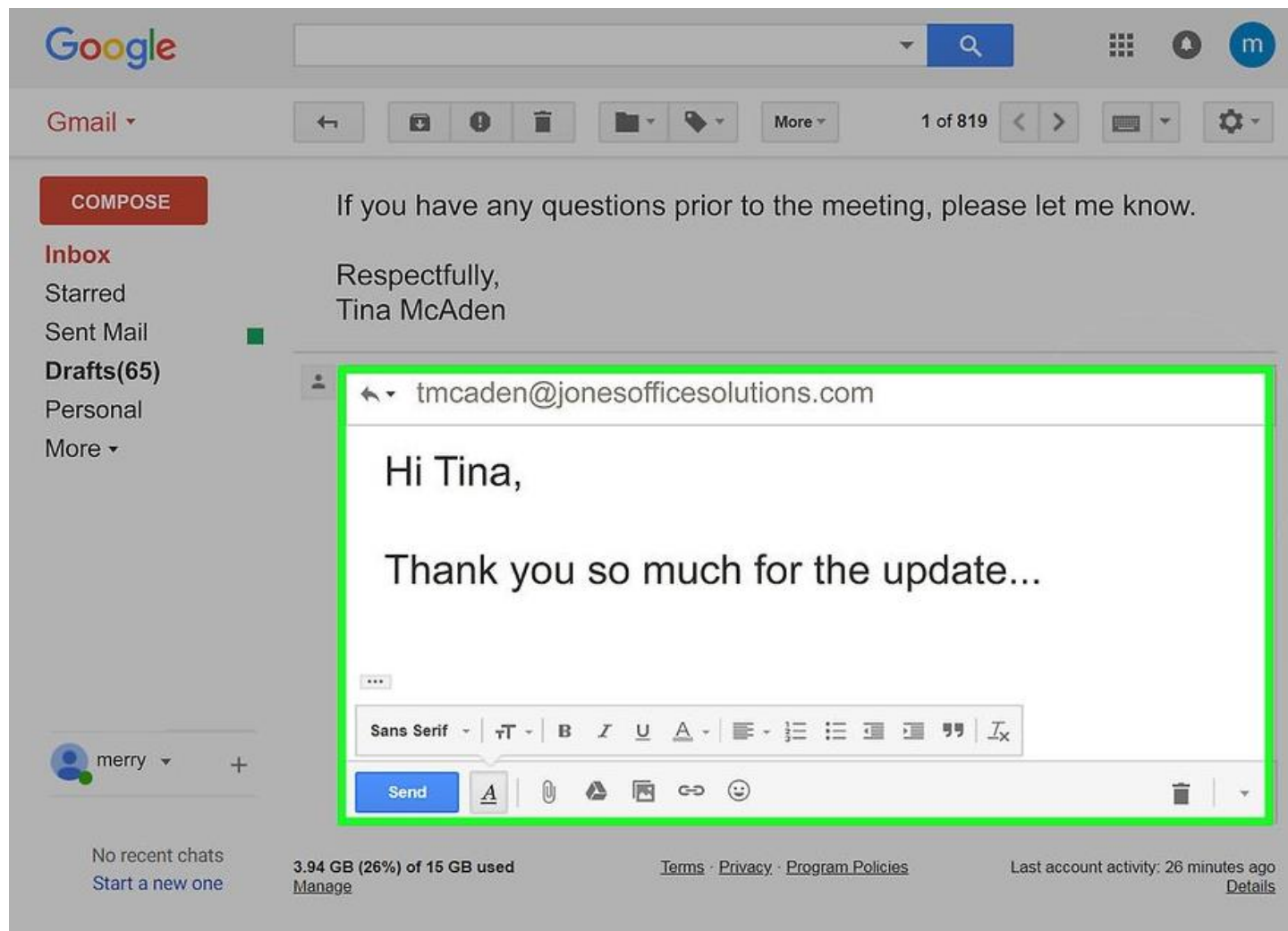
1. **Select an email.**
2. **Click on the email to which you want to respond. This will open email.**

3. Click the "Reply" arrow. It's in the top-right corner of the email.

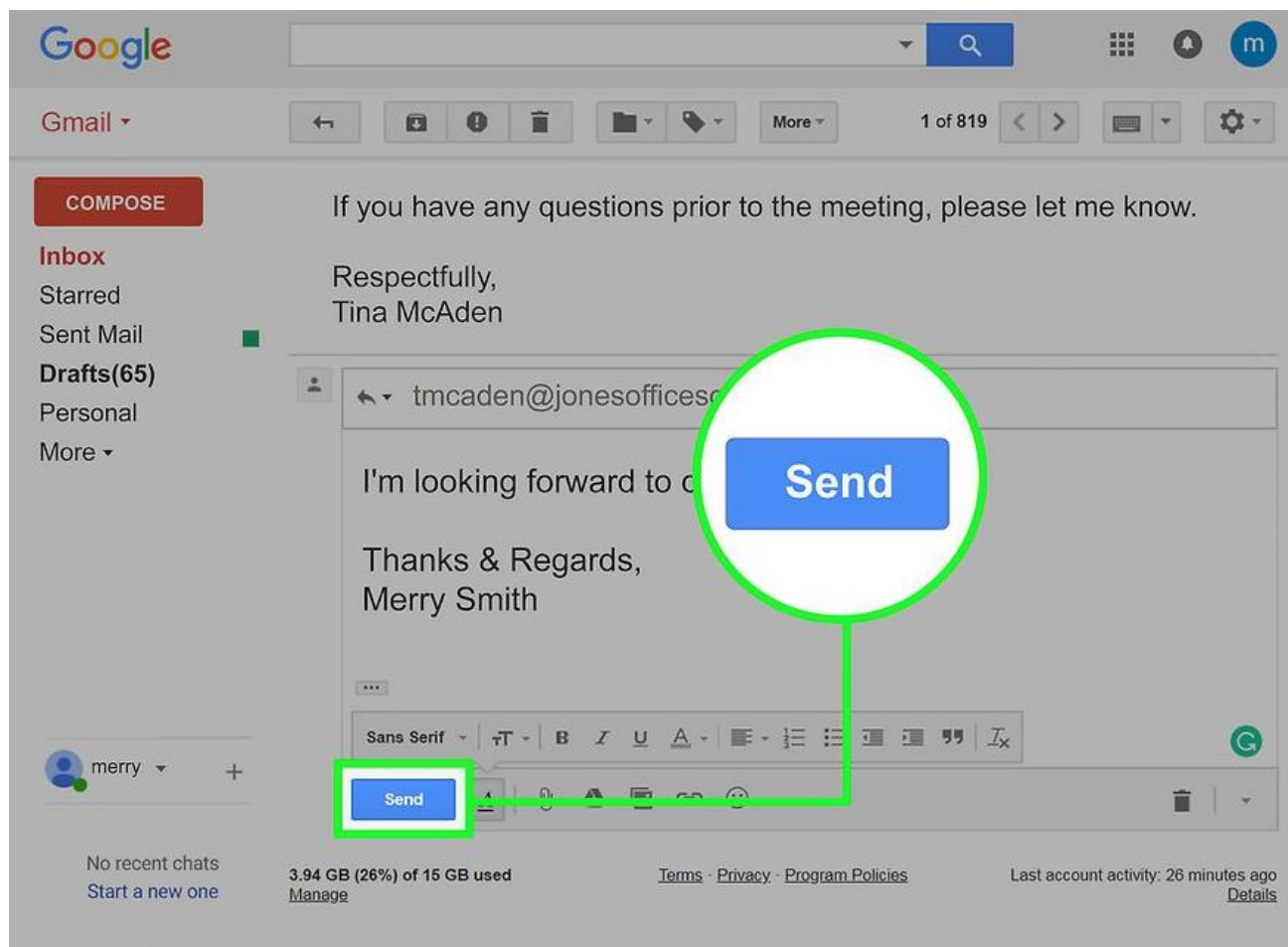


This will bring up a field where you can type in your reply to the specific person who sent the email.

If you want to reply to everyone in a group email, instead click ▼ to the right of Reply, then click Reply to all in the drop-down menu.

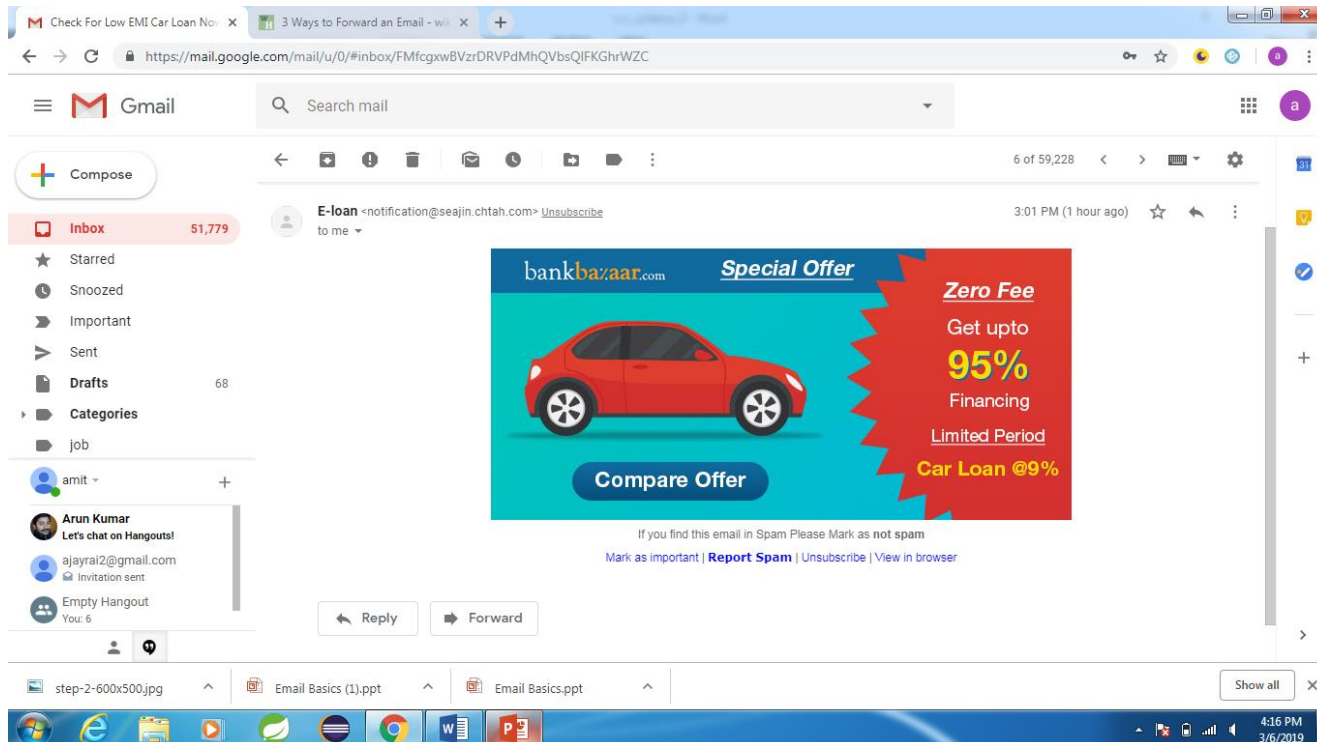


4. Enter your reply. Type in the response you want to send to the recipient(s).



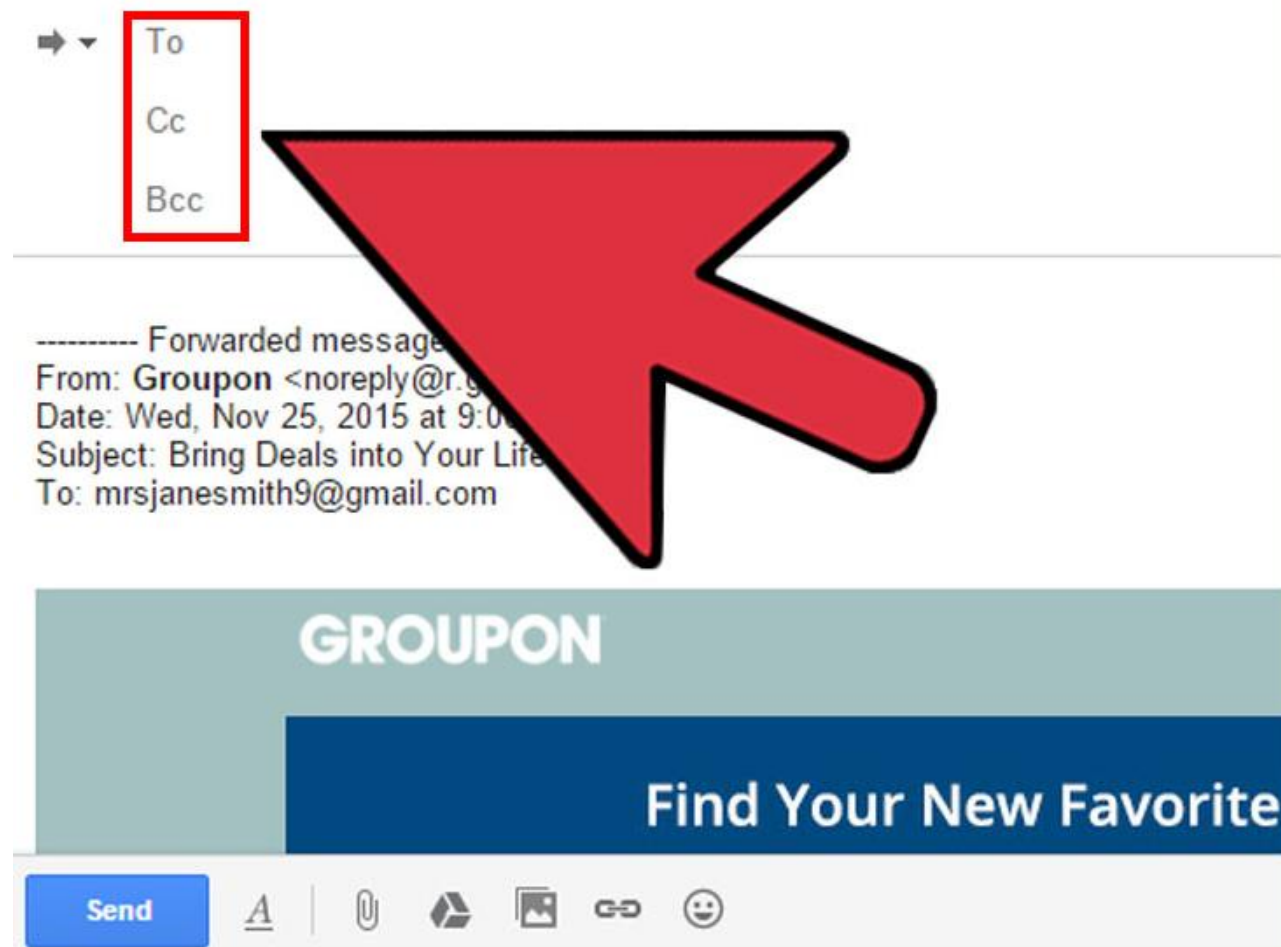
5. Click Send. Doing so will send the email to the person (or people) in the original email.

7.3.5 Forwarding an E-mail message



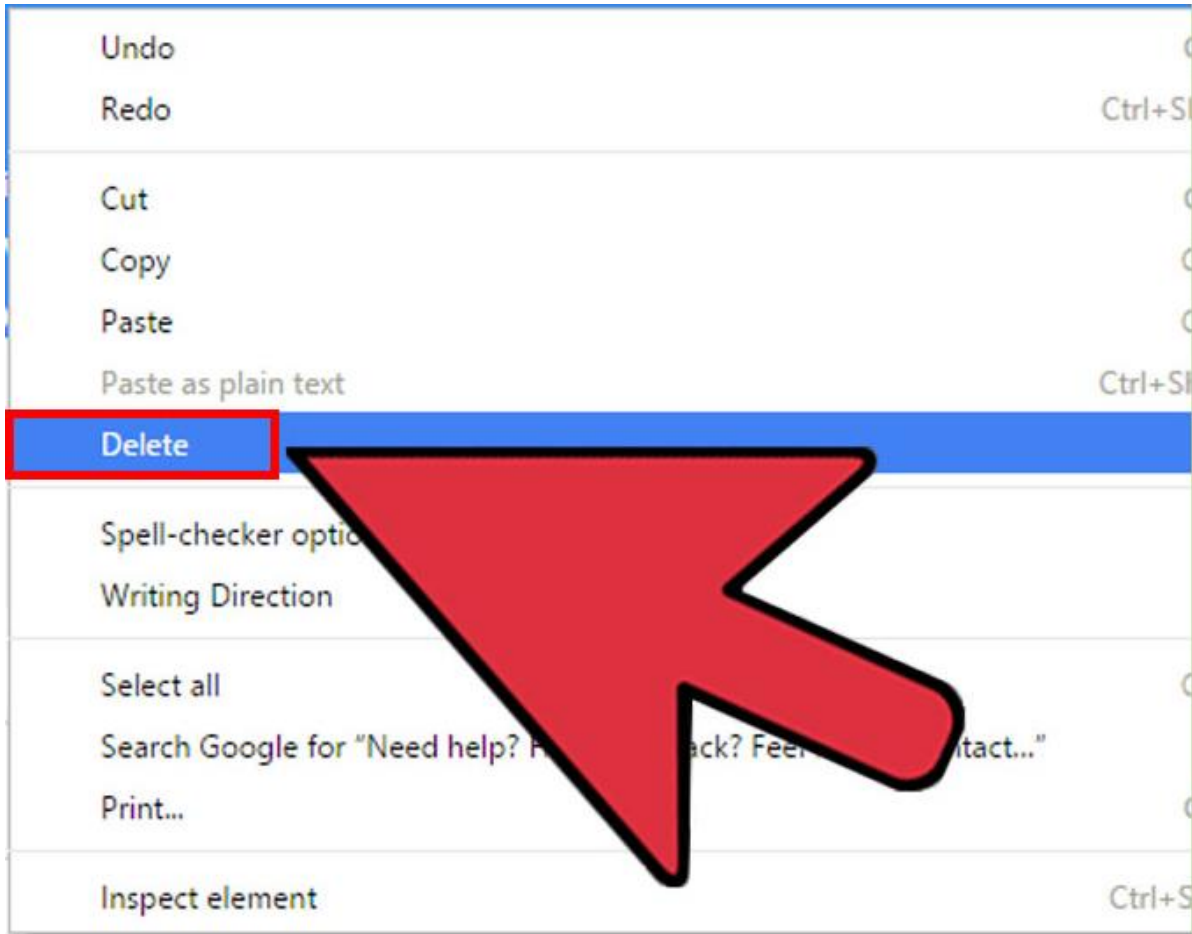
STEPS :

1. Open the email that you want to forward.
2. Click "**Forward.**" If you want to forward the most recent email (and all of its predecessors) in a thread of messages, simply click "**Forward**" in the text box below the message

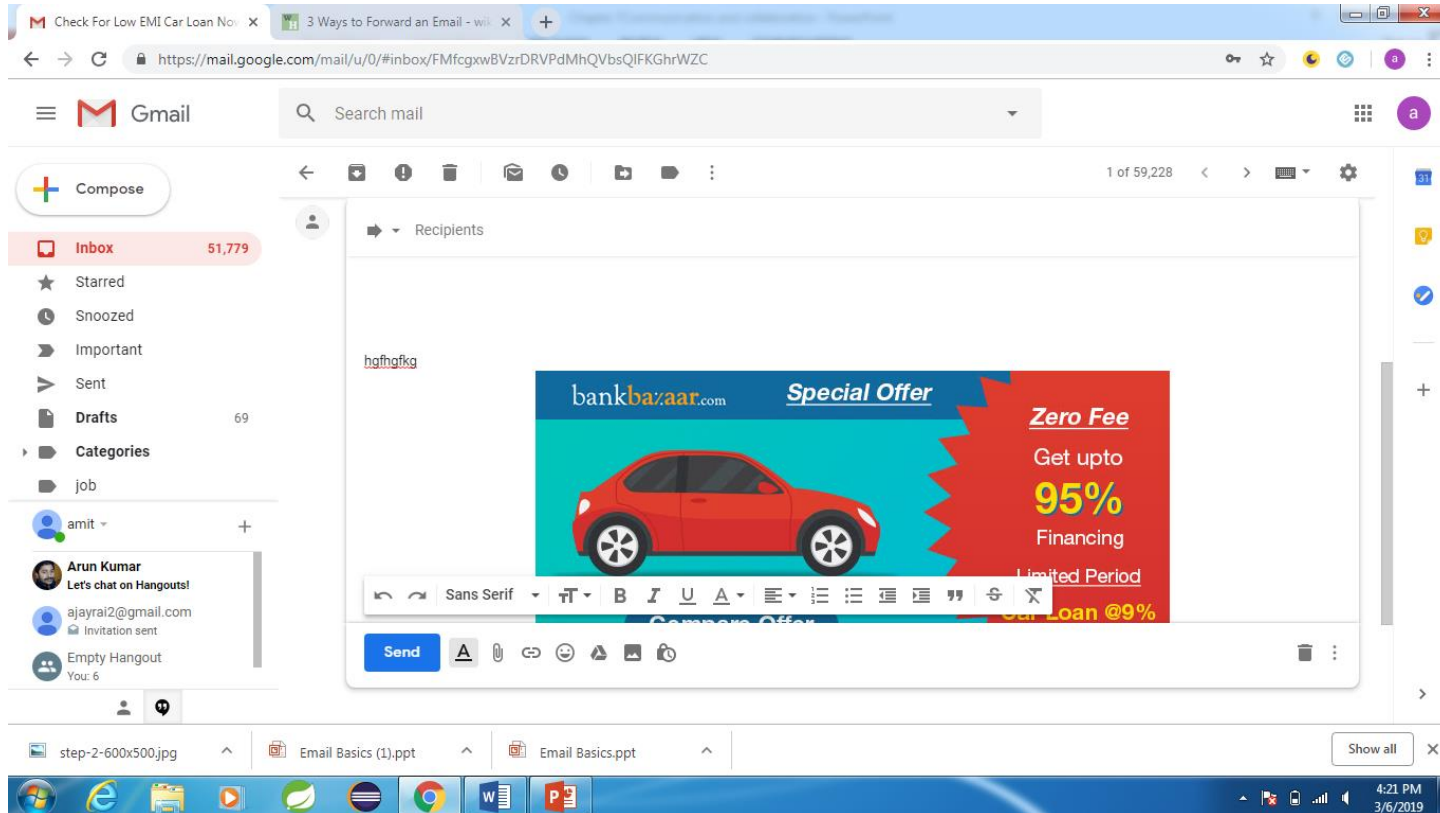


3. Add new recipients. Choose whether each recipient falls into the **To, Cc, or Bcc category. Make sure that you get the names right, and that you don't forward to the wrong person!**

4. Remove attachments, if necessary.

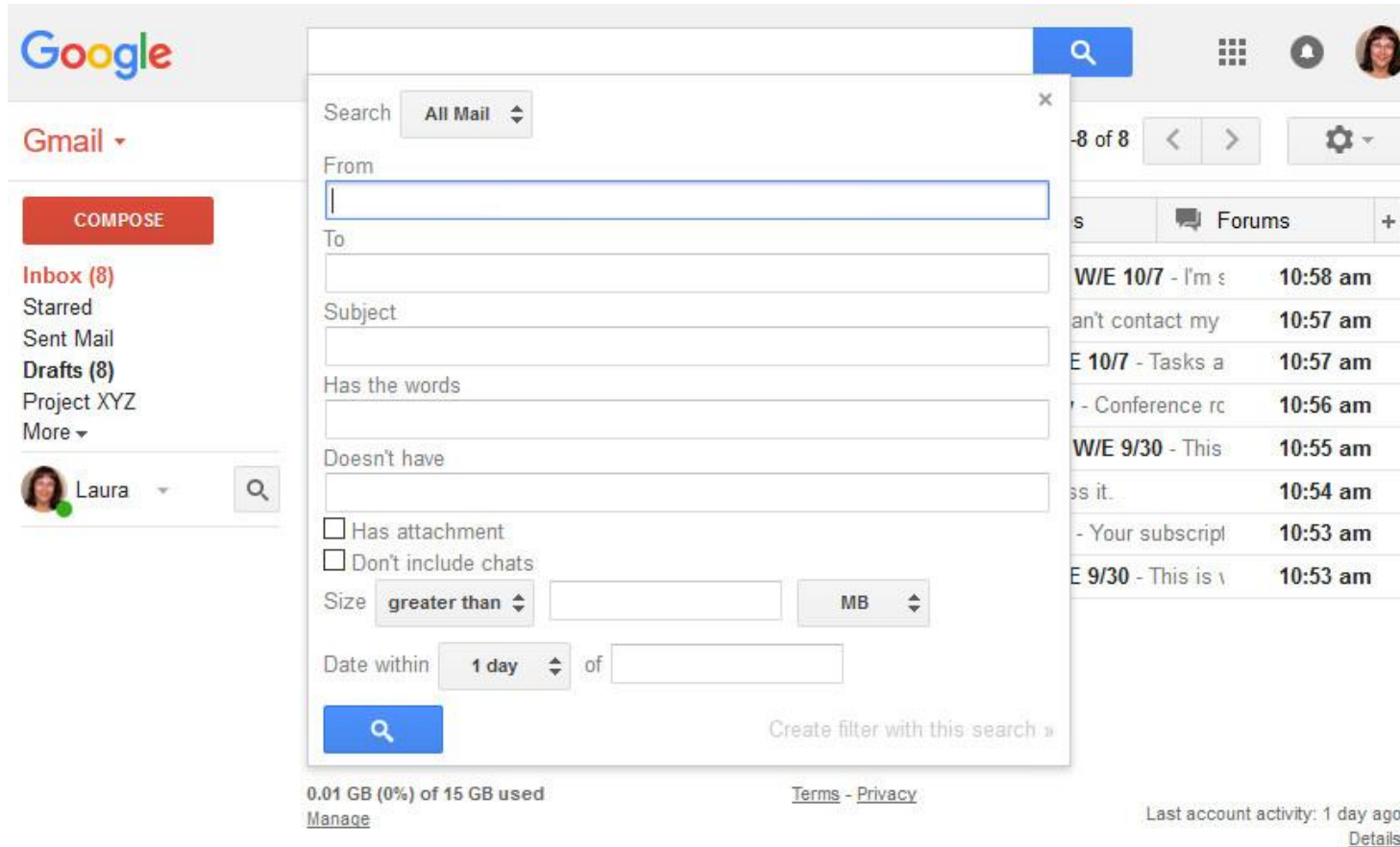


Gmail will automatically forward any text, photo, or other files that are attached to the message thread. If you don't want to forward an attached file, scroll down to the bottom of the message and click the x next to each unwanted attachment. You can use ← Backspace (or select-and-delete) to remove an embedded image.



5. Click "Send." Forward the email, when you are ready. Remember: once it's sent, you can't take it back!

7.3.6 Sorting and Searching emails



The screenshot shows the Gmail search interface. On the left, the Gmail logo and navigation menu are visible. The main search area is open, displaying a search bar with 'All Mail' selected. Below the search bar, there are several filter options: 'From', 'To', 'Subject', 'Has the words', 'Doesn't have', 'Has attachment', 'Don't include chats', 'Size' (set to 'greater than'), and 'Date within' (set to '1 day'). A search button is at the bottom left of the search box. To the right of the search box, a list of search results is shown, including email snippets and timestamps. At the bottom of the page, there is a status bar showing storage usage (0.01 GB of 15 GB used), links for 'Terms' and 'Privacy', and 'Last account activity' information.

STEPS :

1. Open your **Gmail account.**
2. From the main Gmail screen, click the **small down arrow** in the **Google search bar** at the top of the screen to display the **advanced Gmail search box**

From this screen you can search eight different Gmail elements. You can also combine the search elements for more complex searches. Here are the Gmail elements you can search:



Label - Search all of your Gmail, or use it to specify a specific folder or label. Or choose to search only starred messages or only read or unread messages.

Sender - Find messages from a specific individual or organization.

Recipient - Search for messages to a specific individual or organization.

Subject - Find messages about a specific topic.

Body of Messages - Search for a word or words in the body of your Gmail messages.

Attachments - Use Gmail search to find only those messages that have an attachment.

Chats - You can exclude chats from your search parameters.

Size - Search for messages that are larger than a certain size.



Date - Look for messages within a specific time frame.

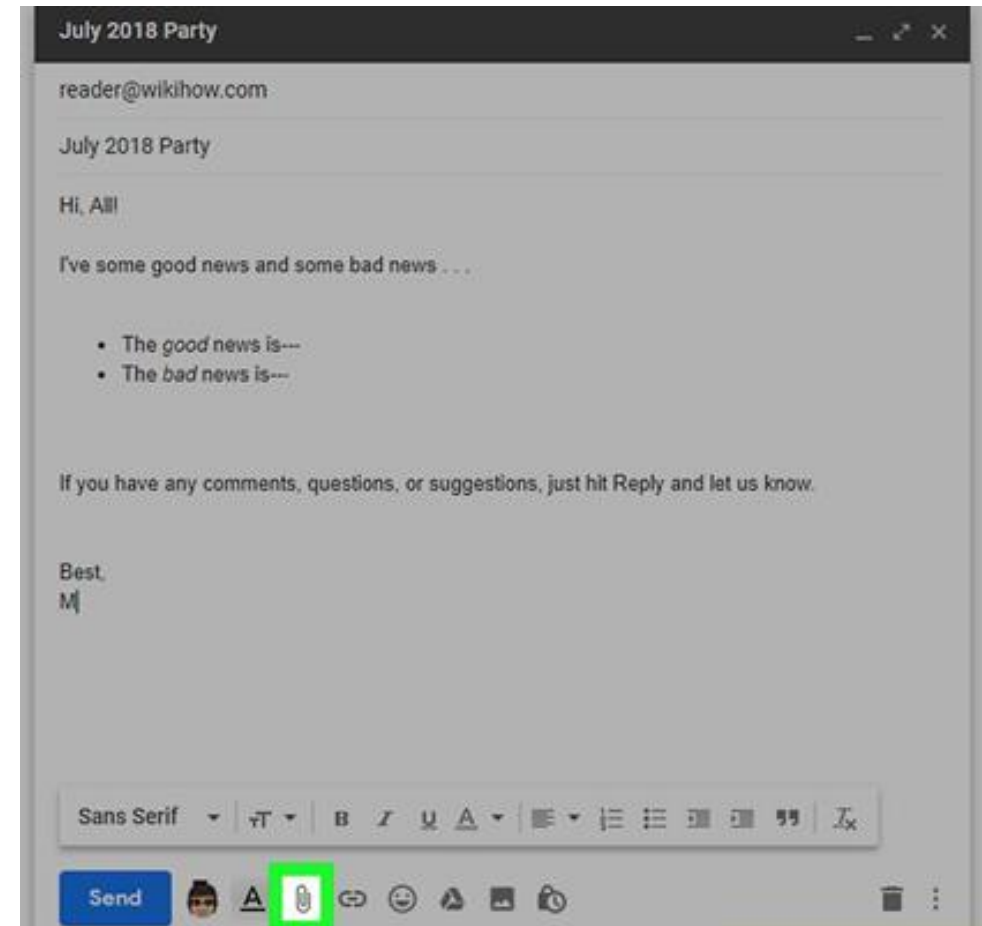
7.4 Advance email features

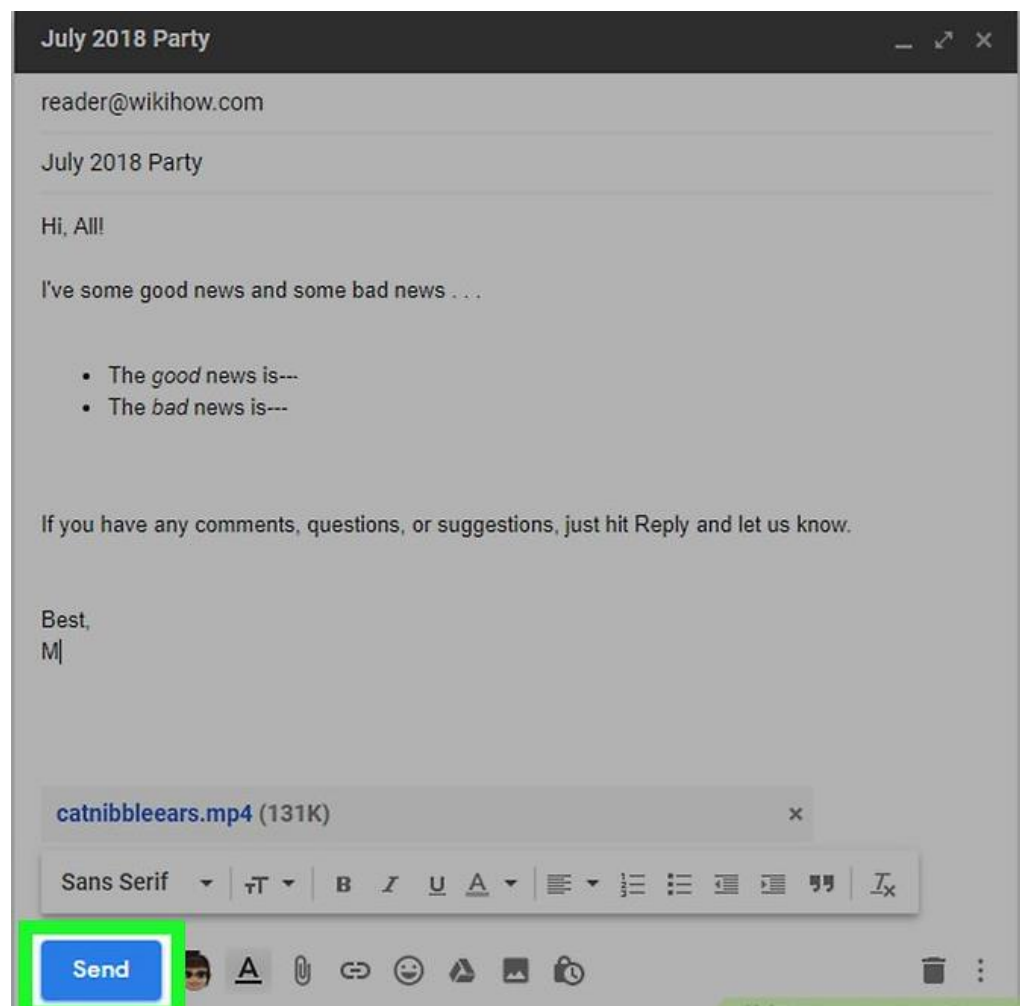


7.4.1 Sending document by E-mail

STEPS :

1. Attach a file if you like. To add a file from your computer, click the **"Attachments"**  icon at the bottom of the window, then select the file(s) you want to upload and click Open. You can add photos in this way, or you can upload photos directly to the email's body by clicking the **"Photos"**  icon at the bottom of the window, clicking Upload, clicking Choose photos to upload, and selecting photos as needed.





2. Click Send. Doing so will send your email to the specified email address(es).

7.4.2 Activating Spell checking



Gmail itself does not check spelling automatically. You can manually check spelling when you are composing a message by clicking on the dropdown arrow next to the trashcan. See screen shot to the right.

If you would like Gmail to automatically check your spelling, you need to enable spell check within Chrome itself. This is the preferred method because it provides two key features:

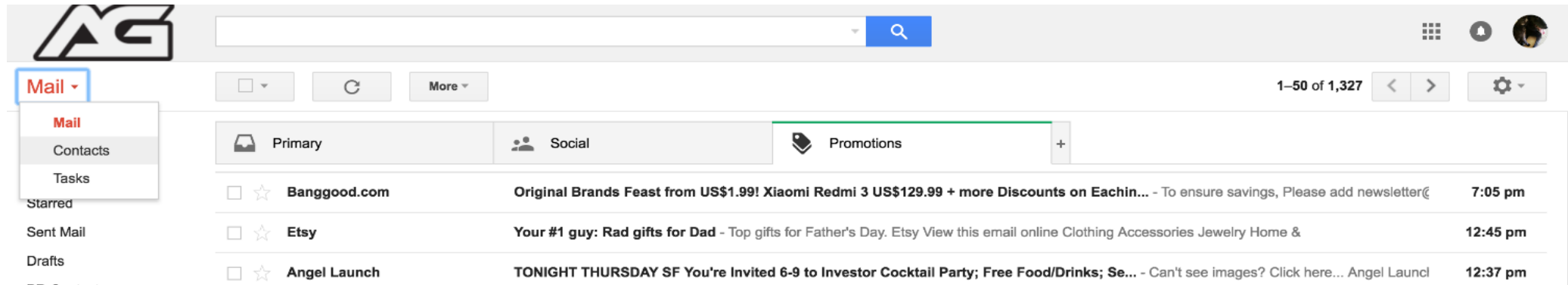
- 1- Automatic spell checking within Gmail**
- 2- Ability to add words to a custom dictionary**

STEPS:

1. When you have text ready to review in your Gmail Email Message, go to the bottom right corner of your draft and select the arrow that reads **“More Options.”**
2. A new menu will appear. From that menu, select **Check Spelling**.
3. Once you click this, Gmail will scan the text of your drafted email and find all the spelling errors, highlighting them in yellow.
4. From there, you can click each highlighted word to see the list of **alternatives** that **Gmail suggests**. You can **select a replacement**, or click **Ignore** if you want to keep the text you already have written.
 - Note that when you click on the word, you don’t need to use a right click, just a regular click.
5. If you decide to add more text to your message and want to check your spelling again, you can go back to the bottom right corner of your draft and select **Recheck**.
6. When you’re done with spell-check, you can click the **“X”** button.



7.4.3 Using Address book

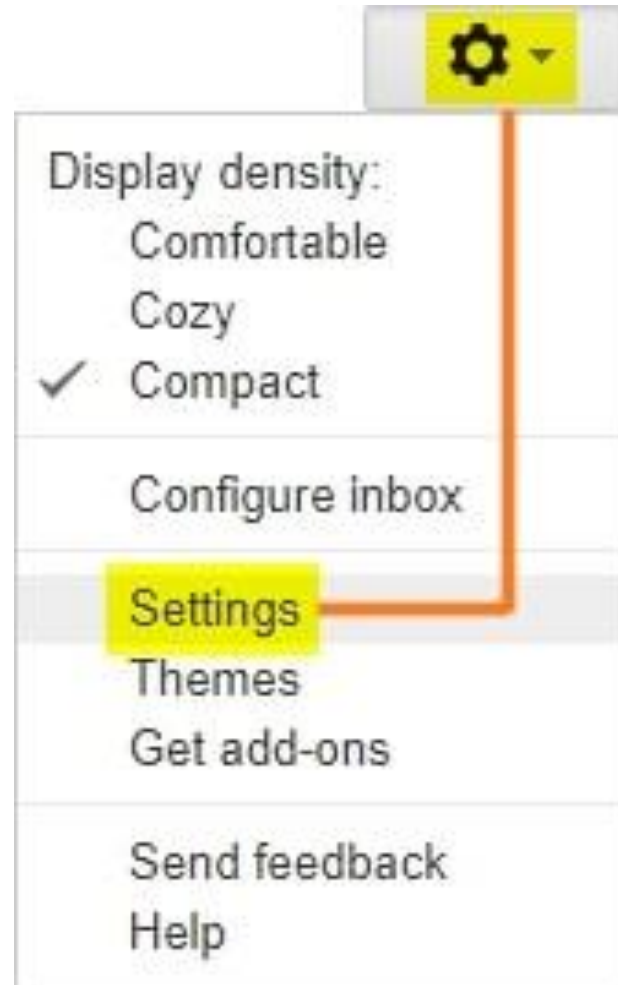


To create a contact group:

STEPS :

1. Click Gmail at the top-left corner of your Gmail page, then choose **Contacts**.
2. Select contacts that you want to add to a group, click the **Groups** button.
3. then **Create new**.
4. Enter the **name** of the group.
5. Click **OK**.

7.4.4 Handling SPAM



To do this, start by logging in to

STEPS:

1. your **GMAIL** account > click the **GEAR** icon at the top right > then **SETTINGS**.

2. On the **SETTINGS** page, go to the **FILTERS AND BLOCKED ADDRESSES** tab then click **CREATE NEW FILTER**.

General Labels Inbox Accounts **Filters and Blocked Addresses** Forwarding and POP/IMAP Add-on

The following filters are applied to all incoming mail:

- ☐ Filter: "Messages received from [redacted]"
Criteria: "Received" equals [redacted] "Received" is [redacted] "Received" is [redacted]
- ☐ Filter: "Messages received from [redacted]"
Criteria: "Received" equals [redacted] "Received" is [redacted] "Received" is [redacted]
- ☐ Filter: "Messages received from [redacted]"
Criteria: "Received" equals [redacted] "Received" is [redacted] "Received" is [redacted]
- ☐ Filter: "Messages received from [redacted]"
Criteria: "Received" equals [redacted] "Received" is [redacted] "Received" is [redacted]

Select: All, None
[Export](#) [Delete](#)

[Create a new filter](#) [Import filters](#)

The following email addresses are blocked. Messages from these addresses will appear in Spam:

Filter ×

From
noreply@jotform.com

To

Subject

Has the words

Doesn't have

☐ Has attachment
☐ Don't include chats

Size **greater than** **MB**

Create filter with this search »

3. Now, let's force GMAIL to not mark emails coming from **noreply@jotform.com** as **SPAM**. Let's create a filter by setting **noreply@jotform.com** in the FROM field then proceed by clicking the **CREATE FILTER WITH THIS SEARCH** link.

from:(noreply@jotform.com)

« back to search options x

When a message arrives that matches this search:

- ☐ Skip the Inbox (Archive it)
- ☐ Mark as read
- ☐ Star it
- ☐ Apply the label: Choose label... ▾
- ☐ Forward it add forwarding address
- ☐ Delete it
- ☒ Never send it to Spam
- ☐ Always mark it as important
- ☐ Never mark it as important
- ☐ Categorize as: Choose category... ▾

**IMPORTANT: Tick these checkboxes
The rest is optional.**

☒ Also apply filter to matching messages.

[Create filter](#)

[Learn more](#)

Note: filter will not be applied to old conversations in Spam or Trash

4. Setup your filter upon your discretion but make sure to tick both the NEVER SEND IT TO SPAM and ALSO APPLY FILTER TO MATCHING MESSAGES checkboxes. Click the CREATE FILTER button once you're done.

Result:



This should filter ALL emails coming from noreply@jotform.com to your INBOX and never to your SPAM folder. It may help to add noreply@formresponse.com in your filter too.

7.5 Instant Messaging and Collaboration



7.5.1 Using Smiley

A smiley face is a facial expression, or emotion in text conversations. Learn how to read and make your own smiley faces or emoji. Few examples of different smiley faces and their meanings. Remember, each smiley face or symbol is sideways.

Smiley Face Symbol

:)

:-)

:-E

>-)

:(

:-(

:-<

Meaning

Standard smile

With nose

Buck-tooth or Vampire

Evil grin

Sad or frown smile

Sad with nose

Super sad

SUMMARY



In this Chapter you learned

- ❑ Basics of Email
- ❑ Email Addressing
- ❑ Email Opening ,Composing and Forwarding
- ❑ Instant Messaging and Collaboration



Q 1.What is Email?

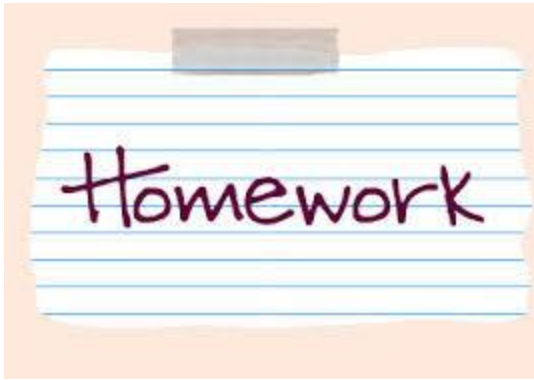
Q 2.What is CC?

Q 3. What is sender?

Q 4. What is Draft?

Q 5.What is Inbox?





Q 1. What is Email Explain

Q 2. How to send an email write steps?

Q 3. What are the mailbox, inbox and sent items?

Q 4. Write 2 most popular email service provider name?

Q 5. What is spam explain?