How instant messaging is used ?

IM is used to have a fast communication easily (an immediate response) with another person. It is called a one-to-one communication. The user’s status is shown, such as available, busy or offline.

What are the benefits and risks associated to the instant messaging in an office ?

IM is very useful in big companies where employees are far away from each other. Employees can send messages in real time to get the information quickly.

The first drawback resides in employees using IM for personal conversations.

The second drawback is hacking.