When team members are geographically dispersed, communication becomes more challenging.

Explain how groupware can increase user productivity in this context.

Groupware can help by enabling employees to work together as if they were in the same building.

The sharing of data with multiple people in real time saves lots of going back and forth.

You can easily talk about something to someone but effortlessly include others who may have a good idea and you may not have thought of including them.

It is more efficient since it is usually the single point of communication as opposed to:

1. Visiting someone’s office to find out they are not there
2. Leaving a voicemail just to learn
   1. They already checked their voicemails that day
   2. Have a voicemail indicator that is not working
3. Sending an email and
   1. They already checked their e-mail that day
   2. They are not getting their e-mail notifications
   3. They are using their phone and the battery died
   4. The email client crashed and they don’t know

Usually if they are using groupware they are present or they are not or they are having issues with the groupware or connection. So basically if someone can’t be reached people will usually wait and move on to another task instead of trying other things that may or may not work.