2.2 Unit 3 I can describe what outcomes are needed from collaborative working and whether or not archiving is required.

Main types

[**E-Mail**](https://en.wikipedia.org/wiki/E-Mail)[[edit](https://en.wikipedia.org/w/index.php?title=Collaboration_tool&action=edit&section=5)]

*Main article:*[*E-Mail*](https://en.wikipedia.org/wiki/E-Mail)

The invention of email as a collaboration tool changed the way we used to communicate in the workplace. It is the easiest method to make contact within an organization and is well established. Especially for organizing daily correspondence, email can reach various people with just one click.[[11]](https://en.wikipedia.org/wiki/Collaboration_tool#cite_note-11)

Although email is still the most common used tool in communication collaboration it is not very efficient on a big scale and other forms of communication seem to take over. Besides its flexibility it is not very good for group conversations as they grow too fast.[[*citation needed*](https://en.wikipedia.org/wiki/Wikipedia:Citation_needed)] There is no way to be sure that a person has the latest version of a document that has been sent to them and it is impossible to always track via their email what tasks need to be done and by which deadline.[[12]](https://en.wikipedia.org/wiki/Collaboration_tool#cite_note-12) As Cisco states in their Cisco Blog about the "Future of Email", emails "will improve productivity by organizing your data for you" [[13]](https://en.wikipedia.org/wiki/Collaboration_tool#cite_note-13) and try to bring more transparency in their work with email

[**Voicemail**](https://en.wikipedia.org/wiki/Voicemail)[[edit](https://en.wikipedia.org/w/index.php?title=Collaboration_tool&action=edit&section=6)]

*Main article:*[*Voicemail*](https://en.wikipedia.org/wiki/Voicemail)

Voicemail as a collaboration tool is more and more integrated in services such as [Google Voice](https://en.wikipedia.org/wiki/Google_Voice). As pointed out in an IBM future scenario the role of voicemail could be that of what email is for us today.

**2.2 I can describe what outcomes are needed from collaborative working and whether or not archiving is required**

Todays