Forms of Internet Communication

Forms of communication, where the response from the receiver of the original message is not immediate because the employed technology does not guarantee or even allow real-time response.

- Email
- Blogs
- Forums
- Discussions

Email

Email is a service which allows us to send the message in electronic mode over the internet. It offers an efficient, inexpensive and real time mean of distributing information among people.

E-Mail Address[1]

Each user of email is assigned a unique name for his email account. This name is known as E-mail address. Different users can send and receive messages according to the e-mail address.

E-mail is generally of the form:

username@domainname

For example, webmaster@tutorialspoint.com is an e-mail address where webmaster is username and tutorialspoint.com is domain name.

- The username and the domain name are separated by **@ (at)** symbol.
- E-mail addresses are not case sensitive.
- Spaces are not allowed in e-mail address.

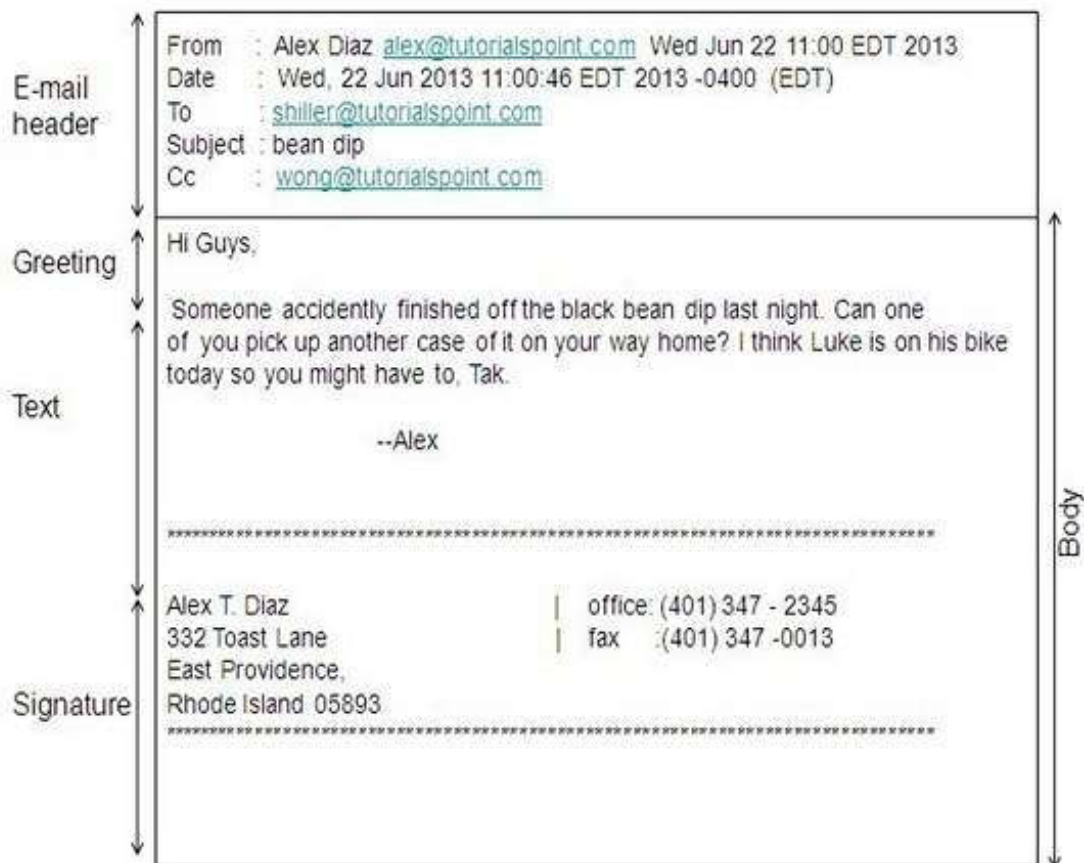## E-mail Message Components

E-mail message comprises of different components:

1. E-mail Header,
2. greeting,
3. text,
4. signature.

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[1] http://www.tutorialspoint.com/internet_technologies/e_mail_overview.htm

These components are described in the following diagram:

E-mail Header

The first five lines of an E-mail message is called E-mail header. The header part comprises of following fields:

- From
- Date
- To
- Subject
- CC
- BCC

From

The **From** field indicates the sender's address i.e. who sent the e-mail.

Date

The **Date** field indicates the date when the e-mail was sent.

To

The **To** field indicates the recipient's address i.e. to whom the e-mail is sent.

Subject

The **Subject** field indicates the purpose of e-mail. It should be precise and to the point.

CC

CC stands for Carbon copy. It includes those recipient addresses whom we want to keep informed but not exactly the intended recipient.

BCC

BCC stands for Black Carbon Copy. It is used when we do not want one or more of the recipients to know that someone else was copied on the message.

Greeting

Greeting is the opening of the actual message. Eg. Hi Sir or Hi Guys etc.

Text

It represents the actual content of the message.

Signature

This is the final part of an e-mail message. It includes Name of Sender, Address, and Contact Number.

Advantages

E-mail has proved to be powerful and reliable medium of communication. Here are the benefits of **E-mail:**

- Reliable
- Convenience
- Speed
- Inexpensive
- Printable
- Global
- Generality

Reliable

Many of the mail systems notify the sender if e-mail message was undeliverable.

Convenience

There is no requirement of stationary and stamps. One does not have to go to post office. But all these things are not required for sending or receiving an mail.

Speed

E-mail is very fast. However, the speed also depends upon the underlying network.

Inexpensive

The cost of sending e-mail is very low.

Printable

It is easy to obtain a hardcopy of an e-mail. Also an electronic copy of an e-mail can also be saved for records.

Global

E-mail can be sent and received by a person sitting across the globe.

Generality

It is also possible to send graphics, programs and sounds with an e-mail.

Disadvantages

Apart from several benefits of E-mail, there also exists some disadvantages as discussed below:

- Forgery
- Overload
- Misdirection
- Junk

- No response

Forgery

E-mail doesn't prevent from forgery, that is, someone impersonating the sender, since sender is usually not authenticated in any way.

Overload

Convenience of E-mail may result in a flood of mail.

Misdirection

It is possible that you may send e-mail to an unintended recipient.

Junk

Junk emails are undesirable and inappropriate emails. Junk emails are sometimes referred to as spam.

No Response

It may be frustrating when the recipient does not read the e-mail and respond on a regular basis.

Email Protocols: IMAP, POP3, SMTP and HTTP

Basically, a protocol is about a standard method used at each end of a communication channel, in order to properly transmit information. In order to deal with your email you must use a mail client to access a mail server. The mail client and mail server can exchange information with each other using a variety of protocols.

IMAP Protocol

IMAP (*Internet Message Access Protocol*) – Is a standard protocol for accessing e-mail from your local server. IMAP is a client/server protocol in which e-mail is received and held for you by your Internet server. As this requires only a small data transfer this works well even over a slow connection such as a modem. Only if you request to read a specific email message will it be downloaded from the server. You can also create and manipulate folders or mailboxes on the server, delete messages etc.

POP3 Protocol

The POP (*Post Office Protocol 3*) protocol provides a simple, standardized way for users to access mailboxes and download messages to their computers.

When using the POP protocol all your email messages will be downloaded from the mail server to your local computer. You can choose to leave copies of your email s on the server as well. The advantage is that once your messages are downloaded you can cut the internet connection and read your email at your leisure without incurring further communication costs. On the other hand you might have transferred a lot of message (including spam or viruses) in which you are not at all interested at this point.

SMTP Protocol

The SMTP (*Simple Mail Transfer Protocol*) protocol is used by the Mail Transfer Agent (MTA) to deliver your email to the recipient's mail server. The SMTP protocol can only be used to send emails, not to receive them. Depending on your network / ISP settings, you may only be able to use the SMTP protocol under certain conditions (see incoming and outgoing mail servers

HTTP Protocol

The HTTP protocol is not a protocol dedicated for email communications, but it can be used for accessing your mailbox. Also called web based email, this protocol can be used to compose or retrieve emails from your account. Hotmail is a good example of using HTTP as an email protocol.

Actions You Might Present

- Webmail Account Creation
- How to send email
- Inbox, Starred, Drafts, Spam, Deleted
- Reply, Reply All, Forward
- Connect the account to smartphone
- Message filter

Blogging

What is a "blog"?

"**Blog**" is an abbreviated version of "**weblog**," which is a term used to describe websites that maintain an ongoing chronicle of information.

A blog features diary-type commentary and links to articles on other websites, usually presented as a list of entries in reverse chronological order. Blogs range from the personal to the political, and can focus on one narrow subject or a whole range of subjects.

Many blogs focus on a particular topic, such as web design, home staging, sports, or mobile technology. Some are more eclectic, presenting links to all types of other sites. And others are more like personal journals, presenting the author's daily life and thoughts.

Generally speaking (although there are exceptions), blogs tend to have a few things in common:

- a main content area with articles listed chronologically, newest on top. Often, the articles are organized into categories,
- an archive of older articles,
- a way for people to leave comments about the articles,
- a list of links to other related sites, sometimes called a "blogroll",
- one or more "feeds" like RSS, Atom or RDF files.

Interactive Forms of Communication

Interactive – involving an immediate reaction.

Interactive communication – partners are connected over the Internet using text, sound (voice), or video.

Services
Chat

- Textual communication in real time – between two or more users
- Messages can be seen by chosen users (private chat) or by all users (public chat)
- Chat is realized in separate groups – chatrooms, which are accessed according to the login name (nickname) and password.
- Nowadays integrated with other services
  - Email – *Google chat*
  - Social networks – *Facebook, Google+*

IRC(Internet Relay Chat)

- one of the first chat services
- requires an IRC client (mIRC, Miranda, Trillian)

Web chat

- web browser + chat website (pokec.sk, superpokec.sk, chatik.sk)
- popular in the early 2000's
- managed by a moderator – checked are rules and netiquette

Instant Messaging (IM)

- immediate exchange of short messages
- via a dedicated program or web interface
  - *WhatsApp*
  - *Facebook Messenger*
  - *Twitter*
  - *WeChat*
  - *Skype*

Videoconferencing

- some IM clients allow an extended form of communication – voice or video+voice (VoIP – Voice over IP)
- requires headset and a webcam
- relatively fast Internet connection (not a problem nowadays)
- use
  - video telephony
  - e-learning - video lectures and presentations
  - remote discussions
- Skype, Pidgin, Google Talk, Live Messenger