Team Communication: Why some tools succeed and others fail

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I decided to cite this paper [1].

REFERENCES

[1] Bin Lin, Alexey Zagalsky, Margaret-Anne Storey, and Alexander Serebrenik. Why developers are slacking off: Understanding how software teams use slack. In *Proceedings of the 19th ACM Conference on Computer Supported Cooperative Work and Social Computing Companion*, CSCW '16 Companion, pages 333–336. ACM.