

## **EMAIL AND ONLINE COMMUNICATION**

### ***INTRODUCTION***

Online communication refers to the exchange of information between individuals using the internet. It includes email communication, instant messaging, and online conferencing. These tools enable fast and effective communication for education, business, and social interaction.

**EMAIL (ELECTRONIC MAIL):** Email is a system that allows users to send and receive messages electronically through the internet.

### **USES OF EMAIL**

1. Sending messages and documents
2. Business communication
3. School communication and assignments
4. Official notices and invitations

### **EMAIL ETIQUETTE**

Email etiquette refers to the proper rules and behavior when writing and sending emails.

### **RULES OF EMAIL ETIQUETTE**

1. Use a clear and meaningful subject line.
2. Begin with a polite greeting.
3. Write clear and simple messages.
4. Avoid using offensive language.
5. Check spelling and grammar before sending.
6. End the message politely.
7. Avoid sending unnecessary attachments.

### ***INSTANT MESSAGING***

Instant messaging (IM) is a form of real-time communication where users send and receive messages instantly over the internet.

### **EXAMPLES OF INSTANT MESSAGING PLATFORMS**

- WhatsApp
- Telegram

- Facebook Messenger
- Signal

### **ADVANTAGES OF INSTANT MESSAGING**

1. Fast communication
2. Supports voice notes, images, and videos
3. Allows group communication

### **ONLINE CONFERENCING**

Online conferencing refers to meetings or discussions conducted over the internet using video, audio, and text communication tools.

### **EXAMPLES OF ONLINE CONFERENCING TOOLS**

- Zoom
- Google Meet
- Microsoft Teams

### **USES OF ONLINE CONFERENCING**

1. Online classes
2. Business meetings
3. Webinars and seminars
4. Interviews