

Instant Messaging in the Office

Does anyone use a messaging app to communicate with staff during the workday? I have been trying to use Google Hangouts, but abandoned it for various reasons.

What about Slack or Teams? I don't need bells and whistles, such as project management. We use Trello for that. I just want a simple messaging app that

(a) would also work from a mobile device and (b) provides a noticeable - but not super intrusive - notification on the computer screen (not just an audible alert, as we usually don't have our sound turned on).

Thanks!

We use Slack---free version. No need (so far) for anything else.

Hope this helps!

Dave Rakowski, Pennsylvania

Does your case management system not have a provision for that? In Amicus, you can send "sticky notes" back and forth; they may be attached to a matter or a contact if you wish.

They pop up on the user's screen if they're logged in; if not, they pop up the next time they log in. Unless affirmatively deleted, they persist in the database.

Richard J. Rutledge, Jr., North Carolina

I have Clio and I'm not aware of such a feature - but it sounds perfect.

Marshall D. Chriswell, Pennsylvania

We use mysms - works with our mobile phones too.

Eugene Lee, California

We use Skype mostly - not only to communicate within the office, but also to staff working remotely, and even other solos who are friends of mine.

It's a great way to 'bounce stuff off' a colleague, or just make plans for social time after work.

Though one co-worker has been using Discord. I'm usually logged into both because I use Skype for 'down the street' colleagues and Discord for my son, who won't reliably use anything else.

Cynthia Hannah-White, Hawaii

Teams comes with 0365. We use it extensively and it's great for remote team members.

Michele Allinotte, Ontario, Canada

Slack if you/your staff like to use it. I had a hard time getting it used for the Virtual Bar Assn. No one really adopted to it. That said, if you want something you already own (and pay for)(and if you get Pro/Enterprise should remain private data to your biz only) Teams in O355 <- but I haven't tried that myself (yet).

Let us know what you decide and if ya like it!

Andrea Cannavina, nope notta

We've been using SideNotes for 10-15 years. Very simple installation and easy to use.

Don't know if a newer version would support mobile devices.

David Masters, Colorado

We use Hangouts and haven't had a problem. I'd be interested in learning why you ditched it. Maybe I'm missing something.

Gina Bongiovi, Nevada

There was nothing inherently wrong with Hangouts. The problem is that, although I use Google Apps for business, I have my work email funneled through my personal gmail account. So I have my personal email open on my screen at all times rather than the work account. Hangouts won't "forward" to my personal account, so I had to keep both open in my browser, which causes funny things to happen (automatic log-outs, etc) when using Google Apps.

Thank you all for the recommendations. I am going to try Slack and see how it goes.

Marshall D. Chriswell

Also, my 8x8 VOIP desktop softphone app includes IM and video chatting, but I've never used it beyond testing. As such, it would extend to EEs with extensions remotely logged in via iOS and Android devices.

Richard J. Rutledge, Jr.

All great suggestions! Some I had not known about. I'll throw my \$0.02 in --- check out Squiggle. It's free and open-source - very minimalist, compact, and not at all intrusive.

E. Seth Combs, Esq., Kentucky