

Team Communication

Purpose

This page outlines how we keep in touch with each other at Asian Efficiency. Everyone in the company should be aware of the different levels of expectation for each medium we use at the company.

Tools

	Medium	Type	Situation
1	e-mail	Asian Efficiency Google Notes in HelpScout	to accept calendar invites & forward external email to collaborate or transfer customer support messages
3	instant message	Slack WhatsApp	to get semi-instant feedback business continuity when Slack is down
4	JIRA	comment, message	to address a current/past/future issue. Not urgent.
5	Confluence	comment, message	to address documentation or a long-form communication
6	VOIP	Zoom.us	to address a number of points of clarification or collaborate in real time

Methods

	Situation	Medium
1	Routine, not time sensitive	Confluence Blog Post Confluence Mention/Share JIRA Mention/Share
2	Time-sensitive	Instant message: Slack, Slack DM Phone call (see Team for phone numbers)
3	Get all thoughts out	Zoom call, screen recording uploaded to Vimeo, set a Google Calendar invite for a meeting
4	Documentation/procedures	Confluence
5	Real-time	Zoom

Please consider these rough guidelines, and be flexible as needed of course.

Please notice the use of Confluence Blog Posts to convey team-wide information instead of email.

Level	Response Time Required	Preferred Medium	Examples
1	0 - Immediate	Phone Call	Critical emergency
2	< 3-4 hours	Slack DM	Something you need to specifically address Get back to me ASAP
3	< 24 hours	Slack	General questions Fix something when you get a chance Reply when you get a chance
4	> 24 hours	Confluence Blog Post Confluence Mention/Share JIRA Mention/Share Email	Question about an issue or page

Conclusion

Those are the communication tools we use and when we use them.