Chat / Messenger in sensitive areas …

(authorities, education, health, church, crisis areas, media, politics, press, emergency services, social work, associations, administration, economy) ... **and beyond**

Advantages

- Fast and secure **internal** communication but also with **external** contacts

- **Future-proof** due to vendor independence (no island system)

- DSGVO-compliant use of **international standards** (interoperability) as is the case with e-mail (no unauthorized upload of contact data or complete address books)

- As a **legal substitute** for "informal" or "tolerated" (but actually prohibited) WhatsApp groups.

- **IT follows organization!**

> **Everywhere where normal (standardized) email is used, standardized messaging can and may be also be used!**

Organizational possibilities

There are a variety of options for customization. Examples:

Chat groups and chat rooms

- Management, executives, staff, ...

- Departments, working groups, classes, ...

- Committees, boards, student co-responsibility, ...

- Staff council, works council, advisory board, special representatives, ...

- Projects, events, ...

Chat addresses

- Functional
  administration@..., central@..., civic-office@..., youth-group@..., management@..., ma01@..., press@..., operations@..., production@..., representation@..., sales@..., secretariat@..., specialist@..., theme@..., training@..., winter-service@..., workshop@..., working-group@...,

- General:
  chat@..., info@..., contact@..., administration@..., applications@..., assignment@..., blog@..., company@..., consulting@..., initiative@..., maintenance@..., order@..., office@..., questions@..., reservation@...

- Personal:
  name@..., firstname.lastname@..., nickname@..., anonymous123@...

Practical example:
An enquiry is received at the chat address "contact@xy.tld". Several authorised persons have access to this and the first person answers the question directly or deals with the request - just as is possible with e-mail. Of course, this can be done from a smartphone/tablet and/or a PC/laptop.

Chat / Messenger in sensitive areas …

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Technical possibilities

- Function-related <u>and/or</u> person-related chat addresses (can be used with or without a mobile number), which can be **individually** designated.

- Chat accounts can be used simultaneously and synchronously on **several devices** (smartphone, tablet, laptop, desktop).

- **Several separate chat accounts** possible on one device
  (e.g. for work, projects, private and other areas)

- Photos and documents (<u>without</u> file size limits as with WhatsApp)

- Provision (as with e-mail) by own computer centre or external provider ("self-hosting")

- Inclusion in the regular backup strategy ("backup")

Free (libre) messaging?

Secure and DSGVO-compliant chatting - but <u>without dependence</u> on a central provider. Every user can freely choose their provider and use a programme/app of their choice. If you want, you can also use your own "domain" and/or do "self-hosting".

In <u>principle</u>, free messaging works like email (but with online status):

There are many providers and no matter which one you have your chat account with, you can communicate with your contacts independently. The whole thing, of course, with the typical features of "chat" such as online status, receipt/read confirmation, "currently typing", "read this far", encryption, profile pictures, ...

Of course, the functions can also be individually activated or deactivated.

Independent messaging is an internationally <u>standardised, open and federated</u> system with many users and currently the best solution besides WhatsApp that exists.

Note: Even WhatsApp is based on this technology - but does not return its own customisations to the general public and has sealed itself off from the outside world.

Everywhere where normal (standardized) email is used, standardized messaging can and may be also be used!

More information:
https://www.freie-messenger.de/en/messenger/empfehlung
https://www.freie-messenger.de/en/chatstandard
https://www.freie-messenger.de/en/geheimnisse/geheimnistraeger

>> Just test it yourself and at least offer it as a contact option! <<

(In addition to "telephone" and "e-mail", "chat" also belongs to the provider-independent contact data!)