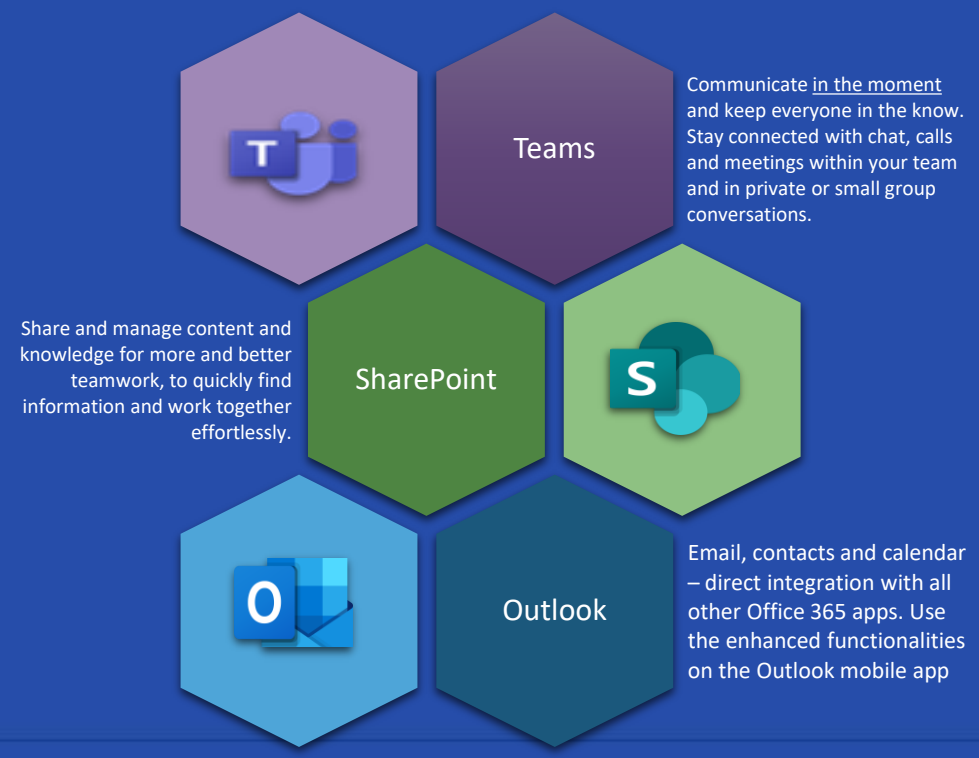
When to Use What with Office 365



	Teams Chat	Teams Channels	Outlook	SharePoint Sites
Speed	**Fast** Suitable for instant communication	**Varies** Can be used for communications of any speed	**Slow** Difficult to know if your email has been read or when you will hear back	**Slow** Unless a document is shared via another tool, users find and access material as they need it
Audience	**Small** Typically one-to-one or one-to-few	**Small** Designed for small, close-knit teams	**Varies** Can be used for audiences of any size	**Varies** While some sites can be limited to just team members, other SharePoint sites are designed for broader access
Tone	**Varies** Tone depends on the mix of people on messaging / calls and the situation	**Informal** Personal and conversational. Suitable for team members who know each other well	**Formal** Professional. For instance, for sending official information and process status	**Formal** Communication within SharePoint sites is typically brief and formal, directing users where content is and how it should be leveraged
Sharing of Information	**Very easily shared** Information is shared with a specific group of people and in various formats and methods (shared library, notebook, chats, or apps)	**Very easily shared** Information is shared with a specific group of people and in various formats and methods (shared library, notebook, chats, or apps)	**Not easily shared** If it lives in attachment form– forwarding back and forth makes it hard to trace. Attachments are better shared via OneDrive	**Very easily shared / accessed** Primarily a document management and storage system. Enables co-editing from a single source of truth.
Knowledge Transfer	**Not easily transferred** Some downloaded files and conversation history is lost to others after a user's account is deactivated	**Easily transferred** Change in membership has no impact on content availability. Newly added members have access to conversations and files accumulated from the start	**Not easily transferred** Knowledge contained within the mailbox is lost to others after a user's account is deactivated	**Easily transferred** Data is organized for new team members to easily locate and leverage even if the content producer's account is deactivated
Confidentiality	**Medium** Only sender and recipient have the conversation history and files	**Medium / Low** If not managed properly, confidential information can be exposed to those who should not see it	**Medium / High** Only sender and recipient have the email and its content. Can be accidentally forwarded to wrong parties	**Medium / Low** Users can choose to make their site public or private to a select group of users. Sensitive data may require extra safeguards for compliance.

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	Teams	NSCC Connect	Outlook
Conversation mode	Focused teamwork	Community and discovery	Targeted and direct
Nature of collaboration	Work with people regularly Quickly iterate Collaborate	Connect across NSCC Explore campus life Find published resources	Share with specific people: Share with a group Offline collaboration
Group size and openness	Private group, project, team or department	Public within NSCC	Private or directed audience Tracked communications
Content collaboration	SharePoint team site for files, news, pages and hub sites		