UNIT-IV

Business Reports-Market Reports-Minutes-Agenda,-Modern forms of communication; Fax-E.mail,internet,Video Conferencing.

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Report Writing

What is a Report?

Thousands of reports, long or short, formal, crucial or ordinary, special or routine are written everyday. A foreman, at the end of the day, reports to the day, reports to the manager the progress of the work carried on in his supervision. The manager of a bank sends a periodic report to the head office of the state about deposits, advances, overdraft limits etc, during that period. Form time to time, the Government sets up committees to report on various issues of social political and economic importance.

C.A. Brown: "A Report is communication from someone who has some information to someone who wants to use that information".

Importance of Report:

A report is a 'basic management tool used in decision-making'. Hence it is extremely important. In a one-man business, the functions of reporting & decision-making are combined in one-man proprietor. So he does not need any reports. But a large scale organization are engaged in multi various activities, which are being handled by different departments. Their top executives cannot keep a personal watch over all these activities. So they have to base their decisions on the report they get from the heads.

Reports **1.** Oral Report 2. Written Report

Characteristics of A Good Report:

- Precision.
- Accuracy of facts

- Relevance.
- Reader - Orientation.
- Objectivity of recommendations.
- Simple & Unambiguous language
- Clarity
- Brevity
- Grammatical Accuracy.

Preparing the Report:

If we are clear about the purpose of writing a report, the persons for whom it is meant, the facts to be examined and the facts to be included, and the time at your disposal, and know what type of report you are going to write, it is time to start the work. In write better, speak better, the following steps are suggested to write a report.

1. Investigating the sources of information;
2. Taking Notes;
3. Analysing the Data;
4. Making the Outline; and
5. Writing the Report.

1. **Investigating the sources of information is a kind of spadework.** It is to be done right in the beginning. The extent of investigation will, of course, depend on the length and importance of the report. Major sources of information are: Company files, Personal observations, Interviews, Letters, Questionnaires, Library Research.
   i) Most of the relevant information is already contained in the old files of the company. Sometimes thereby are precedents, and old findings and recommendations may be considerable help. So it is very important to go through the old files of the company. Declining sales or rising costs of production are recurring phenomena. And their caused we also usually similar. In these case, old files may be continuing some valuable information.
   ii) In respect on a fire accident or on the progress of a project, personal observation will be of greater help. It needs on the spot enquiry to ascertain the cause of a file or to find out why the work of installing a new plant is going or rather slowly.

iii) Complaints from customers about unsatisfactory service being provided by a branch might necessitate interviews. Interviews with the members of the staff may also be of some help. These interviews should be carefully recorded, clearly indicating the persons interviewed and the time and place of the interview. Sometimes, instead of holding persons interviews, letters may be written to different people.

iv) When a large number of people are to be contacted, the only practical method in to make us of questionnaires. Such questionnaires are often prepared by large business house to ascertain the popularity of their products or to find out the possibility of introducing some new products into market. Questionnaire should never be lengthy. Questions should be prepared in such a way that they do not call for writing lengthy answers Questions that just require ticking off one of the many alternative suggested are the best. If the results of the questionnaire should also be included.

v) In reports on subjects of general nature, library research may be found useful. This includes reference books and past as well as current issues of newspapers. Trade publications and magazines.

2. **Taking Notes:**

In the course of investigations, the written keeps on taking notes of

anything that appears to be related to the subject. That there is no time to analyse them and determine how they will be help in the final report. But as the writer keeps turning them in his mind over and over again, a kind of pattern starts emerging and he begins to be clear about when is relevant and what is not. It is a very general kid of pattern but it gives the writer at least a starting point.

3. **Analysing the Data:**

Now is the time to analyse the collected data in the light of the

pattern that has evolved. A lot of data will have to be rejected while a need might to felt to collect more data. The final pattern will emerge at this stage. The writer should never hurry through this stage, since this is the most important stage in writing a report.

4. **Making an Outline:**

Once the final pattern of the report has taken shape in the writer's

mind he should prepare an outline to write the report. In this outline the problem is stated, the fact are recorded, they are briefly analysed, and the logical conclusions are arrived at. An outline type essential, but it should be found extremely helpful in writing a systematic report.

5. **Writing the Report:**

The last stage is that of writing the report. It will need a constant shuttling between the outline and the notes. First a rough draft of the report is prepared. Then it is revised, pruned and polished. If the writer has some more time at his disposal, he will find it advantageous to come bank to his rough draft after, say, a couple of days. This short interval will make his revision work really meaningful. The writer should also be careful that the language of the report is simple, unambiguous and free from grammatical errors. It is now time to type it out in a proper from and submit it.

Organisation of a Report:

There are three ways in which a report can be organized.

1. Letter Form.
2. Memorandum Form.
3. Letter - Text Combination Form.

1. **LETTER FORM:**

In the case of brief, informal reports, the arrangements followed in

business letters is adopted. Its main part are: heading or the title, data, address, salutation, the body, complimentary close, and the signature. It is usually written in the first person - I or We.

The body of the letter can be further divided into the following parts:

1. **Introduction:** The introductory paragraphs present the terms of reference and the subject of study. Here the written states the problem confronting him in the light of the terms of reference and the relevant circumstances.
2. **Findings:** The next few paragraphs present the findings of the investigation.

3. **Recommendation:** Recommendations that logically follow the findings are given in the last paragraph of the body.

2. **MEMORANDUM FORM:**

Adopting the memorandum form is a simpler way of presenting the report, since here the formalities of the letter form are done away with. The data is mentioned at the top. It is followed by the name of the person to whom the report is addressed, the name of the writer and the subject of report. Next follows the actual text and the conclusion. As in the letter form. The text of the report is divided into paragraphs with headings.

		Memorandum
		April 7, 1…..9
To	:	Mr.R.C.Kaushik
From	:	Ganesh Srivastava
Subject	:	Mr.G.C.Jain's Misbehaviour with Mr.SuresAgarwal, a Valued Customer.
Here is the report you wanted……..		

Large business houses have different types of printed firms to send report. The simplifies the procedure and ensures uniformity of style.

3. **LETTER - TEXT COMBINATIONS FORM.** A complete report in this forms includes three major parts:
   I. Introductory Parts;
   II. Body of the report;
   III. Addenda.

The complete outline of such a report is as follows:

I. **Introductory Parts:**

- Letter of transmittal or Letter of Presentation.
- Title Pages
- Table of Contents.

- List of Illustrations.
- Abstract and / or summary.

II. **Body of the Report:**

- Introduction.
- Discuss or description.
- Conclusions.
- Recommendations.

III. **Agenda:**

- List of references.
- Bibliography.
- Glossary
- Appendices.
- Index

It is not essential that a report contains all these parts. Long reports containing most of these parts are generally submitted in a book form.

I - INTRODUCTORY PART

Letter of Transmitted or Letter of Presentation:

A letter of transmittal is a routine letter written to transmit the report from the writer to the reader. It performs several important functions:

i) it provides a permanent record of transfer;
ii) it shows the date on which the report was submitted;
iii) it states the name and position of the writer of the report;
iv) it also states when and by whom the report was authorized;
v) it may invite the reader's comments and suggestions.

A letter of presentation is slightly different from a letter of transmittal. In addition to given the information contained in the letter of transmittal it usually states the purpose and scope of the report, refers to the writer's sources of information, and highlight's special features.

If a letter of transmittal is written the additional matter put in the letter of presentation is included in the first part of the body under the heading 'Definition of the Problem'.

Title Pages: The title pages gives the title or heading of the report, the person(s) to whom it is submitted the date of submission and the name of the writer(s).

Table of Contents:

In the case of long reports, it is desirable to give the table of contents in the beginning. In addition to giving an overall view of the report the table of contents facilitates locating particular topics in the report.

The table of contents gives the title and the page number of each chapter. If a space permits, the headings of the sections of the chapters are also included.

List of Illustrations:

If the report contains many illustrations, the list of illustrations is given immediately after the table of contents. This list gives the number, title and page reference of each illustration.

Abstract and / or Summary:

In case the report is very long, it is customary to give an abstract and/ or summary of the report for ready reference. An abstract is also called synopsis. An abstract tells in concentrated form when the report is about; a summary gives the substance of the report. There are no fixed rules about the length of an abstract or a summary. But it is generally agreed that an abstract should be about two to five percent and a summary about five to ten percent of the length of the report.

II - BODY OF THE REPORT:

Introduction: Introduction is the first part of the body of the report. It includes the following items of information:

1) Authorization for the report and terms of reference;
2) Historical and technical backgrounds;
3) Scope of study, with a clear description of the limitations and qualifications;
4) Methods of collecting data and the sources; and
5) Definitions of special terms and symbols, if desirable.

The main function of the introduction is to say what the report is about. It is important to begin with mentioning who has authorized the report and defining the terms of reference. The background and the scope of study acquaint the read with the work already done and the new grounds to be covered. If the report uses some special terms and special

symbols, they may be explained either in the beginning or in the foot ness wherever they occur, as may be found desirable. But there should be no ambiguity about the sense in which these terms are used.

Discussion or Description:

This is the main part of the report. It systematically presents the various aspects of the issue under headings and sub-headings. It contains the facts found by the writer along with his comments. It may include charts, graphs, statistical tables and even except form other published reports. These may either be incorporated in this part of the report, or if they are unwieldy and likely to distract, they are put in the end in the form of an appendix.

Conclusion and Recommendations:

On the basis of the facts and data presented under the heading 'findings' the writer draws some definite conclusions. Then he puts forward some concrete suggestions or recommendations. If the report is prepared by a committee or sub-committee to be presented at a meeting of the general body for adoption, the recommendations are put in the form of 'motions' or 'resolutions'.

III - AGENDA:

List of References: The works cited in the text are either credited in footnotes on the page on which they are cited or mentioned together in the list of references. If the number of such references is small they can be mentioned in footnotes. But if they are large in number it is better to put them together in the end. There also, they may either be arranged chapter wise in the order in which they occur in the text or listed in alphabetical order.

Bibliography: If the report is based on extensive research, the works consulted by the writer are given us the bibliography. The bibliography may also include works recommended for further study.

Glossary: It is the list of technical words used in the report and their explanations. Whether then words are to be given in the beginning or the end or in foot ness is entirely a matter of the writer's choice. Besides, whether the glossary is needed at all depends upon who is going to read the report. If it is going to be read by knowledgeable people who are already familiar with the terms, there is no need to include the glossary in the report.

Appendices: Statistical data, charts and diagrams that are not incorporated in the main body of the report in order to keep the main line of argument unentangled are put at the end in the form of appendices.

Index: In case of lengthy reports, an index of the contents of the report may be included.

Signature: A report must be dated and signed by the person(s) who has (have) submitted it. In the case of a report prepared by a committee or a sub-committee, if it is very important, all the members may sign it, otherwise the signature of the chairman will suffice. If the report is not unanimous, it may be signed only be the asserting members. The dissering members may submit a separate minority report or they may sign the majority report with a note of dissert.

CHARACTERISTICS:

Precision: In a good report, the writer is very clear about the exact purpose of writing it. His investigation, analysis and recommendations are directed by this central purpose. Precision gives a kind of unity &wherence to the report and makes it a valuable document.

Accuracy of Facts: The scientific accuracy of facts is very essential to a good report. Since reports invariably lead to decision-making, inaccurate facts may lead to disastrous decision.

Relevance: The facts presented in report should be not only accurate but relevant also. While it is essential that every fact included in a report has a bearing on the central purpose, it is equally essential to see that nothing relevant has escaped inclusion. Irrelevant facts make a report confusing; exclusion of relevant facts renders in incomplete and likely to mislead.

Reader-Orientation: A good report is always reader-orientation. While drafting a report, it is necessary to keep in mind the person(s) who is (are) going to read it. A report meant for the layman will be different from another meant for technical experts.

Objectivity of Recommendations: If recommendations are made at the end of are port, they must be impartial and objective. They should come as a logical conclusion to investigation and analysis. They must not reveal any self-interest on part of the writer.

Simple and Unambiguous Language:A good report is written in a simple, unambiguous language. It is a kind of scientific document of practical utility, hence it should be free from various forms of poetic embellishment like figures of speech.

Clarity:A good report is absolutely clear. Clarity depends on proper arrangements of facts. The report writer must proceed systematically. He should make his purpose clear, define his sources, state his findings and finally make necessary recommendations. He should divide his report into short paragraphs giving them headings, and insert other suitable sign-posts to achieve greater clarity.

Brevity:A report should be brief. It is difficult to define brevity in absolute terms. Nor can brevity be laid down as a rule. Brevity should not be achieved at the cost of clarity. Brevity in report is a kind of brevity one recommends for a precis. Include everything significant and yet be brief.

Grammatical Accuracy: The grammatical accuracy of language through listed at number 9 in the characteristics a good report is of fundamental importance. It is one of the basic requisites of a good report as of any other piece of composition. Who is going to read a report is its language is faulty. Besides faulty construction of sentences makes the obscure & ambiguous.

Report- Writing

The managers, secretaries, accountants, chief executives and experts in certain fields are often required to submit reports on important issues like decline in sales, the suitability of some premise, the organization of office, the chances of diversification, exports promotion, the desirability of setting up a new branch, etc.

Reports by Individuals:

Example - 1:

Report of a manager on the suitability of some premises.

Comments:

Large business houses, banks, insurance companies are often required to set up new branches. When business expands, the accommodation already occupied appears to be inadequate and new premises have to be searched for. Industrial houses have also to look out for a new sites for their diversification activities. In such cases it is usual to depute an executive who goes about inspecting various sites on buildings, offices, shops or godowns available and submits a report on their suitability. While drafting such a report, the following points should be taken care of:

a) Refer to the resolution or order authorizing you to submit this report.
b) A brief reference may be made to the growing requirements of the company, bank or factory because of which it has been felt desirable to look for new premises.
c) Consider the suitability of new premises available.
d) Suggest the best one among them. Refer to its advantages suitable location, modern constructions, spacious rooms the possibility of having good showcases, good storing capacity the availability of other facilities, etc.
e) Mention some of the drawbacks and disadvantages. It may be suited in very congested area with a lot of noise around or some other important facilities may not be available. Explain how these drawbacks can be overcome or how its advantages. Overweight the disadvantages. Make your report look impartial lest it should give the impression that you are personally interested that it acquired by the company.
f) Clearly specify the terms on which this building can be rented or purchased.
g) Give your recommendations in clear terms, without either looking over-enthusiastic or over - caution. Remember that reports should always look factual and disinterested.

Example-2:

A Branch Manager's report to the Head Office on a Bank-Customer Interaction meeting held in the Branch.

Comments:

While drafting this kind of report the following points must be stated & kept in mind.

a) This is a voluntary report in the sesnse that the Branch Manager voluntariky reports to the Head Office the proceedings of a meeting held with the customers in the Branch. So no reference to the letter of authorization in required.

b) Mention the time and date of the meeting, how many customers were invited, how they were informed of the meeting and how many actually attended it, etc.,
c) Explain the purpose of the meeting.
d) Give details of the customer response/complaints/grievances etc.
e) Give details of your explanations/ steps proposed to be taken to improve the customer service.
f) If the meeting was also utilized as a business promotion opportunity, give details.
g) Give your specific recommendations to the Head Office.

Example - 3:

Report of a company secretary on general inefficiency and negligence of duty by the staff in a branch office.

Comments:

Company secretaries and executives are often required to visit branch office and report on general complaints of inefficiency. While drafting such a report, take care of the following points:

a) Refer to the Resolution or order authorizing you to visit the branch office and submit it the report.
b) Spell out the kind of inefficiency and negligence of duty were required to investigate. It could include: (i) lack of Punctuality; (ii) Lack of prompt service to customer; (iii) Lack of prompt after - sales service in case of refrigerators. TVS etc; (iv) inefficiency in the maintenance of records; (v) inefficiency in prompt handling of correspondence; (vi) inefficiency in prompt execution of orders; (vii) Care lessness in execution of orders so that customers do not always get when they have ordered.
c) Explain what you did to ascertain, the truth about these complaints; (i) you talked to Branch Manager, employees or workers; (ii) You went through the files and looked into the written complaints of the customers, checked the dates on which the orders were received and executed etc., (iii) you had a direct talk with the customers; (vi) you paid a surprise visit to the office or the factory to see whether punctuality was being observed.

d) **List your findings:** (i) the staff might be inefficient on account of the inefficiency of Branch Manager, (ii) the staff might be feeling better against the Branch Manager because of his generally rude or partial treatment; (iii) engineers engaged to give after sales service might not be properly qualified; (iv) careless maintenance of office record might be responsible for inefficient handling of correspondence.

e) Now clearly give your recommendations. The recommendations will f course depand upon the nature of findings. You might recommend the transfer of the Branch Manager of the dismissal of inadequately qualified engineers or you might recommend the introduction of some different system. Perhaps inefficiency was due to the over work, then you would naturally recommend the recruitment of additional staff.

Example - 4:

A sale manger's report on increasing competition from rival enterprises and to overcome it.

Comments:

a) Refer to the letter assigning you the task of submitting the report.

b) You can briefly mention that the sales have gone down owing to competition from rival enterprises. You can refer to the sales report already submitted to indicate the extend of decline, but there is no need to mention these details here.

c) Analysed all the probable causes responsible for fall in sales. Explain the type competition being offered by the rival enterprises, whether they have quality offer. Or their sales organixation is better, or their publicity campaign is more effective.

d) Give your recommendations in the light of this analysis.

Example - 5:

A company secretary's report on a proposal for the reorganization of the office.

Comments:

As a company expands its activities, the volume of works increases. This increase is never proportionately increases disturbed over the various sections. While the pressure increase on the accounts, correspondences and records departments, the work in the shares

transfer department is usually lightened. This necessitates occasional reorganization of the office.

a) Clearly mention your views on the imbalance, dealing in detail with the various departments.
b) If some alternations in the building can offer additional accommodation, they may also suggested.
c) The reorganization proposals should be put forward in such a manner that the concerned departmental heads are neither inconvenienced nor offened. In fact it would be better in consult them before making any suggestions to the Board of Directors.

Example - 6 :

A representative's periodic report.

Comments:

Sales representatives are required to send weekly or fortnightly reports to their sales manager at the Hero Office. These are routine reports giving details of the orders booked and the cash collected. But sometimes there may be certain developments threatening the company's business or certain opportunities that many be profitably exploited. They have to be intimated to the Head Office. Sometimes, while visiting various stations, the representative may meet certain dealers who are dissatisfied with the products or who have not received the goods in proper Office seeking clarifications and instructions.

Example - 8:

Report by a Sub-Committee of directors to enquire into the possibilities of setting up a new cold storage accompanied by a note of dissent.

Comments:

a) Give the terms of reference.
b) Explain why wetting up a cold storage at this place will be a profitable proportion.
c) If a suitable site is available, give the details.
d) Give your recommendations.
e) The dissenting member records his note of dissent separately. He does not sign the main report. He signs only his note of dissent. The note of dissent by no means indicates that the main report will be rejected; it simply means that the dissenting members desires to be free from any responsibility in the decision taken on the basis of this report.

Report by Board of Directors:

Example - 9:

Director's Report to be submitted to the share holders along with the notice of the Annual General Meeting.

The Directors Report is sent to all the share holders along with copies of the annual audited statement of accounts and the balance sheet generally in the form of a booklet just before the Annual General Meeting.

Report by Committees:

Example - 7:

Report of Sub-committee of directors on declining sales with suggestions to promote them.

Comments:

a) It is a formal report and has to be carefully prepared since the future policy of the company will largely depend on it.
b) Refer to the resolution of the Board of Directors according t which the Sub-Committee has been appointed.
c) Make a mention of the work done - Scrutiny of the sales reports and other important files. Personal interviews with important customers, detailed study of the market.

d) Enlist the causes responsible for the details in sale in a systematic manner - Devote a separate paragraph to every cause - general depression in the market, competition of the rival enterprises, decline in the quality of the goods of the company, lack of proper sales organization, inefficient publicity etc.,
e) Now give your recommendation, again in systematic manner.
f) If desirable, a covering letter can be written in the forms of a booklet just before the Annual General Meeting.

The following facts are to be included in such a report:

a) Give an account of the working of the company during the year under review under suitable sub-headings like production, sales, finance, profits, exports etc.,
b) If there has been any other achievement of the company during the period - branch expansion, diversification of business, modernisation of plant, addition equipment, change of premises, etc - make a note of it.
c) Briefly mention future prospects making a special note of any plans or problems.
d) Refer to the details relating to any change in the directors caused by resignation, retirement or death. Make a mention of the newly elected directors.
e) End your report with a note of appreciation of the works done by your colleagues & employees.

Modern forms of Communication – Fax, Email and Videoconferencing

The technological advances of the past few decades have made it possible to transmit printed messages, pictures and even live performances to all comers of the world with speed.

With a single touch, you can send communications to a number of destinations. Not only large business houses but even medium and small ones use them in their day-to-day working. Among such means are fax, internet/email and videoconferencing.

Fax:

Just as the conventional telephone carries voice, a fax or facsimile machine carries printed messages (words and pictures in photocopy form) from the sender instrument to the receiver instrument.

The sender of a fax message prepares the copy on a sheet (generally no larger than A4 size) which can be fed into the fax machine. He dials the destination number, gets the fax tone and feeds the message into the machine.

The printed message is converted into electronic signals as the paper rolls through the fax machine. This message is received in the same form at the other end on the paper roll that is attached to the machine.

Advantages of Fax in Communication

Universal Method of Communication: The fax machine has made it possible to send copies of important documents including certificates, testimonials, degrees, agreements, contracts etc. from one place to another at the speed of a telephone call. For this reason, it is universally used method of communication.

Sending Message Directly by Computer: If a document is generated on computer, it can be sent directly using a fax modem, bypassing the need to print the document first.

Advantage over Telex: Charts, graphs and other visuals cannot be sent through telex but they can be easily sent thorough fax.

Quickest Means of Communication: Fax is one of the quickest means of transmitting information. In fax, the finally prepared document is inserted in the machine and almost instantly copy of the document comes out at the receiving end.

Disadvantages:

(a) It is expensive compared to email and post.

(b) Sometimes the reception is blurred due to channel defects or mechanical failure at either end.

(d) At the receiving end, the message is printed at the receiver's cost. In case unwanted messages pour in, the receiver has to bear the cost.

Internet and e-mail:

Internet is an international computer network that links computers from sectors such as government agencies, business houses, educational institutions and individuals. It receives information, stores it and allows it to be read on satisfying certain conditions.

Internet Service Providers (ISPs) allow one to create the e-mail ID free, hoping to recover the cost through the ads to which the user is exposed during the use of email. Note the use of only lower case (small) alphabets email in IDs.

Every time the user wants to send messages or check the incoming mail, he can reach his ID by typing a password which makes the mail account private. However, once you have submitted to the mechanism of email you do not know who might read this “private” information far away. As such email does not guarantee 100% secrecy.

Advantages of emails

- Emails are easy to use. You can organize your daily **correspondence**, send and receive electronic messages and save them on computers.
- Emails are fast. They are **delivered** at once around the world. No other form of written communication is as fast as an email.
- The language used in emails is simple and **informal**.
- When you **reply** to an email you can **attach** the original message so that when you answer the **recipient** knows what you are talking about. This is important if you get hundreds of emails a day.
- It is possible to send **automated** emails with a certain text. In such a way it is possible to tell the sender that you are on vacation. These emails are called auto responders.
- Emails do not use paper. They are **environment** friendly and save a lot of trees from being cut down.
- Emails can also have pictures in them. You can send birthday cards or newsletters as emails.

Disadvantages of emails

- Emails may carry viruses. These are small programs that harm your computer system. They can read out your email address book and send themselves to a number of people around the world.
- Many people send unwanted emails to others. These are called spam mails. It takes a lot of time to **filter out** the unwanted emails from those that are really important.
- Emails cannot really be used for official business documents. They may be lost and you cannot **sign** them.
- Your mailbox may get **flooded** with emails after a certain time so you have to empty it from time to time.

Videoconferencing

Videoconferencing, however, is the closest it gets to seeing and hearing one another without being present together. The technologies used in a videoconference are: monitor screen,

camera, microphone, codec (compressor-decompress or), equipment control pad at each location, and internet connectivity. With the passage of time, this is becoming more popular and easier to use. You often see it in TV interviews.

You often see it in TV interviews. For a videoconference, the participants get into a special room at their respective locations, equipped with the gadgetry. They can see, hear, speak to others and show exhibits without physical presence together.

Advantages of video conferencing

1. No time constraint: Video conferencing can be conducted at any time of the day. Time differences between countries do not matter when people use this method of communication because they do not actually need to travel to attend meetings.

2. Dramatic travel saving: Not only is video conferencing a direct replacement for many in-person business trip, but also there is virtually no cost for people to be involved in a virtual meeting, you can easily bring the right them together.

3. Easy communication: People can use video conferencing to communicate with anyone with HD video and other collaboration tools such as whiteboard, text exchange, file sharing, media sharing, screen sharing, remote control, electronic voting, conference recording etc.

4. Increased productivity: By eliminating time and district barriers, meetings can be hold anytime, anywhere with anyone. In this way, meetings are shorter and more effective. And also with the rich collaboration tools, decisions can be made faster.

Disadvantages of video conferencing

1. Lack of personal interaction: Some meetings require a personal touch to be successful. Video conferencing can be less personal than meeting face to face, and it can be possible to miss out on vital body language when you’re struggling with a pixelated image or stuttering video.

2.Technical problems: The major disadvantages are the technical difficulties associated with smooth transmissions that could result from software, hardware or network failure. Remote connections are sometimes known to be hampered by environmental changes. On some occasions, the absence of technical support personnel creates difficulty for participants who are unfamiliar with the videoconferencing technological concepts.

3. International time zones: One of the very real disadvantages of using video conferencing is that if you communicate regularly with people in other countries you will be available at different times to them. Unfortunately without the skills of a time lord there’s not really a practical way to overcome this.

4. High cost of setup: Setting up video conferencing in an office can be a bit expensive for small-sized companies. Simple features can fit into the budget, but if advanced features are required, then a substantial amount of expenditure must be done.