Communication and collaboration

F2 offers various channels of communication when working with both colleagues and external recipients. Your choice of channel depends on who you are working with and whether your intent is to collaborate, to inform, or to share knowledge.

CHAT

Use a chat to...
- ask for informal feedback.
- give a colleague access to a record.
- share information.

When you chat on a record it is opened for editing, allowing chat participants to collaborate with you on its content.

When registering a record the chat is not included, so a chat is not suitable for case work.

EMAIL

Use an email to...
- communicate with external recipients.
- send an internal briefing.
- document a correspondence.

The email function in F2 is similar to other email clients. The content of sent emails is locked for editing. If an email is attached to a case, incoming replies will be attached as well.

If you are unsure whether to use a chat or an email, choose the latter.

NOTE

Use a note to...
- Share information internally.
- Highlight important record content.
- Facilitate knowledge sharing with everyone who has access to the record or case.

You can add a note to a record or a case which anyone with access will be able to read. A special privilege is required to delete notes.

ALLOCATION OF RESPONSIBILITY

Allocate the responsibility for a record to...
- Place a task with another user.
- Share the responsibility with a supplementary case manager.
- Avoid forwarding records and thus locking their content.

You can allocate the responsibility for a record by changing the responsible user or adding a supplementary case manager. Do this to place the formal responsibility for a record with a colleague or unit.

The record will appear in the recipient's inbox when you use the chat, mail, and allocation channels and when you add a note recipient on a note on a record.