

Realtime collaboration use cases

Type	Predominant mode	Key distinctive features	Typical app
Ongoing Team collaboration on projects	1 to 1, many to many or emergent	Presence, and can escalate to audio / video / screensharing as needed	Skype or Telegram
Meetings / conference calls	Many to many	Meeting notes (meeting agenda, and live collaborative note taking for decisions)	Etherpad + phone call, or Jitsi Meet
Webinars / Scheduled Course	1 to many	Presentation and whiteboard	BigBlueButton
Community presence and support	many to many	web interface and desktop/mobile clients	IRC or Matrix
Help desk for team members (Remote Assist)	1 to 1, but can be transferred	Share screen and remote control. Easier to install software on their computer. Team member must give permission to take control of computer (ex: for 30 minutes)	TeamViewer
Help desk for customers	1 to 1, but can be transferred	To route request to someone who is available. Canned responses. Difficult to install software on their computer.	Openfire Fastpath . See also WebMeet
Remote Management	1 to no one or 1 to 1	Remote login and management, even unattended	VNC / Guacamole / RDP / MeshCentral has an .exe called 'assistant' that can be used to control computer without installing or running as admin.
Telepresence			