

Using Teams Voice Notes to send messages on the go

What are Mobile Voice Notes?

The Voice Note functionality within the Teams mobile app allows users to record and send voice memos to individual or group chats; sharing messages in a more personal manner than more traditional forms of communication. Voice messages can help convey tone, and can be quicker to share than typed messages.

Use Case

Dorset CCG has shown how using Voice Notes has at times removed the need for scheduling multiple meetings and helped improve communication and relationships in their teams.

Most recently, the CCG came together on a collaborative project with another organisation, which saw a mix of members located across the country. The team started using Voice Notes to send audio messages, sharing daily updates and progress with the team. They noticed people would respond faster to a voice note on their phone than an email which might need more time to write out.

Voice Notes helped the team convey key messages quickly. It also ensured that the impact of tone and emotion was not lost, so that despite working remotely and not being able to come together often, they still felt like they were a part of a team.

When to use Teams Voice Notes

Voice notes offers an opportunity for on-the-go, dynamic and more informal communication where calls and meetings might not be needed.

For Teams guidance and support visit:
<https://support.nhs.net/>



I can't always put in a call with senior team members but I know if I were to send a 10/20 second audio message, they would listen to it, get the point and respond to me so it's much more on-the-go than sitting down and putting half an hour in the diary – it makes things a lot easier.



Crystal, Dorset CCG

Key Benefits



Using your **NHS.net** account means you can talk to other organisations across the NHS, searching for and finding the people you need, quickly.



Record and **send voice memos** with the click of a button, sharing messages and updates on the go.



Voice Notes helps maintain a **social and human element to your messages**, allowing you to send snippets of information without the tone of voice.



Boost **team morale** and introduce an alternative to typed communication using voice notes to personalise messages.



Reduce time spent on meetings where they might not be needed, and organising by **communicating on the go**.