

INSTANT MESSAGING

E-MAIL

It provides information.

It provides information and describes its context (giving more details, explaining reason why...).

You can add information in further messages.

you try to put all information in one e-mail.

It is usually short.

It can be long.

Usually used for informal chat.

Usually used for professional chat.

You can delete your message also for the other person.

Once you send it, the other will receive it.

You can use emojis, gif and stickers.

You usually don't use emojis. Pictures and videos can be sent in form of attachment or a link.

You can send voice-messages and video-messages.

You need to write down a text-message.

It is synchronous: you expect an instant reply.

It is asynchronous: you know the reply might arrive some hours or days later.

You don't start all IM with greetings and you don't need to write the name of the receiver.

You usually open your e-mail with greeting the other and you address the message explicitly to that person, writing their name in the first line.

You don't sign your message.

You insert a sign-off and your name as signature.

You just write your message.

You insert a summary in the object line.