

IT Services for Video Conferencing and Chat

CERN IT Department provides services for video conferencing and chat. The default supported solutions are **Zoom** for video conferences and meetings, and **Mattermost** for chat. In addition, Microsoft **Teams** is provided as a complement for specific use cases where Zoom and Mattermost are not suitable.

Zoom:

Zoom is a cloud based collaboration service for video calls, conferences, direct messaging, screen sharing, recording and transcription, as well as AI-assisted meeting summaries. Zoom is fully integrated with CERN's audiovisual equipped meeting rooms. Zoom integration is provided within CERN collaboration services including Indico and Mattermost. For large-scale webinars at CERN, the [CERN Live Events](#) (Webcast) service should be used.

Service documentation can be accessed here: <https://videoconference.docs.cern.ch/>

Mattermost:

The Mattermost service (hosted at CERN) provides a chat system to the CERN community. Its main purpose is to provide a place for professional communication among colleagues and external collaborators. Mattermost offers group chats, direct messaging, threaded conversations, file sharing, as well as screen sharing. Mattermost is integrated with Zoom, Indico, and CERNphone, and provides workflow automation and integration with DevOps and support tools like ServiceNow, Jira, GitHub, and GitLab for team collaboration.

Service documentation can be accessed here: <https://mattermost.docs.cern.ch/>

MS Teams:

Microsoft Teams is a cloud-based solution supporting video calls, screen sharing, direct messages and group chats, as well as file sharing and collaborative work via Microsoft M365 application integration.

A limited Microsoft Teams service setup is available for use cases in which using Mattermost and/or Zoom is not suitable. This includes the following:

- Users requiring to join external collaborations that are using Microsoft Teams;
- Users setting up collaborations with external partners who cannot use Zoom;
- User communities for which having audio/video, group chats and collaborative document editing *all within a single application* is a critical requirement.

Any other use case should rely on Mattermost and/or Zoom.

Service documentation and limitations can be accessed here: <https://teams.docs.cern.ch/>