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### Communication channels: Capturing critical conversations

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By Teri Quimby, JD, LLM

It's going to happen; we can't avoid it. As humans, we look forward to the next new thing—especially if it makes life easier or more fun. With a quick download from the app store, our fingertips are empowered to use innovative third-party platform apps like Confide, iMessage, Signal, Slack, Telegram, or WhatsApp. For those unfamiliar, features in these tech trends include the automatic erasure of conversations. That makes the use of these apps in the workplace a growing concern. When the need arises for a record, there isn't one to produce.

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