

# Elevate text discussions to voice conversations with Calls

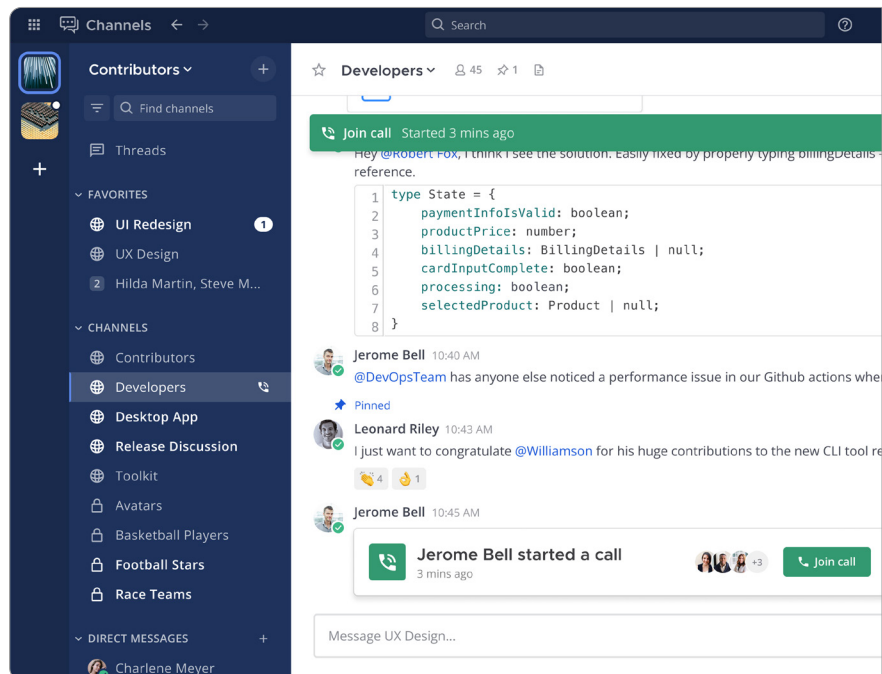
Mattermost Calls make it easy for teams to adapt their communication to a wider variety of situations by launching secure audio calls with screensharing capabilities in any Mattermost Channel, direct message, or group message.

## The challenge

To swiftly triage issues, respond to incidents, and work through routine and ad-hoc processes, teams need to be able to easily elevate conversations to voice discussions without having to jump to another platform or integrate any more tools into their collaboration suite.

## Calls in action

Calls makes voice chat and screensharing frictionless by offering a quick way to meet with established groups in Mattermost. Whether teams need to launch incident war rooms, brainstorm ideas, or pair program, Calls makes it possible — all in just one click.



### Incident resolution

- Kick off a bridge call in a playbook channel
- Hold triage sessions on a live line to talk through issues quickly
- Join from anywhere on mobile in a critical situation
- Call transcripts and summaries for quick reference and follow-up

### Share technical work

- Pair program on a call in a direct message.
- Use screensharing to demo new features to the team
- Collect feedback in the call thread and refer to it later
- High scalability with RTCD service and Kubernetes deployment

### Secure comms

- Trust the same platform for voice and text
- Configure granular permissions and LDAP groups
- Highly scalable in self-hosted deployments
- Live captioning to ensure clear communication

# Built to support operational team collaboration

Mattermost Calls empowers technical teams with a fast and easy way to connect via voice for standups, quick check-ins, and problem-solving conversations. Easily share screens in one click to provide critical context quickly and easily.



## Centralize operations

Quickly start a team call for your existing channel without configuring invites or relying on external services.

- ✓ One-click Start a Call button in every channel
- ✓ Screenshot with the group
- ✓ Comment on the call threads in-channel
- ✓ Centralized alerts and notifications
- ✓ Host controls for call management



## Switch to voice seamlessly

Work keeps flowing with in-platform calls alongside threads and playbooks.

- ✓ Keyboard shortcuts and slash commands to launch, manage, and exit the call
- ✓ Emoji react and hand-raise in the call
- ✓ 1:1 calls and group calls for versatile communication



## Collaborate in real time

Effectively leverage synchronous time with focused interactions.

- ✓ Align teams with visual demos
- ✓ Resolve problems in sensitive situations
- ✓ Join and interact with calls on mobile
- ✓ Recording and live captioning for enhanced collaboration



## Integrated video meeting functionality

Join Pexip video meetings from any channel — without leaving Mattermost.

- ✓ Launch group and 1:1 video calls via Pexip within Mattermost
- ✓ Interoperable with meeting platforms including Zoom, Cisco WebEx, Google Meet, and Microsoft Teams



## Learn more about Mattermost

Increase speed, efficiency, and reliability without compromising on security.

[Talk to an expert »](#)