

Seminar/ILT – Skype for Business 365

Course Length: 2 hour seminar or ½ day instructor-led training

Overview: The skills and knowledge acquired in this course are sufficient to be able to work proficiently with all the main elements of Skype for Business 365. This includes getting started with Skype for Business, working with contacts, instant messaging, Skype for Business meetings using Outlook, presentation tools, notetaking with OneNote, and working with Skype for Business settings.

Skills Gained: On completion of this course students should be able to:

- understand Skype for Business, its features and how it can be used
- add and work with contacts in Skype for Business
- understand and work with instant messages
- work with audio and video features
- create and join meetings in Skype for Business
- understand, work with and modify the Skype for Business meeting options
- use the presentation tools
- get started with notetaking in Skype for Business

Key Topics:

Getting Started with Skype for Business

- What is Skype for Business?
- Sign in to Skype for Business
- The Skype for Business Window
- Presence Indicator
 - Presence Status
- What's Happening Today
- Location
- Out-of-Office Message Displaying in Skype for Business
- Skype for Business Menu

Skype for Business Contacts

- Contacts
- Finding and Adding Contacts From Within Your Organisation
- Working with the Contact Card
- Adding a Contact to Favourites
- Creating a New Group
- Working with Groups
- Tagging for Status Change Alerts
- Editing a Contact Card
- Contact Card Personalisation
- Status
- New Contacts
- Changing the Privacy Status of Contacts

Instant Messaging

- Sending Instant Messages
- The Conversation Window
- Replying to Instant Messages
- Adding Contacts to the Conversation
- Working with Sharing Files
- Message Alerts

- Conversation History
- Resuming a Conversation
- Viewing Conversation History In Outlook

Audio

- Make a Call
- Make a Voice Call from Contacts
 - Make a Voice Call from the Keypad
- Start a Conference Call
- Mute and Unmute
- Transfer a Call
- Answer a Call
- Voicemail
 - Managing your Voicemail
 - Changing your Greeting

Video

- Video Call
 - Video Setup
 - Start a Video Call from the Contacts List
 - Preview Video
 - Video Controls and Views

Meetings

- Schedule an Online Meeting
- Understanding Meeting Options
- PIN for Meetings
- Joining a Meeting
 - Join Meeting Audio
- Quick Skype for Business Menu
- Online Meeting Best Practise

Presenting

- Sharing the Desktop or Program
- Giving Others Control of the Desktop
 - Take Control of Others' Desktop
- Share a PowerPoint Presentation
 - Understand the Presentation Screen
- Meeting Options
- Presentable Content Permissions
- Participant Actions
- Skype Meeting Options
 - Record a Presentation
- Shared Notes with OneNote
- Attach a File and Manage Attachments
- Create a Whiteboard
 - Using Annotation Tools
- Create and Manage a Poll
 - Show or Hide a Poll
 - Close a Poll
 - Remove a Poll
- Manage Questions with Q&A
- Creating an Impromptu Meeting with Meet Now

Target Audience:

This course is designed for users who are keen to learn how to use the many features of Skype for Business in a collaborative environment.

Prerequisites:

This course assumes little or no knowledge of Skype for Business 365. However, it would be beneficial to have a general understanding of computers, Windows operating systems, unified communications, and Microsoft Office.

We can also deliver and customise these training courses for larger groups – saving your organisation time, money and resources. For more information, please contact us on 1800 853 276.