

## Seminar – Skype for Business 365

**Course Length:** 90 minute seminar

**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, and presentation tools.

**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 features
- create and join meetings in Skype for Business
- use the presentation tools

### 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

#### Instant Messaging

- Sending Instant Messages
- Add Audio to Instant Message
- The Conversation Window
- Replying to Instant Messages

#### 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

#### Meetings

- Schedule an Online Meeting
- Join a Skype Meeting
- Understanding Meeting Options

#### 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.***