



❖ General Description

The skills and knowledge acquired in **Microsoft Skype For Business** are sufficient to be able to work with the basic elements of Skype for Business, including adding and working with contacts, sending and receiving calls and instant messages, using the presenting features, and working with Skype for Business settings.

❖ Learning Outcomes

At the completion of this course you should be able to:

- gain an understanding of **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 in **Skype for Business**
- create and join meetings in **Skype for Business**
- use the presenting tools
- understand and work with the **Skype for Business** mobile app
- understand, work with and modify **Skype for Business** options

❖ Prerequisites

Microsoft Skype For Business assumes little or no knowledge of the software. However, it would be beneficial to have a general understanding of personal computers and the Windows operating system environment.

❖ Topic Sheets

69 topics

❖ Methodology

The InFocus series of publications have been written with one topic per page. Topic sheets either contain relevant reference information, or detailed step-by-step instructions designed on a real-world case study scenario. Publications can be used for instructor-led training, self-paced learning, or a combination of the two.

❖ Formats Available

A4 Black and White, A5 Black and White (quantity order only), A5 Full Colour (quantity order only), Electronic Licence

❖ Companion Products

There are a number of complementary titles in the same series as this publication. Information about other relevant publications can be found on our website at www.watsoniapublishing.com.

This information sheet was produced on Thursday, August 31, 2017 and was accurate at the time of printing. Watsonia Publishing reserves its right to alter the content of the above courseware without notice.





INFOCUS COURSEWARE

Microsoft Skype For Business



Product Code: INF1725

ISBN: 978-1-925526-10-3

Contents

Getting Started With Skype

- What Is Skype for Business
- Skype for Business Features and Plans
- Starting Skype for Business in Windows 10
- Signing in to Skype for Business
- The Skype for Business Window
- Skype Presence and Status
- Changing the Profile Picture
- Glossary of Skype for Business Terms
- Accessing Help

Skype Contacts

- Adding Contacts
- Working With Contacts
- Working With the Contact Card
- Working With Groups
- Deleting Groups and Contacts
- Tagging for Status Change Alerts

Instant Messaging

- The Conversation Window
- Sending and Replying to Instant Messages
- Formatting Instant Messages
- Sharing Files
- Opening Shared Files
- Working With Views
- Resuming a Conversation

Working With Calls

- Placing a Call
- Working With the Call Window
- Receiving a Call
- Call Controls

Meetings

- Online Meeting Best Practise
- Setting Up Skype Meetings
- Creating a Meeting in Outlook
- Accepting a Meeting in Outlook
- Joining a Meeting
- Creating an Impromptu Meeting
- Recording Meetings
- Saving and Publishing Recordings
- Understanding Meeting Options
- Understanding Meeting Actions
- Using the Lobby

- Understanding the Skype for Business Web App
- Leaving a Meeting

Presenting

- Understanding Presenting
- Presenting the Desktop
- Controlling the Desktop
- Presenting a Program
- Working With a PowerPoint Presentation
- Annotating PowerPoint Presentations
- Managing PowerPoint Presentations
- Presenting the Whiteboard
- Creating a Poll
- Working With Polls
- Creating a Q & A
- Working With Q & A
- Co-Authoring a Document

The Skype for Business Mobile App

- The Conversations View
- Working With Contacts
- Instant Messaging in Skype Mobile
- Working With Conversations
- Working With My Info

Skype for Business Options

- Understanding Skype for Business Options
- Personalising Skype for Business
- Changing the Contacts List Display Options
- File Locations



47 Greenaway Street
Bulleen VIC 3105
Australia
ABN 64 060 335 748

Phone: (+61) 3 9851 4000
Fax: (+61) 3 9851 4001
info@watsoniapublishing.com
www.watsoniapublishing.com

Product Information