

A background image showing three business professionals in an office setting. On the left, a man in a light blue shirt is seen from the back. In the center, a woman with dark hair is smiling. On the right, a woman with glasses and a striped blazer is looking towards the left. They are seated at a desk with a laptop and a bowl of salad.

# Skype for Business(SfB)/Lync functionality

Microsoft IT Showcase Course

*Get ready to be what's next.*

# Agenda



## Capabilities

How Microsoft uses SfB/Lync  
Integration into Office and  
how this impacted work



# What is a SfB/Lync meeting?

Video, audio and web conferencing capabilities that are redefined and simplified

Enables great meeting experiences and collaboration

Accessible from virtually anywhere



# SfB/Lync Enterprise benefits

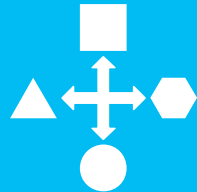


## Work from anywhere

Enable and improve mobile productivity

Communicate in real time with colleagues, customers and partners from virtually anywhere

SfB/Lync interoperability



## Connected experiences

Enable new ways of collaboration with voice and video using a single unified client

Share ideas and keep teams in sync

Reduce costs of video conferencing, telephony and travel



## Simpler to manage

Reduce costs through simplification and consolidation

Manage with common and familiar tools

Reduce total cost of ownership with integration and shared infrastructure



## Deployment flexibility

Accelerate adoption of online services

Reduce IT operations costs

Enables a path to unified communications – following a customer's blueprint

# Capabilities



- SfB/Lync capability profile
- Contact card
- User interface
- Presenter controls
- End user controls
- Q&A manager
- IM mute

# SfB/Lync capability profile

## SfB/Lync "IM/Presence" capabilities

- New Skype user interface (UI)
- Instant messaging
- PC-to-PC audio/video calling
- Click to communicate in Office
- Federation with SfB/Lync online/live
- Mac client
- Mobility – iPhone/Android (Lync 2013)
- Unread messaging tabbing
- File Transfer Preview via IM
- IM/Presence\* (through OWA)
- Updated emoticons
- Rate My Call

## SfB/Lync "Online Meeting" capabilities

- Multi-party PC audio/video
- Ad-hoc meetings
- Dial out to PSTN
- Desktop sharing
- Application sharing
- Scheduled meetings
- Quick Access call controls
- Call Monitor
- Audio conferencing provider PSTN dial-in in meetings
- Meeting content archiving

## SfB/Lync "Voice" capabilities

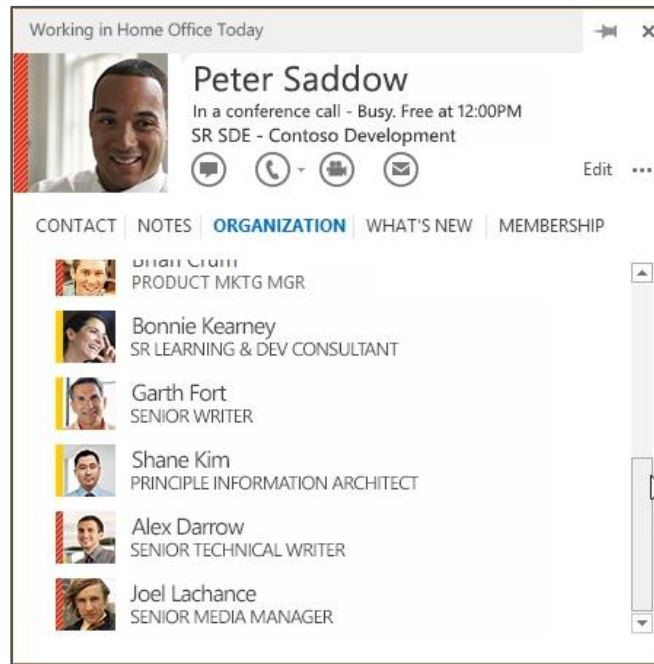
- Call via work (set at enterprise level)
- Call hold/retrieve/ transfer
- Call forwarding
- Voice mail (UM)
- USB peripherals
- Outside voice – mobile
- Delegation, team call

# Skype for Business contact card

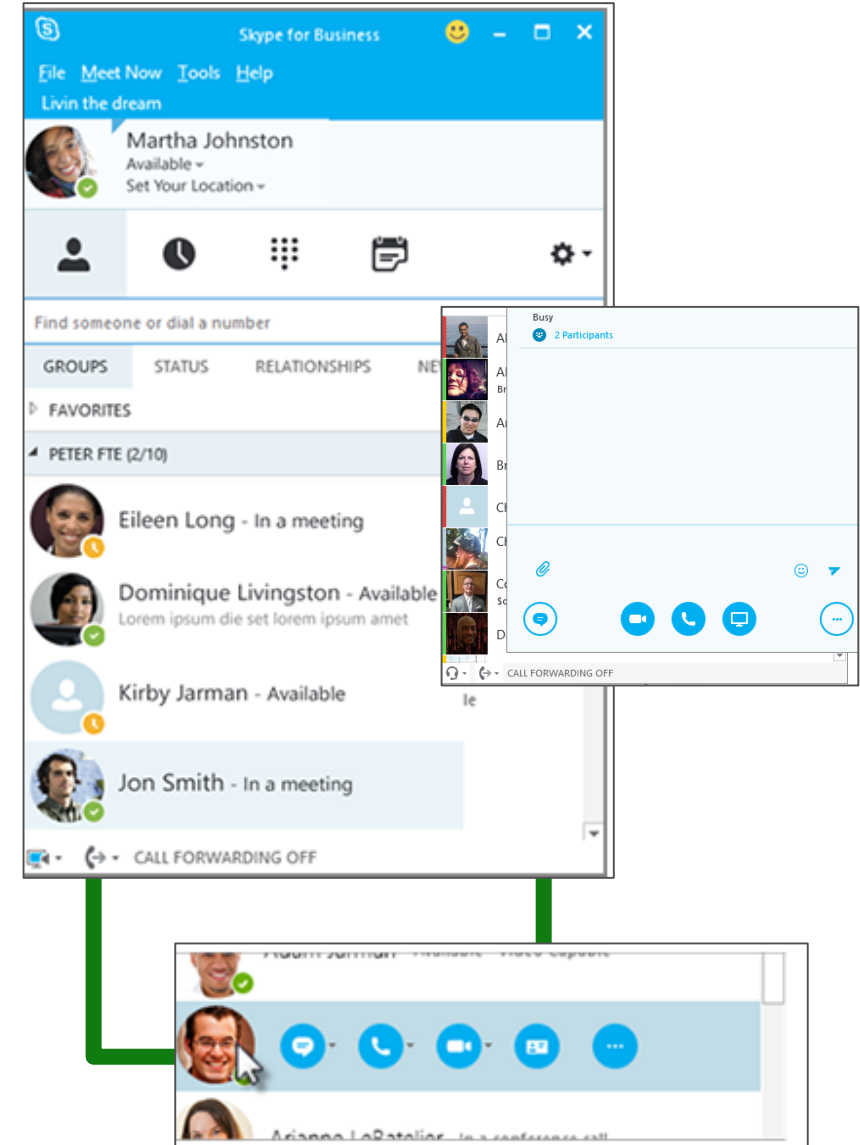
Single identity and shared contact card across business and social apps.

Connect people, communications, and the applications they use every day at work and home

Integration across Office and LOB applications

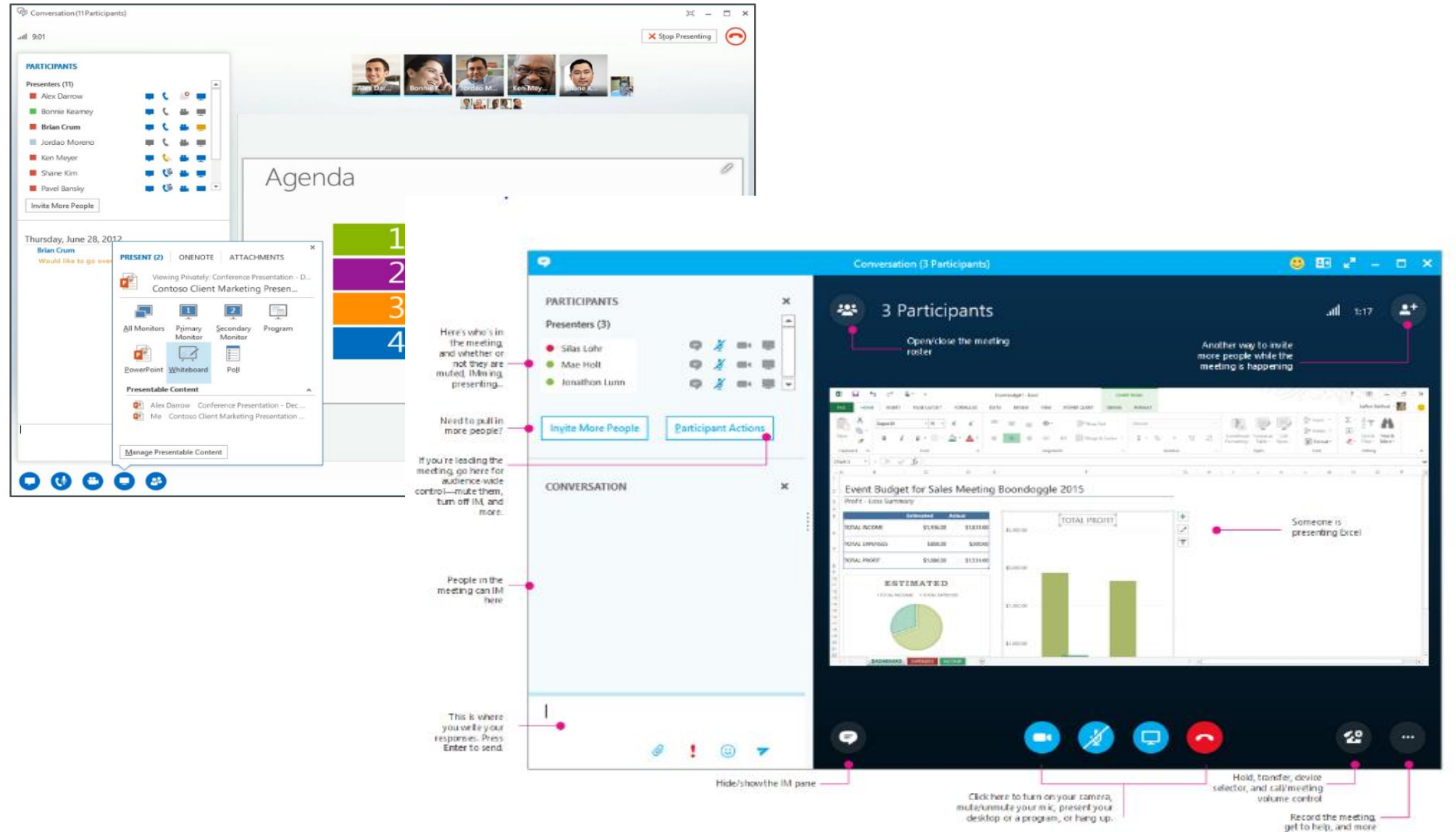


Integration  
across Office  
and LOB  
applications



# The Skype for Business user interface

See content and people together in a SfB/Lync meeting.





# Presenter controls

Presenter controls to optimize for meeting type. Enable great meeting experiences and collaboration.

The image displays the Lync Presenter Controls interface during a meeting. The main window, titled "Conversation(11 Participants)", shows a list of participants on the left and a "Stop Presenting" button on the right. The central area displays a presentation slide titled "Agenda" with four items:

- 1 What is Contoso Product?
- 2 Key considerations for UC strategy
- 3 Lync advantages
- 4 Next steps & resources

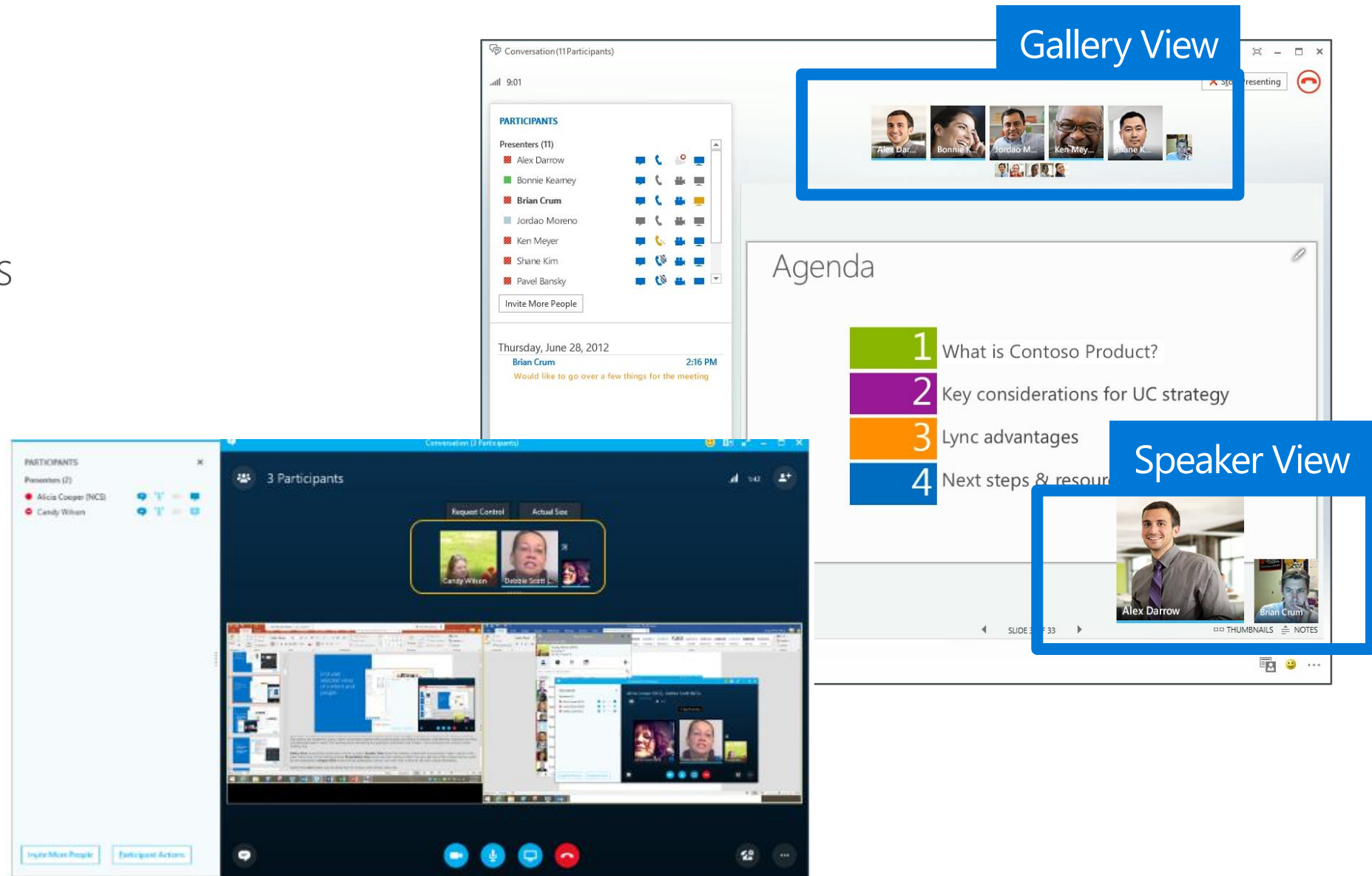
Below the agenda, it indicates "SLIDE 3 OF 33". A "PRESENT (2)" menu is open, showing options for "All Monitors", "Primary Monitor", "Secondary Monitor", and "Program". It also lists "PowerPoint", "Whiteboard", and "Poll" as available content types. The "Presentable Content" section shows two items: "Alex Darrow - Conference Presentation - Dec..." and "Me - Contoso Client Marketing Presentation...".

A "Present Desktop" dialog is also visible, showing three monitor options: "All Monitors", "Primary Monitor", and "Monitor 2". The "Primary Monitor" option is selected. Below these options, there is a preview of the desktop content. At the bottom of the dialog are "Present" and "Cancel" buttons.

# End user controls the view

End-user-selected views of content and people.

Enable great meeting experiences and collaboration.



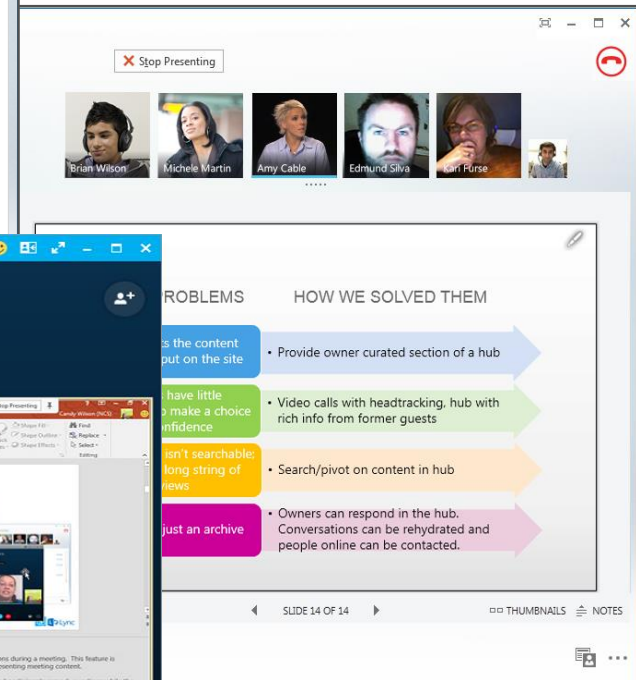
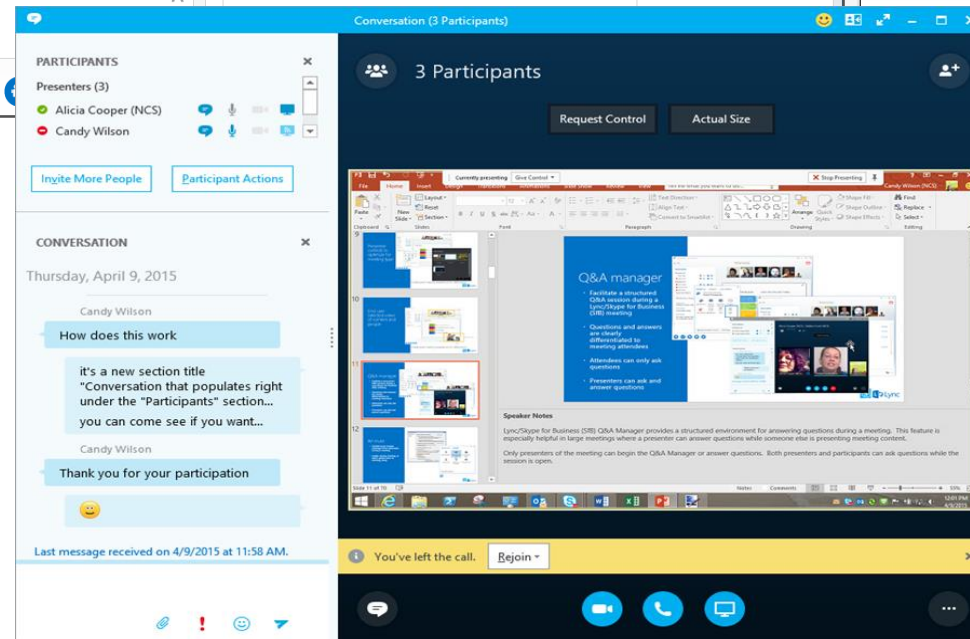
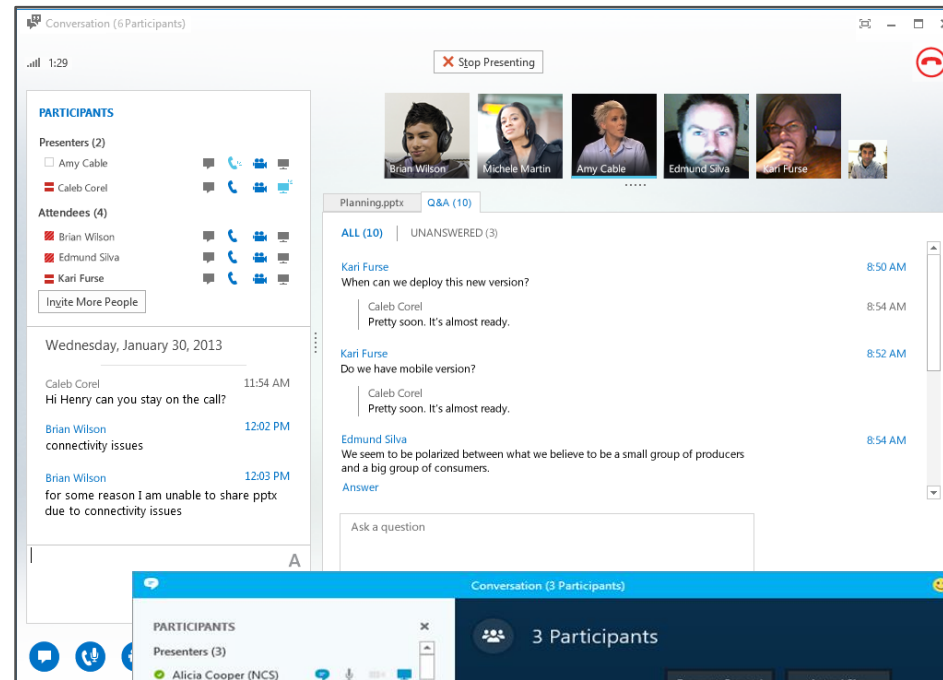
# Q&A manager

Facilitate a structured Q&A session during a SfB/Lync meeting.

Questions and answers are clearly differentiated to meeting attendees.

Attendees can only ask questions.

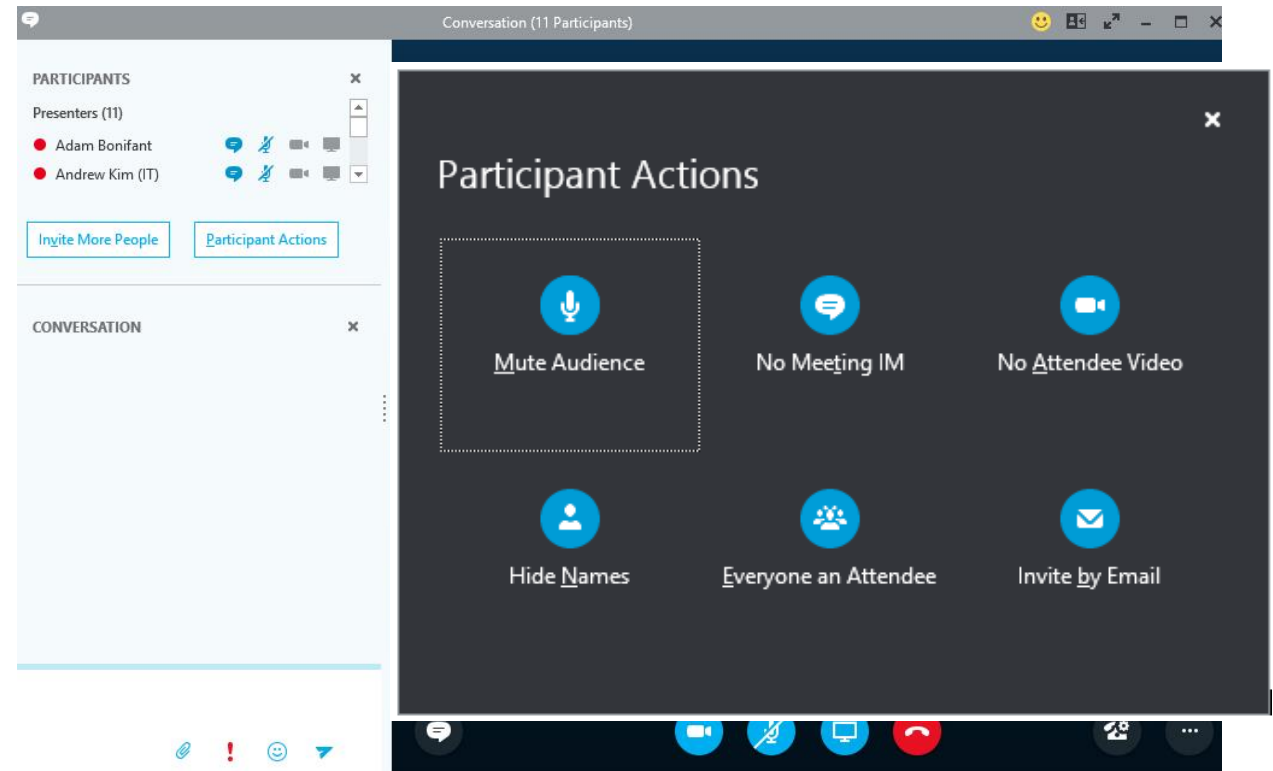
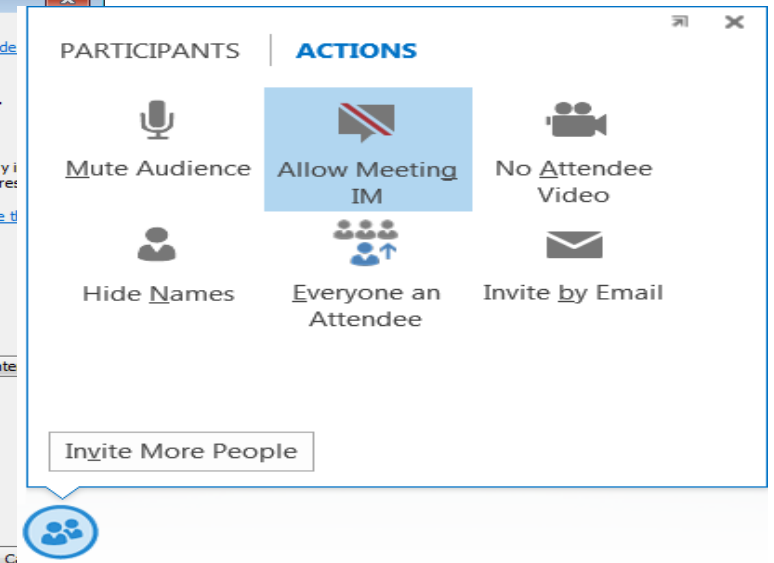
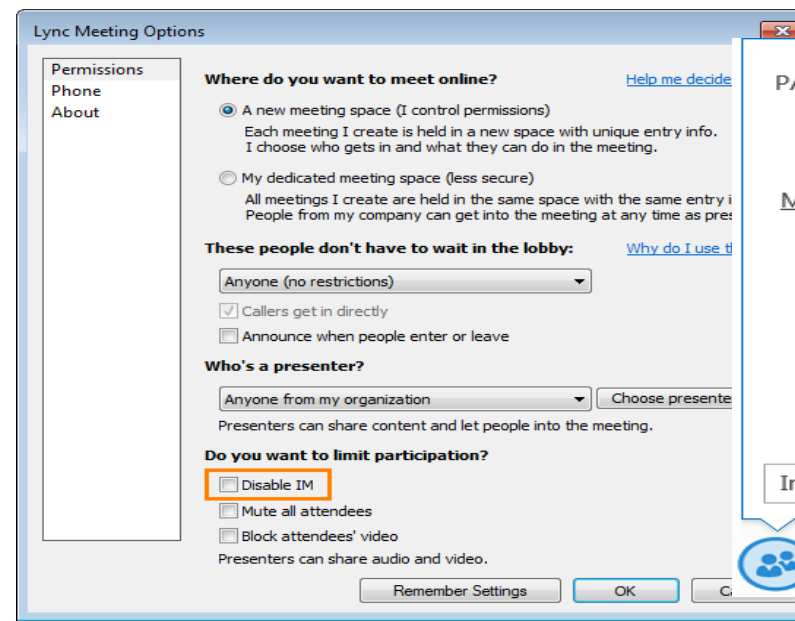
Presenters can ask and answer questions.



# IM mute

Disable/mute instant messages from attendees during a meeting.

Enable during meeting or select option in meeting setup.





# Summary

Skype for Business includes a large set of rich features that make using it an easy and effective experience for the end user.

# How Microsoft uses SfB/Lync



Rate my call  
Embedded images  
Spellcheck  
Emoticons  
Choice of clients  
Collaboration  
Peer-to-peer video

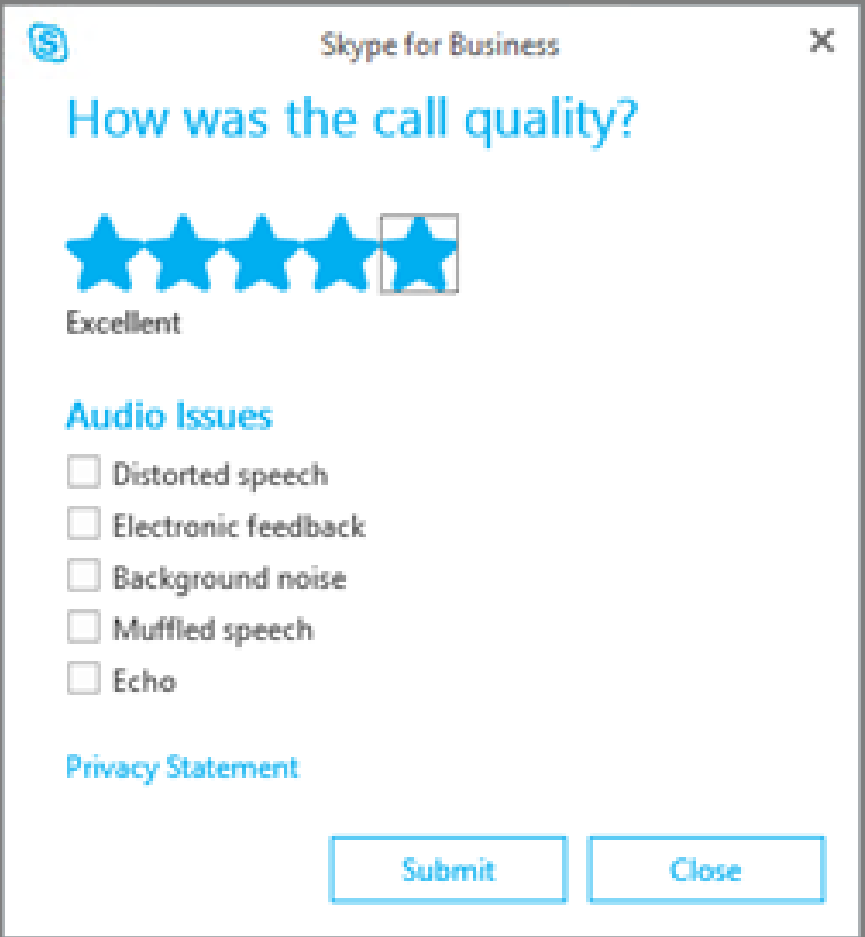
# Rate My Call

Random end user surveys via IM

Capture real time sentiment of the end user experience

Able to pull logs and triage issues proactively

Available for on-premises tenant only



A screenshot of a 'Skype for Business' survey window titled 'How was the call quality?'. The window has a title bar with the Skype logo, the text 'Skype for Business', and a close button. The main content area features a five-star rating system where all five stars are filled with blue. Below the stars, the word 'Excellent' is displayed. Underneath, there is a section titled 'Audio Issues' with five checkboxes, each followed by a text label: 'Distorted speech', 'Electronic feedback', 'Background noise', 'Muffled speech', and 'Echo'. All checkboxes are currently unchecked. At the bottom left of the survey area is a link labeled 'Privacy Statement'. At the bottom right are two buttons: 'Submit' and 'Close'.

Skype for Business

How was the call quality?

★★★★★

Excellent

**Audio Issues**

- ☐ Distorted speech
- ☐ Electronic feedback
- ☐ Background noise
- ☐ Muffled speech
- ☐ Echo

[Privacy Statement](#)

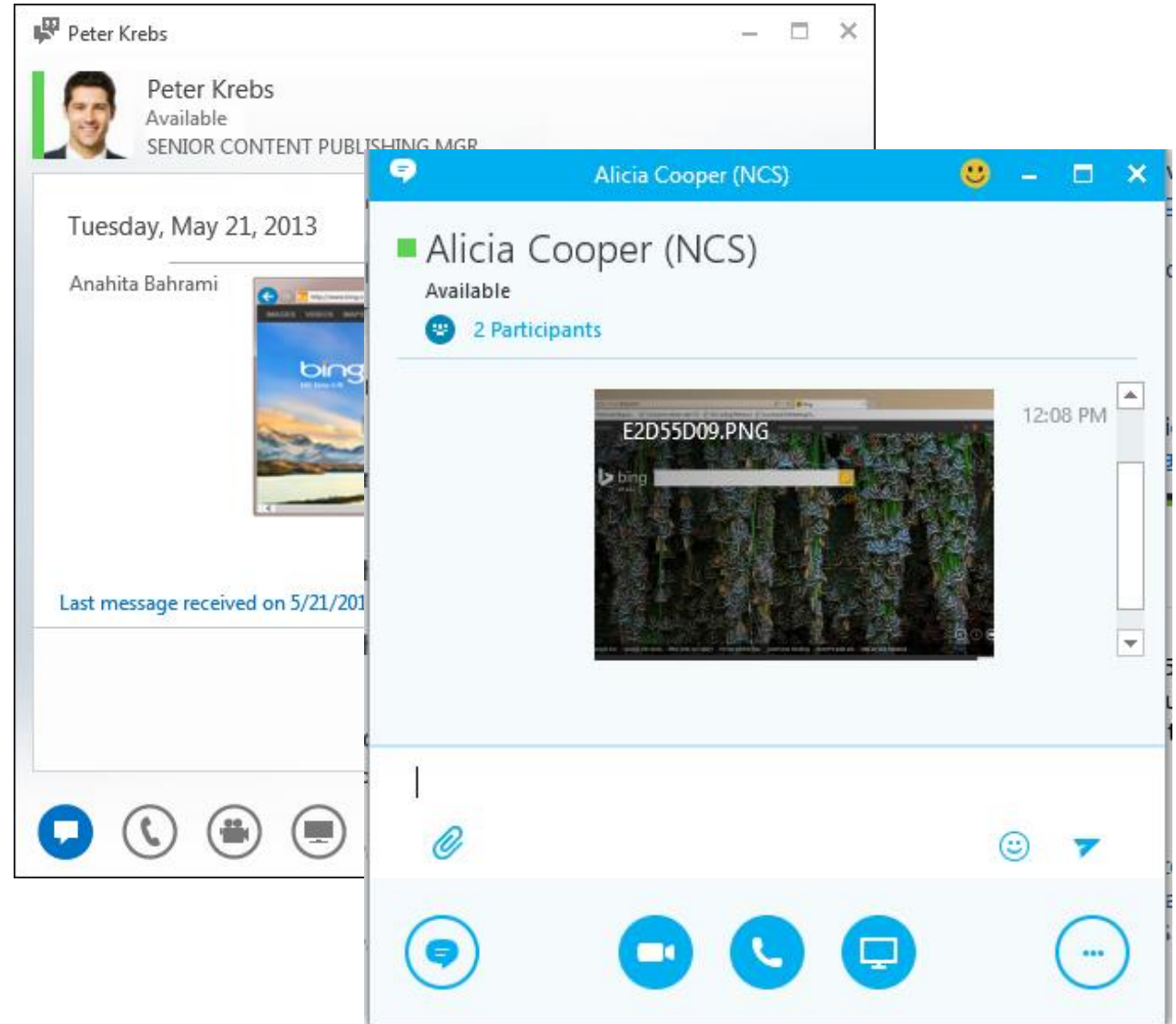
[Submit](#) [Close](#)

# Embedded images

Embed images in a P2P conversation

Copy/paste or drag-and-drop

Helps streamline dialog and maintain conversation flow

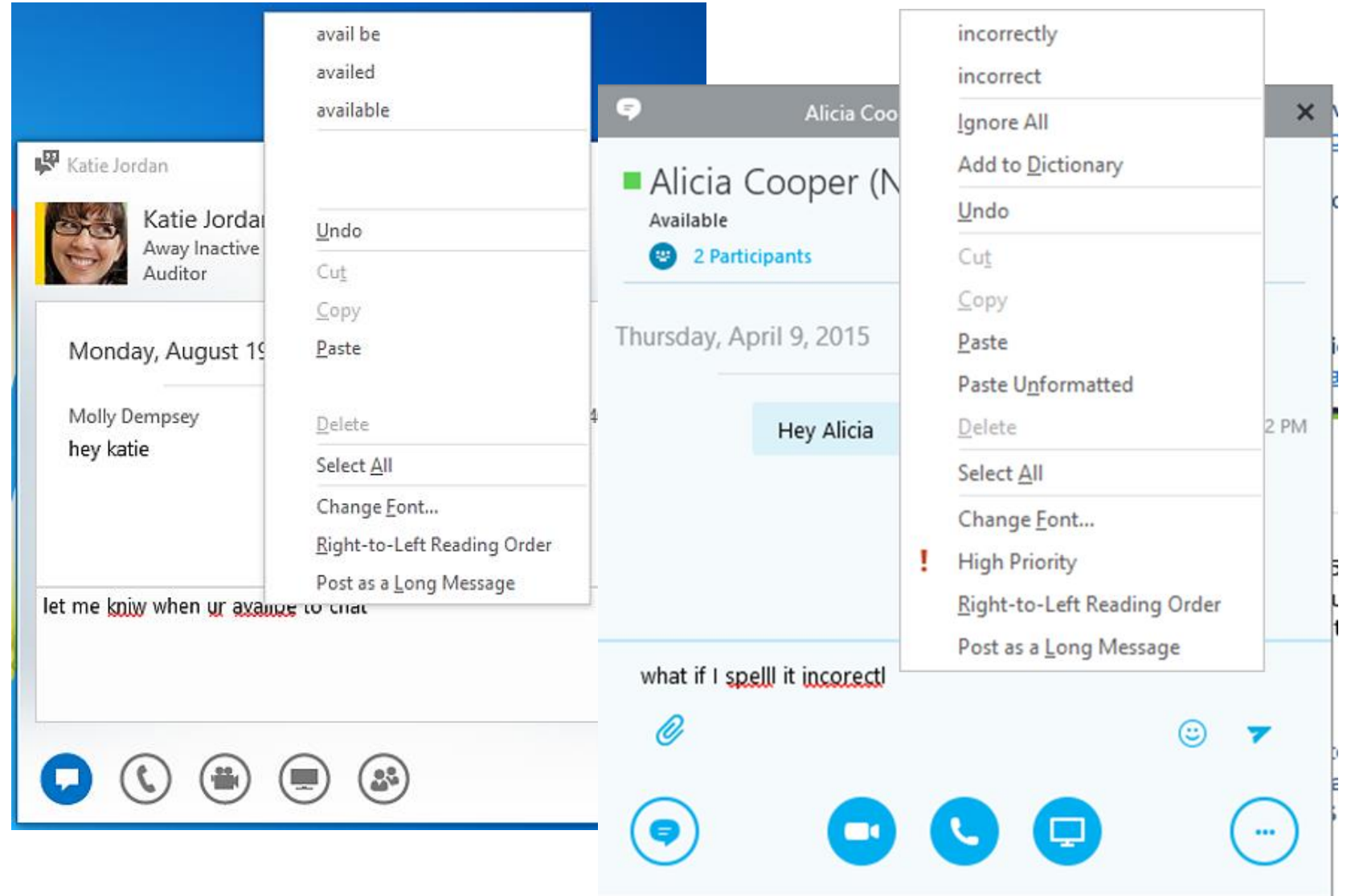




# SfB/Lync spellcheck

Integrated spellcheck  
within the IM window

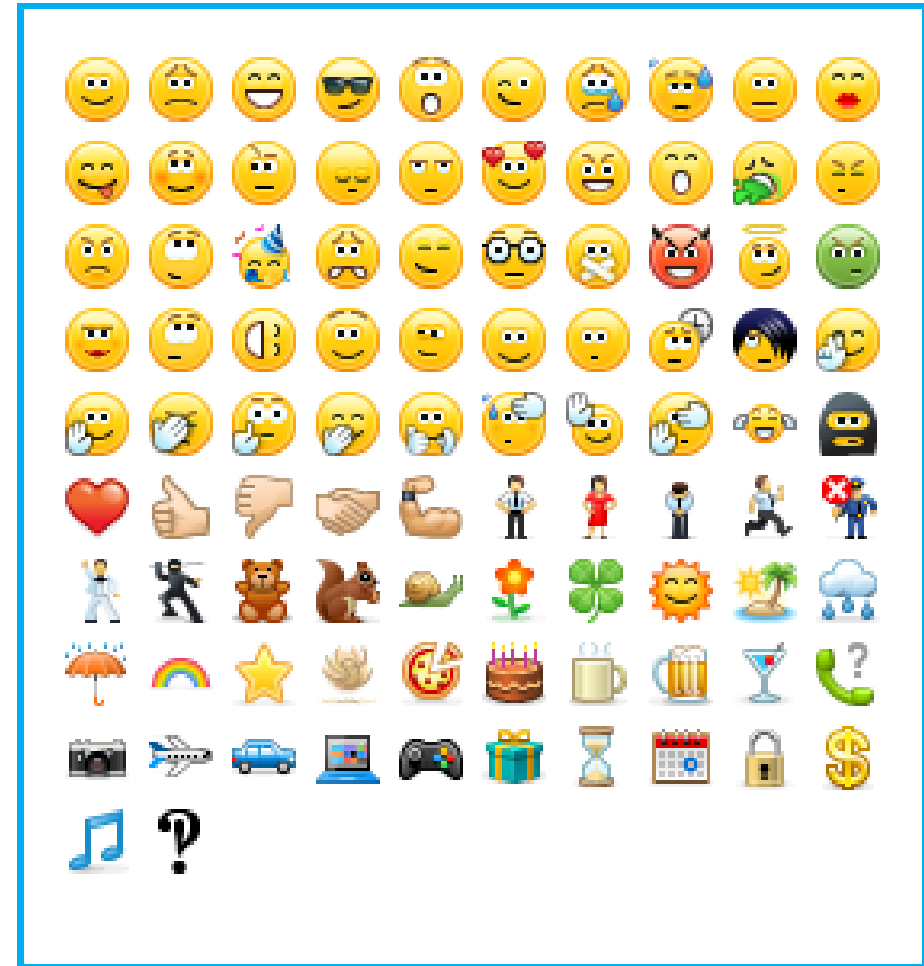
Familiar Office suite  
spellcheck functionality



# SfB/Lync emoticons

Adds to the richness of conversations, polls and whiteboards.

Able to effectively display your sentiment and feelings.



\*For representative purposes only.

# Fewer distractions

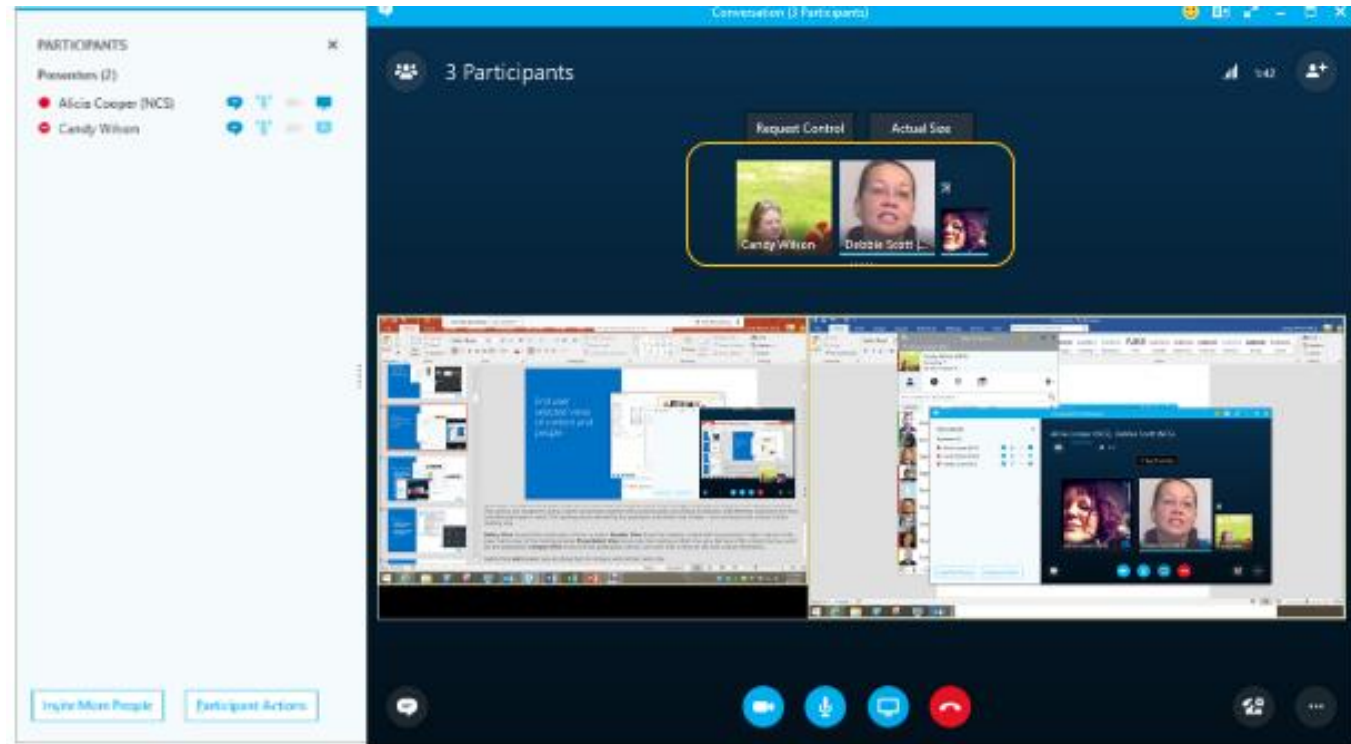
## Presenter and participant controls

Pop out the video gallery to split people and content across multiple monitors.

Roster and instant messaging (IM) area are automatically hidden to allow presenters and participants to focus on what is most important during the meeting.

Easy access to roster and IM through the mode bar controls.

New controls for sharing and managing presented content, notes, and attachments in a meeting.



# Choice of clients

SfB/Lync is familiar and engaging, across a variety of devices and platforms.

Lync Client 2010 and 2013

Lync Client 2010 and 2013 Mobile

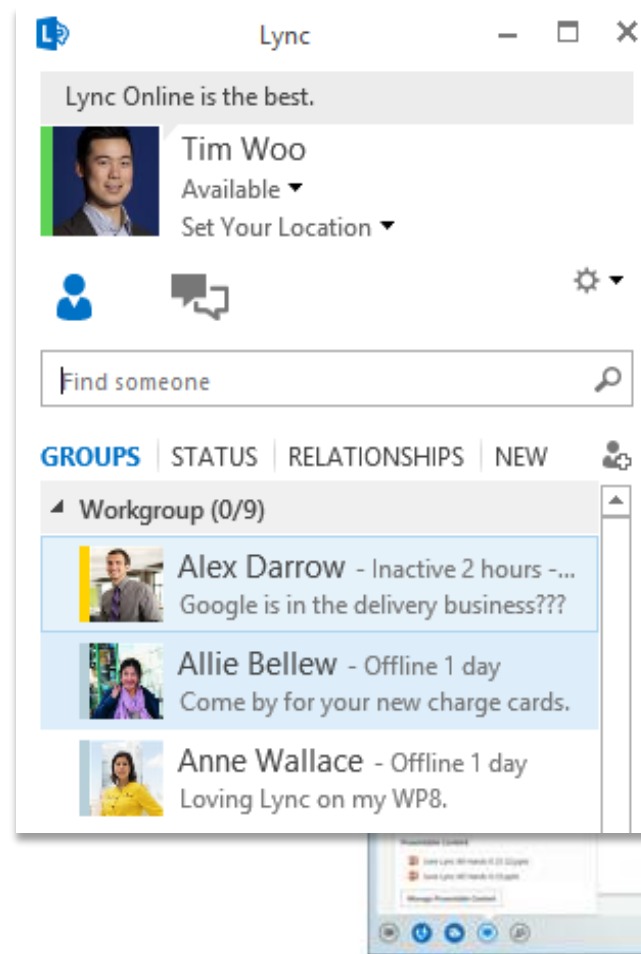
Skype for Business 2015 Client

SfB/Lync Windows Store App

SfB/Lync Web App

Lync Client for Mac 2011

Skype Room System (formerly Lync Room System)



Modern,  
mobile and  
web clients

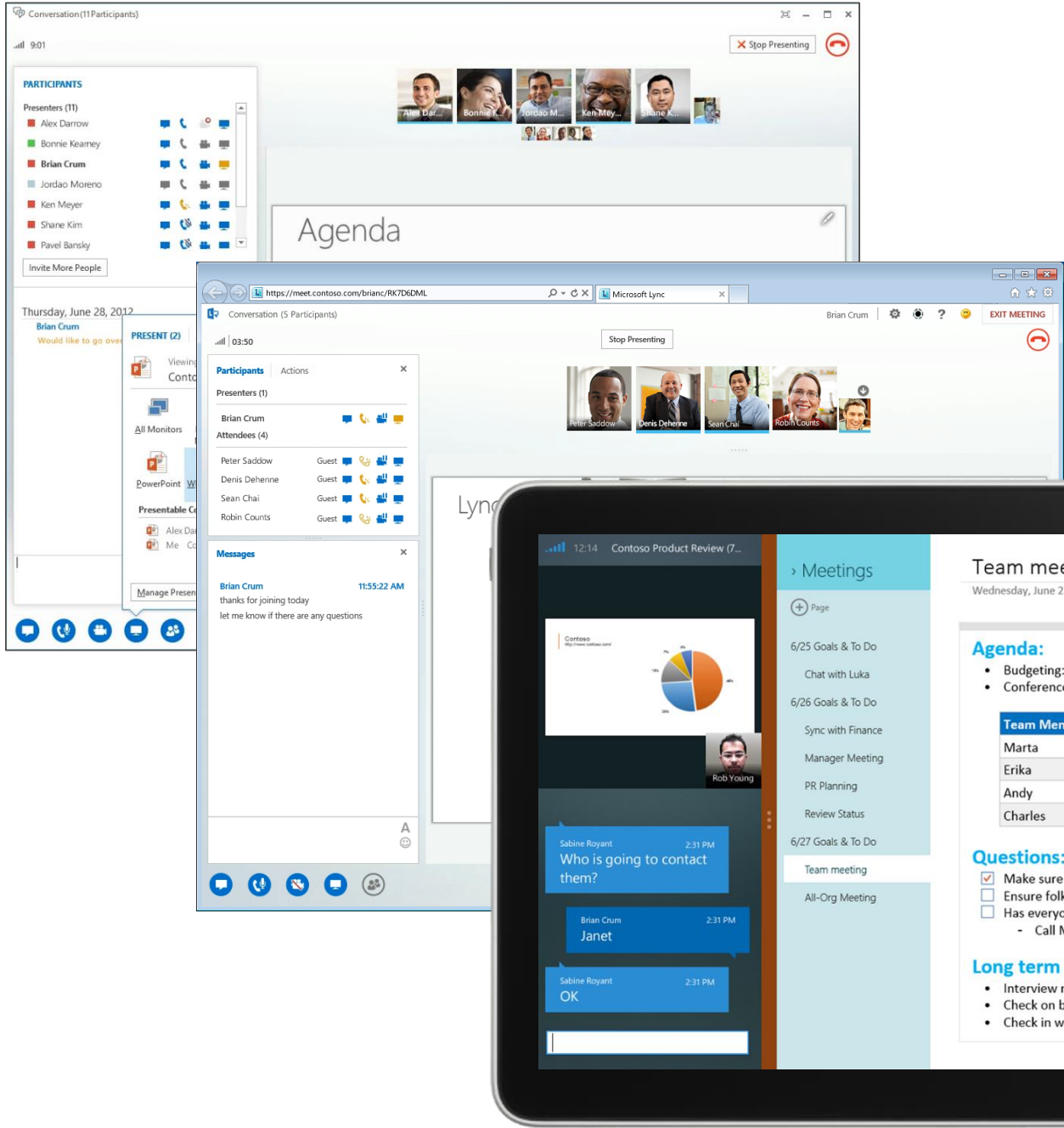




# Collaboration

Great collaboration experiences from the desktop, browser, mobile device or conference room.

SfB/Lync is familiar and engaging, across a variety of devices and platforms.



Modern,  
mobile and  
web clients

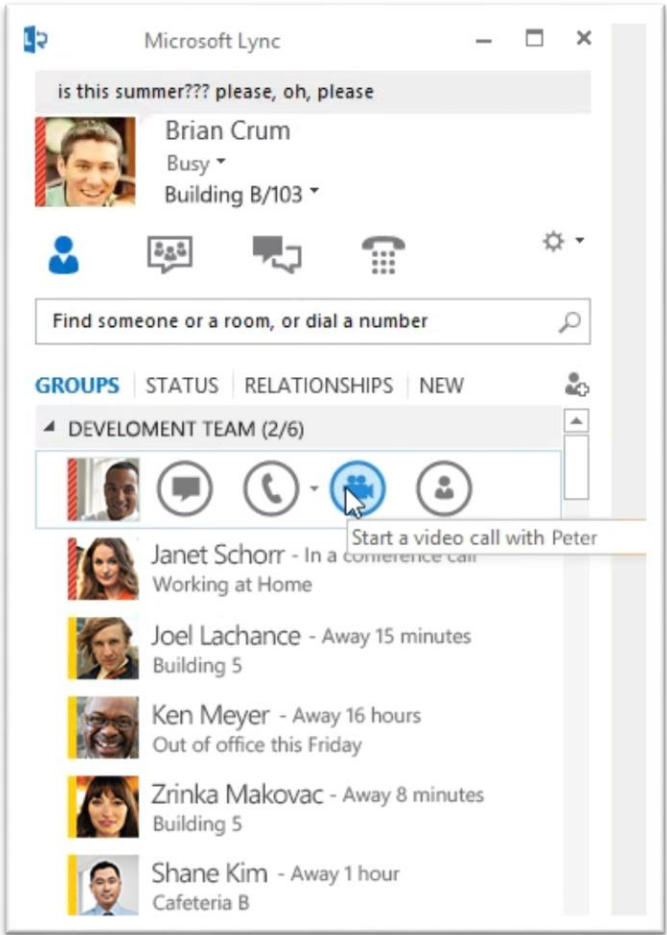
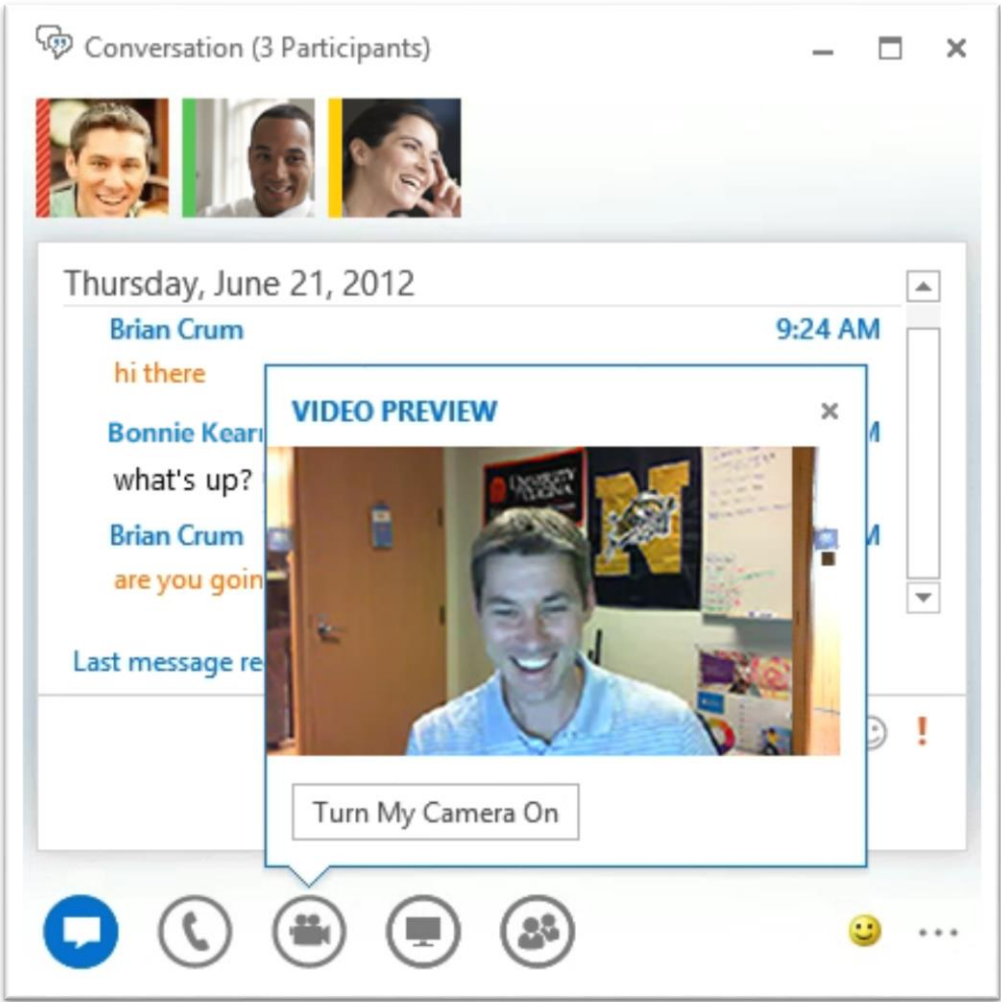
Team meeting	
Wednesday, June 27, 2012 1:37 PM	
<b>Agenda:</b>	
<ul style="list-style-type: none"><li>Budgeting: Michael from finance to discuss quarterly</li><li>Conference: Event logistics for conference next month</li></ul>	
Team Member	Responsibilities
Marta	Set up team booth
Erika	Meet with customers
Andy	Register for kickoff event
Charles	Meet with crew to move equipment

- Questions:**
- ☒ Make sure everyone's aware of this morning's or
  - ☐ Ensure folks have read & signed new HR manual
  - ☐ Has everyone confirmed travel plans?
    - Call Mark to confirm itinerary

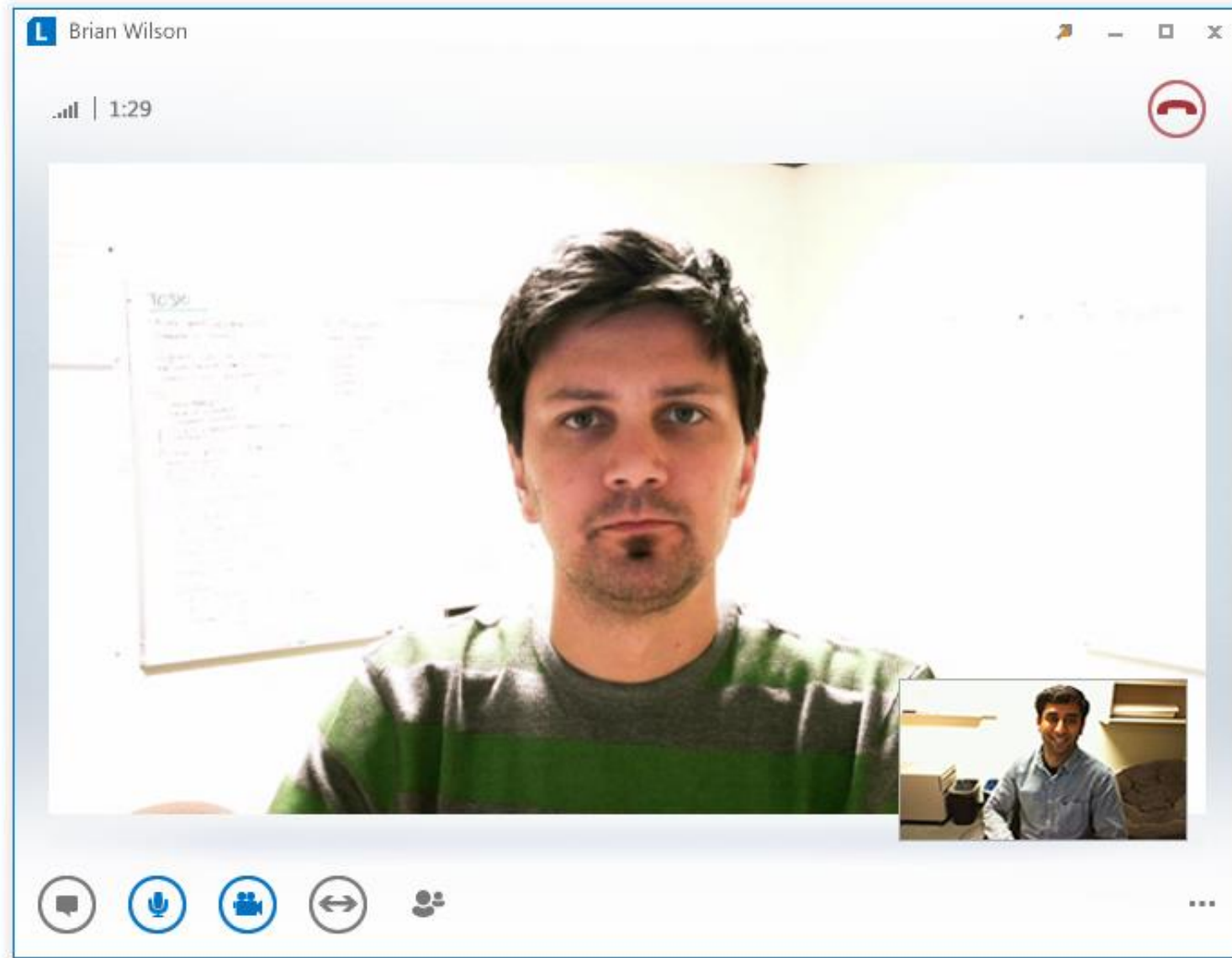
- Long term planning:**
- Interview new employee candidates by end of month
  - Check on budget estimates for next year
  - Check in with sales team about deal pipeline

# Start a video conversation with one click

Preview your video before and during a video call.



# Peer-to-peer video



# Summary

Starting a video conversation is as easy as one click. The tools that are used in the call allow for collaboration with fewer distractions.



# Integration into Office and how this impacted work



OneNote share

SfB/Lync meeting

PowerPoint sharing

Connect directly from Office  
apps

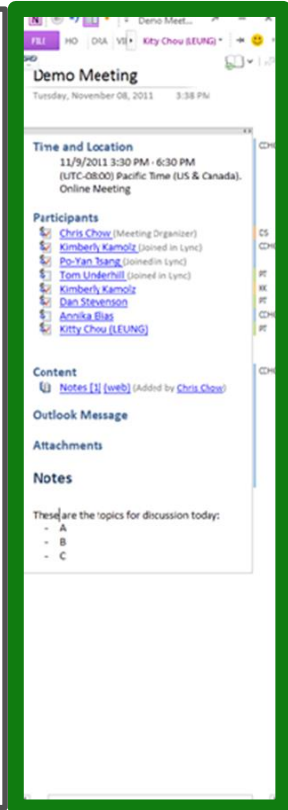
# OneNote share

OneNote share,  
accessible directly from a  
SfB/Lync Meeting.

Connect people,  
communications,  
and the applications they  
use everyday.

## Agenda

- 1 What is Contoso Product?
- 2 Key considerations for UC strategy
- 3 Lync advantages
- 4 Next steps and resources



# SfB/Lync meeting scheduling from OWA

Schedule SfB/Lync meetings from OWA Calendar

Use dedicated meeting space for audio/video conferencing

No need for Outlook or SfB/Lync desktop client

The screenshot displays the Office 365 OWA Calendar interface. The main window shows a 'new event' form with fields for Event, Location, Attendees, Start, Duration, Show as, Reminder, Calendar, Repeat, and Mark as private. A blue box highlights the 'Online meeting' button. An inset window shows the 'Online Meeting Settings' panel, which includes links for 'Join online meeting', 'Find a local number', 'Conference ID', and 'Forgot your dial-in PIN?'.

Office 365

Outlook Calendar People Newsfeed SkyDrive Sites ... Admin Tim Woo

+ new event

SAVE DISCARD SCHEDULING ASSISTANT

Event:

Location: add a room

Attendees: +

Start: Tue 3/26/2013 12:00 AM Duration: 30 minutes

Show as: Busy Reminder: 15 minutes

Calendar: Calendar

Repeat: Never

☐ Mark as private

Online meeting

Calibri 12 B I U

Online Meeting Settings

Join online meeting

Find a local number

Conference ID:

Forgot your dial-in PIN?

# PowerPoint sharing

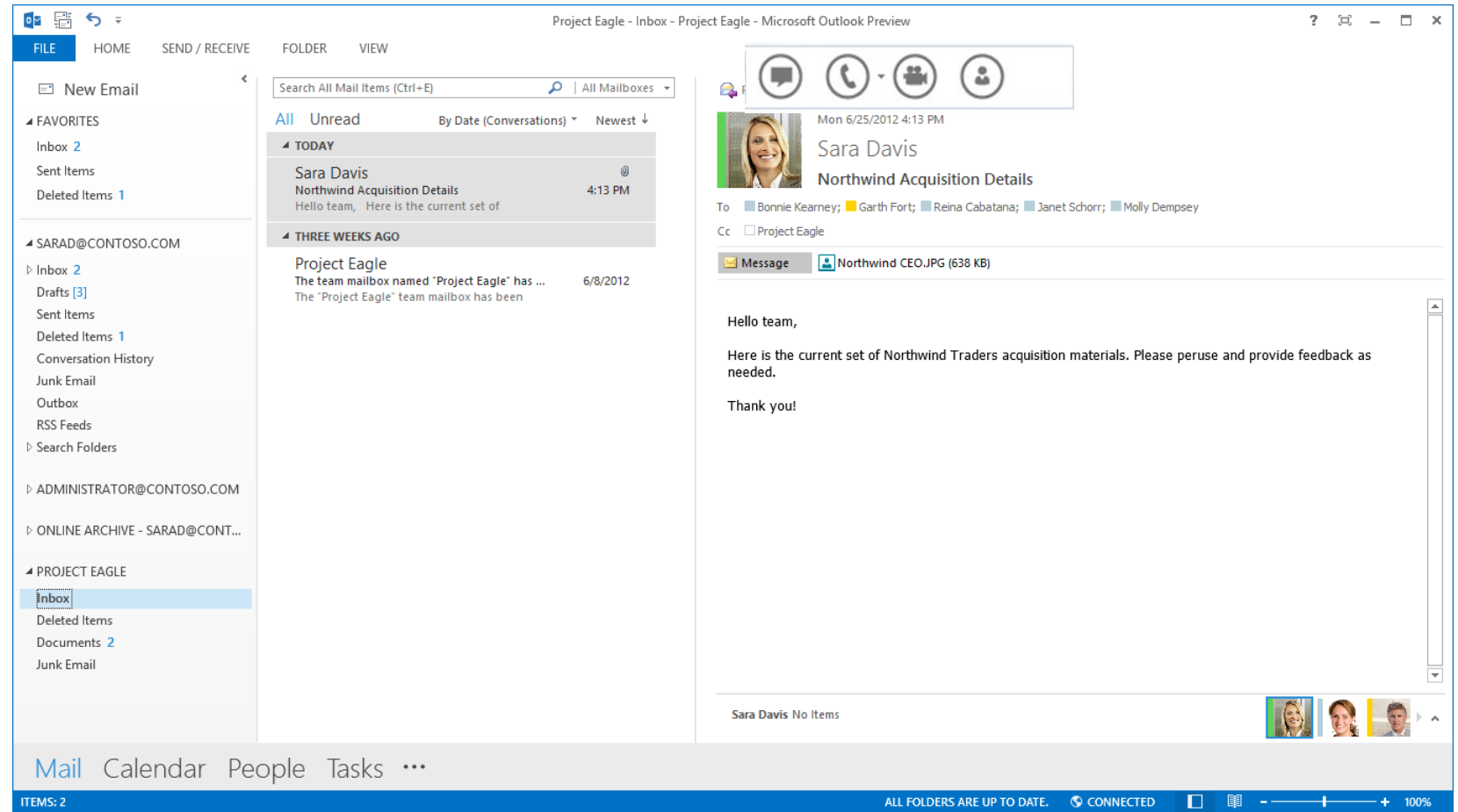
Using the new WAC-based Office presentation service, present your PPT presentation in a SfB/Lync Meeting. The following actions are supported:

- Advance through slides and animations or bring up thumbnails for quick navigation
- Annotate and telepoint on the presentation
- View speaker notes as you present
- Adjust meeting options to control whether meeting participants can navigate through slides on their own or annotate presentations
- Synchronously play embedded multimedia files in PPT decks (new in 2015!)

# Connect directly from Office apps

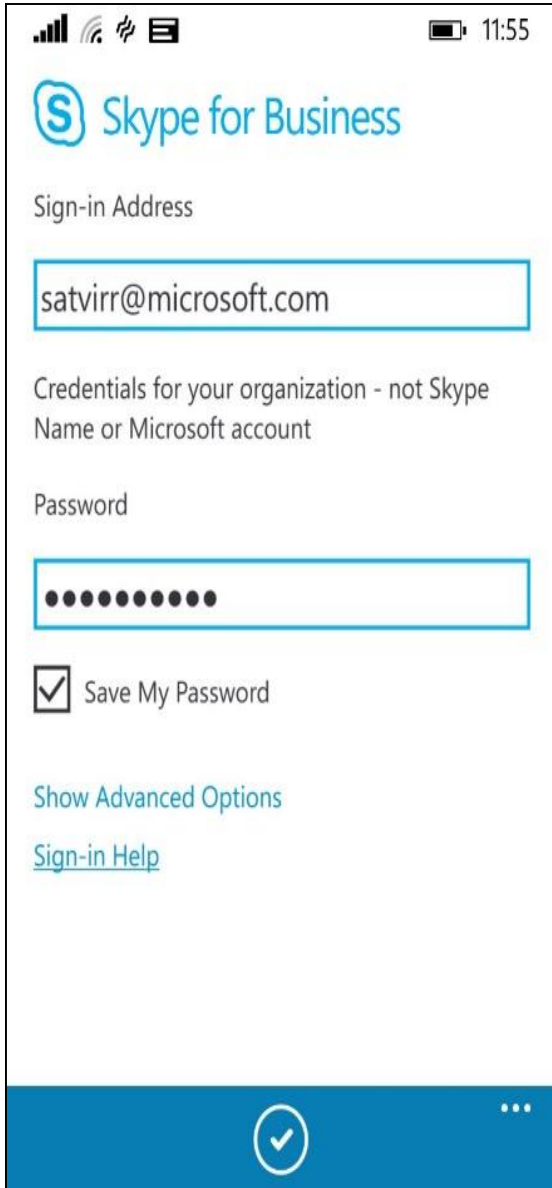
Communicate with everyone in your contact list directly from Office apps and SharePoint.

Connect people, communications, and the applications they use everyday.





# Skype for Business Windows Phone



Skype for Business

Sign-in Address

satvirr@microsoft.com

Credentials for your organization - not Skype Name or Microsoft account

Password

☒ Save My Password

[Show Advanced Options](#)

[Sign-in Help](#)

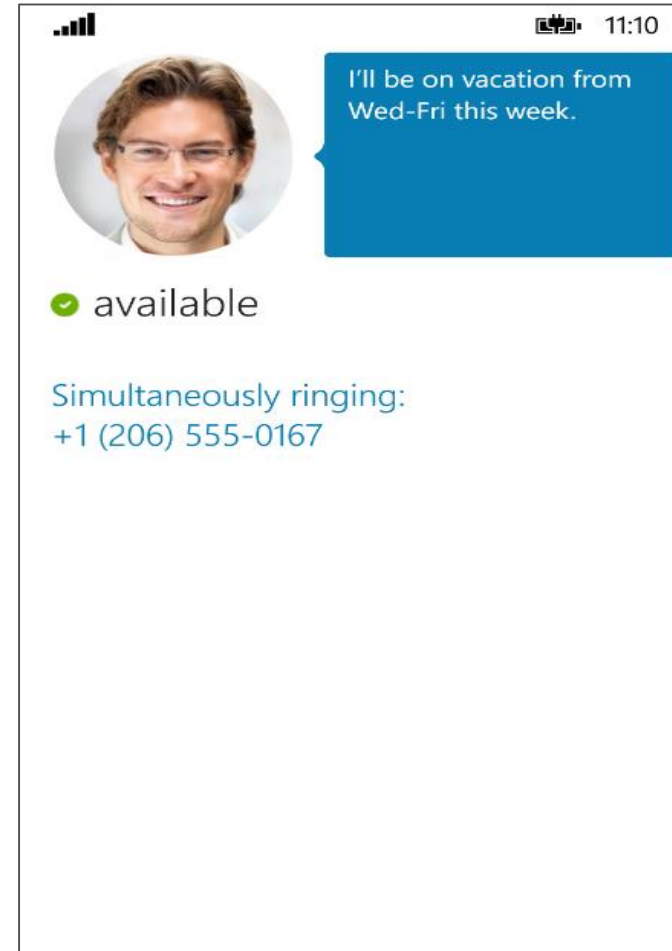
- the sign-in screen, enter your user name and password.

 Tap the check mark

# Skype for Business Windows Phone

## Status and personal note

Your presence information includes availability status such as Available or Away and is also indicated by a color-coded presence indicator such as green, yellow, or red. When you are using Skype for Business on your mobile device, it will indicate to people who view your contact information that you are currently using a mobile device.



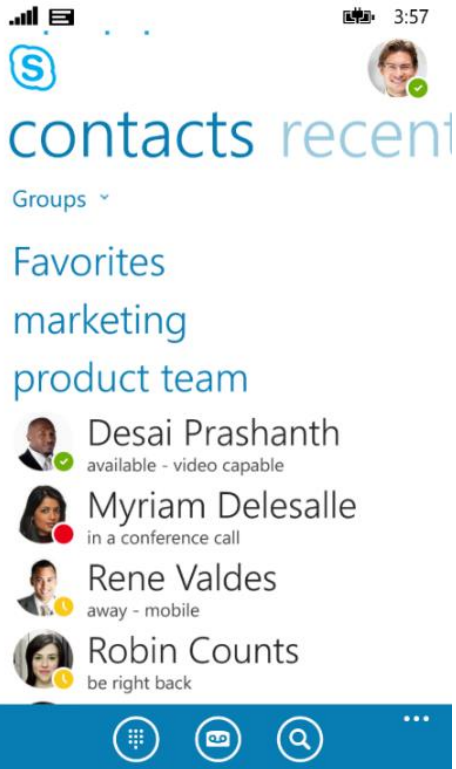
# Skype for Business Windows Phone

## Find a contact

From the **Contacts** screen, tap **Search**



and then start typing a name, phone number, direct extension, or email address in the search box.



# Skype for Business Windows Phone

## What you can do in a Skype for Business Meeting

Remember that when you join an audio or video meeting on Skype for Business for Windows Phone, you won't be able to see the meeting content. [\[AE2\]](#) When you're in a call, tap the:

**Mute** icon to mute and unmute the call

**Hold** icon to put the call on hold, and then tap the Hold icon again to resume the call

**Speaker** icon to turn the speakerphone on and off

**Dial pad** icon to use the dial pad

**End call** icon to end the entire conversation

**IM** icon to view or send an instant message to people in the call, and then tap the **Phone** icon to go back to the audio conversation

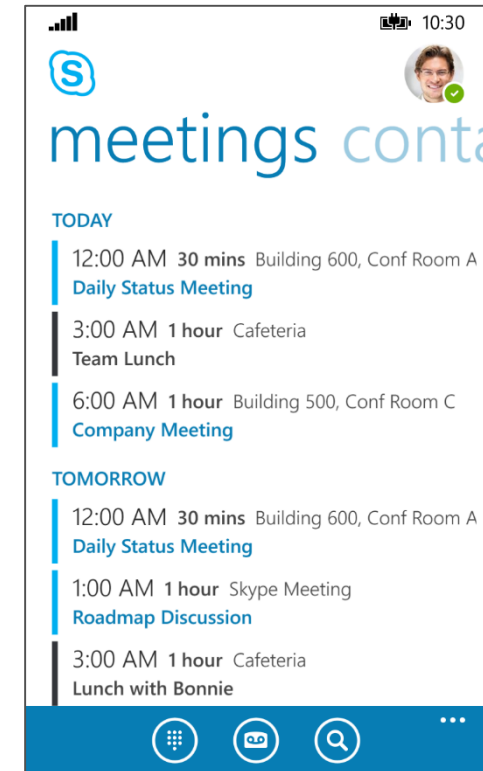
**Video** icon to start your video

When you're in video call, tap the Video icon, and then tap one of the following:

**stop camera** to turn off your video but still see another person's video

**switch camera** to switch from the front or back Windows Phone camera

**leave video** to end everyone's video for you only but still have audio



# Summary

SfB/Lync is part of the Office suite and has best-of-breed integration with Office. For example, PowerPoint presentations are shown natively in the SfB/Lync experience.



# Microsoft IT best practices



Microsoft IT best practices

# Microsoft IT best practices

Opportunity

Connect people, communications and the applications they use everyday

What

Enable increased collaboration

How

Educate end users via meeting type guidelines



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