

Skype



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Skype is a chat and voice call software. Skype is the application we use to communicate with our client through:

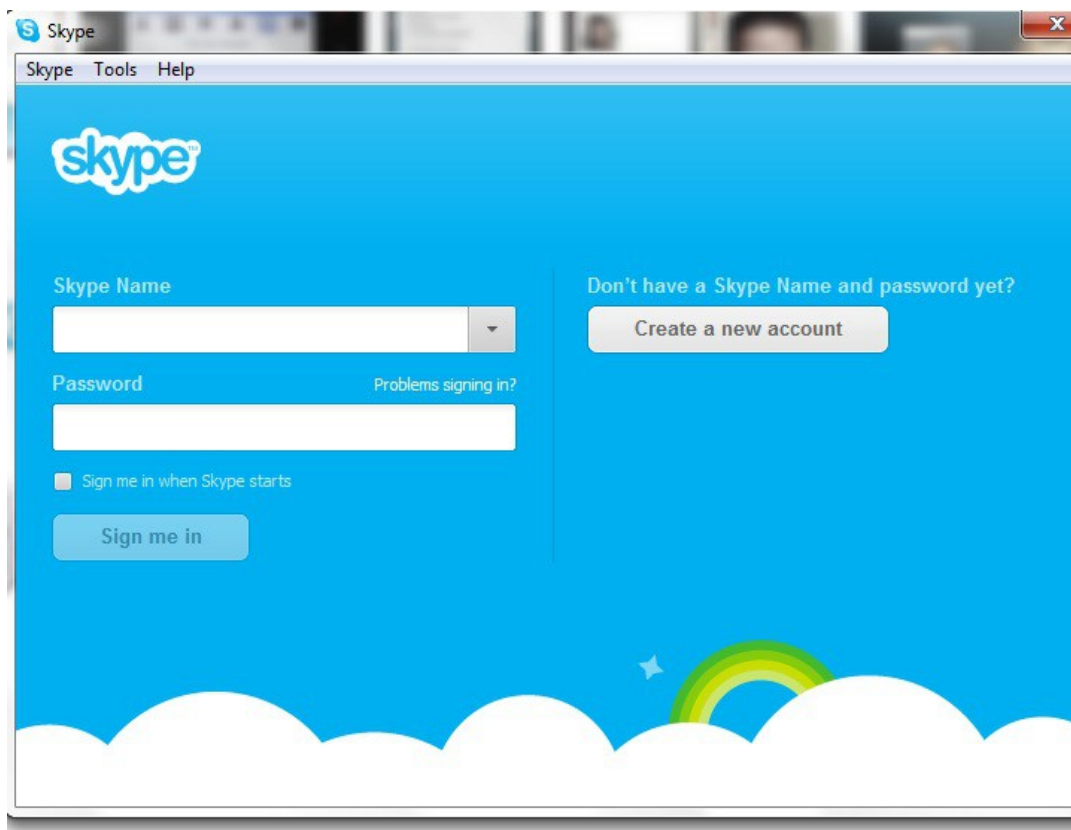
- 1.Voice
- 2.Video
- 3.Chat
- 4.Screen/Desktop sharing



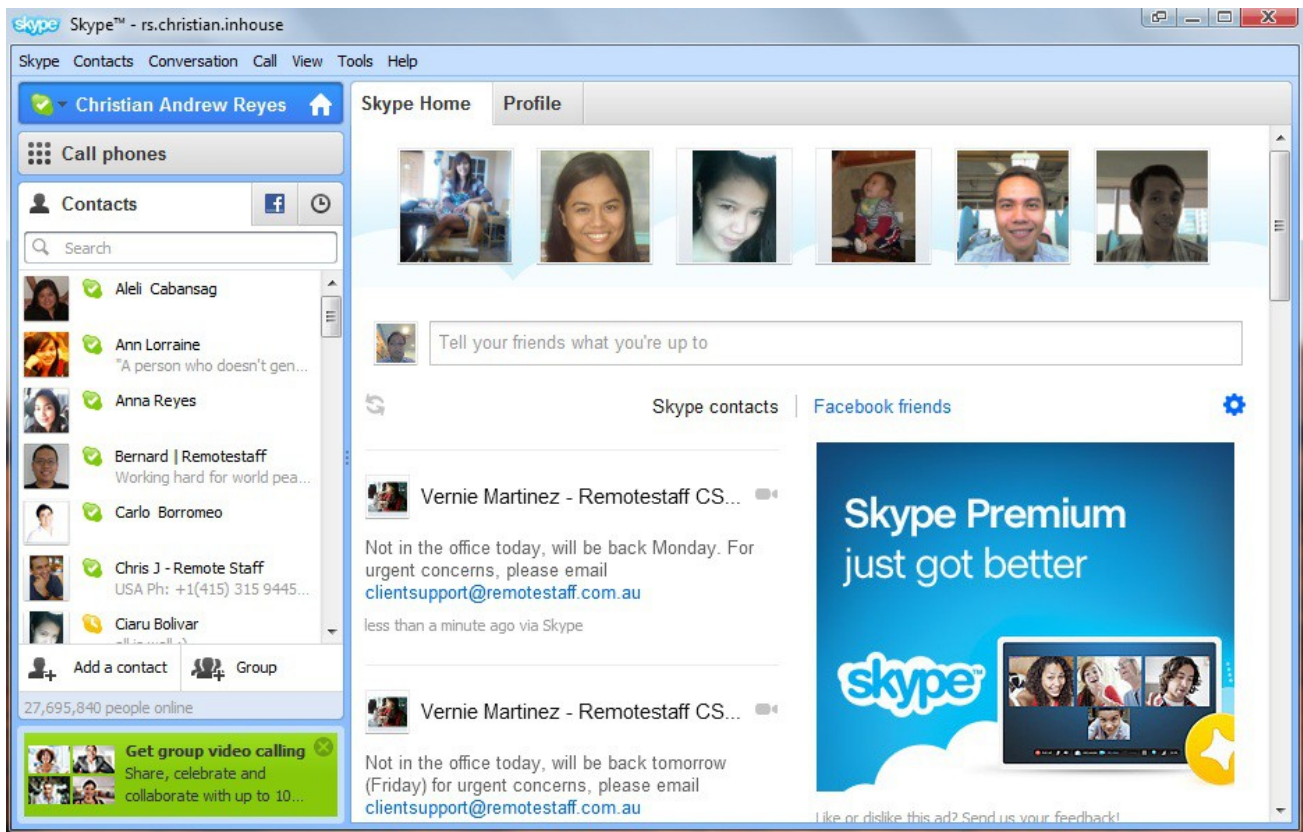
Remote Staff will set up your own Skype ID. It is only to be used for business purposes.

Skype is a free application. You may download the Skype software from:
<http://www.skype.com/intl/en/get-skype/>

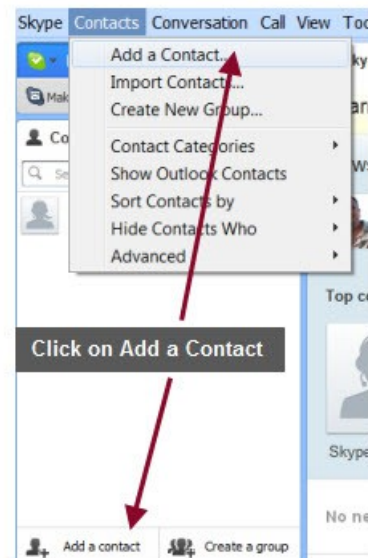
SIGN IN



SKYPE HOME PAGE



TO ADD CONTACT



Add a contact

If they're on Skype too, calls are free.


Enter all the details you know:

Email

Phone number


Full name 1 match found

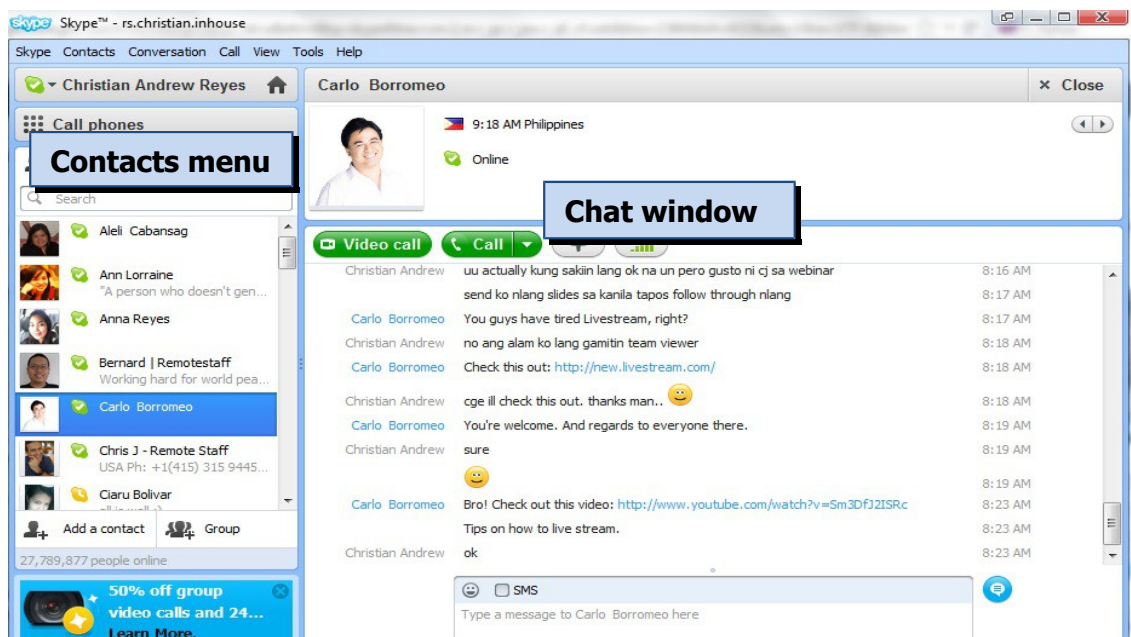
Skype Name


jennifer.north

+ Add

TO START A CHAT CONVERSATION

Select the person you want to chat with from the menu on the left. You would know if a person is online if the  icon is shown beside the name/ID of the contact you wish to chat with. A section on the right side shows the chat interface.



TO DO VOICE CALLS:

Click on the Call button just below the person's name.



TO DO VIDEO CALLS:

Same procedure as with voice calls. Click the button that says Video Call. This will only work if the person you are calling has a webcam connected to their computer.



SCREEN SHARING:

This is the ability to share your screen to a user. Commonly done for presentations or simple one on one talk with clients that you need to show them exactly what you are seeing on your screen.

For screen sharing to be active, you have to first be in a call or video call with who you are talking with. Once you are in a call, you will see a small menu at the bottom part of your Skype screen (refer to image below).



Once clicked, the screen sharing will now be active and will show either your entire screen, or the window that you wish to select.

Skype Status:

There are several statuses we have for skype but we only use (2) of them.

Online
Away
Do Not Disturb
Invisible
Offline
Set up Call Forwarding

Note: Constant Availability is the key for a sustainable and long-lasting relationship with our Clients. You are required to be Always Available (**Online**) for your client.

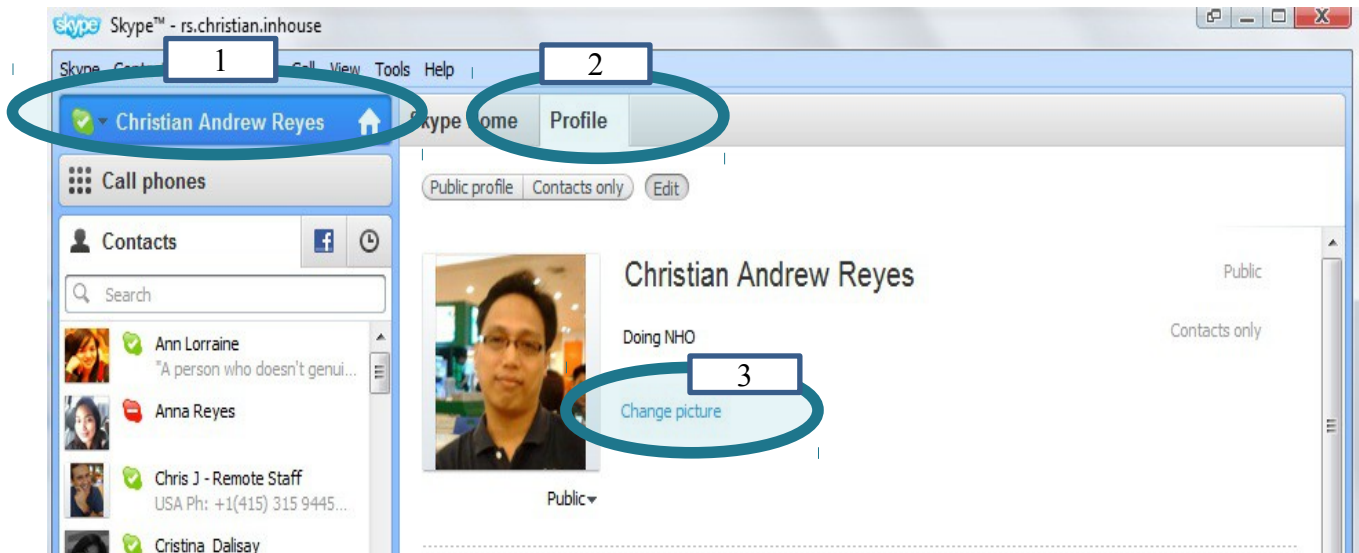
Use Away for Lunch or quick breaks

Never Use: Do not Disturb, Invisible or Offline

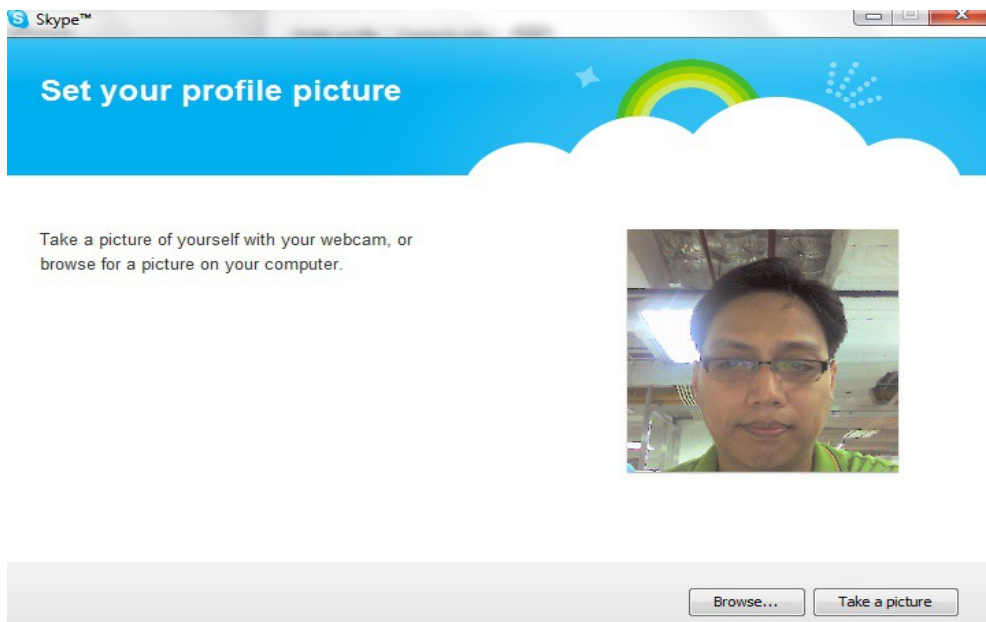


Skype Picture

You are required to place a latest photo of you under your profile.

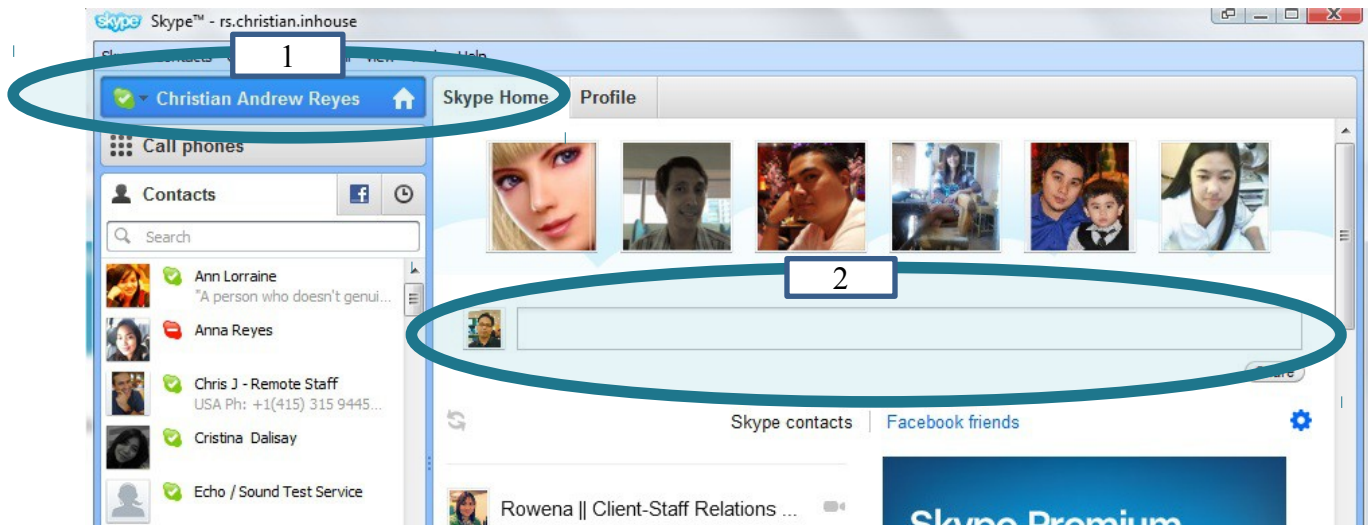


1. Click the Home Link
2. Click the profile tab on the right side.
3. Click the change picture link just under your name.



Note: You have the option to take a snap shot using your webcam by clicking on the "take a picture" button or select a saved image on your computer by clicking on browse.

Skype Shout out.



1. Click the Home Button
2. Input Skype shout out just like facebook.

Note: You may use this to post current work status Ex: Doing paper works or Break Status ("on Lunch or short break") Do not use the shout outs to post personal non work related things.

Reminders:

1. You are required to be online on skype if you are logged in to RSSC.
2. Add your CSRO to your skype friends and do not hesitate to ask questions about remotestaff related issues.
3. Always have a webcam attached/ installed on your computer for possible video call between you and your client.
4. RS issued skype is for business use only and should not be tagged with your facebook account.
5. Screen sharing using skype can not be done if you are on a conference meeting (multiple audience) This has a charge.
6. Use professionalism when doing chat, voice and video calls at all times.
7. If your client wants to do a video call, be sure to look professional and remove anything on the back ground that might catch your clients attention.
8. 3 Minute Skype policy applies once you are logged in.
 - You should answer your client or Remotestaff w/in 3 minutes. No Delays.

Revision History:

August 2012

Christian Andrew Reyes
Rica Jankulovsky