

FastForward OnboardingSM – Staff Training Microsoft Hosted Lync

Curriculum modules, topics covered and estimated time required.

Module One: Introduction to Microsoft Hosted Lync and Contacts *Est. Time: 45 Min.*

- Introduce Microsoft Hosted Lync, its history, purpose, and uses
- Adding contacts to Microsoft Lync/making contact groups with different categories
- Starting an instant message
- Sharing files
- Find a missed conversation
- Find a previous conversation with a specific contact
- Find a recent or missed conversation
- Notification settings

Module Two: Lync and Calls *Est. Time: 20 Min.*

- Answer a call
- Check a contact's availability
- Making calls (make a call)
- Simultaneous ring/call forwarding
- Sharing your desktop or a program
- Give control to others

Module Three: Scheduling and Conference Calls *Est. Time: 10 Min.*

- Schedule online meetings via Microsoft Lync (requires Outlook)
- Host a conference call
- Call into a meeting as a participant or leader

Conclusion *Est. Time: 15 Min.*

- Quizzes for comprehension
- Customer questions, collection of topics to study and follow up
- Deliverables including cheat sheets and reference documents
- Post-training interview for feedback

