Skype for Business Etiquette

This guide explains the proper etiquette to use when using Skype for Business. Skype for Business is a communication tool that allows you to interact with your contacts using instant messaging, audio and video conversations, and sharing your screen.

- Keep your profile picture professional in Skype for Business, as it will appear whenever sending emails to other KSUmail users.
- Keep your conversations professional in Skype for Business, as they are subject to “open records” requests.
- Note that Skype for Business conversations are saved and previous conversations can be accessed. Instant messages and call history are stored in your Conversation History folder in Outlook.
- When reaching out to UITS for technical assistance, please DO NOT use Skype for Business. The KSU Service Desk is your portal to getting assistance or access to University IT Services and should be considered your primary, central contact for assistance. Faculty/Staff can call 470-578-6999 or email service@kennesaw.edu. Students can call 470-578-3555 or email studenthelpdesk@kennesaw.edu.
- Your calendar impacts your Skype for Business presence status.
  - Status is only indicated for those with the Skype for Business client running, otherwise it will show as Offline (uncolored). Indicators are based on your Outlook calendar information, but update according to both your calendar and your activity.
  - As Skype for Business is integrated with Outlook, you will automatically see the availability of colleagues when you communicate with them by email. When you add a name to the address field in a new email, you will also see their presence status displayed beside the name.
- When setting your presence status, please consider these scenarios.
  - When you need to focus on high priority tasks, set your presence status too Busy to let colleagues know that you are not available for a conversation.
  - If you absolutely cannot be disturbed, set your status to Do Not Disturb, but use this sparingly because appearing unavailable too often is similar to rarely answering your phone or email.
  - If you are out-of-office, in training, working remotely or traveling, then leave a note to accompany your presence status about where you are and when you will be next available.
- When instant messaging someone, please consider these circumstances.
  - Before sending an IM, check the person’s presence status.
  - It is helpful to ask if they are free and state the topic e.g. “Do you have a moment to discuss something?”
  - Do not take offense if your contact does not respond immediately. Assume they will respond if/when they are free and avoid messaging them repeatedly when you do not get a response.
  - If you receive a short response (e.g. "in a meeting - talk later"), do not be offended. They may not have time to write a lengthy reply.