Skype for Business

PRODUCT SHEETS

Business
Helt enkelt

ⓢ Skype for Business

Skype for Business is a cloud-based unified communications solution from Microsoft that makes it possible to communicate, host online meetings and create and share documents with partners and colleagues all over the world.

With Skype for Business from 3Business there is full integration between Skype for Business and 3's network, and users may make and receive phone calls in Skype. The user's mobile number is linked to Skype, and the user may then choose whether incoming calls are taken on the mobile or in the Skype for Business client. Even ongoing calls may be transferred to the mobile if necessary.

The user's status in Skype is synchronised with the mobile, so the user can then see when the colleague is busy or changes status. The user may of course change his/her own status and direct calls to a spoken message if he or she doesn't want to be disturbed.

Skype for Business is also fully integrated with 3's cloud-based redirecting solution 3Kontakt. This means you can enhance your Skype for Business solution with features from 3Kontakt. The user may have a main number or a customer service department, where incoming calls can be distributed through an answer group to the individual Skype user. Compatibility with 3Kontakt gives the user the opportunity to add answer groups, welcomes, queue features, keypad menus, wallboard, online statistical tools, redirecting and other features from 3Kontakt. This gives the user best of both worlds.

With Skype for Business the user can also hold unlimited meetings with up to several people at the same time, upload PowerPoint presentations and use whiteboards, so attendees in meetings can draw, write and edit together. The user may also receive link invitations and share the screen with others, regardless of which unit he or she is located in. The user can thus take part in meetings without being physically present.

The solution requires a Microsoft E3 + CA licence or a similar licence. Alternatively, the required Skype for Business licences can be supplied by 3Business.

TECHNICAL INFORMATION

Skype for Business is hosted in a private cloud with 3's Skype partner Rackpeople in a fully redundant setup. The Skype platform is accessed via the Internet. Operation and maintenance of Skype for Business is handled by 3's partner and is regularly updated with new software versions.

All updates will initially be performed outside of normal business hours and usually at night.

SCALABILITY

Skype for Business is fully scalable and supports an unlimited number of users. It may however depend on the network to which it is connected.

NETWORK REQUIREMENTS

To achieve the best experience and stability with Skype for Business, the network is a key parameter. Skype for Business users have two networks they may use:

3'S MOBILE NETWORK

All mobile telephony is carried out via 3's mobile network. On a daily basis, 3's mobile network services cover one million Danes, and capacity and coverage are expanded regularly to keep pace with demand.

THE INTERNET

Skype for Business operates across the Internet for chats, phone conferences and sharing of documents. This assumes a stable Internet connection and a bandwidth, which is scaled as needed for the number of simultaneous conversations.

The Skype for Business application is installed on the user's computer, and here one may chat, call and answer calls, and also set one's status to e.g. "do not disturb". This means that one always has Skype for Business at hand, even if you forget your phone, or if it has run out of power.

FIREWALL CONFIGURATIONS

It is generally not necessary to make adjustments to the firewall if outgoing traffic is permitted from the company's network.

PHONE REQUIREMENTS

Skype for Business supports the use of different devices, and Skype for Business users can therefore freely choose which devices they want to use, as long as the phone is compatible with Skype for Business.

MOBILE PHONES

Skype for Business supports newer mobile phones and computers If the user wants to use the Skype for Business app and the features that are available here, the user should, however, have a mobile phone with one of the following operating systems:

- iOS 9 or newer
- Android version 5 or newer

HEADSET FOR SKYPE FOR BUSINESS SOFTPHONE

The user can connect a headset to the Skype for Business application on a computer and answer calls with this. The headset must be compatible with Skype for Business

3Business does not provide support for the installation and use of headsets not supplied by 3Business.