



MICROSOFT TRAINING

Microsoft Lync Course

Deploy and manage Microsoft Lync Server for seamless unified communications. Master voice, video, and instant messaging features.

DURATION

2 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

-
- Globally Recognized Certification
 - Expert-Led Hands-On Training
 - Flexible Scheduling

Computer Pride | 1st Floor, ICEA Building, Kenyatta Avenue, Nairobi | www.computer-pride.co.ke

COURSE OVERVIEW

This intermediate-level Microsoft Lync Course from Computer Pride is meticulously designed to empower professionals with the essential skills to leverage Microsoft Lync (now Skype for Business) as a powerful unified communications platform. Participants will gain a comprehensive understanding of Lync's core functionalities, including instant messaging, presence management, audio and video conferencing, online meetings, and desktop sharing. The course delves into practical applications, enabling users to enhance real-time collaboration, streamline communication workflows, and boost overall productivity within their organizations.

By mastering Microsoft Lync, attendees will learn to efficiently connect with colleagues, host engaging virtual meetings, and share information seamlessly, regardless of location. This expertise is crucial for modern workplaces seeking to optimize internal and external communication strategies, reduce travel costs, and foster a more dynamic, interconnected work environment. The skills acquired are directly transferable, making graduates valuable assets in any organization utilizing Microsoft's unified communications suite.

Duration	2 hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Getting Started with Microsoft Lync

- Introduction to Unified Communications and Microsoft Lync
- Navigating the Lync Client Interface
- Understanding Presence Status and Privacy Relationships
- Setting Up Personal Options and Preferences
- Managing Contacts and Contact Groups

02 Module 2: Instant Messaging and Basic Voice Calls

- Sending and Receiving Instant Messages
- Conducting Group IM Conversations
- Adding Participants to an IM Session
- Making and Receiving Lync-to-Lync Audio Calls
- Transferring and Forwarding Calls

03 Module 3: Online Meetings and Conferencing

- Scheduling Lync Meetings via Outlook
- Joining Lync Meetings
- Using Meeting Controls (Mute, Video, Presenter/Attendee Roles)
- Sharing Desktop and Programs
- Utilizing Whiteboard and Polling Features in Meetings

04 Module 4: Advanced Collaboration Features

- Sending Files and Attachments during Conversations
- Recording Lync Meetings
- Using OneNote for Meeting Notes Integration
- Understanding and Using Federation with External Contacts
- Introduction to Lync on Mobile Devices

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **IT Support Specialist (Unified Communications Focus)**
- > **Collaboration Tools Administrator**
- > **Business Systems Analyst (focusing on communication platforms)**

FREQUENTLY ASKED QUESTIONS

Q: What specific collaboration challenges will I be able to solve after completing this Microsoft Lync course?

Upon completion, you will be proficient in resolving common collaboration bottlenecks such as coordinating remote teams, facilitating real-time decision-making, and reducing reliance on email for urgent communications. You'll be able to effectively host and manage virtual meetings, share critical documents instantly, and ensure consistent communication across various departments, ultimately boosting team productivity and efficiency.

Q: Are the skills learned in this Lync course transferable to Skype for Business or Microsoft Teams?

While this course focuses on Microsoft Lync, the foundational principles of unified communications, presence management, instant messaging, and online meeting etiquette are highly transferable. Many of Lync's core functionalities and user interface elements were carried over into Skype for Business. Understanding Lync provides an excellent stepping stone for learning Microsoft Teams, as both platforms aim to achieve seamless collaboration, albeit with different feature sets and integrations.

Q: What are the prerequisites for this intermediate Microsoft Lync Course?

To get the most out of this course, participants should have basic computer literacy, familiarity with the Windows operating system, and experience using Microsoft Office applications like Outlook for email and calendar management. No prior experience with Lync or other unified communications platforms is strictly required, but a general understanding of corporate communication tools would be beneficial.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

10,000+

50+

Years of Excellence

Professionals Trained

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

Location

1st Flr, ICEA Building
Kenyatta Ave, Nairobi

Email

info@computer-pride.co.ke

Phone

+254 705 900 900

www.computer-pride.co.ke