



# Unit 4

## Managing Contacts, Part Two

### Learning Outcomes

By the end of this unit the learner will be able to:

- ✓ Block contacts
- ✓ Use the Status view
- ✓ Use the Relationship view
- ✓ Use the New view

## Unit 4

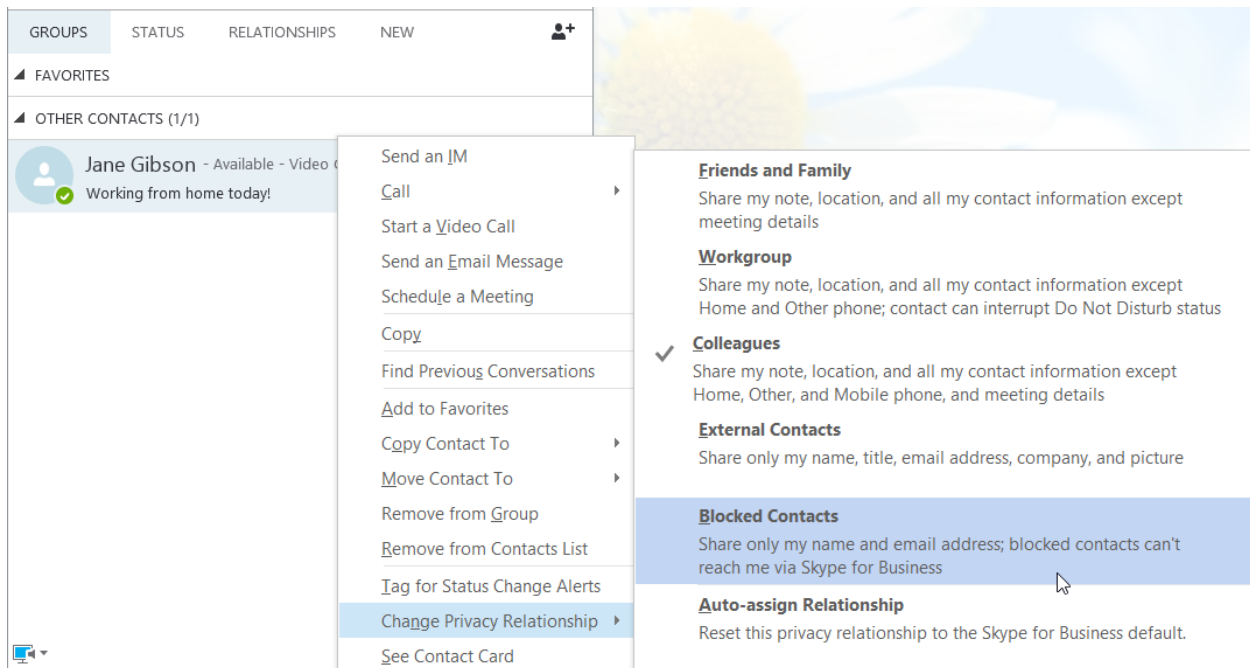
### Managing Contacts, Part Two

#### Blocking Contacts

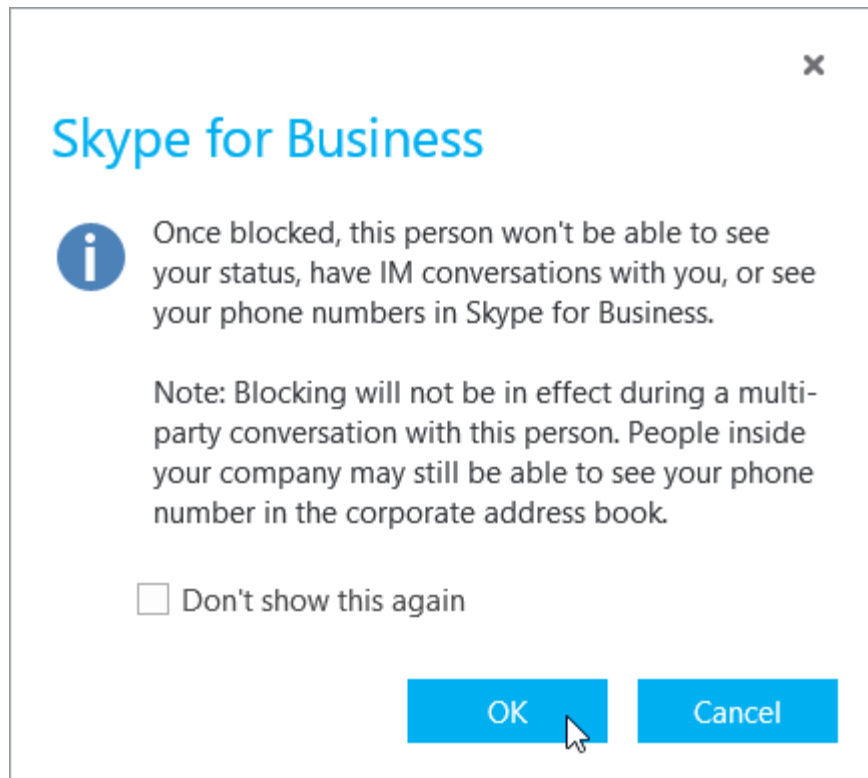
To begin, open Skype for Business and log into your account. If you have not already done so, add one contact.

In situations where you do not wish to be contacted by someone, you can choose to block them in your privacy relationship settings. When a user has been blocked they will be able to see your name and your e-mail address, but nothing else. They will also be unable to contact you at all using Skype for Business as you will appear offline to them.

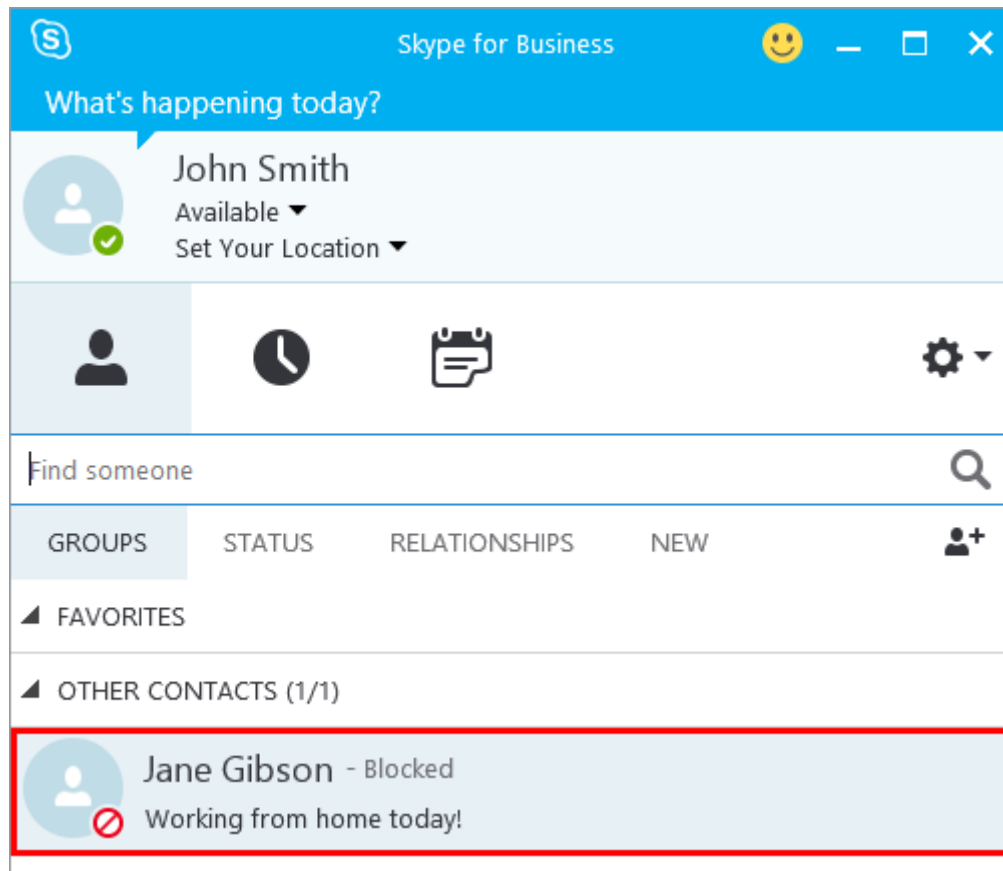
To block a contact, right-click on the contact in question and then click Change Privacy Relationship → Blocked Contacts:



A dialog will appear that explains the consequences of blocking a contact and its limitations. Review this information and click OK to continue:



Returning to the Skype for Business client, the selected contact will now indicate that it has been blocked:



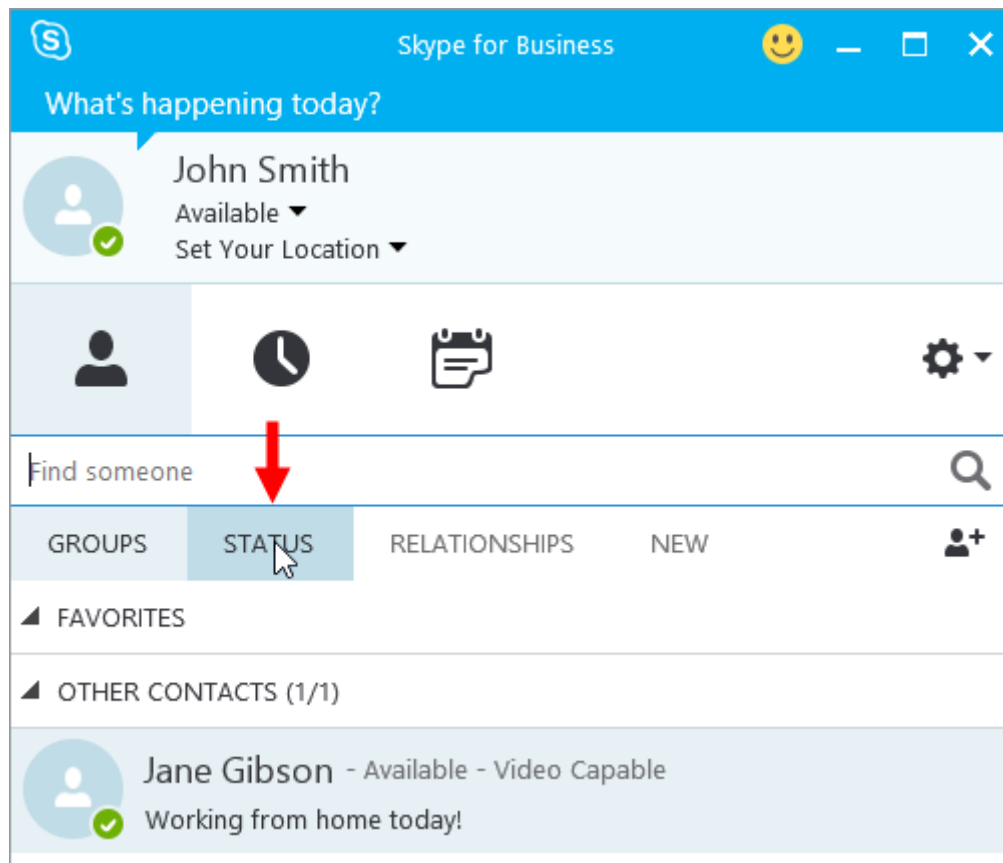
Note that the contact that you block will not know that you blocked them. They will only see you as offline in their Contacts list.

To unblock a contact, right-click on the contact in question and then click Change Privacy Relationship → Colleagues [or another privacy setting]. Click OK on the subsequent dialog box.

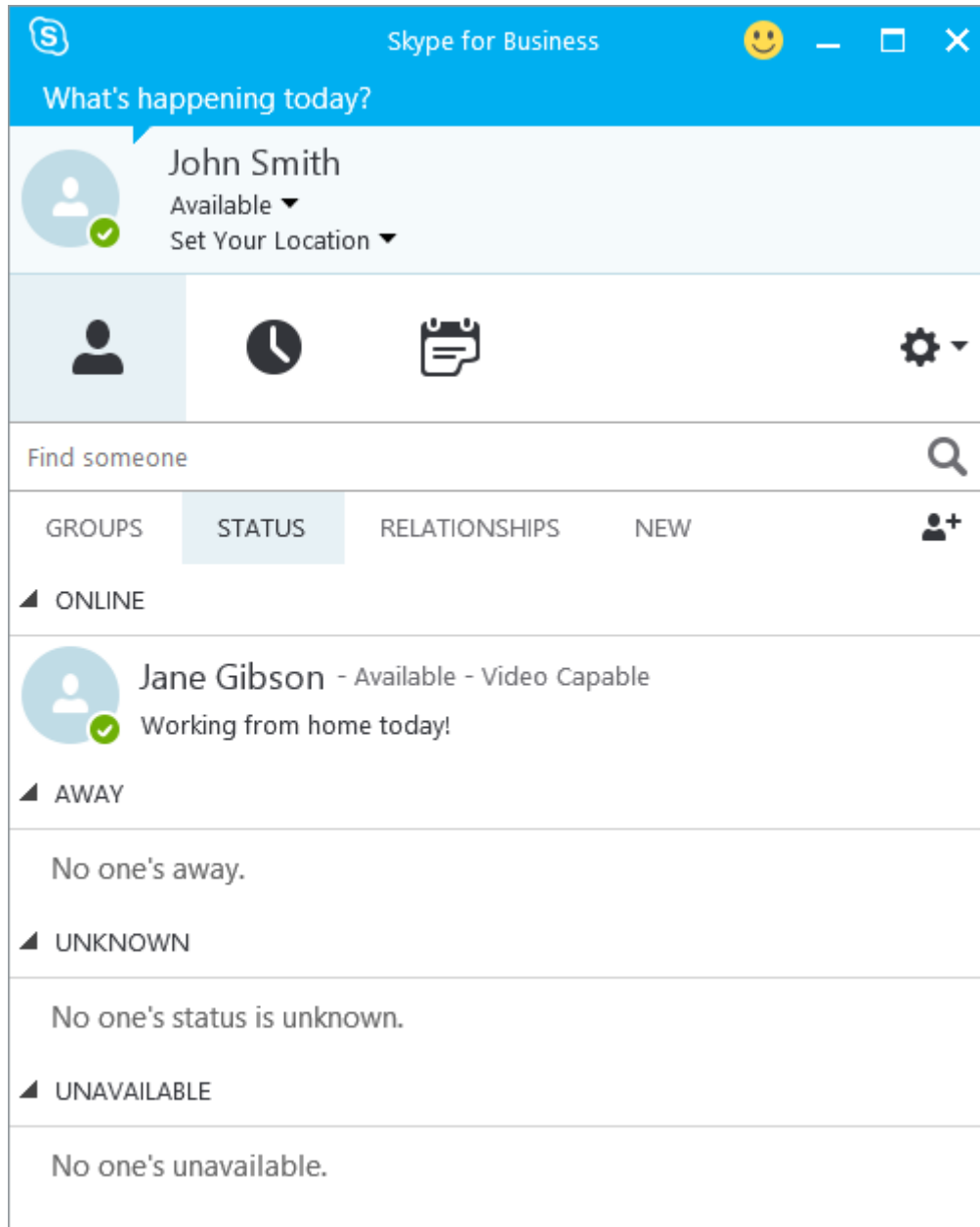
## Using the Status View

To begin, open Skype for Business and log into your account. If you have not already done so, add one contact.

The Status view allows you to organize and view all of your contacts based upon their current presence status. Apply the Status view by clicking the Status header just below the search field on the Skype for Business window:

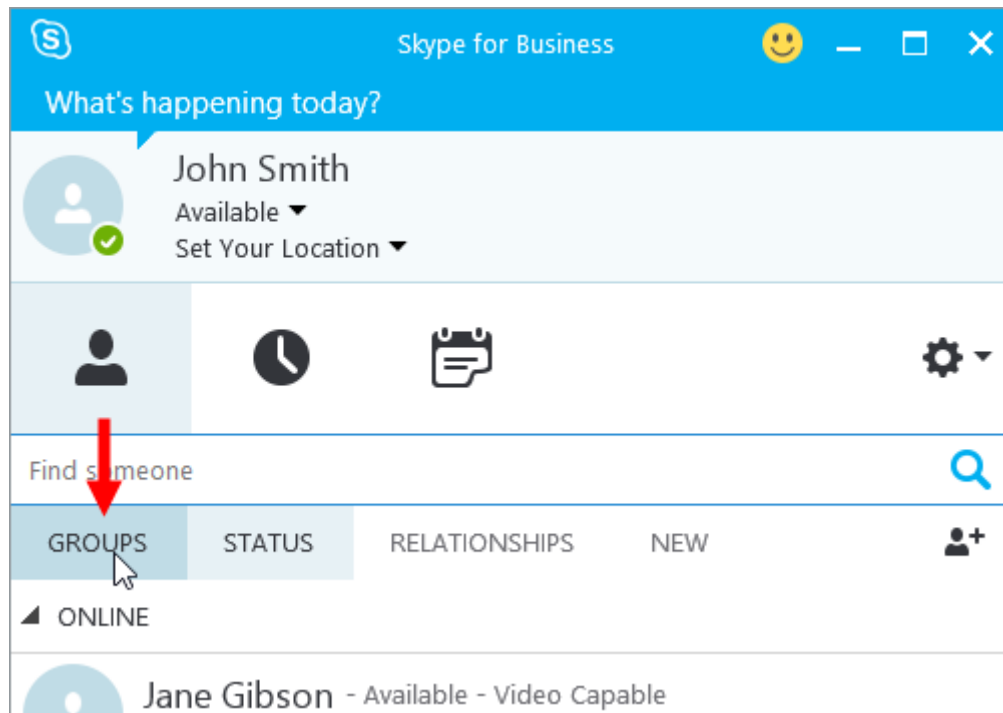


With the Status view applied, you will see that Skype for Business now displays four groups: Online, Away, Unknown, and Unavailable. Any contacts that you have will be filed into the appropriate group depending upon their status:



(Note that offline and busy contacts will be sorted into the Unavailable group.)

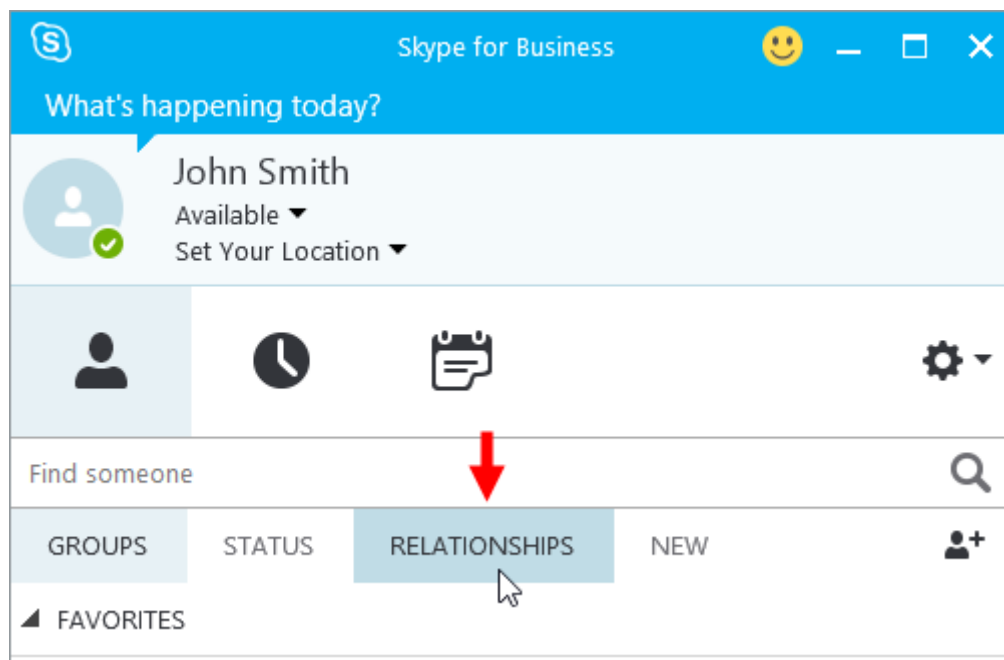
Reapply the Groups view by clicking the Groups header:



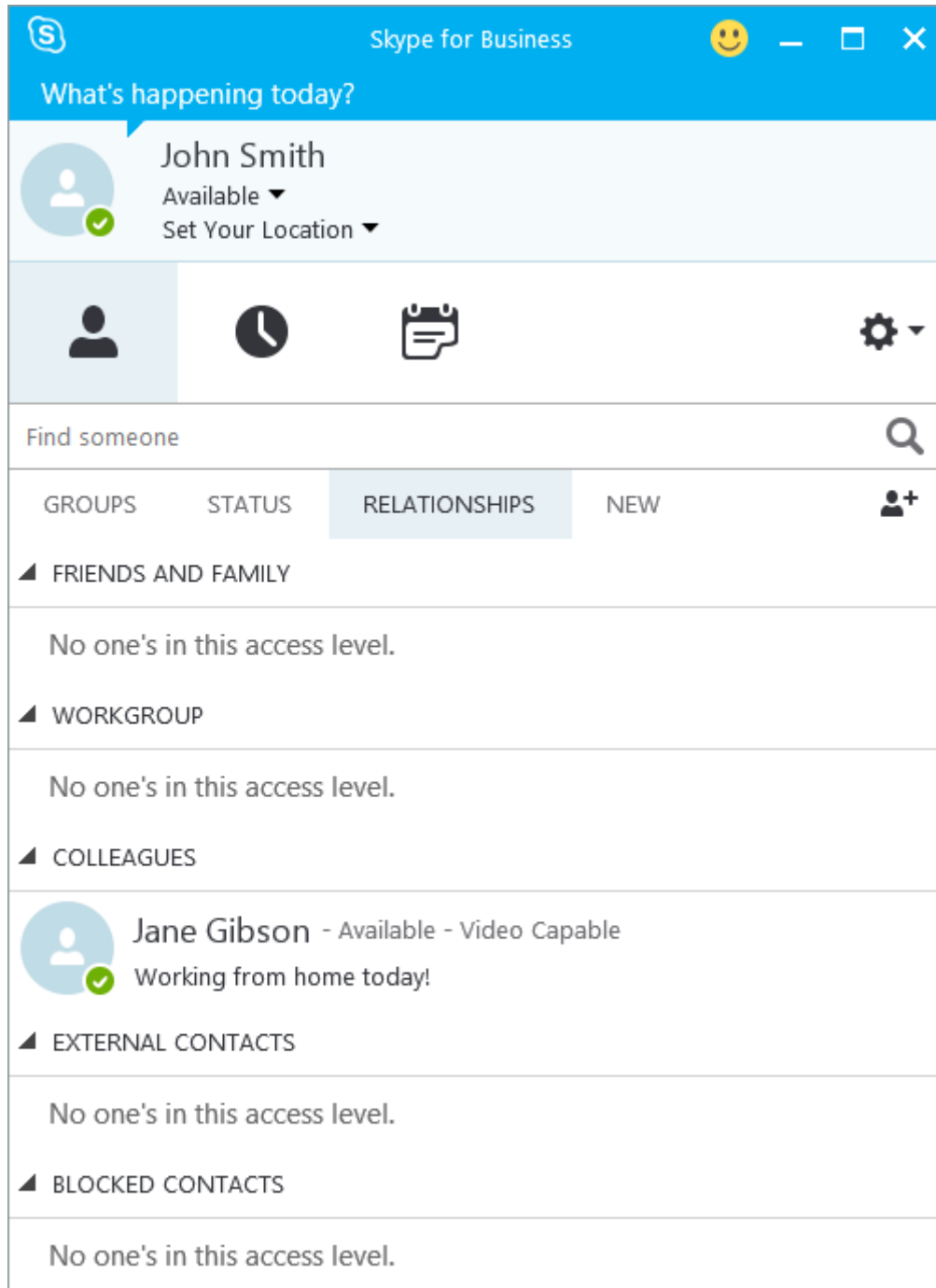
## Using the Relationships View

To begin, open Skype for Business and log into your account. If you have not already done so, add at least one contact.

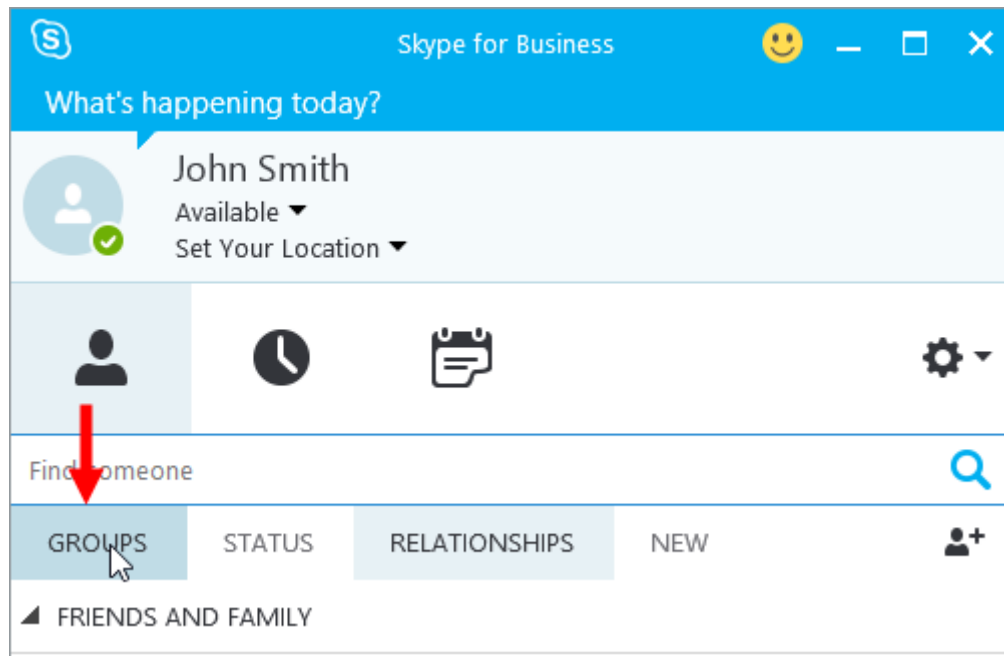
The Relationships view allows you to organize and view all of your contacts based upon your relationship with them. This relationship is determined by the privacy relationship that is given to each contact (e.g. Colleague, External Contact, etc.). Apply the Relationships view by clicking the Relationships header that is located just below the search field on the Skype for Business window:



With this view applied, you will see that it contains five groups: Friends and Family, Workgroup, Colleagues, External Contacts, and Blocked Contacts. By default any internal contacts that you add will appear in the Colleagues section:



Reapply the Groups view by clicking the Groups header:

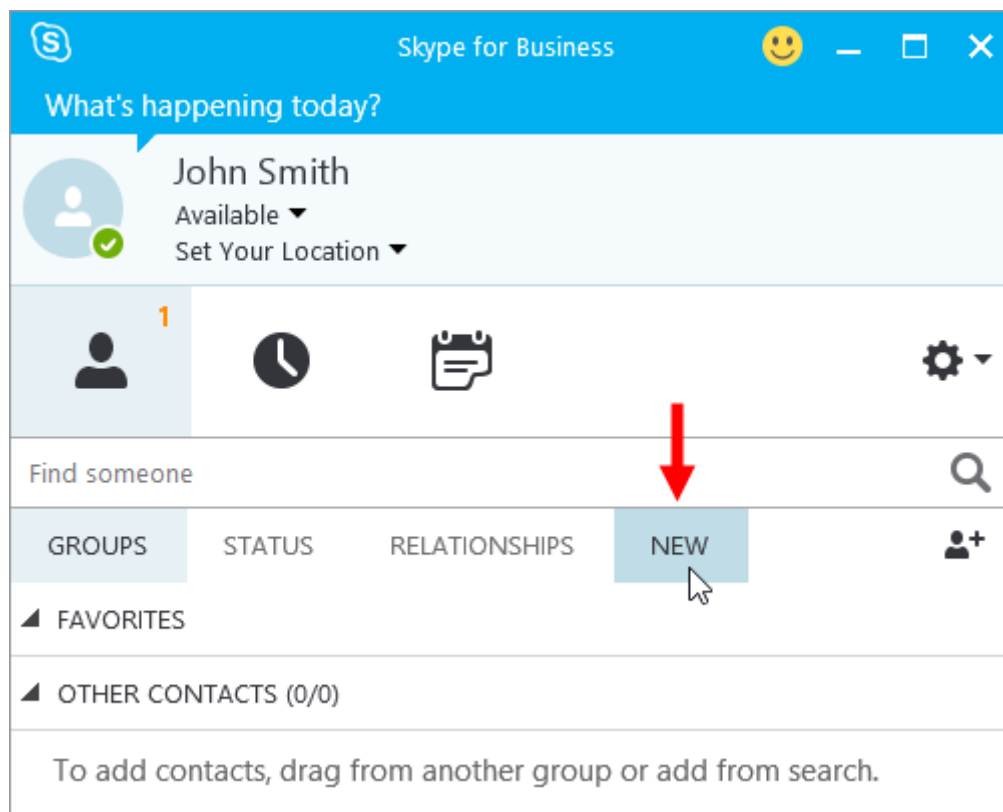


## Using the New View

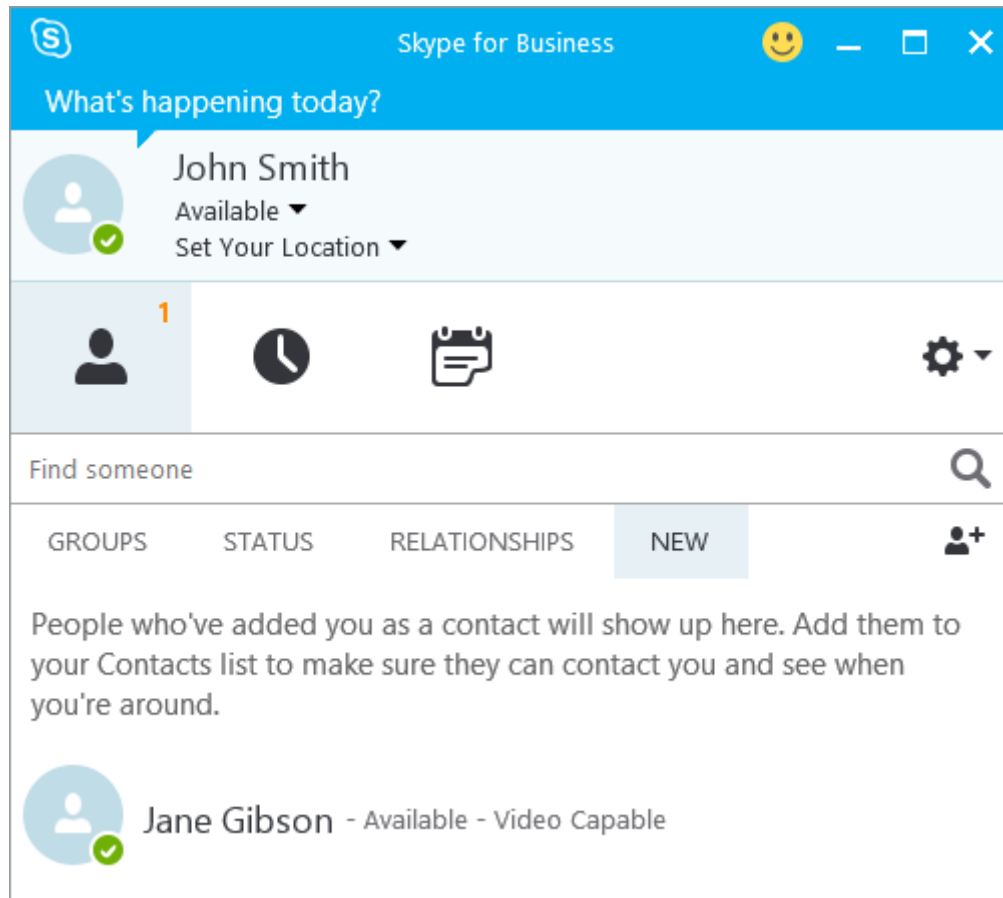
To begin, open Skype for Business and log into your account. If you have not already done so, add one contact.

The New view is intended to show you other Skype for Business contacts who have added you to their own respective Contacts list. This allows you to add these contacts to your own Contact List to ensure that you will be able to contact them.

Apply this view by clicking the New header just below the search field:



Any contacts whom you have not added to your Contacts list, but have added you to their own list, will be shown here:



(Note that the Contact icon includes a red number that indicates the number of people that have added you to their own contact list that don't appear in your own.)

From here, you can add these contacts to your Contacts list using the usual methods.

Reapply the Groups view by clicking the Groups header:

