Tips on Using Skype in Business

Screen Sharing

Screen Sharing may be Skype's best yet most underused feature. Many people still don't know that you can share your computer screen with the person on the other end of the video call. It's an ideal way to remotely give presentations, show code to another programmer and show others what's currently in your browser.

Conference Calling

Maybe you're working with people from different locations on a project. You want to get everyone present to talk, but getting everyone together for a phone call isn't working out. Skype's conference calling feature is free for all Skype users, and if you're using Skype Credit or subscribing to monthly calling plans, you can add in non-Skype users.

Call Forwarding

This is one of the most important things to set up if you're a regular Skype user. You can forward incoming Skype calls to your cell phone, even if your computer is turned off. You need to set up the feature under the "Tools" menu, and you will use up Skype credit during forwarded calls, but it's worth it, especially if you don't have the Android or iPhone application (both of which run in the background).

Use as CCTV

There's an old trick for checking out your house or office if you're away. Create two Skype accounts and log in to your new account at home, set it to auto-answer any incoming calls, have it set to start video automatically when you are in a call, and enable Skype Video. The end result is that, when you call this account from your business trip in Singapore or your office downtown, you will automatically be able to see what's going on at home and put your mind at ease!

Customer Service Tool

You don't have to put your Skype username on your website to provide customer support; you can use a handy Skype button to make it easy for customers to contact you with issues concerning your product. That way, you can make it known that you're available via Skype without distributing your username to the world.

Skype Extras

Skype is an extensible platform through its many plug-ins, known as 'Extras'. You can download apps that do everything from enable you to play games to record Skype calls. For example, *Unyte* provides advanced small business collaboration tools, while *Pamela* includes call recording, Outlook integration and Voicemail.

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