Skype for Business – Persistent Chat

What is Persistent Chat?
Persistent Chat enables users to participate as an owner or member in a pre-established chat room. These users will be able to come and go from the chat room and still have access to the group’s conversation history for 30 days. Users cannot create their own chat rooms; users will need to submit a ticket to have a room created.

Accessing Persistent Chat Rooms

1. Click the Persistent Chat Icon in the Skype for Business header.
   
   **NOTE:** Persistent Chat, and therefore this icon, is not available to CoreMac users. See Using a Persistent Chat Workaround on CoreMac Devices, later in this job aid.

2. Click MEMBER OF.

3. Double-click the chat room name.
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The conversation window displays with 30 days of chat history. This chat room functions like any other instant message in Skype for Business.

Broadcast a Message to a Chat Room

To share a message across more than one chat room, use the following steps to broadcast the message to several chat rooms at the same time. You can only broadcast a message to rooms in which you are a member.

1. In the Skype main window, click on the chat room name.
   - If a chat room for the group does not exist, you will need to submit a ServiceNow ticket requesting that the chat room be created. As the requestor, you will be responsible for managing the new chat group created by the service desk personnel.
   - Groups that are available through the Address Book in Outlook are not automatically set up to be Persistent Chat groups.

2. Click FOLLOWED or MEMBER OF.

3. Press and hold Ctrl on your keyboard and click on each chat room name you want to post the message to.

4. With the selected rooms highlighted, right-click and select Broadcast a Message from the drop-down menu. The Broadcast a Message box displays, similar to the following example.
5. Type your message in the text input field of the Broadcast a Message box.

(Optional) Follow these steps to personalize your message as needed:

A. To mark a message as a high-priority, Click the High Importance icon.

B. To add an emoticon, place cursor on location and click the Emoticon icon to select an emoticon.

C. To show a URL as a working link, type or paste the full URL into the field.

6. On your keyboard, press Enter or click on the blue ▶. A conversation window displays.

   - To send another message, follow the above steps.

   - To close the Broadcast a Message window, click on the X in the upper right corner.

Using a Persistent Chat Workaround on CoreMac Devices

Although Skype for Business – Persistent Chat is not available on CoreMac devices, there is a workaround for chatting with a group from a CoreMac device.

To use the Persistent Chat workaround on a CoreMac device:

1. In Skype for Business (SfB), use the Add icon (➕) to add an existing Outlook group from the address book (for example, you could add the HITS-Communications-Team) to your SfB Contacts.
2. To send a message to everyone in the group, double click on that group name in your Contacts, and then type the message.

3. Everyone in the group will receive the message.

4. Group members can reply to your message so long as the conversation is still active. Unlike Persistent Chat, however, once the conversation times out from inactivity that day no one in the group (including the person who initiated the group message) can respond to the existing chat.

**NOTE:** This group chat is retained for three days in the Conversation History folder in Outlook.

### Questions about Persistent Chat

1. What is the Ego Filter in my Followed Chat rooms list?
   
   A. An Ego Filter is a topic feed that alerts you whenever your name or user I.D. is used in a chat room. This function is automatically set up for you by Skype for Business.

2. What’s the difference between a post and a message?
   
   A. A post is the typed communication you post to the chat room for every participant to see. A message, in the context of Skype for Business, is an email or instant message to one or more participants directly from the chat room interface, without posting it to the chat room. To access this function, click the picture or participant listing of the person you want to send a message to and another chat box will appear.

3. Can I delete something I’ve posted in a chat room?
   
   A. No. Messages will persist and be seen by everyone in the chat room for 30 days.

4. Why do some names not display in my group chat room?
   
   A. To be considered a participant of a conversation, users will need to have the group chat room open for their names to display as a participant. Users will only receive regular notifications of chat room occurrences if the room is open on their Skype for Business client as well.