Skype for Business uses email to notify users of missed Instant Message (IM) conversations. This global feature is designed to enable interaction between the workstation client and the mobile app. Users who do not wish to see these email notifications may create rules in Outlook to force these notifications to go into a dedicated “Conversation History” Outlook folder rather than the user’s Inbox. Please note the contents of the Conversation History folder are only saved for three days before they are automatically deleted.

You may want to set up two rules. One rule for “Missed conversation” and one for “Missed conference.”

To set up a rule:

1. In the Outlook ribbon, click Rules, and then in the Rules drop-down, click Create Rule…

2. Select Subject contains, and type Missed conversation or Missed conference.

3. Select Move the item to folder, and then click Select Folder.
Create a New Outlook Folder (for moving saved emails from Conversation History)

4. Click the Conversation History folder, and then click OK.

5. Click OK.