Conversation Histories in Skype for Business

Instant Messages that occur within the same conversation are saved together as a thread in the "Conversations History" folder within Outlook.

When you open this folder, you see a listing of previous conversations, including participants, date, and time:

<table>
<thead>
<tr>
<th>From</th>
<th>Subject</th>
<th>Date</th>
<th>Size</th>
</tr>
</thead>
</table>

The person listed in the "From" column is the person who initiated the conversation. If you open one of these files, you will see the instant messages that were part of that conversation. These conversation histories remain until you delete them – they are not removed automatically (unless you set up a rule to do so). If you do delete the conversation, the other parties in the conversation may still have a copy of the conversation (you remove only your copy of the conversation).

You can access conversation histories from within the Skype for Business client by selecting the "Conversations" icon:

This will bring up a list of your previous conversations. You will not be able to view the individual instant messages that made up the conversation from this client. To see the instant messages, click on the "View More in Outlook" link at the bottom of the client to bring up Outlook (Outlook must be installed on the device for this to work).

You can right-click a conversation or hover over the icon for the conversation to bring up additional options:

- find conversations (requires Outlook – will bring up other conversations involving the same user. If multiple users were involved in the conversation, this option may be greyed out)
- delete a conversation (other participants will still have a history of the conversation)
- continue a conversation (the messages will be within that same thread)