77-423

MOS Outlook 2013

Objective Domain

1.0 Manage the Outlook Environment

1.1 Customize Outlook Settings

This objective may include but is not limited to: including original messages with all reply messages, changing text formats for all outgoing messages, customizing the Navigation Pane, blocking specific addresses, configuring views, managing multiple accounts, setting Outlook options

1.2 Automate Outlook

This objective may include but is not limited to: changing quoted text colors, creating and assigning signatures, using Quick Steps, creating and managing rules, creating auto-replies

1.3 Print and Save Information in Outlook

This objective may include but is not limited to: printing messages, printing calendars, saving message attachments, previewing attachments, printing contacts, printing tasks, saving messages in alternate formats, creating data files

1.4 Search in Outlook

This objective may include but is not limited to: creating new search folders, searching for messages, searching for tasks, searching for contacts, searching calendars, using advanced find, using Search by Location

2.0 Manage Messages

2.1 Create a Message

This objective may include but is not limited to: creating messages, forwarding messages, deleting messages, adding/removing message attachments, adding cc and bcc to messages, adding voting options to messages, replying to all, replying to sender

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only, prioritizing messages, marking as private, requesting delivery/read receipt, redirecting replies, delegating access

2.2 Format a Message

This objective may include but is not limited to: formatting text, inserting hyperlinks, applying themes and styles, inserting images, adding a signature to specific messages, formatting signatures, creating and using Quick Parts

2.3 Organize and Manage Messages

This objective may include but is not limited to: sorting messages, moving messages between folders, adding new local folders, applying categories, configuring junk e-mail settings, cleaning up messages, marking as read/unread, flagging messages, ignoring messages, sorting by conversation, setting attachment reminder options

3.0 Manage Schedules

3.1 Create and Manage Calendars

This objective may include but is not limited to: adjusting viewing details for calendars, modifying calendar time zones, deleting calendars, setting calendar work times, using multiple calendars, managing calendar groups, overlaying calendars, sharing calendars

3.2 Create Appointments, Meetings and Events

This objective may include but is not limited to: creating calendar items, creating recurring calendar items, cancelling calendar items, creating calendar items from messages, setting calendar item times, categorizing calendar items, using the scheduling assistant, changing availability status, scheduling resources, utilizing Room Finder

3.3 Organize and Manage Appointments, Meetings, and Events

This objective may include but is not limited to: setting calendar item importance, forwarding calendar items, configuring reminders, adding participants, responding to invitations, updating calendar items, sharing meeting notes

3.4 Create and Manage Notes, Tasks, and Journals

This objective may include but is not limited to: creating and managing tasks, creating and managing notes, attaching notes to contacts, creating journal entries, updating task status

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4.0 Manage Contacts and Groups

4.1 Create and Manage Contacts

This objective may include but is not limited to: creating new contacts, deleting contacts, importing contacts from external sources, editing contact information, attaching an image to contacts, adding tags to contacts, sharing contacts, managing multiple address books

4.2 Create and Manage Groups

This objective may include but is not limited to: creating new contact groups, adding contacts to existing groups, adding notes to a group, updating contacts within groups, deleting groups, deleting group members

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