Exam 77-884

Outlook 2010

Manage the Outlook environment (15–20%)

- Apply and manipulate Outlook program options
    - Set general, mail, calendar, tasks, notes and journal, advanced, and language options
- Manipulate item tags
    - Categorize items, set flags, set sensitivity level, mark items as read or unread, and view message properties
- Arrange the Content pane
    - Show or hide fields in a list view, change the reading view, and use the Reminders window and People pane
- Apply search and filter tools
    - Use built-in Search folders
- Print an Outlook item
    - Print attachments, calendars, multiple messages, multiple contact records, tasks, and multiple notes

Create and format item content (25–30%)

- Create and send email messages
    - Specify a message theme; specify plain text, rich text, or HTML message content format; show or hide the From and Bcc fields; set a reminder for message recipients; specify the sending account; specify the sent item folder; configure message delivery options; configure voting and tracking options; and send a message to a contact group
- Create and manage Quick Steps
    - Perform, create, edit, delete, and duplicate Quick Steps, reset Quick Steps to default settings
- Create item content
    - Insert graphical elements, insert a hyperlink
- Format item content
    - Use formatting tools, apply styles, create styles and themes, use Paste Special, and format graphical elements
- Attach content to email messages
    - Attach an Outlook item, attach external files

Manage email messages (25–30%)

- Clean up the mailbox
    - View mailbox size, save message attachments, save a message in an external format, ignore a conversation, and use clean-up tools
- Create and manage rules
    - Create, modify, and delete rules
- Manage junk mail

- Allow a specific message (Not junk) and filter junk mail with Never Block Sender, Never Block Sender's Domain, Never Block this Group or Mailing List, and Block Sender
- Manage automatic message content
  - Manage signatures, specify the font for new HTML messages, plain-text messages, specify options for replies and forwards, and set a default theme for all HTML messages, stationery, and fonts

Manage contacts (15–20%)

- Create and manipulate contacts
  - Modify a default business card, forward a contact, and update a contact in the address book
- Create and manipulate contact groups
  - Create a contact group, manage contact group membership, show notes about a contact group, forward a contact group, delete a contact group, and send a meeting to a contact group

Manage calendar objects (15–20%)

- Create and manipulate appointments and events
  - Set appointment options, print appointment details, forward an appointment, and schedule a meeting with a message sender
- Create and manipulate meeting requests
  - Set response options, update a meeting request, cancel a meeting or invitation, and propose a new time for a meeting
- Manipulate the Calendar pane
  - Arrange the calendar view, change the calendar color, display or hide calendars, and create a calendar group

Work with tasks, notes, and journal entries (5–10%)

- Create and manipulate tasks
  - Create a task, manage task details, send a status report, mark a task as complete, move or copy a task to another folder, assign a task to another Outlook user, accept or decline a task assignment, update an assigned task, and use Current view
- Create and manipulate notes
  - Create a note, change the current view, and categorize notes
- Create and manipulate Journal entries
  - Automatically record Outlook items, automatically record files, and edit a Journal entry