



77-884^{Q&As}

Outlook 2010

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**QUESTION 1**

Jane is working in the Sales department at ABC.com. Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The company email system runs Microsoft Exchange Server 2010. All company employees use Microsoft Outlook 2010 for their email clients.

Jane is currently working the Mail view in Outlook. Jane then enters the CTRL + 2 keyboard shortcut.

What effect will the CTRL +2 keyboard shortcut have?

- A. It will switch Jane to the Mail view.
- B. It will switch Jane to the Calendar view.
- C. It will switch Jane to the Contacts view.
- D. It will switch Jane to the Tasks view.

Correct Answer: B

QUESTION 2

Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The company email system runs Microsoft Exchange Server 2010. All company employees use Microsoft Outlook 2010 for their email clients.

Jane is composing an email. Jane wants to create a large capital letter at the start of a paragraph in the email. The first letter of the paragraph should be as large as three lines of the paragraph text. How can Jane achieve the desired result?

- A. By using a WordArt letter at the start of the paragraph.
- B. By selecting the first letter of the paragraph and selecting the Grow Font option on the Format Text tab.
- C. By selecting the Drop Cap option on the Insert tab.
- D. By using the Text Box option on the Insert tab.

Correct Answer: C

QUESTION 3

Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The company email system runs Microsoft Exchange Server 2010. All company employees use Microsoft Outlook 2010 for their email clients. Jane works in the Accounts department. She is using Outlook and wants to compose an email to send to a supplier.

Jane switches to the Contacts view in Outlook. Jane plans to use the alphabetical list to find the email address of her contact at a supplier named Stanford Supplies. However, there is no alphabetical list displayed that Jane can click on to filter the contacts and narrow down her search.



How can Jane display the alphabetical list? (Choose two possible answers).

- A. By switching to the Business Card view.
- B. By switching to the Card view.
- C. By switching to the Phone view.
- D. By applying a filter.
- E. By using Contact Groups.

Correct Answer: AB

QUESTION 4

Sally works as the Sales Assistant at ABC.com. The company email system runs Microsoft Exchange Server 2010. Sally uses Microsoft Outlook 2010 configured with an Exchange account.

Sally wants to create a new email. She opens a new email and now wants to open the address book to select an email address to send the email to.

Which of the following keyboard shortcuts could Sally use to open the address book?

- A. CTRL + O
- B. CTRL + SHIFT + O
- C. CTRL + B
- D. CTRL + SHIFT + B

Correct Answer: D

QUESTION 5

You work as a Project Manager at ABC.com. Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The company email system runs Microsoft Exchange Server 2010. All company employees use Microsoft Outlook 2010 for their email clients.

You use Outlook to organize your time and schedule activities related to a new project.

Which of the following is described as "a type of Outlook item used to track something that must be done"?

- A. A Meeting.
- B. An Appointment.
- C. An All Day Event.
- D. A Task.



E. A To-do

Correct Answer: D

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