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Outlook 2016 Core Communication, Collaboration and Email Skills

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QUESTION 1

Locate the `\\'Account\\'\\'` conversation in the Vendors folder. Send the entire conversation and all future messages related to that conversation to the Deleted items folder.
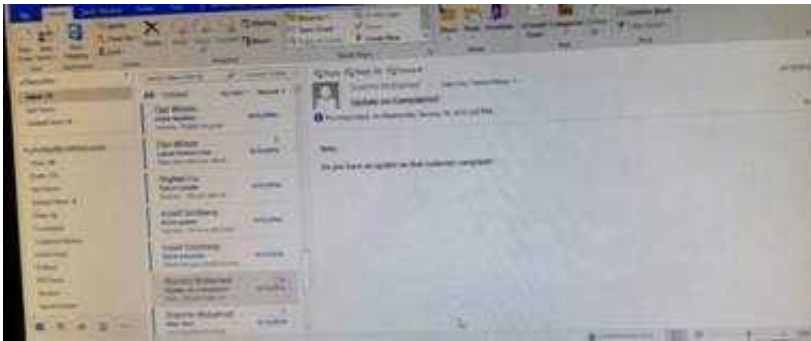
Correct Answer: See below for solution.

Locate the conversation. Click on "Ignore" and then "Ignore Conversation"
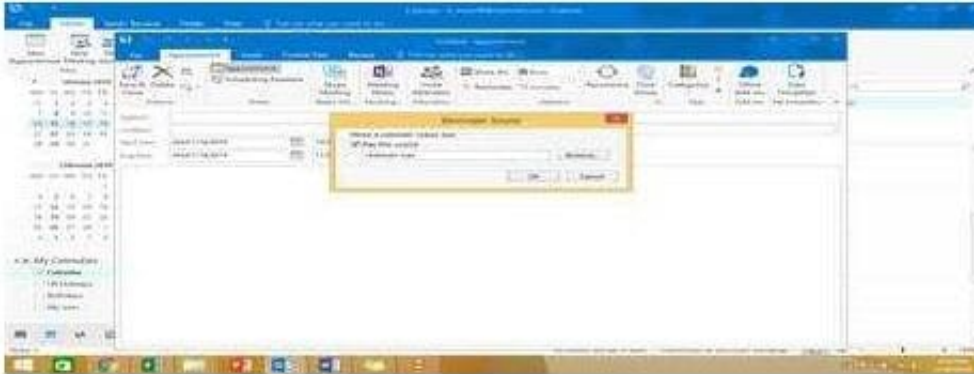

QUESTION 2

On the Calendar, open the \\'\\'Doctor Visit\\'\\'\\' appointment that occurs next Wednesday. Configure the reminder to display without playing a sound. Save and close the appointment.
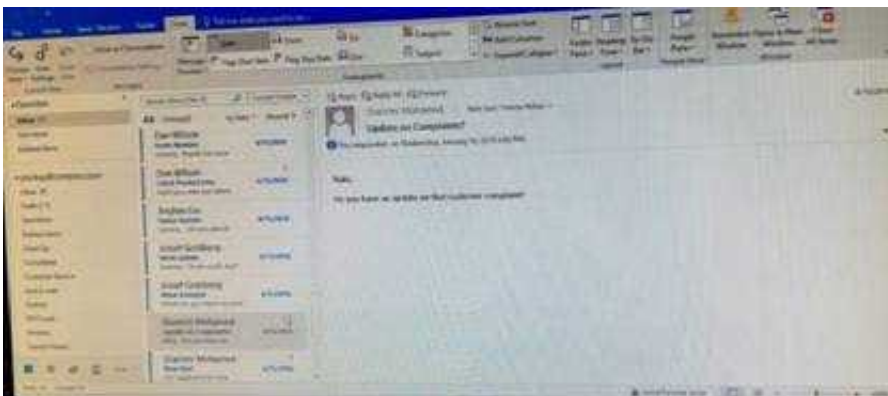
Correct Answer: See below for solution.

Locate the appointment in calendar and double click to open it. Click on Options dialog box launcher and uncheck "Play this sound"
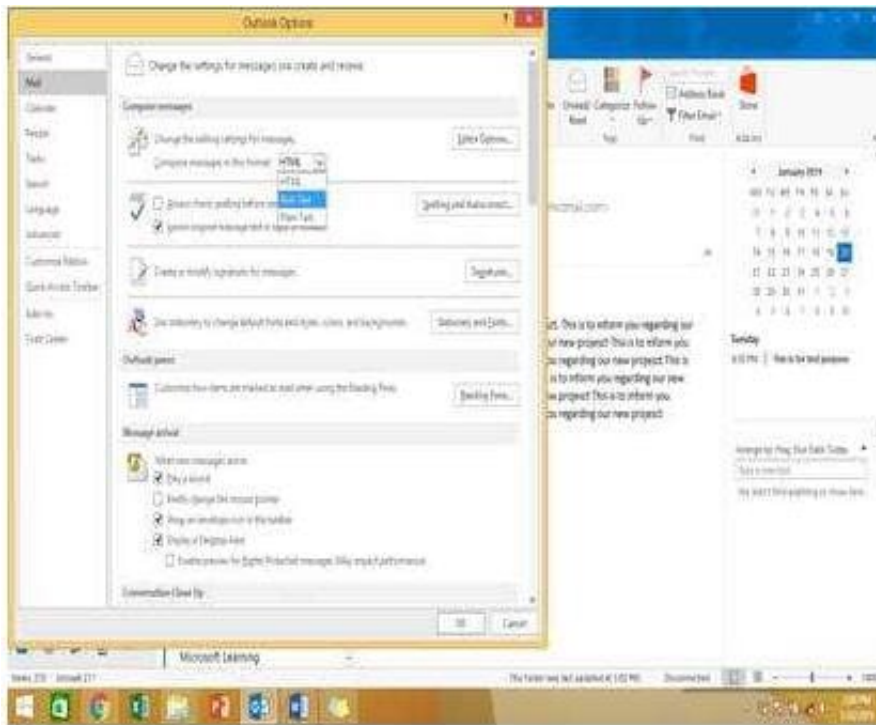

QUESTION 3

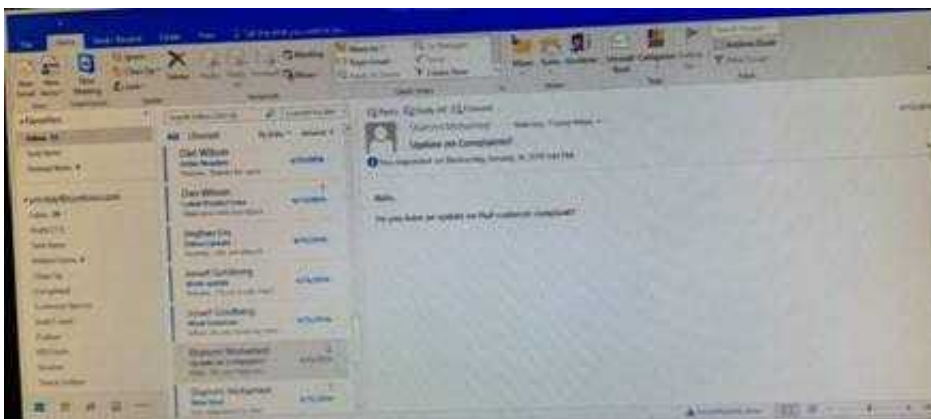Configure Outlook to compose all outgoing messages in Rich Text format.

Correct Answer: See below for solution.

File -options -mail -select Rich Text

QUESTION 4

In the Drafts folder, open the \\'\\'Orientation\\'\\' message. Configure the message options to direct replies to \\'\\'Andy Teal\\'\\''. Send the message.
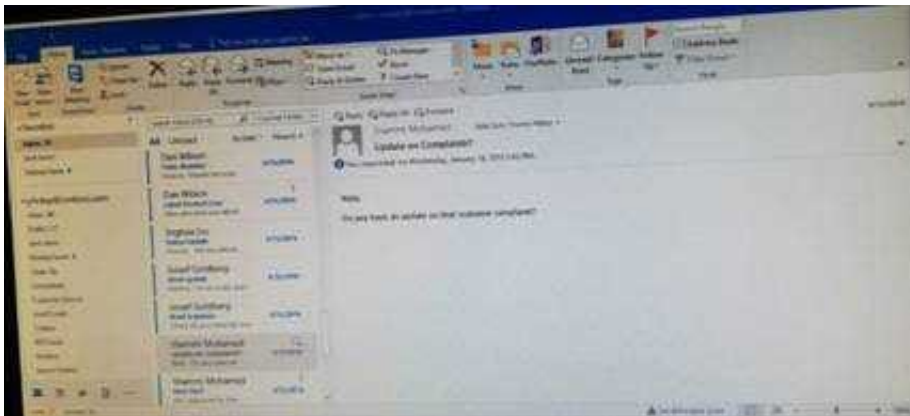

Correct Answer: See below for solution.

Open the message – Go to Options tab – Direct Replies to – Delivery options group – select the "Andy Teal" in Have replies sent to field. Close the box and send the message.
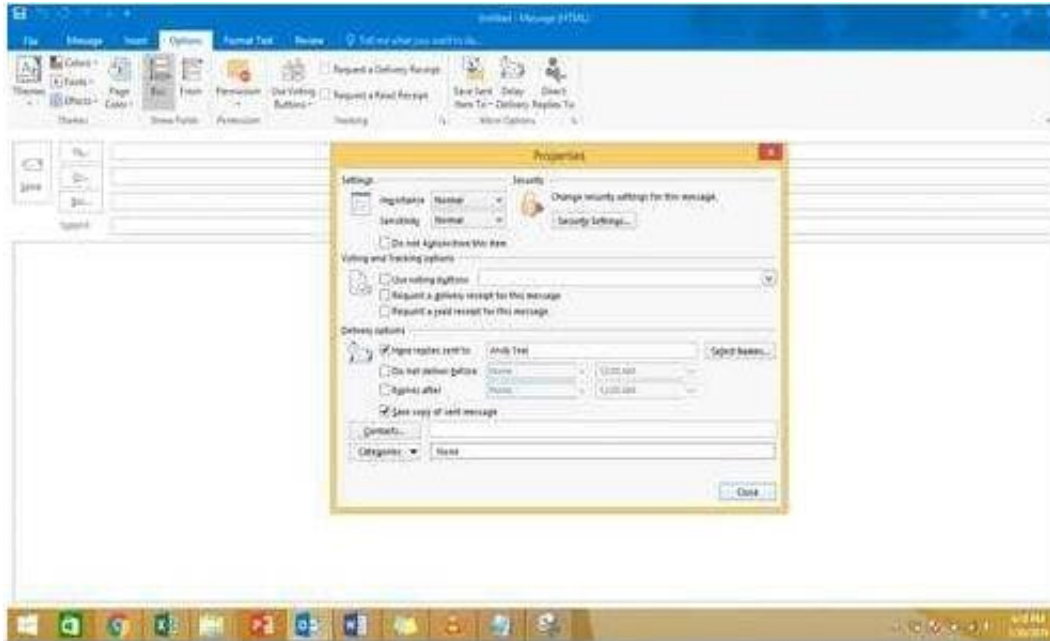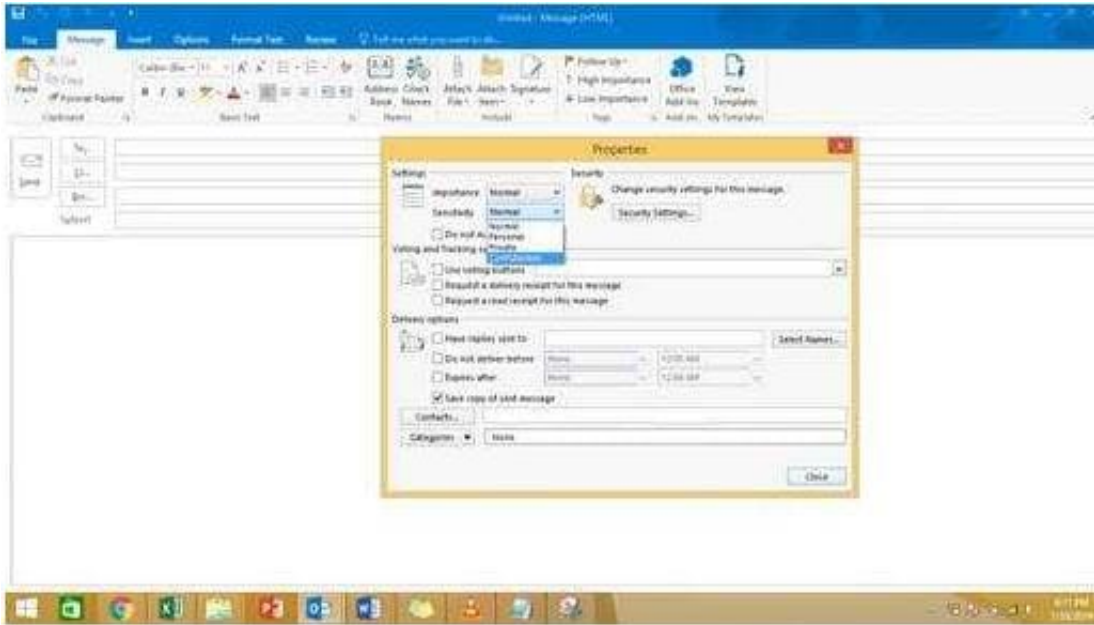
QUESTION 5

In the Drafts folder, open the \\\\'New Organizational Chart" message. Change the Sensitivity to confidential. Send the message.
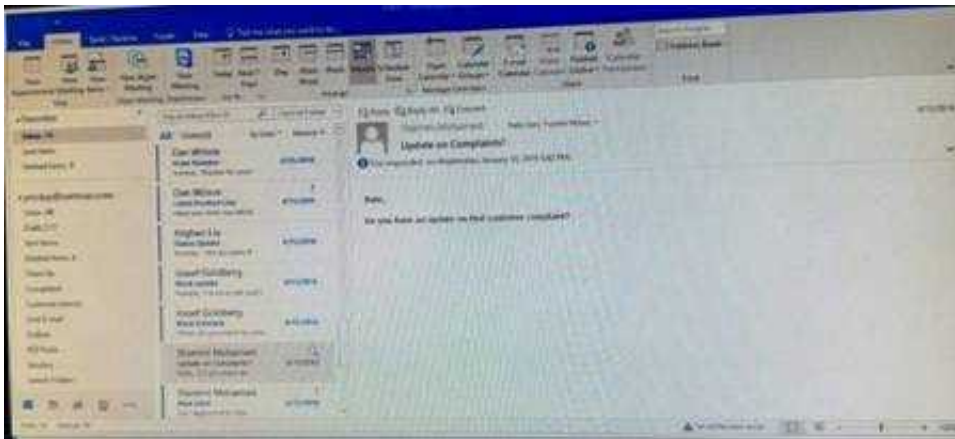

Correct Answer: See below for solution.

Open the message and click on message options dialog box launcher. Select the sensitivity, close the box and send.
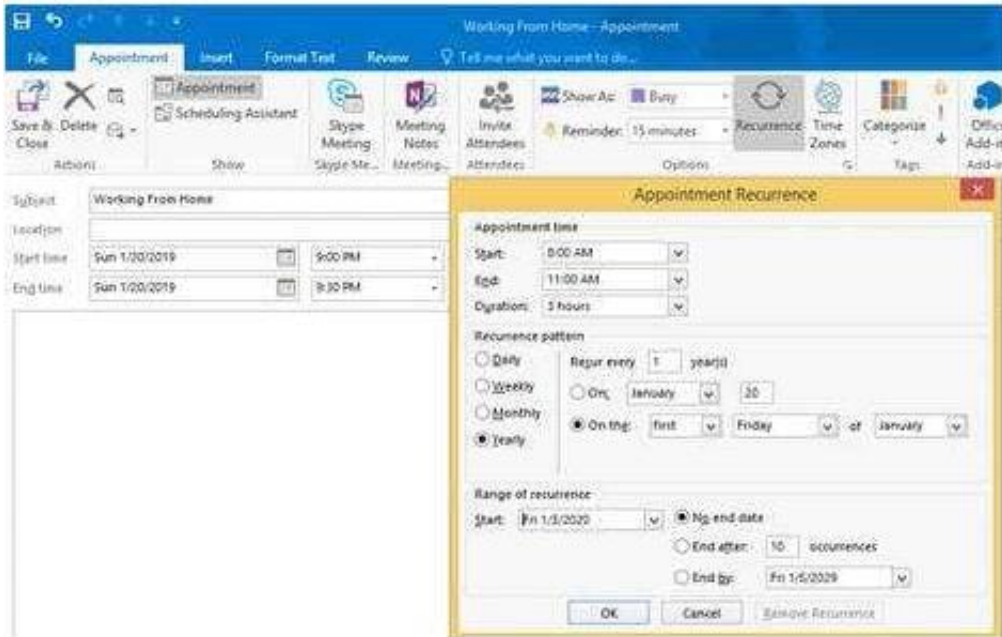
QUESTION 6

Create an appointment that has the subject \\'\\'Working From Home\\'\\'. Configure the appointment to recur from 8:00 Am to 11:00 AM (from 8 o\\'clock until 11 o\\'clock) every other Friday starting the first Friday of next year. Show your time during the appointment as Working Elsewhere. Save close the appointment.

Correct Answer: See below for solution.

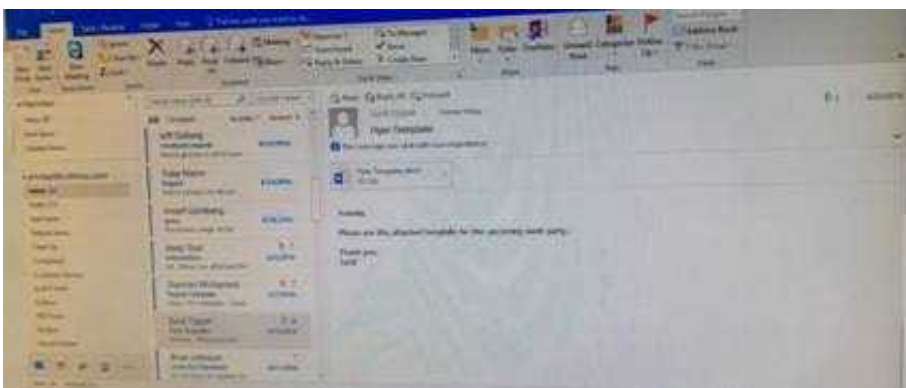Create a new appointment and give the following options in "Recurrence".

In Show as, select "Working elsewhere" and save and close the appointment.

QUESTION 7

In the Drafts folder, open the \\'\\'Process Development\\'\\'\\' message. Apply the Basic (Stylish) style set. Send the message.

Correct Answer: See below for solution.

In message body click on Format Text tab -Change styles -Style set -select Basic (Stylish)
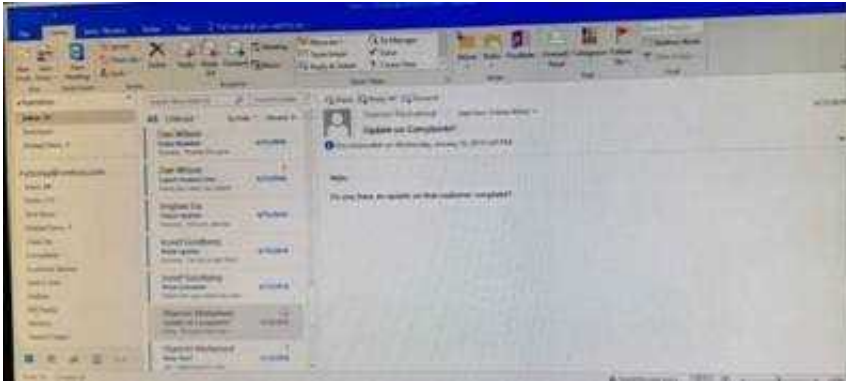
QUESTION 8

Send the contact item for \\'\\'Yvonne Mckay\\'\\' to \\'\\'Adam Barr\\'\\' as a business card.

Correct Answer: See below for solution.

Search the contact "Yvonne Mckay" and the click on "Forward Contact" "As a business card"

QUESTION 9

On the Calendar, locate the \\'\\'Team Review\\'\\' meeting that occurs on Thursday. Add all members of the \\'\\'Customer Service" group, except \\'\\'Andy Teal\\'\\', to the meeting as required attendees. Make \\'\\'Andy Teal\\'\\' an
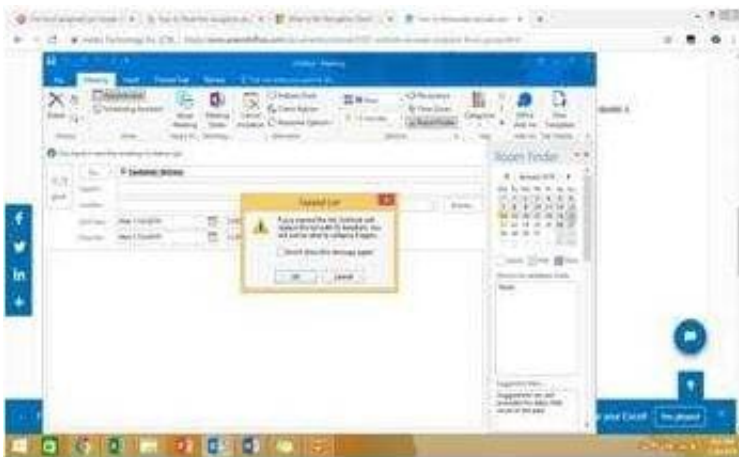
optional attendee. Send an invitation to all attendees.
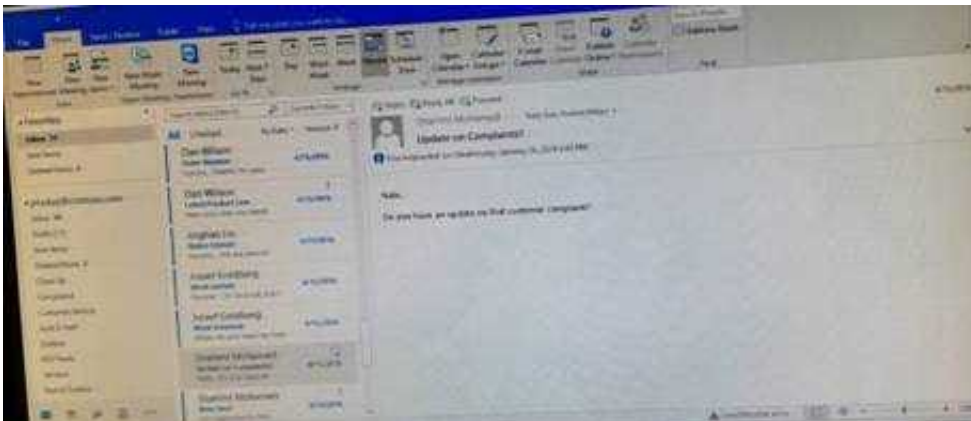

Correct Answer: See below for solution.

Locate the \\'\\'Team Review\\'\\' meeting in calendar and double click to open it.

Select the customer service group and then click on + sign. On the Expand list box click on ok. Select and delete \\'\\'Andy Teal\\'\\' and put it in Optional attendees.
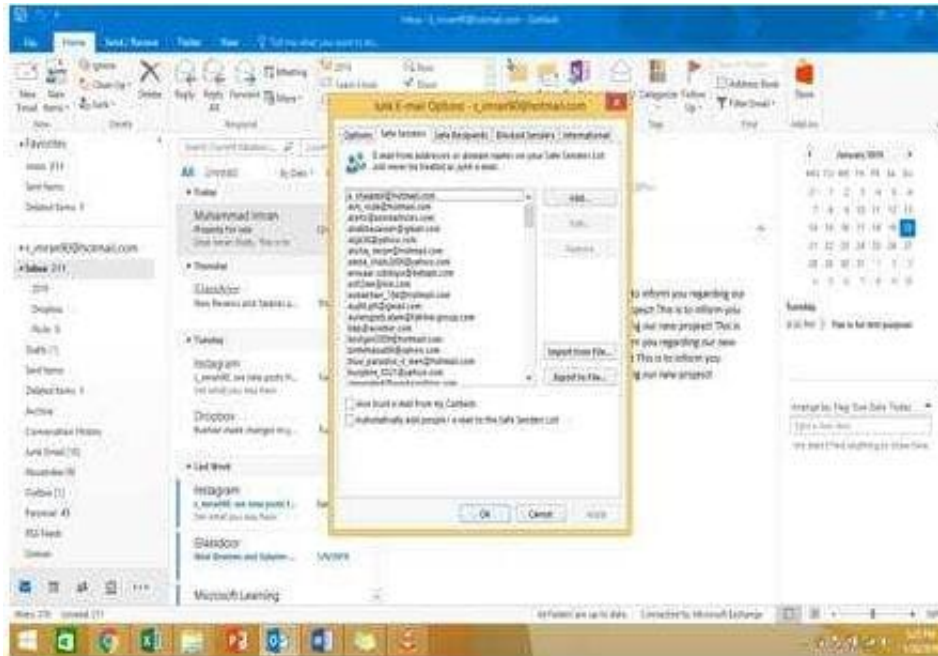

QUESTION 10

Configure Outlook so that email from a contact is never sent to the junk e-mail folder.

Correct Answer: See below for solution.

Home tab – Junk – Junk email options – safe recipients – click on "Also trust email from my contacts"

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