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**QUESTION 1**

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 are about to start a new project. You need to assign tasks for the planning stage, the design stage and the implementation stage of the project. You create the appropriate tasks in Outlook.

You currently have your task list displayed using the "Detailed" view. You arrange the view of your task list using the "By Person Responsible" view.

You discover that some of the tasks no longer appear in the list. You can only view the planning stage tasks.

Why do some of the tasks no longer appear in the task list?

- A. Some tasks do not support the "By Person Responsible" view.
- B. You have applied a filter to the view.
- C. Some tasks are past their due date.
- D. All the tasks are assigned.

Correct Answer: B

QUESTION 2

Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The employees use Microsoft Outlook 2010 to connect to the IMAP based company email server.

A Project Coordinator named Myles wants to share his calendar with company managers. How should Myles share his calendar?

- A. He should create a Calendar Group.
- B. He should use the Email Calendar option in the Home tab of the ribbon.
- C. He should use the Share Calendar option in the Home tab of the ribbon.
- D. He should use the Copy Calendar option in the Folder tab of the ribbon.

Correct Answer: B

QUESTION 3

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 need to create a deployment plan for rolling out a new system at a customer site. You create a task for creating the deployment plan and assign the task to a member of your project team.

You receive a notification saying the task is accepted but you do not receive and further updates on the progress of the task.

What is the most likely cause of the lack of task updates?

- A. You marked the task as Private.
- B. You are no longer the owner of the task.
- C. When you created the task, you cleared the check box labeled "Send me a status report when this task is complete".
- D. You have opened the task and selected the Create Unassigned Copy option.

Correct Answer: D

QUESTION 4

Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The employees use Microsoft Outlook 2010 to connect to the Microsoft Exchange 2010 company email server.

Jane creates a category named Important. She wants to ensure that any current or future emails from company managers that contain the word "Urgent" in the subject line or are flagged as Important are automatically added to the Important

category.

How can Jane achieve this goal?

- A. By creating a Search Folder.
- B. By using the Arrange By > Importance option.
- C. By creating a rule.
- D. By modifying the properties of the Categorized Mail search folder.

Correct Answer: C

QUESTION 5

You work as an IT Administrator at ABC.com. You have been asked to implement a new email system. The company plans to deploy Microsoft Office 2010 to the company client computers.

You need to decide what type of email system to implement and what type of email accounts the company users will use.

One of the requirements of the email system is that it must support a Global Address List.

Which of the following types of email server and Outlook account types should you implement?



- A. A Web based email system that uses HTTPS.
- B. A POP3 based email system.
- C. An IMAP based email system.
- D. A Microsoft Exchange Server system.

Correct Answer: D

QUESTION 6

You work in the Sales department at ABC.com. Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The employees use Microsoft Outlook 2010 to connect to the POP3 based company email server.

You are composing an email to send to the Sales Manager before a Sales meeting. You attach a Microsoft Excel spreadsheet containing some sales figures and a Microsoft PowerPoint presentation containing a sales plan for the next

quarter. You discover that the two files appear as icons in the body of the email as opposed to appearing in an "Attached" field below the Subject Line.

You want the two files to appear in the "Attached" field below the Subject Line of the email. How should you change the email?

- A. You should change the format of the email to Rich Text.
- B. You should change the format of the email to HTML.
- C. You should use the Insert > Object option to attach the two files.
- D. You should use the Attach File option on the Message tab to attach the two files.

Correct Answer: B

QUESTION 7

You work as a Sales 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 compose an email that you plan to send to ten different customers. You need to ensure that each customer is unable to see the names of the other email recipients. How can you hide the email recipient's names?

- A. By marking the email as private.
- B. By entering the recipients names in the BCC (Blind Carbon Copy) field.
- C. By using the Delay Delivery function.
- D. By adding a signature to the email.



Correct Answer: B

QUESTION 8

You work as a Sales 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 have composed an email and saved it in your drafts folder. You want to send the email tomorrow at 11 am. However, you will be away from the office tomorrow with no access to email.

How can you send the email at 11 am tomorrow?

- A. By configuring a Low Importance level for the email.
- B. By using the Delay Delivery option.
- C. By configuring the Save Sent Item To option.
- D. By attaching a calendar event to the email.

Correct Answer: B

QUESTION 9

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 are about to start a new project. You need to assign tasks for the planning stage, the design stage and the implementation stage of the project. You create the appropriate tasks in Outlook.

You want to create multiple copies of one of the implementation stage tasks. You open the task then click the Details button then click the Create Unassigned Copy button and successfully create the first unassigned copy. However, when you attempt to repeat the process, it fails.

Why did you fail to create a second unassigned copy?

- A. The Follow Up option has been selected on the original task.
- B. You can only create one unassigned copy.
- C. You attempted to create an unassigned copy of the first unassigned copy.
- D. The first unassigned copy is marked as Complete.

Correct Answer: B

QUESTION 10



Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The employees use Microsoft Outlook 2010 to connect to the IMAP based company email server.

You are composing an email. You plan to print the email before you send it. You need to define how the email looks by configuring the page settings and paper settings.

Which type of Style in Outlook should you use to achieve the desired result?

- A. You should use a Print Style.
- B. You should use a Quick Style.
- C. You should use a Preview Style.
- D. You should use a Text Style.

Correct Answer: A

QUESTION 11

You work in the Sales department at ABC.com. Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The employees use Microsoft Outlook 2010 to connect to the POP3 based company email server.

The Sales department has recently received some new computers. You log in to one of the new computers and open Microsoft Outlook 2010.

You click on the New E-mail button to compose a new email. The Untitled - Message window contains a To field, a CC field, a Subject field and a message body area but there is no Send button.

What would prevent the Send button being displayed?

- A. There is no email account configured in the Outlook profile.
- B. A Delivery Delay has been configured.
- C. The Direct Replies To option has not been configured.
- D. The Exchange server is offline.

Correct Answer: A

QUESTION 12

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. She has written the text of the email and now wants to change the format of the email, the layout of the text and the color of the text.

What is the easiest way for Jane to modify the email?



- A. She should create a new email with the required formatting then copy the text into the new email.
- B. She should use the Proofing options on the Review tab.
- C. She should use the Change Styles option on the Format Text tab.
- D. She should use the Themes option on the Options tab.

Correct Answer: C

QUESTION 13

Gary works as the Finance Manager at ABC.com. The company email system runs Microsoft Exchange Server 2010. Gary uses Microsoft Outlook 2010 configured with an Exchange account.

Gary receives a meeting request for a meeting with other company managers. Gary wants his financial assistant to accompany him to the meeting.

Gary wants to forward the meeting request to his financial assistant.

Which of the following keyboard shortcuts could Gary use to forward the meeting request?

- A. CTRL + N
- B. CTRL + F
- C. CTRL + R
- D. CTRL + SHIFT + Q

Correct Answer: B

QUESTION 14

Mia is working in the Marketing 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.

Mia is composing a marketing email. She wants to send the email to a large number of recipients by selecting a single name.

How can Mia send the email to a large number of recipients by entering a single name in the TO field of the email?

- A. By using a Global Security Group.
- B. By using a Distribution List.
- C. By using a Contacts Folder.
- D. By using Shared Contacts.

Correct Answer: B



QUESTION 15

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 appointment. She is currently in the Outlook Inbox view.

Which of the following keyboard shortcuts could Sally use to create an appointment?

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

Correct Answer: B

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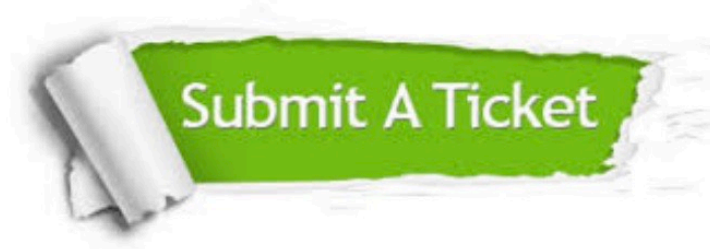
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