

Exam 77-884

Outlook 2010

Skills measured

This exam measures your ability to accomplish the technical tasks listed below. The percentages indicate the relative weight of each major topic area on the exam. The higher the percentage, the more questions you are likely to see on that content area on the exam.

Please note that the questions may test on, but will not be limited to, the topics described in the bulleted text.

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