

Exam 77-731: Microsoft Outlook (Office 2016) – Skills Measured

NOTE: The bullets that appear below each of the skills measured are intended to illustrate how we are assessing that skill. This list is not definitive or exhaustive.

NOTE: In most cases, exams do NOT cover preview features, and some features will only be added to an exam when they are GA (General Availability).

Manage the Outlook environment for productivity (20-25%)

Customize settings

- Customize reply messages, change text formats for all outgoing messages, customize the Navigation Pane, configure reviews, manage multiple accounts, add an account

Print and save information

- Print message, calendar, contact, or task information; save message attachments; preview attachments; save messages in alternate formats; export messages to a data file

Perform search operations in Outlook

- Create new search folders; search for items in messages, tasks, contacts, or calendars; search by using advanced find; search by folder

Manage messages (35-40%)

Configure mail settings

- Set fonts for new messages and responses; create, assign, and modify signatures; create and manage rules; create automatic replies; create messages by using Quick Parts; configure Junk Email and Clutter settings

Create messages

- Create a message; add or remove message attachments; add cc and bcc to messages; add tracking and voting options; forward and reply to messages; request a delivery or read receipt; redirect replies; flag outgoing messages for follow up, importance, and sensitivity; recall a message

Format a message

- Format text, insert hyperlinks, apply themes and styles, insert messages, add a signature to specific messages

Organize and manage messages

- Sort messages, move messages between folders, add new local folders, apply categories, clean up messages, mark a message as read or unread, flag received messages, ignore messages, sort messages by conversation, delete messages, automate repetitive tasks by using Quick Steps, configure basic Auto Archive settings, delegate access

Manage schedules (35-40%)

Create and manage calendars

- Create and add calendars, adjust viewing details for calendars, modify calendar time zones, delete calendars, set calendar work times, manage multiple calendars, manage calendar groups, display multiple calendars, share calendars

Create appointments, meetings, and events

- Create calendar items, create recurring calendar items, cancel calendar items, create calendar items from messages, set calendar item times, set up meetings by using the scheduling assistant, set free or busy status for calendar items, schedule resources, set up meeting location by using Room Finder

Organize and manage appointments, meetings, and events

- Set calendar item importance, forward calendar items, configure reminders, add participants, respond to invitations, update individual or recurring calendar items, share meeting notes, categorize calendar items

Create and manage notes and tasks

- Create and manage tasks, create and organize notes

Manage contacts and groups (10-15%)

Create and manage contacts

- Create a new contact, delete contacts, import contacts from external sources, edit contact information, attach an image to a contact, add tags to contacts, share contacts, create and manage address books

Create and manage contact groups

- Create new contact groups, add contacts to existing contact groups, add notes to a contact group, update contacts within contact groups, delete contact groups, delete contact group members