

Microsoft Office Specialist: Outlook Associate (Outlook and Outlook 2019) – Skills Measured

Manage Outlook settings and processes

Customize Outlook settings

- change the display of messages, calendar items, contact records, and tasks
- add accounts
- configure automatic replies

Configure mail settings

- specify default fonts for new messages and responses
- customize reply message settings
- create, assign, and modify signatures

Perform search operations

- create search folders
- search for messages, calendar items, contacts, and tasks
- search by using advanced find

Print and save information

- print message, calendar, contact, and task information
- save message attachments
- preview message attachments
- save messages in alternative formats

Manage messages

Create messages

- add or remove message attachments
- designate recipients by using courtesy copy (CC) and blind courtesy copy (BCC)
- use @mention to get someone's attention
- forward and reply to messages
- flag outgoing messages for follow up
- set the importance and sensitivity of outgoing messages

Insert message content

- insert hyperlinks
- insert images
- add signatures to individual messages

Organize and manage messages

- sort messages
- create folders
- move messages between folders
- categorize messages
- flag received messages
- ignore conversations
- change the display of messages

Manage schedules

Create and manage calendars

- set calendar work times
- manage multiple calendars

Create appointments, meetings and events

- create recurring calendar items
- cancel meetings
- create calendar items from messages
- set calendar item times and time zones
- set up meetings by using the scheduling assistant
- set availability for calendar items

Organize and manage appointments, meetings, and events

- forward calendar items
- configure reminders
- invite meeting participants
- respond to invitations
- update individual or recurring calendar items

Manage contacts and tasks

Create and manage contact records

- import contacts from external sources
- edit contact information
- share contacts

Create and manage contact groups

- create and delete contact groups
- add contacts to existing contact groups
- update contacts within contact groups
- delete contact group members

Create and manage tasks

- Create and manage tasks