

Exam 77-423: Outlook 2013 – Skills Measured

Audience Profile

Candidates can format email message content by using character and paragraph formatting, create or insert graphic elements, such as charts, tables, and SmartArt graphics, into messages. They can also send messages to private recipients by using the Bcc field. Candidates are able to create contact records, tasks, and appointments from incoming messages, and they set up contact groups to facilitate communication with other Outlook users. They may share schedule information with other Outlook users, too. Candidates schedule meetings involving people and system resources, and they delegate tasks to others. Core users personalize the Outlook program window and the Quick Access Toolbar to maximize their efficiency. They organize messages and other Outlook items, and they display different views of mail folders and of the calendar, address book, and task list. They may also display multiple calendars and share calendars with other Outlook users.

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 (25–30%)

Customize Outlook settings

- include original messages with all reply messages, change text formats for all outgoing messages, customize the Navigation pane, block specific addresses, configure views, manage multiple accounts, set Outlook options

Automate Outlook

- change quoted text colors, create and assign signatures, use Quick Steps, create and manage rules, create auto-replies

Print and save information in Outlook

- print messages, print calendars, save message attachments, preview attachments, print contacts, print tasks, save messages in alternate formats, create data files

Search in Outlook

- create new search folders, search for messages, search for tasks, search for contacts, search calendars, use advanced find, use Search by Location

Manage messages (25–30%)

Create a message

- create messages, forward messages, delete messages, add/remove message attachments, add Cc and Bcc to messages, add voting options to messages, reply to all, reply to sender only, prioritize messages, mark as private, request delivery/read receipt, redirect replies, delegate access

Format a message

- format text, insert hyperlinks, apply themes and styles, insert images, add a signature to specific messages, format signatures, create and use Quick Parts

Organize and manage messages

- sort messages, move messages between folders, add new local folders, apply categories, configure junk email settings, clean up messages, mark as read/unread, flag messages, ignore messages, sort by conversation, set attachment reminder options

Manage schedules (30–35%)

Create and manage calendars

- adjust viewing details for calendars, modify calendar time zones, delete calendars, set calendar work times, use multiple calendars, manage calendar groups, overlay 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, categorize calendar items, use the scheduling assistant, change availability status, schedule resources, utilize Room Finder

Organize and manage appointments, meetings, and events

- set calendar item importance, forward calendar items, configure reminders, add participants, respond to invitations, update calendar items, share meeting notes

Create and manage notes, tasks, and journals

- create and manage tasks, create and manage notes, attach notes to contacts, create journal entries, update task status

Manage contacts and groups (15–20%)

Create and manage contacts

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

Create and manage groups

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