

Exam 77-884: Outlook 2010 – 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 (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