

## Outlook 2010

### Exam Design

#### Target Audience

The typical candidate for the exam is a student, office worker, or instructor who is able to navigate Outlook 2010 at the feature and functionality level.

Users can format message content by using character and paragraph formatting, use graphic elements such as charts and tables, and create contact records, tasks, and appointments from incoming messages. They create contact groups, schedule meetings, and share schedules to facilitate communication with other Outlook users.

The Outlook 2010 user typically:

- is proficient with productivity tools
- frequently collaborates with others on projects
- personalizes the working environment for efficiency

### Objective Domain

#### 1. Managing the Outlook Environment

##### 1.1. Apply and manipulate Outlook program options.

This objective may include but is not limited to: setting General, Mail, Calendar, Tasks, Notes and Journal, Advanced, and Language options

##### 1.2. Manipulate item tags.

This objective may include but is not limited to: categorizing items, setting flags, setting sensitivity level, marking items as read or unread, and viewing message properties

##### 1.3. Arrange the Content Pane.

This objective may include but is not limited to: showing or hiding fields in a list view, changing the reading view, and using the Reminders Window and People Pane

1.4. Apply search and filter tools.

This objective may include but is not limited to: using built-in Search folders

1.5. Print an Outlook item.

This objective may include but is not limited to: printing attachments, calendars, multiple messages, multiple contact records, tasks, and multiple notes

## **2. Creating and Formatting Item Content**

2.1. Create and send email messages.

This objective may include but is not limited to: specifying a message theme, specifying plain text, rich text, or HTML message content format, showing or hiding the From and Bcc fields, setting a reminder for message recipients, specifying the sending account, specifying the sent item folder, configuring message delivery options, configuring voting and tracking options, and sending a message to a contact group

2.2. Create and manage Quick Steps.

This objective may include but is not limited to: performing, creating, editing, deleting, and duplicating Quick Steps, resetting Quick Steps to default settings

2.3. Create item content.

This objective may include but is not limited to: inserting graphical elements and inserting a hyperlink

2.4. Format item content.

This objective may include but is not limited to: using formatting tools, applying styles, creating styles and themes, using Paste Special, and formatting graphical elements

2.5. Attach content to email messages.

This objective may include but is not limited to: attaching an Outlook item and attaching external files

## **3. Managing Email Messages**

3.1. Clean up the mailbox.

This objective may include but is not limited to: viewing mailbox size, saving message attachments, saving a message in an external format, ignoring a conversation, and using clean-up tools

3.2. Create and manage rules.

This objective may include but is not limited to: creating, modifying, and deleting rules

### 3.3. Manage junk mail.

This objective may include but is not limited to: allowing a specific message (Not junk), and filtering junk mail with Never Block Sender, Never Block Sender's Domain, Never Block this Group or Mailing List, and Block Sender

### 3.4. Manage automatic message content.

This objective may include but is not limited to: managing signatures, specifying the font for new HTML messages, plain-text messages, specifying options for replies and forwards, and setting a default theme for all HTML messages, stationery, and fonts

## **4. Managing Contacts**

### 4.1. Create and manipulate contacts.

This objective may include but is not limited to: modifying a default business card, forwarding a contact, and updating a contact in the address book

### 4.2. Create and manipulate contact groups.

This objective may include but is not limited to: creating a contact group, managing contact group membership, showing notes about a contact group, forwarding a contact group, deleting a contact group, and sending a meeting to a contact group

## **5. Managing Calendar Objects**

### 5.1. Create and manipulate appointments and events.

This objective may include but is not limited to: setting appointment options, printing appointment details, forwarding an appointment, and scheduling a meeting with a message sender

### 5.2. Create and manipulate meeting requests.

This objective may include but is not limited to: setting response options, updating a meeting request, canceling a meeting or invitation, and proposing a new time for a meeting

### 5.3. Manipulate the Calendar pane.

This objective may include but is not limited to: arranging the calendar view, changing the calendar color, displaying or hiding calendars, and creating a calendar group

## **6. Working with Tasks, Notes, and Journal Entries**

### 6.1. Create and manipulate tasks.

This objective may include but is not limited to: creating a task, managing task details, sending a status report, marking a task as complete, moving or copying a task to another folder, assigning a task to another Outlook user, accepting or declining a task assignment, updating an assigned task, and using Current view

6.2. Create and manipulate notes.

This objective may include but is not limited to: creating a note, changing the current view, and categorizing notes

6.3. Create and manipulate Journal entries.

This objective may include but is not limited to: automatically record Outlook items, automatically record files, and editing a Journal entry