Vendor: Microsoft

Exam Code:77-884

Exam Name: Outlook 2010

Version: Demo

QUESTION 1

Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The company email system runs Microsoft Exchange Server 2010. All company employees use Microsoft Outlook 2010 for their email clients.

A junior office administrator named Chloe is using Microsoft Outlook.

Chloe clicks on an email in her Inbox and reads the email in the preview pane. She wants to reply to the email. Chloe double clicks the email and the email opens in a new window. However, Chloe is unable to type her reply into the window.

What should Chloe do?

A. She should restart Outlook.

B. She should click the Move button on the Message tab.

C. She should click the Reply button on the Message tab.

D. She should click the Forward button on the Message tab.

Correct Answer: C

QUESTION 2

You work as a Project Manager at ABC.com. Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The company email system runs Microsoft Exchange Server 2010. All company employees use Microsoft Outlook 2010 for their email clients.

You are about to start a new project. You need to assign tasks for the planning stage, the design stage and the implementation stage of the project. You create the appropriate tasks in Outlook and assign them to members of the project team. You receive a notification in your Outlook Inbox saying one of the tasks has been updated. After a period of time, you notice that the task update notification is no longer in your Inbox.

What is the most likely cause of the task update notification disappearing from your Inbox?

A. The task has been deleted.

B. Someone else has taken ownership of the task.

C. The task update notification has moved to the Tasks folder.

D. The due date of the task has passed.

Correct Answer: B

QUESTION 3

Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The employees use Microsoft Outlook 2010 to connect to the IMAP based company email server.

David works as the Sales Manager. His Inbox contains many folders, one for each customer of the company. Each folder contains hundreds of emails, some of which contain attachments.

David wants to be able to view every email from every customer that has an attachment.

How can David group together all the emails the have attachments?

A. By using the Arrange By > Attachments option on his Inbox.

B. By adding a folder to his Favorites.

C. By configuring a Search Folder.

D. By using the Clear Offline Items option.

Correct Answer: C

QUESTION 4

You work as a Project Manager at ABC.com. Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The company email system runs Microsoft Exchange Server 2010. All company employees use

Microsoft Outlook 2010 for their email clients.

Sam is a member of your project team. Sam is a Solutions Architect. You want to assign Sam the job of designing a solution for a customer. You want to track Sam\\'s progress as he works on the design.

Which function of Outlook should you use?

A. You should create an Appointment.

B. You should create a Meeting.

C. You should create a To-Do.

D. You should create a Task.

Correct Answer: D

QUESTION 5

You work as a Helpdesk Technician at ABC.com. Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The employees use Microsoft Outlook 2010 to connect to the POP3 based company email

server.

You receive a call from Jane in the Accounts department. Jane reports that she has composed an email and wants to add two signatures to the email. The first signature is her standard signature and the second signature is promoting an

upcoming corporate marketing event.

You verify that Jane has successfully added the first signature to her email. How should you help Jane?

A. You should advise Jane to create a single signature containing all the required information.

B. You should configure an Exchange account for Jane.

C. You should advise Jane to change the format of the email to Rich Text.

D. You should advise Jane to modify the Outlook options to permit multiple signatures.

Correct Answer: A

QUESTION 6

You work as a Project Manager at ABC.com. Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The company email system runs Microsoft Exchange Server 2010. All company employees use Microsoft Outlook 2010 for their email clients.

You are about to start a new project. You need to assign tasks for the planning stage, the design stage and the implementation stage of the project. You create the appropriate tasks in Outlook.

You want to create multiple copies of one of the implementation stage tasks. You open the task then click the Details button then click the Create Unassigned Copy button and successfully create the first unassigned copy. However, when you attempt to repeat the process, it fails.

Why did you fail to create a second unassigned copy?

A. The Follow Up option has been selected on the original task.

B. You can only create one unassigned copy.

C. You attempted to create an unassigned copy of the first unassigned copy.

D. The first unassigned copy is marked as Complete.

Correct Answer: B

QUESTION 7

You work in the Sales department at ABC.com. Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The employees use Microsoft Outlook 2010 to connect to the POP3 based company email server.

You are composing an email to send to the Sales Manager before a Sales meeting. You attach a Microsoft Excel spreadsheet containing some sales figures and a Microsoft PowerPoint presentation containing a sales plan for the next quarter. You discover that the two files appear in the body of the email as opposed to appearing in an "Attached" field below the Subject Line.

Why do the attachments appear in the body of the email?

A. Because you do not have an account configured.

B. Because the email is in HTML format.

C. Because the email is in RTF format.

D. Because you used the Insert > Outlook Item option to attach the files.

Correct Answer: C

QUESTION 8

You work as a Project Manager at ABC.com. Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The company email system runs Microsoft Exchange Server 2010. All company employees use

Microsoft Outlook 2010 for their email clients.

You are about to start a new project for an existing customer. You need to create a detailed requirements document and implementation plan.

To help you in the costing of the project, you need to record the amount of time you spend working on Microsoft Office documents and Outlook emails for the project.

What can you use to monitor the time spent on selected documents?

A. The Journal.

B. Resource Scheduling.

C. To Do Bar.

D. Message Tracking.

Correct Answer: A

QUESTION 9

Jane is working in the Sales department at ABC.com. Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The company email system runs Microsoft Exchange Server 2010. All company

employees use Microsoft Outlook 2010 for their email clients.

Jane is composing an email in Outlook. Jane then uses the CTRL + Enter keyboard shortcut.

What effect will the CTRL + Enter keyboard shortcut have on the email?

A. It will delete the email.

B. It will change the font of the email.

C. It will save the email.

D. It will send the email.

Correct Answer: D

QUESTION 10

You work in the Finance department at ABC.com. Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The company email system runs Microsoft Exchange Server 2010. All company employees

use Microsoft Outlook 2010 for their email clients.

You create a task in Microsoft Outlook to look through some accounts figures. You send the task to an Accounts Administrator named Mia. Mia informs you that she has no spare time before the task due date and declines the task.

You open the returned task and attempt to modify the due date. However, you discover that you are unable to modify the due date.

What do you need to do before you can modify the task due date?

A. You need to categorize the task.

B. You need to tick the Reminder checkbox.

C. You need to become the owner of the task.

D. You need to select the Unassigned Copy option.

Correct Answer: C

QUESTION 11

You work as a Sales Manager at ABC.com. Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The company email system runs Microsoft Exchange Server 2010. All company employees use

Microsoft Outlook 2010 for their email clients.

You receive multiple marketing emails from john@xyzgoods.com. You configure Outlook to place automatically place emails from john@xyzgoods.com into the Junk Email folder.

You then receive multiple emails from john2@xyzgoods.com.

You now want to configure Outlook to automatically move all emails from xyzgoods.com to the Junk Email folder.

You open the Junk Email Options dialog box.

What should you do next?

A. You should configure the Junk Email Protection setting to High.

B. You should add xyzgoods.com to the Blocked Senders list.

C. You should add john2@xyzgoods.com to the Blocked Senders list.

D. You should remove xyzgoods.com from the Safe Senders list.

Correct Answer: B

QUESTION 12

Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The employees use Microsoft Outlook 2010 to connect to the IMAP based company email server.

A user in the Human Resources (HR) department wants to send a confidential email to a manager. How can the HR user ensure that the manager sees a "Please treat this as Confidential" message in the information bar of the email?

A. By adding a digital signature to the email.

B. By setting the sensitivity level to Private.

C. By setting the sensitivity level to Confidential.

D. By setting the importance level to High.

Correct Answer: C

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