



MICROSOFT OUTLOOK 2010 EXAM (77-884) OBJECTIVES

1. Managing the Outlook Environment

- 1.1 Apply and manipulate Outlook program options.
- 1.2 Manipulate item tags.
- 1.3 Arrange the Content Pane.
- 1.4 Apply search and filter tools.
- 1.5 Print an Outlook item.

2. Creating and Formatting Item Content

- 2.1 Create and send an e-mail message.
- 2.2 Create and manage Quick Steps.
- 2.3 Create item content.
- 2.4 Format item content.
- 2.5 Attach content to an email message.

3. Managing Email Messages

- 3.1 Clean up the mailbox.
- 3.2 Create and manage rules.
- 3.3 Manage junk mail.
- 3.4 Manage automatic message content.

4. Managing Contacts

- 4.1 Create and manipulate contacts.
- 4.2 Create and manipulate contact groups.

5. Managing Calendar Objects

- 5.1 Create and manipulate appointments or events.
- 5.2 Create and manipulate meeting requests.
- 5.3 Manipulate the Calendar pane.

6. Working with Tasks, Notes, and Journal Entries

- 6.1 Create and manipulate tasks.
- 6.2 Create and manipulate Notes.
- 6.3 Create and manipulate Journal entries.