



# ITTEST

## QUESTION & ANSWER

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**Exam : 77-884**

**Title : Microsoft Office Outlook  
2010 Practice Test**

**Version : Demo**

1.You use Microsoft Outlook 2010 for messaging and e-mailing. MS Outlook has been configured to use an IMAP account. You compose an e-mail. The e-mail comprises some confidential information. You want to ensure that the recipients of the e-mail see the **"Please treat this as Confidential"** message in the Information Bar of the e-mail. Which of the following actions will you take to accomplish the task?

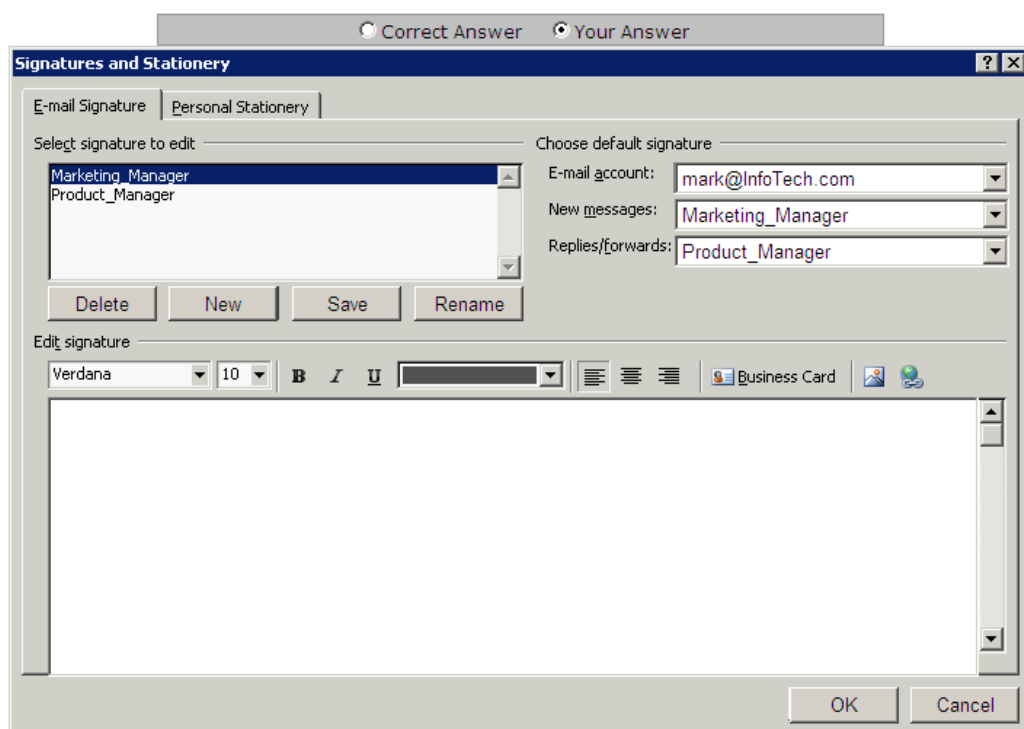
- A. Change the importance level.
- B. Assign a Flag.
- C. Use RSS Feeds.
- D. Change the sensitivity level.

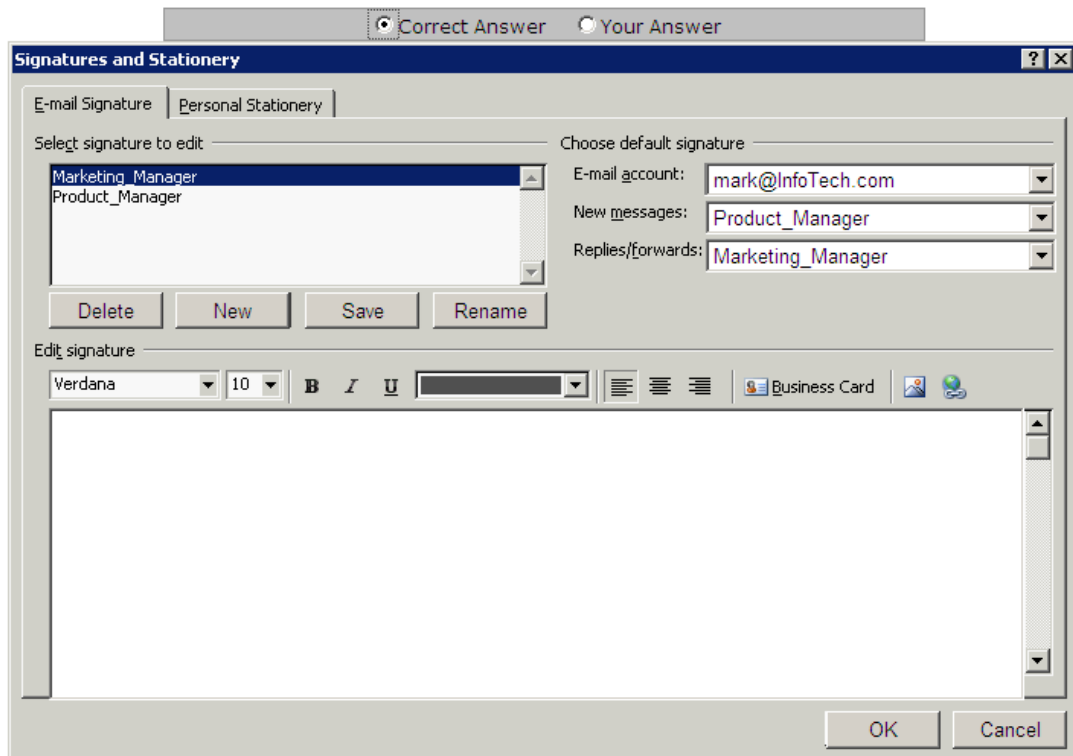
**Answer: D**

2.Mark works as a Marketing Manager for InfoTech Inc. He uses Microsoft Outlook 2010 for messaging and emailing. MS Outlook has been configured to use the mark@radiant.com account. In Microsoft Outlook 2010, a signature will automatically be added to the e-mails. However, Mark wants Outlook to perform the following actions automatically: .?

- 1. Use the mark@InfoTech.com account.
- 2. Add a signature named Marketing\_Manager to any message that Mark replies to or forwards.
- 3. Add a signature named Product\_Manager to any new email message.

Perform the appropriate actions in the following Signatures and Stationery dialog box to accomplish the task.





A.

**Answer: A**

3. Configure the following calendar settings in the Outlook Options dialog box.

1. The work week of the calendar will be Monday to Friday, and the working hours of the calendar will be 10 A.M. to 5 P.M.
2. First day of the week will be Wednesday.
3. On the server, it will share the calendar information of 5 months.
4. The server will update the availability information in every 20 minutes.
5. First week of the year must be the first full week.
6. The default reminder will be of 30 minutes.
7. The users are allowed to suggest new meeting time.
8. The response type while proposing a meeting must be Accept.
9. The Arabic calendar is used as an alternative calendar in the Gregorian language.
10. It will include holidays of the United Kingdom.

☐ Correct Answer    ☒ Your Answer

**Outlook Options**

- General
- Mail
- Calendar
- Contacts
- Tasks
- Notes and Journal
- Search
- Mobile
- Language
- Advanced
- Customize Ribbon
- Quick Access Toolbar
- Add-Ins
- Trust Center

Change the settings for calendars, meetings, and time zones.

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**Work time**

Work hours:

Start time:

End time:

Work week: ☒ Sun ☐ Mon ☐ Tue ☐ Wed ☒ Thu ☒ Fri ☒ Sat

First day of week:

First week of year:

---

**Calendar options**

☒ Default reminders:

☒ Allow attendees to propose new times for meetings

Use this response when proposing a new meeting time:

Add holidays to the Calendar:

Change the permissions for viewing Free/Busy information:

☐ Enable an alternate calendar

☐ When sending meeting requests outside of your organization, use the iCalendar format

☐ Show bell icon on the calendar for appointments and meetings with reminders

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**Display options**

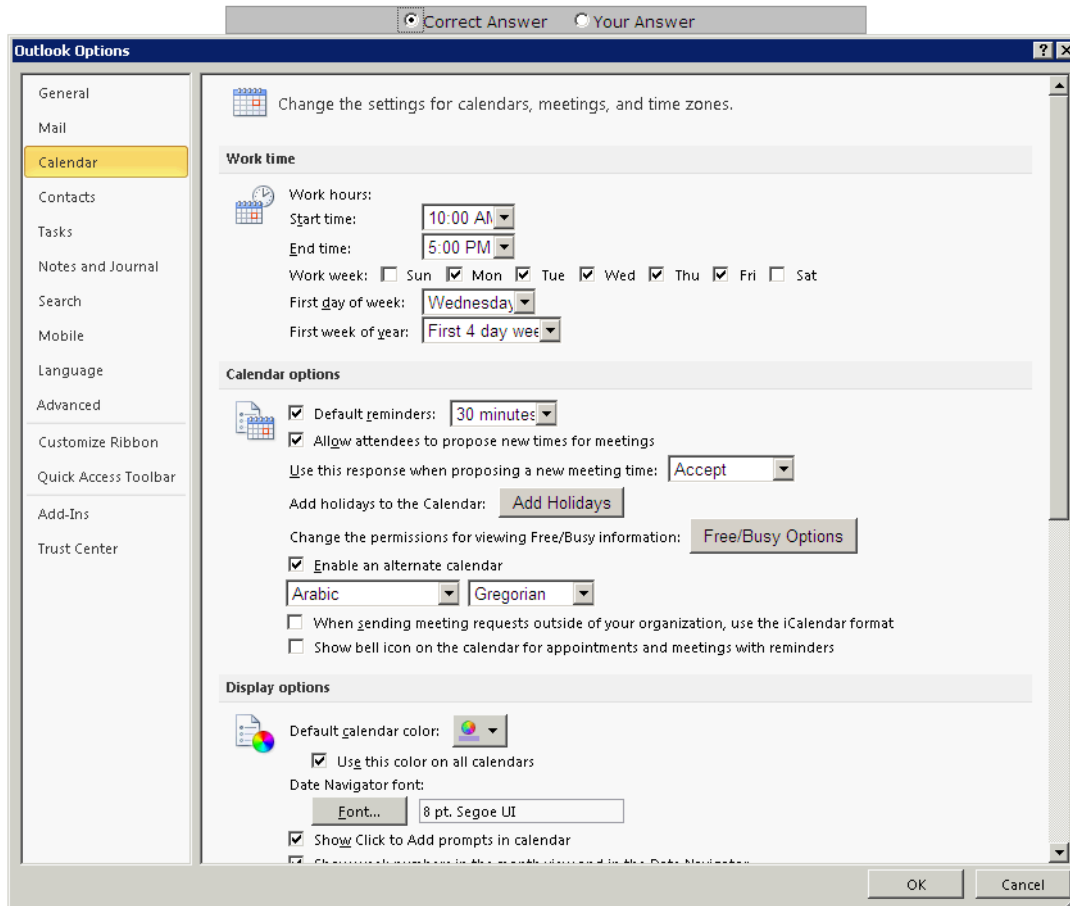
Default calendar color:

☒ Use this color on all calendars

Date Navigator font:

☒ Show Click to Add prompts in calendar

☒ Show month numbers in the month view and in the Date Navigator

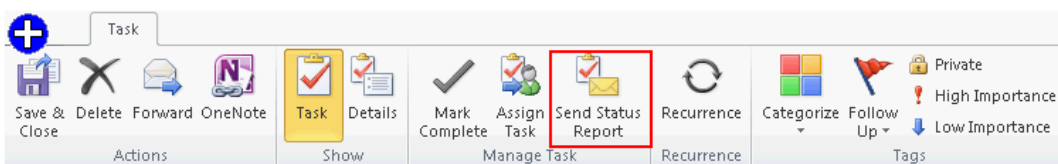


A.

**Answer: A**

4. Kevin works as a Support Analyst for White Well Inc. He uses Microsoft Outlook 2010 for messaging and e-mailing. MS Outlook has been configured to use an IMAP account. He creates a task request and sends it to multiple recipients. He wants to send an informative e-mail that gives information about the start date, due date, subject, priority, actual work, status, etc about the task request. He has to click an option in the task window. Mark the option that he will use to accomplish the task.

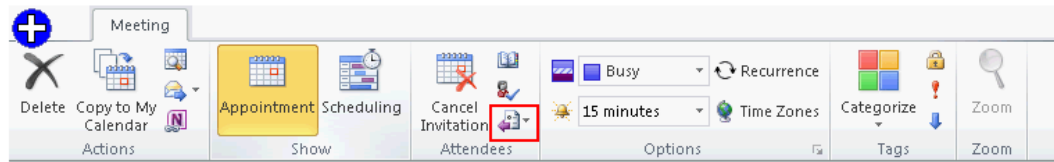
A.



**Answer: A**

5. You work as a System Analyst for InfoTech Inc. You create a meeting request to invite several attendees for a meeting. Now you want to ensure that you do not receive any response from attendees indicating whether they plan to attend the meeting or not. For this, you have to click an option on the Meeting tab.

Mark the button on the Meeting tab to set the meeting response options.



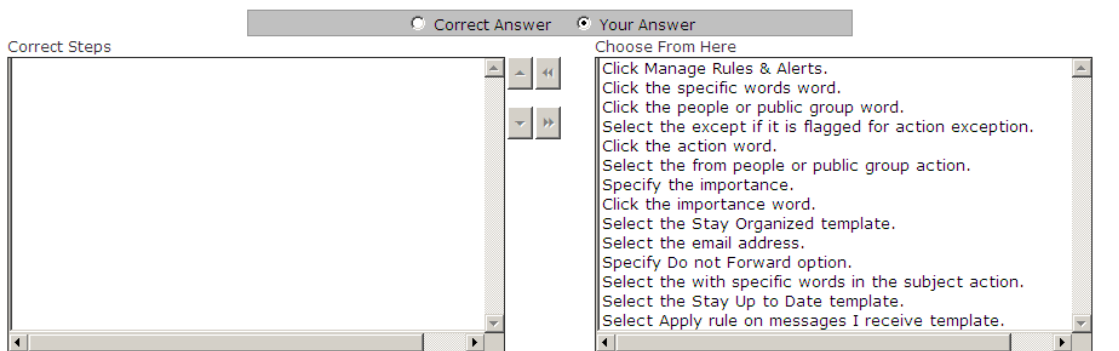
A.

**Answer: A**

6. Choose and reorder the required steps to create a rule that will apply high importance to all emails that satisfy the following criteria A.

1. Send email from peter@InfoTech.com account.
2. The sent emails must contain the "Meeting" word in the subject field.

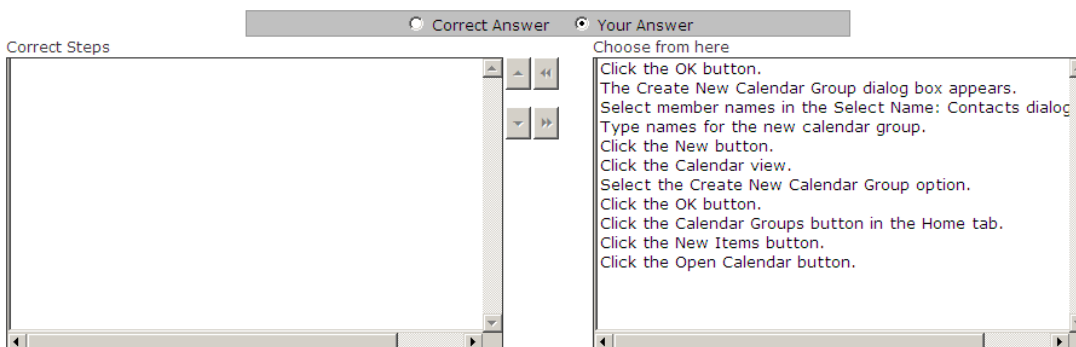
**Not E.** The rule must omit the emails that are flagged as "Do not Forward".



A.

**Answer: A**

7. Choose and reorder the steps required to **create a calendar group named 'Employee'** that includes Employees contact group, and contacts named Henry Stuart, Mike Wilson, and Patricia.



Correct Answer    Your Answer

**Correct Steps**

Click the Calendar view.  
 Click the Calendar Groups button in the Home tab.  
 Select the Create New Calendar Group option.  
 The Create New Calendar Group dialog box appears.  
 Type names for the new calendar group.  
 Click the OK button.  
 Select member names in the Select Name: Contacts dialog  
 Click the OK button.

**Choose from here**

Click the New Items button.  
 Click the Open Calendar button.  
 Click the New button.

A.

**Answer: A**

8. Mark works as a Support Analyst for White Well Inc. He uses Microsoft Outlook for scheduling meetings and e-mailing. MS Outlook has been configured to use a POP3 account. He wants to create a recurring appointment that satisfies the following criteria.

1. It will start at 12:00 AM and end at 12:40 AM.
2. It will recur from 17th Dec to 27th Dec.
3. It will recur on every Monday, Tuesday, Saturday, and Wednesday.

Perform the appropriate actions in the Recurrence dialog box to make the appointment recurring.

Correct Answer    Your Answer

**Appointment Recurrence**

**Appointment time**

Start: 1:30 AM  
 End: 11:30 PM  
 Duration: 3 hour

**Recurrence pattern**

☐ Daily    Recur every 1 week(s) on:

☐ Weekly    ☒ Sunday    ☐ Monday    ☐ Tuesday    ☐ Wednesday

☐ Monthly    ☒ Thursday    ☒ Friday    ☐ Saturday

☐ Yearly

**Range of recurrence**

Start: 12/29/2010    ☐ No end date

☐ End after: 8 occurrences

☐ End by: 12/01/2010

OK    Cancel    Remove Recurrence

A.



☒ Correct Answer   ☐ Your Answer

### Appointment Recurrence

Appointment time

Start: 12:00 AM

End: 12:40 AM

Duration: 40 min

Recurrence pattern

☐ Daily   Recur every 1 week(s) on:

☒ Weekly   ☐ Sunday   ☒ Monday   ☒ Tuesday   ☒ Wednesday

☐ Monthly   ☐ Thursday   ☐ Friday   ☒ Saturday

☐ Yearly

Range of recurrence

Start: 12/17/2010   ☐ No end date

☐ End after: 8 occurrences

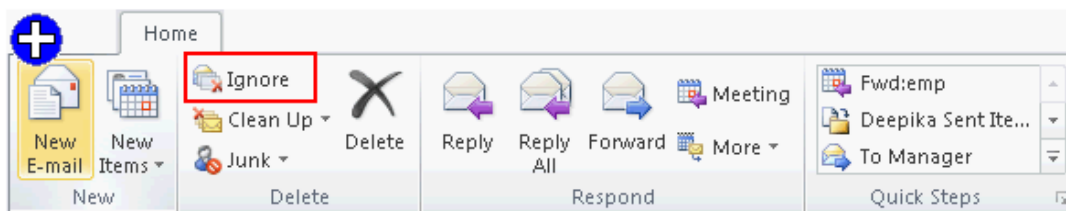
☒ End by: 12/27/2010

OK   Cancel   Remove Recurrence

**Answer: A**

9. Derek works as a Marketing Manager for Blue Well Inc. Derek is using Microsoft Outlook 2010 for messaging and e-mailing. MS Outlook has been configured to use the Derek@InfoTech email account. In Outlook 2010, e-mail messages in his Inbox are organized by Date, and are arranged by Conversation. Outlook groups messages that share the same subject into conversations that can be viewed, expanded, or collapsed.

Mark the option or button on the Home tab to remove and send all previous and future e-mail message conversations related to the Sales Details email directly to the Deleted Items folder.



A.

**Answer: A**

10. Mark works as a System Analyst for InfoTech Inc. He uses Microsoft Outlook 2010 for messaging and e-mailing. MS Outlook has been configured to use an Exchange account.

He wants to create a quick step named Fwd.emp, so that he can quickly and easily manage his mailbox by using the shortcut key combination Ctrl + Shift + F9. He wants the following actions to be automated by

the quick step:

1. A reply via an e-mail to employees@InfoTech.com with a high importance meeting request.
2. Send an e-mail with the **Subject:** URGENT MEETING.
3. Send an e-mail with the **Location:** San Fransisco.
4. Send an e-mail with the **text:** "Meeting with Latest Updates on Sales".
5. Send an e-mail with a small "hover box" containing the following information about the item being hovered over:

**"This quick step will reply to this email with a meeting request to all members"**

Which actions will he perform in the **Edit Quick Step** dialog box to create the quick step?

☐ Correct Answer ☒ Your Answer

**Edit Quick Step** [?] [X]

**Name:**

Add actions below that will be performed when this quick step is clicked on.

Actions

[X]

[Hide Options](#) [Up arrow]

**Subject:**

**Location:**

**Importance:**

**Text:**

☒ Automatically send after 1 minute delay.

Optional

**Shortcut key:**

**Tooltip text:**

A.

Correct Answer   Your Answer

### Edit Quick Step

**Name:** Fwd:emp

Add actions below that will be performed when this quick step is clicked on.

**Actions**

Reply with Meeting

To... employees@InfoTech.com

[Hide Options](#)

**Subject:** RE: URGENT MEETING

**Location:** San Fransisco

**Importance:** High

**Text:** Meeting for Latest Updates on Sales

☐ Automatically send after 1 minute delay.

**Add Action**

**Optional**

**Shortcut key:** Ctrl + Shift + F9

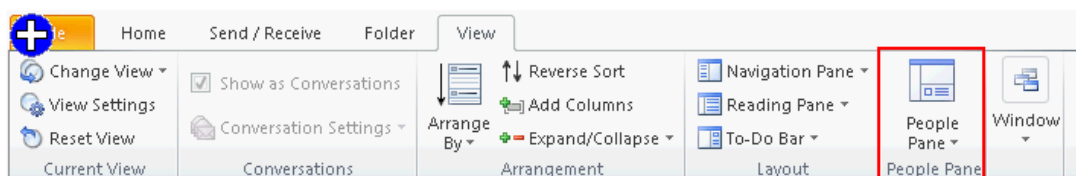
**Tooltip text:** This quick step will reply this email with a meeting request to all the

**Finish** **Cancel**

**Answer: A**

11. You work as a Support Analyst for Soft Well Inc. You are using Microsoft Outlook 2010 for messaging and emailing. MS Outlook has been configured to use an IMAP account. Your colleague Mark Smith belongs to a social network site that you also use.

You want to see his status updates, comments, messages, and alerts from the social network sites, all in one location in Outlook 2010. Mark the option in the following image that you will use to see a list of all email items that you share with Mark, such as e-mail messages you have exchanged, attachments, and meetings.



A.

**Answer: A**

12. Peter works as a Support Analyst for White Well Inc. He uses Microsoft Outlook 2010 for messaging and e-mailing. MS Outlook has been configured to use a POP3 account. Peter uses his business cards to send the contact information about him. He wants to ensure that the pictures in the business cards take 50% area of the card so that they look clearer, as shown in the following images:



A.

**Answer: A**

13. You work as a Support Analyst for White Well Inc. You are using Microsoft Outlook for messaging and e-mailing. MS Outlook has been configured to use an Exchange account. You are composing a message that contains security related information of the company. You want to configure Outlook in such a way that it will accomplish the following tasks:

1. It returns a receipt that tells you that a message was opened.
2. It returns a message notification in your Inbox that the e-mail message was delivered to the recipient's mailbox.
3. It returns a message notification in your Inbox that tells whether the recipient has seen it or read it.
4. The message should be delivered by 22nd Dec 2011 at 5 pm.
5. The message should be expired by 25th Dec 2011 at 5 pm.

Perform the appropriate actions in the following Properties dialog box to configure the message delivery options.

☐ Correct Answer    ☒ Your Answer

**Properties**

Settings

Importance: Low

Sensitivity: Normal

☒ Do not AutoArchive this item

Security

Change security settings for this message.
 

Security Settings

Voting and Tracking options

☒ Use voting buttons: Approve;Reject

☐ Request a delivery receipt for this message

☐ Request a read receipt for this message

Delivery options

☐ Have replies sent to: 

Select Names

☐ Do not deliver before: 12/2/2010 1 P.M

☐ Expires after: 12/2/2010 2 A.M

☒ Save copy of sent message

Contacts...

Categories

None

Close

☒ Correct Answer    ☐ Your Answer

**Properties**

Settings

Importance: Low

Sensitivity: Normal

☒ Do not AutoArchive this item

Security

Change security settings for this message.
 

Security Settings

Voting and Tracking options

☐ Use voting buttons: Approve;Reject

☒ Request a delivery receipt for this message

☒ Request a read receipt for this message

Delivery options

☐ Have replies sent to: 

Select Names

☒ Do not deliver before: 12/22/2011 5 P.M

☒ Expires after: 12/25/2011 5 P.M

☒ Save copy of sent message

Contacts...

Categories

None

Close

A.

**Answer: A**

14. David works as a Support Analyst for White Well Inc. He uses Microsoft Outlook for scheduling meetings and e-mailing. MS Outlook has been configured to use a POP3 account. David has scheduled a business meeting that will occur regularly on 10 A.M. from July 30, 2008 to Sept 15, 2008.

Due to some other meetings, David wants to change the time of the business meeting that is going to be held on Aug 27, 2008. He wants to set the meeting time to 3 P.M.

Choose and reorder the required steps to update the meeting occurrence.

Correct Answer ☒ Your Answer ☐

Correct Steps

Choose from here

Click Edit the Series.  
Change the time.  
Click the Scheduling button.  
Select the Open this occurrence radio button.  
Click Save & Close.  
Select the Open this Meeting radio button.  
Select the Open the Series radio button.  
Open the meeting to change it.

Correct Answer ☒ Your Answer ☐

Correct Steps

Choose from here

Open the meeting to change it.  
Select the Open this occurrence radio button.  
Change the time.  
Click Save & Close.

Select the Open this Meeting radio button.  
Click Edit the Series.  
Click the Scheduling button.  
Select the Open the Series radio button.

A.

**Answer: A**

15. Peter works as a Support Analyst for White Well Inc. He uses Microsoft Outlook 2010 business cards to save the contact information of an identity. MS Outlook has been configured to use a POP3 account. Peter opens the contact, and he wants to send his business card to other users in such a way that only the .vcf file of the contact will be available to the recipients. Which of the following actions will he take to accomplish the task?

- A. Send the business card in the Internet format.
- B. Send the business card in the plain-text format.
- C. Send the business card in the Business Card format.
- D. Send the business card in the PDF format.

**Answer: A**

16. You work as a Support Analyst for White Well Inc. You are using Microsoft Outlook for messaging and e-mailing. MS Outlook has been configured to use an Exchange account. You are composing a message that contains security related information of the company. You want to configure Outlook in such a way that it will accomplish the following tasks:

1. It returns a receipt that tells you that a message was opened.

2. It returns a message notification in your Inbox that the e-mail message was delivered to the recipient's mailbox.
  3. It returns a message notification in your Inbox that tells whether the recipient has seen it or read it.
  4. The message should be delivered by 22nd Dec 2011 at 5 pm.
  5. The message should be expired by 25th Dec 2011 at 5 pm.
- Perform the appropriate actions in the following Properties dialog box to configure the message delivery options.

☐ Correct Answer   ☒ Your Answer

Properties

Settings

Importance: Low

Sensitivity: Normal

☒ Do not AutoArchive this item

Security

Change security settings for this message.

Security Settings

Voting and Tracking options

☒ Use voting buttons: Approve;Reject

☐ Request a delivery receipt for this message

☐ Request a read receipt for this message

Delivery options

☐ Have replies sent to:  Select Names

☐ Do not deliver before: 12/2/2010 1 P.M

☐ Expires after: 12/2/2010 2 A.M

☒ Save copy of sent message

Contacts...

Categories ▼

None

Close

☒ Correct Answer   ☐ Your Answer

**Properties**

**Settings**

Importance:    Sensitivity:

☒ Do not AutoArchive this item

**Security**

Change security settings for this message.   [Security Settings](#)

**Voting and Tracking options**

☐ Use voting buttons:    ☒ Request a delivery receipt for this message   ☒ Request a read receipt for this message

**Delivery options**

☐ Have replies sent to:    [Select Names](#)

☒ Do not deliver before:   

☒ Expires after:   

☒ Save copy of sent message

[Contacts...](#)  

[Categories](#)  

[Close](#)

A.

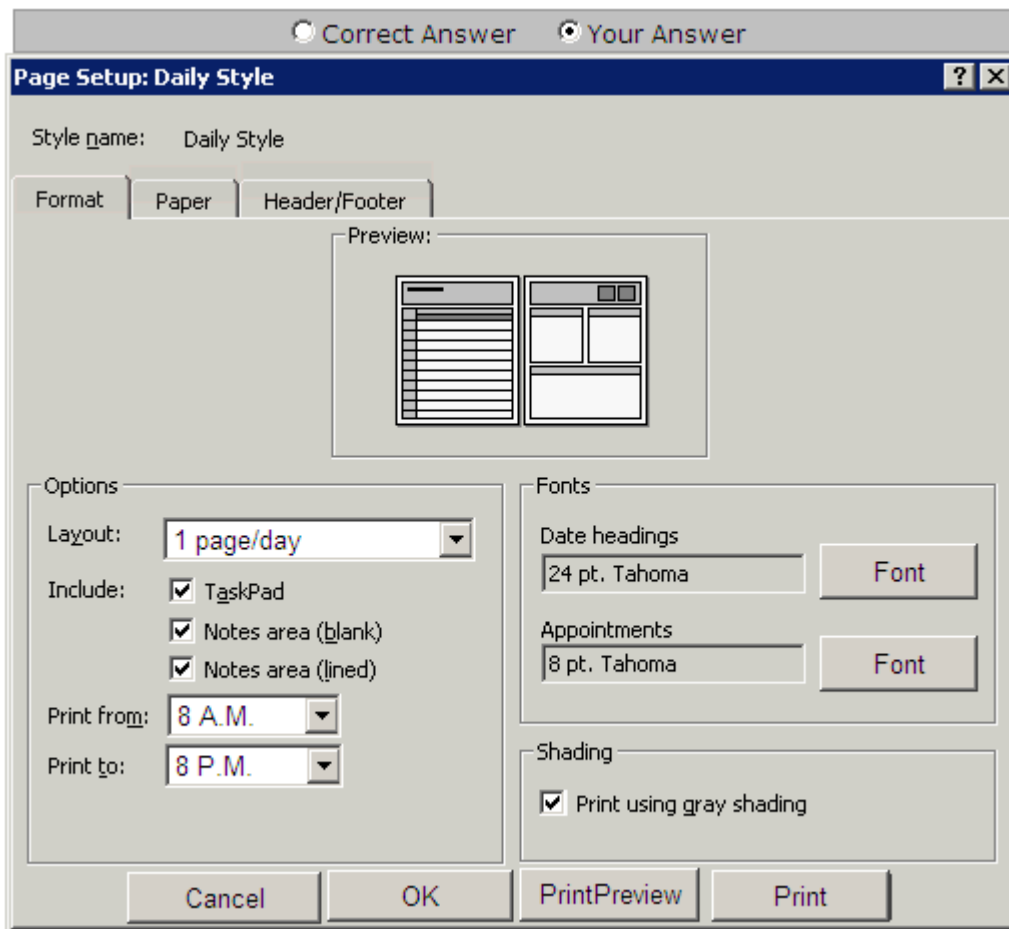
**Answer: A**

17. David works as a Support Analyst for White Well Inc. He uses Microsoft Outlook for messaging and e-mailing. MS Outlook has been configured to use an IMAP account. He wants to print the calendar that comprises the details of a single month. He wants to ensure that the calendar acquires the following properties:

1. In its layout, it prints two pages.
2. It prints the details from 9 A.M. to 5 P.M.
3. The paper source of the paper in the Manual Paper Feed.
4. Orientation landscape.
5. Reverse the position of the right and left section of the header and footer so that the information in the left section on an even page is printed in the right section on an odd page.
6. The size is sheet booklet.

What actions will he take in the Page Setup dialog box to accomplish the task?





A.

☒ Correct Answer
 ☐ Your Answer

**Page Setup: Daily Style**

Style name:

Format | Paper | Header/Footer

Header:

**Font**

Footer:

**Font**

☒ Reverse on even pages

**Answer: A**

18. Choose and reorder the required steps to create a rule that will apply high importance to all emails that satisfy the following criteria.

1. Send email from peter@InfoTech.com account.
2. The sent emails must contain the "Meeting" word in the subject field.

**Not E.** The rule must omit the emails that are flagged as "Do not Forward".

☐ Correct Answer
 ☒ Your Answer

**Correct Steps**

**Choose From Here**

Correct Answer ☒ Your Answer ☐

Correct Steps

- Click the File tab.
- Click the Rules button.
- Click Manage Rules & Alerts.
- Click the New Rule button.
- Select Apply rule on messages I receive template.
- Select the from people or public group action.
- Select the with specific words in the subject action.
- Click the people or public group word.
- Select the email address.
- Click the specific words word.
- Specify the word.
- Click the next button.
- Select the mark it as importance action.
- Click the importance word.

Choose From Here

- Select the Stay Organized template.
- Select the Stay Up to Date template.

A.

**Answer: A**

19. Choose and reorder the required steps to set Outlook 2010 as your default program, so that the e-mail applications on your computer can use Outlook 2010.

Correct Answer ☐ Your Answer ☒

Correct Steps

Choose from here

- Click the Advanced pane.
- Click the select the Make Outlook the default program for
- Click the Options pane.
- Click the OK button.
- Click the Add-Ins pane.
- Click the File tab.
- Click the General pane.

Correct Answer ☒ Your Answer ☐

Correct Steps

- Click the File tab.
- Click the Options pane.
- Click the General pane.
- Click the select the Make Outlook the default program for
- Click the OK button.

Choose from here

- Click the Add-Ins pane.
- Click the Advanced pane.

A.

**Answer: A**

20. David works as a Support Analyst for White Well Inc. He uses Microsoft Outlook 2010's business card to save contacts information. MS Outlook has been configured to use an Exchange account. He includes two business cards in an e-mail message to send the contact information about the suppliers to Mr.

Thompson and Mr. Jackson.

By using the business cards, David will visually communicate the corporate and personal identity of the suppliers. He sends the e-mail message. However, the recipient of the e-mails receives the cards that are only images and are non-clickable. They also receive an attached .vcf file that contains the information about the contact. Which of the following is a cause of the issue?

A. Recipients are using HTML text format to view the e-mail.

B. Business Cards are added as an e-mail signature

C. Recipients are using Outlook 2010.

D. Recipients are using plain text format to view the e-mail.

**Answer: A**