Microsoft Office Specialist

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Outlook 2016: Core Communication, Collaboration and Email Skills; Exam 77-731

Successful candidates will create and edit professional-looking email messages, maintain calendars across time zones, and schedule tasks for a variety of purposes and situations. Candidates will use Outlook 2016 to enhance professional correspondence, create calendars, and schedule appointments. Application examples include coordinating building resources, sending messages for marketing campaigns, planning staff meetings, and assigning meeting action items.

MOS 2016 certification exams introduce a new performance-based format for improved testing of a candidate's knowledge, skills and abilities using the MOS 2016 programs:

- MOS 2016 exam task instructions generally do not include the command name as in previous versions. For example, function names are avoided, and are replaced with descriptors. This means candidates must understand the purpose and common usage of the program functionality in order to successfully complete the tasks in each of the projects.

- The MOS 2016 exam format incorporates multiple projects.

Microsoft Office Specialist certification is the only official Microsoft-recognized certification for Microsoft Office globally.

Objective Domains

Manage the Outlook Environment for Productivity		
1.1	**Customize Settings**	
	1.1.1	Customize reply messages
	1.1.2	Change text Formats for all outgoing messages
	1.1.3	Customize the Navigation Pane
	1.1.4	Configure reviews
	1.1.5	Manage multiple accounts
	1.1.6	Add an account
1.2	**Print and Save Information**	
	1.2.1	Print message, calendar, contact, or task information
	1.2.2	Save message attachments
	1.2.3	Preview attachments
	1.2.4	Save messages in alternate formats
	1.2.5	Export messages to a data file
1.3	**Perform Search Operations in Outlook**	
	1.3.1	Create new search folders
	1.3.2	Search for items in messages, tasks, contacts, or calendars
	1.3.3	Search by using advanced find
	1.3.4	Search by folder

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Manage Messages

2.1   **Configure Mail Settings**
- 2.1.1   Set fonts for new messages and responses
- 2.1.2   Create, assign, and modify signatures
- 2.1.3   Create and manage rules
- 2.1.4   Create automatic replies
- 2.1.5   Create messages by using Quick Parts
- 2.1.6   Configure junk e-mail and clutter settings

2.2   **Create Messages**
- 2.2.1   Create a message
- 2.2.2   Add or remove message attachments
- 2.2.3   Add cc and bcc to messages
- 2.2.4   Add tracking and voting options
- 2.2.5   Forward and reply to messages
- 2.2.6   Request a delivery or read receipt
- 2.2.7   Redirect replies
- 2.2.8   Flag outgoing messages for follow up, importance, and sensitivity
- 2.2.9   Recall a message

2.3   **Format a Message**
- 2.3.1   Format text
- 2.3.2   Insert hyperlinks
- 2.3.3   Apply themes and styles
- 2.3.4   Insert images
- 2.3.5   Add a signature to specific messages

2.4   **Organize and Manage Messages**
- 2.4.1   Sort messages
- 2.4.2   Move messages between folders
- 2.4.3   Add new local folders
- 2.4.4   Apply categories
- 2.4.5   Clean up messages
- 2.4.6   Mark a message as read or unread
- 2.4.7   Flag received messages
- 2.4.8   Ignore messages
- 2.4.9   Sort messages by conversation
- 2.4.10   delete messages
- 2.4.11   automate repetitive tasks by using Quick Steps
- 2.4.12   Configure basic Auto Archive settings
- 2.4.13   Delegate access

Manage Schedules

3.1   **Create and Manage Calendars**
- 3.1.1   Create and add calendars
- 3.1.2   Adjust viewing details for calendars
- 3.1.3   Modify calendar time zones
- 3.1.4   Delete calendars
- 3.1.5   Set calendar work times
- 3.1.6   Manage multiple calendars
- 3.1.7   Manage calendar groups
- 3.1.8   Display multiple calendars
- 3.1.9   Share calendars

Manage Schedules

3.2 Create Appointments, Meetings, and Events
- 3.2.1 Create calendar items
- 3.2.2 Create recurring calendar items
- 3.2.3 Cancel calendar items
- 3.2.4 Create calendar items from messages
- 3.2.5 Set calendar item times
- 3.2.6 Setup meetings by using the scheduling assistant
- 3.2.7 Set free or busy status for calendar items
- 3.2.8 Schedule resources
- 3.2.9 Setup meeting location by using Room Finder

3.3 Organize and Manage Appointments, Meetings, and Events
- 3.3.1 Set calendar item importance
- 3.3.2 Forward calendar items
- 3.3.3 Configure reminders
- 3.3.4 Add participants
- 3.3.5 Respond to invitations
- 3.3.6 Update individual or recurring calendar items
- 3.3.7 Share meeting notes
- 3.3.8 Categorize calendar items

3.4 Create and Manage Notes and Tasks
- 3.4.1 Create and manage tasks
- 3.4.2 Create and organizing notes

Manage Contacts and Groups

4.1 Create and Manage Contacts
- 4.1.1 Create a new contact
- 4.1.2 Delete contacts
- 4.1.3 Import contacts from external sources
- 4.1.4 Edit contact information
- 4.1.5 Attach an image to a contact
- 4.1.6 Add tags to contacts
- 4.1.7 Share contacts
- 4.1.8 Create and manage address books

4.2 Create and Manage Contact Groups
- 4.2.1 Create new contact groups
- 4.2.2 Add contacts to existing contact groups
- 4.2.3 Add notes to a contact group
- 4.2.4 Update contacts within contact groups
- 4.2.5 Delete contact groups
- 4.2.6 Delete contact group members

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77-423

MOS Outlook 2013

Objective Domain

1.0   Manage the Outlook Environment

1.1   Customize Outlook Settings

This objective may include but is not limited to: including original messages with all reply messages, changing text formats for all outgoing messages, customizing the Navigation Pane, blocking specific addresses, configuring views, managing multiple accounts, setting Outlook options

1.2   Automate Outlook

This objective may include but is not limited to: changing quoted text colors, creating and assigning signatures, using Quick Steps, creating and managing rules, creating auto-replies

1.3   Print and Save Information in Outlook

This objective may include but is not limited to: printing messages, printing calendars, saving message attachments, previewing attachments, printing contacts, printing tasks, saving messages in alternate formats, creating data files

1.4   Search in Outlook

This objective may include but is not limited to: creating new search folders, searching for messages, searching for tasks, searching for contacts, searching calendars, using advanced find, using Search by Location

2.0   Manage Messages

2.1   Create a Message

This objective may include but is not limited to: creating messages, forwarding messages, deleting messages, adding/removing message attachments, adding cc and bcc to messages, adding voting options to messages, replying to all, replying to sender

only, prioritizing messages, marking as private, requesting delivery/read receipt, redirecting replies, delegating access

2.2 Format a Message

This objective may include but is not limited to: formatting text, inserting hyperlinks, applying themes and styles, inserting images, adding a signature to specific messages, formatting signatures, creating and using Quick Parts

2.3 Organize and Manage Messages

This objective may include but is not limited to: sorting messages, moving messages between folders, adding new local folders, applying categories, configuring junk e-mail settings, cleaning up messages, marking as read/unread, flagging messages, ignoring messages, sorting by conversation, setting attachment reminder options

3.0 Manage Schedules

3.1 Create and Manage Calendars

This objective may include but is not limited to: adjusting viewing details for calendars, modifying calendar time zones, deleting calendars, setting calendar work times, using multiple calendars, managing calendar groups, overlaying calendars, sharing calendars

3.2 Create Appointments, Meetings and Events

This objective may include but is not limited to: creating calendar items, creating recurring calendar items, cancelling calendar items, creating calendar items from messages, setting calendar item times, categorizing calendar items, using the scheduling assistant, changing availability status, scheduling resources, utilizing Room Finder

3.3 Organize and Manage Appointments, Meetings, and Events

This objective may include but is not limited to: setting calendar item importance, forwarding calendar items, configuring reminders, adding participants, responding to invitations, updating calendar items, sharing meeting notes

3.4 Create and Manage Notes, Tasks, and Journals

This objective may include but is not limited to: creating and managing tasks, creating and managing notes, attaching notes to contacts, creating journal entries, updating task status

4.0 Manage Contacts and Groups

4.1 Create and Manage Contacts

This objective may include but is not limited to: creating new contacts, deleting contacts, importing contacts from external sources, editing contact information, attaching an image to contacts, adding tags to contacts, sharing contacts, managing multiple address books

4.2 Create and Manage Groups

This objective may include but is not limited to: creating new contact groups, adding contacts to existing groups, adding notes to a group, updating contacts within groups, deleting groups, deleting group members

77-884

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