

Microsoft

Exam 77-884

Outlook 2010

Verson: Demo

[Total Questions: 10]

Topic break down

Topic	No. of Questions
Topic 1: Volume A	5
Topic 2: Volume B	5

Topic 1, Volume A

Question No : 1 - (Topic 1)

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 have received an email from a supplier that contains a price list for their product. The email has a brochure describing the product attached to it in the form of a PDF file.

You receive a similar email from a rival supplier. The email also contains an attached PDF brochure for their product.

You compose an email to other company managers. The email contains a proposed sales strategy along with the benefits of using each of the two suppliers.

You want to include the two emails from the suppliers as attachments in your sales strategy email. The attached supplier emails must include their attached brochure PDFs.

How should you configure your email?

- A. You should navigate to the Insert tab and use the Attach File option.
- B. You should navigate to the Insert tab and use the Object option.
- C. You should navigate to the Insert tab and use the Quick Parts option.
- D. You should navigate to the Insert tab and use the Outlook Item option.

Answer: D

Question No : 2 - (Topic 1)

Steph works in the Human Resources 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 Microsoft Exchange 2010 company email server.

Steph is composing an email that contains confidential information. Steph wants to

configure the email to request information about who opened the email and at what time and a confirmation that the email was received by the intended recipient in an unaltered state.

Which two of the following actions should Steph perform? (Choose two).

- A. She should select the Request a Read Receipt check box in the email options tab.
- B. She should select the Request a Delivery Receipt check box in the email options tab.
- C. She should select the Encrypt message contents and attachments check box in the Security settings of the email.
- D. She should select the Add digital signature to this message check box in the Security settings of the email.
- E. She should select the Request S/MIME receipt for this message check box in the Security settings of the email.

Answer: D,E

Question No : 3 - (Topic 1)

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 an email containing personal information to her manager. How can the HR user ensure that the manager sees a "Please treat this as Personal" message in the information bar of the email?

- A. By inserting a text box into the email.
- B. By setting the sensitivity level to Personal.
- C. By setting the sensitivity level to Private.
- D. By setting the importance level to High.

Answer: B

Question No : 4 - (Topic 1)

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.

Answer: C

Question No : 5 - (Topic 1)

You work as an IT Administrator at ABC.com. You have been asked to implement a new email system. The company plans to deploy Microsoft Office 2010 to the company client computers.

One of the requirements of the email system is that users must be able to send Out of Office messages to other company users and in response to external emails.

Which of the following types of email server should you implement?

- A. A Web based email system that uses HTTPS.
- B. A Microsoft Exchange Server system.
- C. A POP3 based email system.
- D. An IMAP based email system.

Answer: B

Topic 2, Volume B

Question No : 6 - (Topic 2)

You work as an IT Administrator at ABC.com. You have been asked to implement a new

email system. The company plans to deploy Microsoft Office 2010 to the company client computers.

You need to decide what type of email system to implement and what type of email accounts the company users will use.

One of the requirements of the email system is that it must support a Global Address List.

Which of the following types of email server and Outlook account types should you implement?

- A. A Web based email system that uses HTTPS.
- B. A POP3 based email system.
- C. An IMAP based email system.
- D. A Microsoft Exchange Server system.

Answer: D

Question No : 7 - (Topic 2)

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

John is the Sales Manager. He often needs to search his emails for customer information and sales history.

To reduce the time it takes to search through his emails, John wants to use the Outlook 2010 Instant Search function. However, the Instant Search function is not available.

What should John do to enable the Instant Search function?

- A. He should install Microsoft Office 2010 Service Pack 1.
- B. He should download and install Windows Search.
- C. He should enable Windows Updates.
- D. He should configure IMAP access.

Answer: B

Question No : 8 - (Topic 2)

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 selects an email in Outlook then uses the CTRL + R keyboard shortcut.

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

- A. It will open the email for forwarding.
- B. It will open a reply window.
- C. It will mark the email as read.
- D. It will assign the email to the Red category.

Answer: B

Question No : 9 - (Topic 2)

Sally works as the Sales Assistant at ABC.com. The company email system runs Microsoft Exchange Server 2010. Sally uses Microsoft Outlook 2010 configured with an Exchange account.

Sally wants to create a new email. She opens a new email and now wants to open the address book to select an email address to send the email to.

Which of the following keyboard shortcuts could Sally use to open the address book?

- A. CTRL + O
- B. CTRL + SHIFT + O
- C. CTRL + B
- D. CTRL + SHIFT + B

Answer: D

Question No : 10 - (Topic 2)

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 selects an email in her Inbox then enters the CTRL + O keyboard shortcut.

What effect will this keyboard shortcut have?

- A. It will delete the email.
- B. It will open the Print dialog box.
- C. It will open the email in a window.
- D. It will mark the email as Junk.

Answer: C