

77-731^{Q&As}

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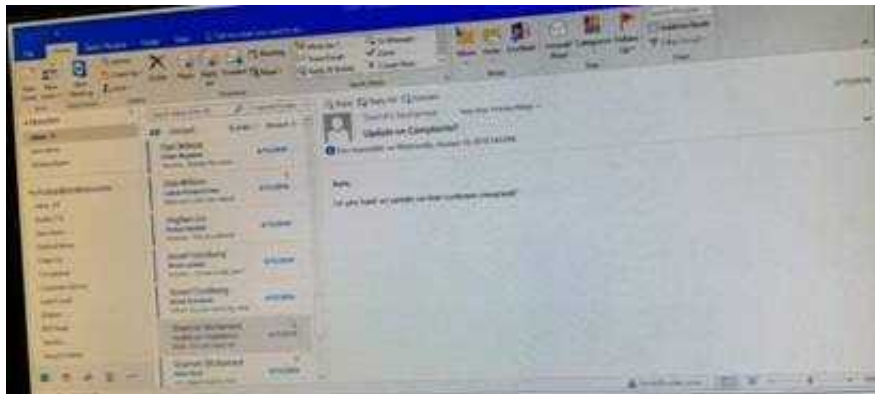
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QUESTION 1

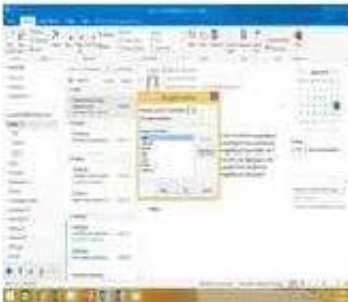
Reset the navigation pane buttons to the default settings.



Correct Answer: See below for solution.

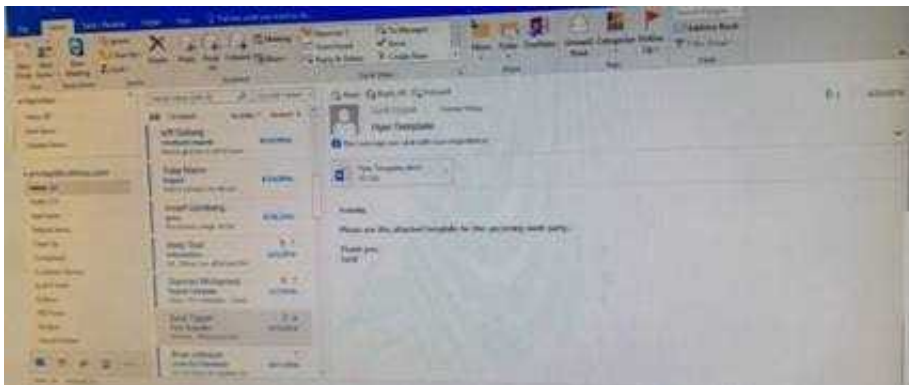
On the Navigation Bar, click ...

Click navigation options then click on Reset



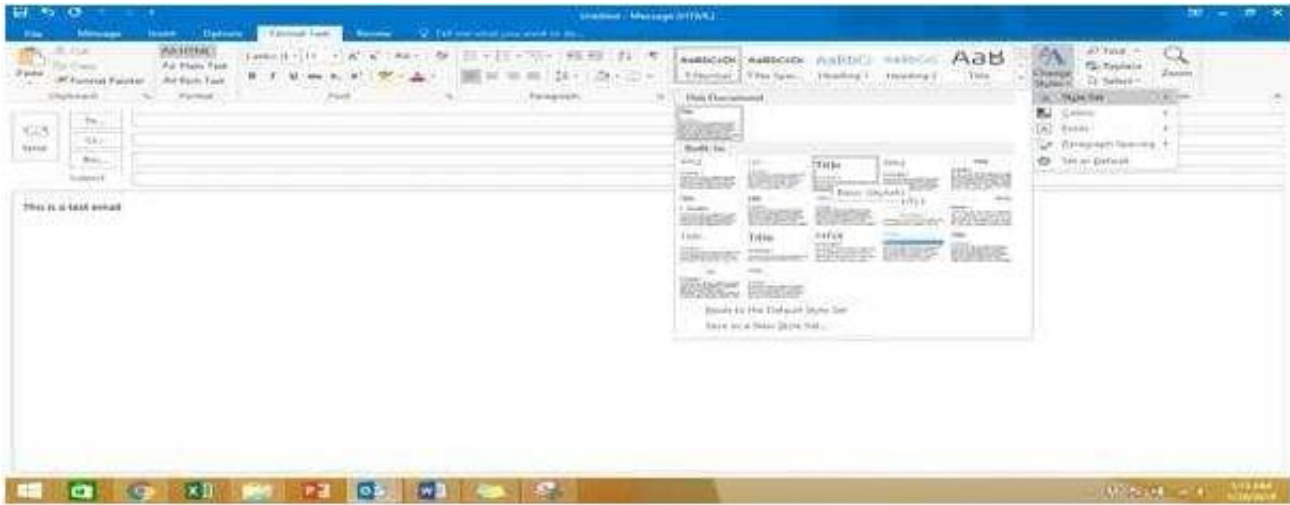
QUESTION 2

In the Drafts folder, open the '\\\\Process Development\\\\' message. Apply the Basic (Stylish) style set. Send the message.



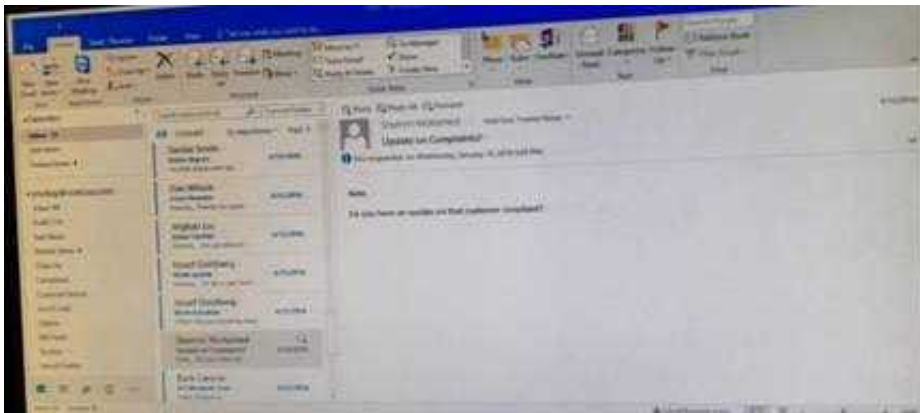
Correct Answer: See below for solution.

In message body click on Format Text tab -Change styles -Style set -select Basic (Stylish)



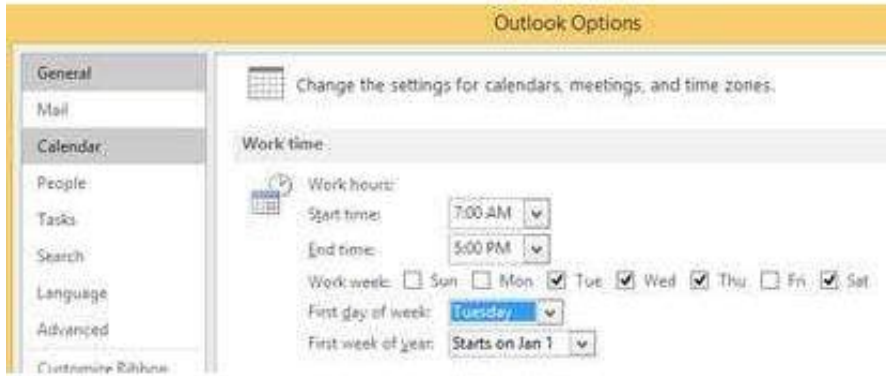
QUESTION 3

Configure the work week to include working hours from 7:00 AM to 5:00 PM on Tuesday, Wednesday, Thursday and Saturday. Set the first day of the week to Tuesday.



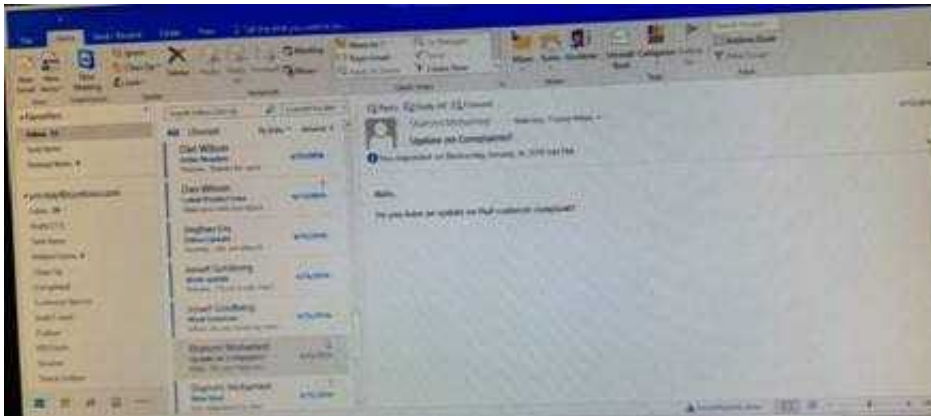
Correct Answer: See below for solution.

File – options – Calendar – Work week, then select the following options



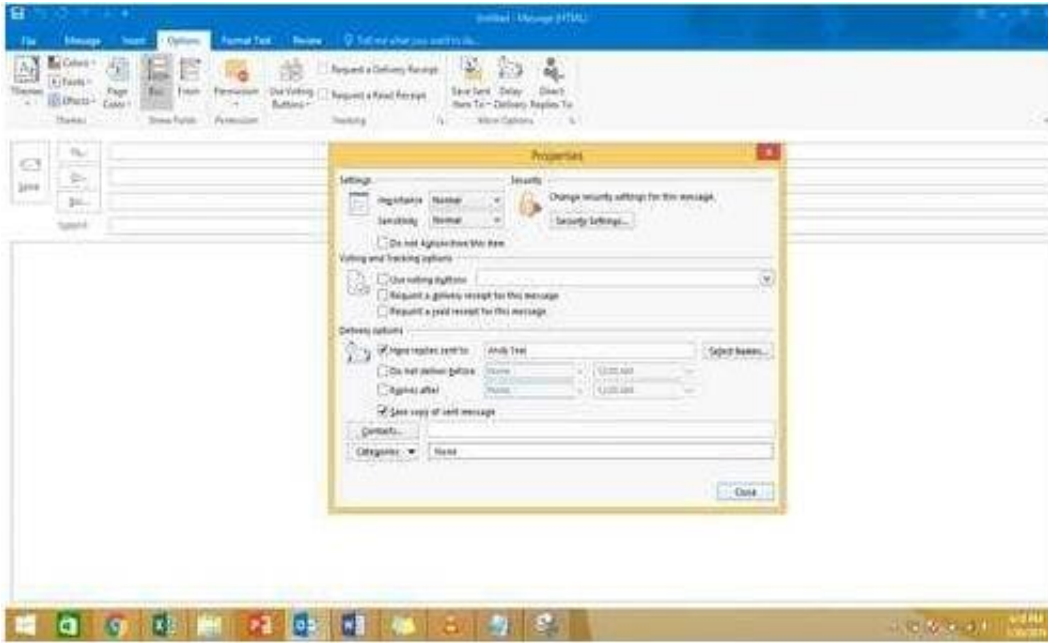
QUESTION 4

In the Drafts folder, open the 'Orientation' message. Configure the message options to direct replies to 'Andy Teal'. Send the message.



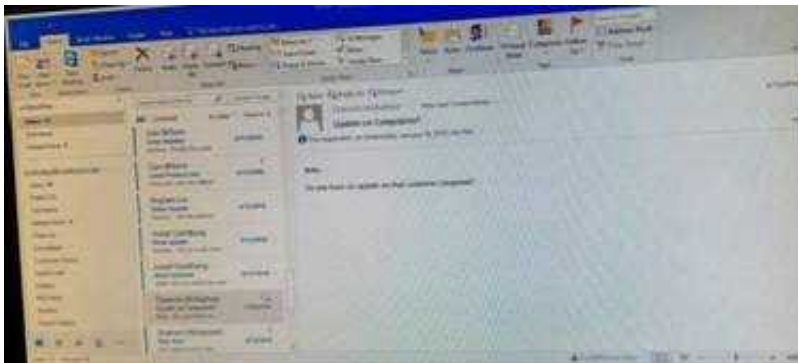
Correct Answer: See below for solution.

Open the message – Go to Options tab – Direct Replies to – Delivery options group – select the “Andy Teal” in Have replies sent to field. Close the box and send the message.



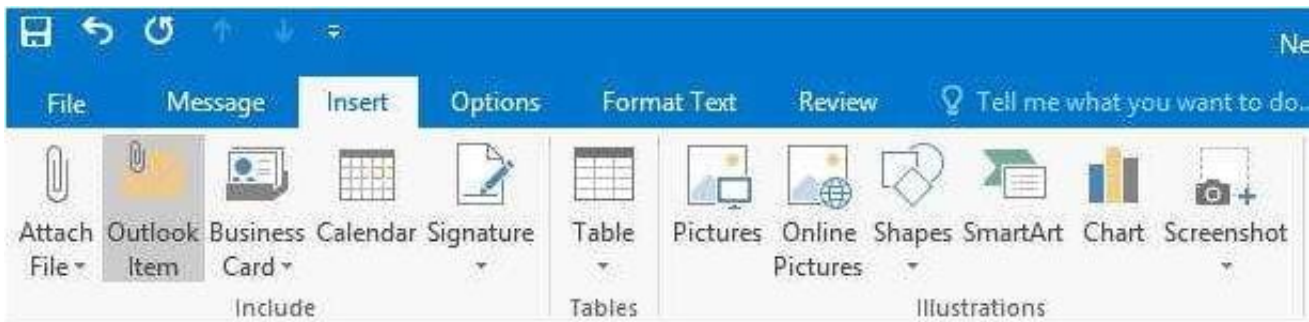
QUESTION 5

In the Drafts folder locate the message that has the subject '\\\\Workflow for review\\\''. Insert the Customer Service Workflow image from the pictures folder below the body text. Send the message.



Correct Answer: See below for solution.

Locate and open the message. Put the cursor at the end of the body text, click Insert tab ?pictures- locate "Customer Service Workflow" image from the pictures folder. Insert and send.



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