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QUESTION 1

Gary works as the Finance Manager at ABC.com. The company email system runs Microsoft Exchange Server 2010. Gary uses Microsoft Outlook 2010 configured with an Exchange account.

Gary receives a meeting request for a meeting with other company managers.

Gary wants to reply to the meeting request.

Which of the following keyboard shortcuts could Gary use to reply to the meeting request?

A. CTRL + N

B. CTRL + F

C. CTRL + R

D. CTRL + SHIFT + Q

Correct Answer: C

QUESTION 2

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.

A junior office administrator named Chloe is using Microsoft Outlook.

Chloe clicks on an email in her Inbox and reads the email in the preview pane. She wants to reply to the email. Chloe double clicks the email and the email opens in a new window. However, Chloe is unable to type her reply into the window.

What should Chloe do?

A. She should restart Outlook.

B. She should click the Move button on the Message tab.

C. She should click the Reply button on the Message tab.

D. She should click the Forward button on the Message tab.

Correct Answer: C

QUESTION 3

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 works in the Accounts department. She is using Outlook and wants to compose an email to send to a supplier.

Jane switches to the Contacts view in Outlook. Jane plans to use the alphabetical list to find the email address of her contact at a supplier named Stanford Supplies. However, there is no alphabetical list displayed that Jane can click on to filter the contacts and narrow down her search.

How can Jane display the alphabetical list? (Choose two possible answers).

A. By switching to the Business Card view.

B. By switching to the Card view.

C. By switching to the Phone view.

D. By applying a filter.

E. By using Contact Groups.

Correct Answer: AB

QUESTION 4

ABC.com employees run Microsoft Office 2010 on their client computers. The company email system runs Microsoft Exchange Server 2010.

All users in the company have Microsoft Outlook 2010 configured to view emails in HTML format.

A user named Mia has her Outlook contacts displayed as business cards. She uses the "Forward > As a business card" option to send a business card to her manager.

Which two of the following statements are true?

A. The manager will receive an email with the business card as an attachment.

B. The manager will receive an email with a .vcf file as an attachment.

C. The manager will receive an email containing a clickable image of the business card.

D. The manager will receive an email containing a non-clickable image of the business card.

Correct Answer: BD

QUESTION 5

You work as a Support Analyst 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. The email server is configured for Exchange, POP3, IMAP and HTTP connections.

You receive a call from a user saying that they are trying to perform a search for a public folder. He has the Search box to open the Search tab. The user reports that when they click the Search Tools button, there is no Find Public Folder

option.

How can you solve the user\\'s problem?

A. By configuring the Indexing Options in the user\'s Outlook to include the Public Folders.

B. By configuring the user\'s Outlook to use an IMAP account.

C. By configuring the user\'s Outlook to use a Microsoft Exchange account.

D. By configuring the Internet Directory Service in the user\'s Outlook.

Correct Answer: C

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