



# 77-731<sup>Q&As</sup>

Outlook 2016 Core Communication, Collaboration and Email Skills

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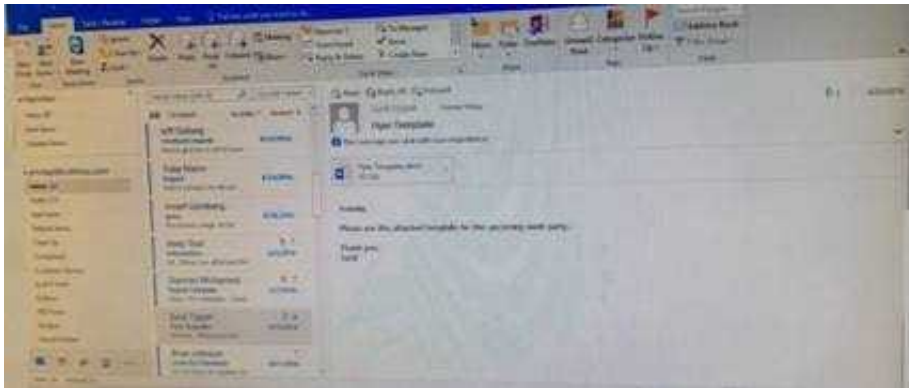
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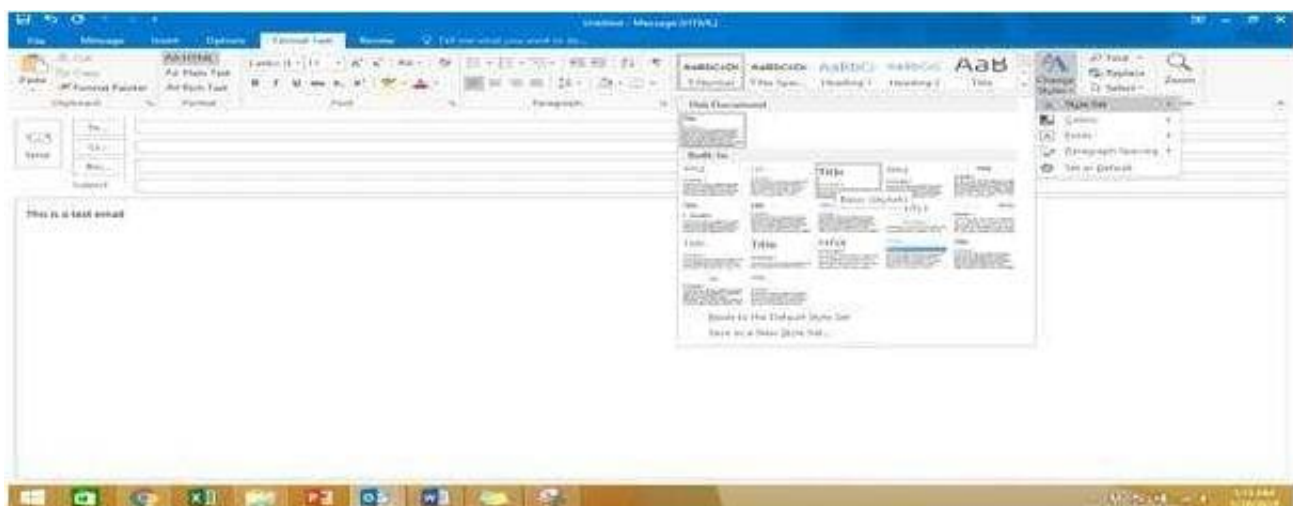
## QUESTION 1

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



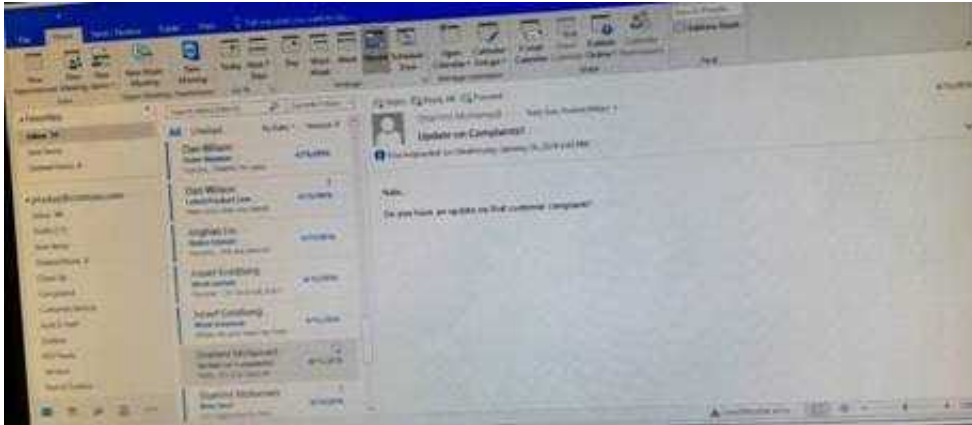
Correct Answer: See below for solution.

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



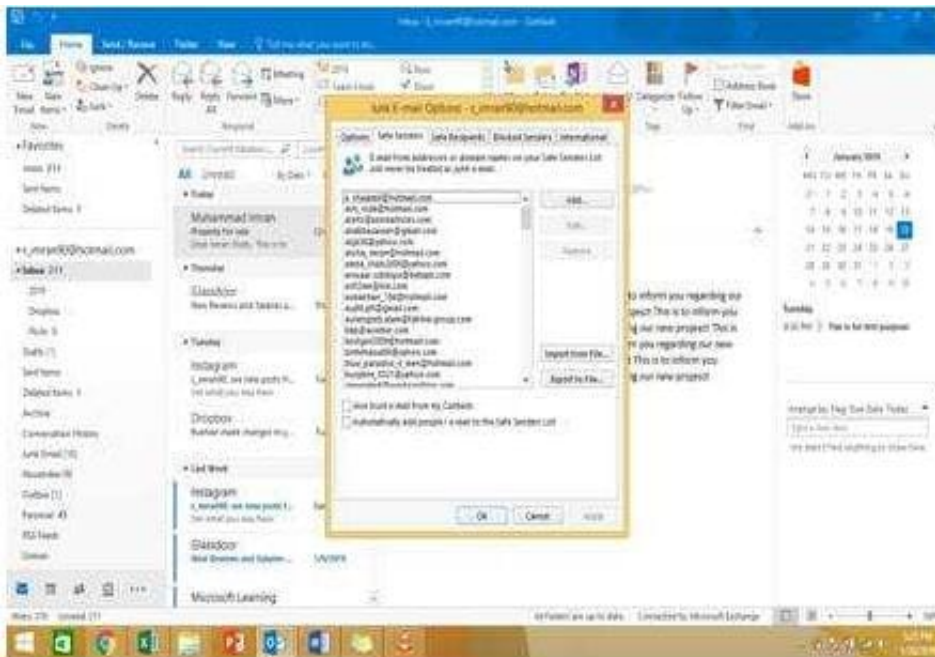
## QUESTION 2

Configure Outlook so that email from a contact is never sent to the junk e-mail folder.



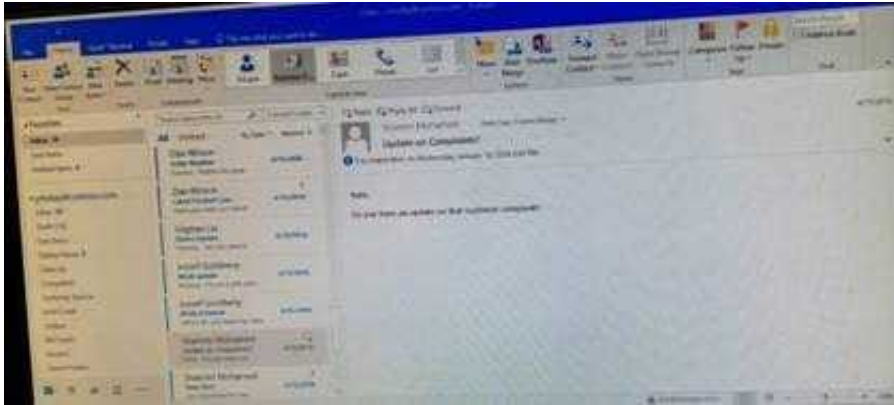
Correct Answer: See below for solution.

Home tab – Junk – Junk email options – safe recipients – click on “Also trust email from my contacts”



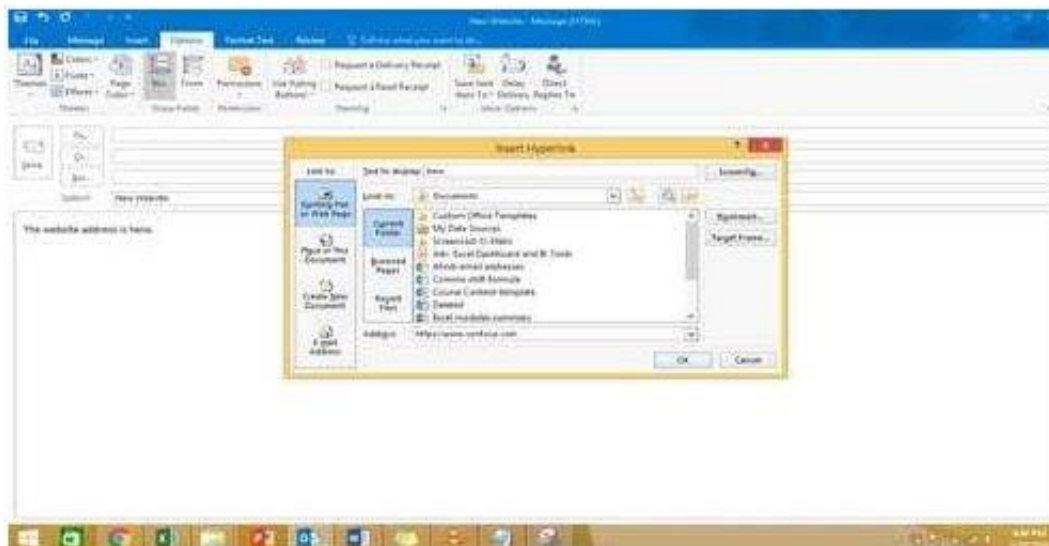
### QUESTION 3

In the Drafts folder, open the “New Website” message. Insert a hyperlink on the word “here” that links to “https://www.contoso.com”. Send the message.



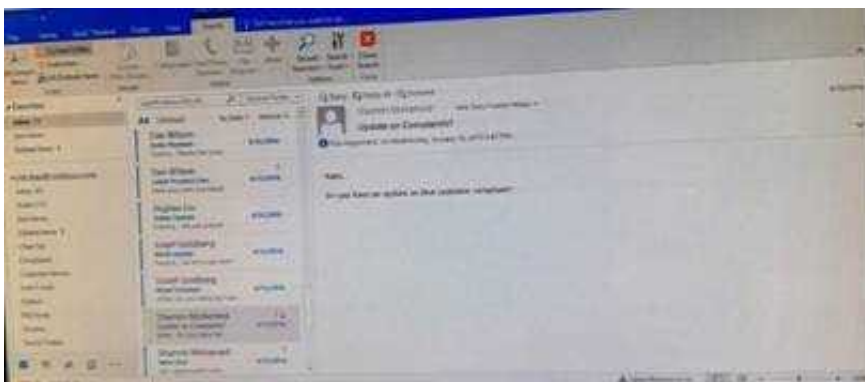
Correct Answer: See below for solution.

Open the message. Right click on the word "here", press Ctrl+k short key. Enter the website address, ok and send the message.



#### QUESTION 4

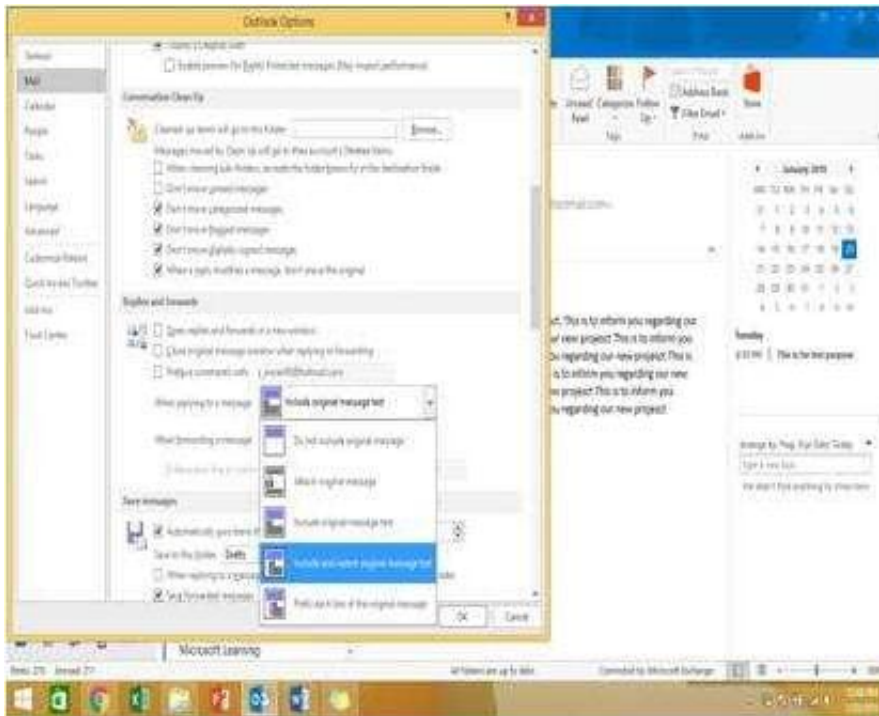
Configure Outlook to include and indent the original message text when you reply to a message.



Correct Answer: See below for solution.

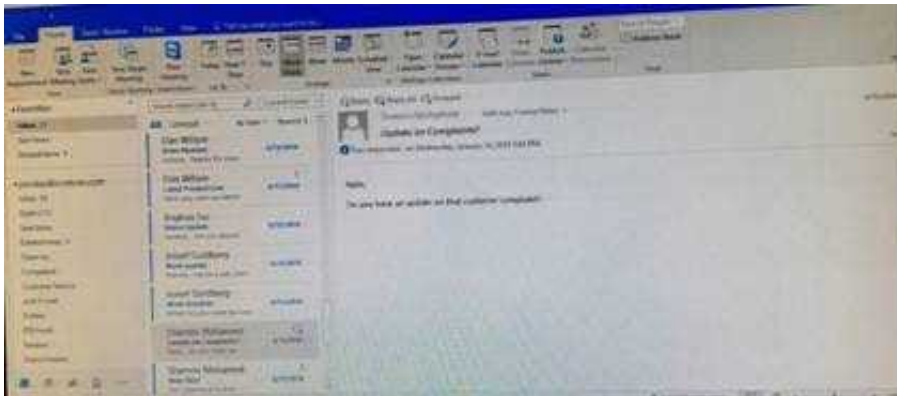


File – options – Mail – Replies and forwards – when replying to a message



## QUESTION 5

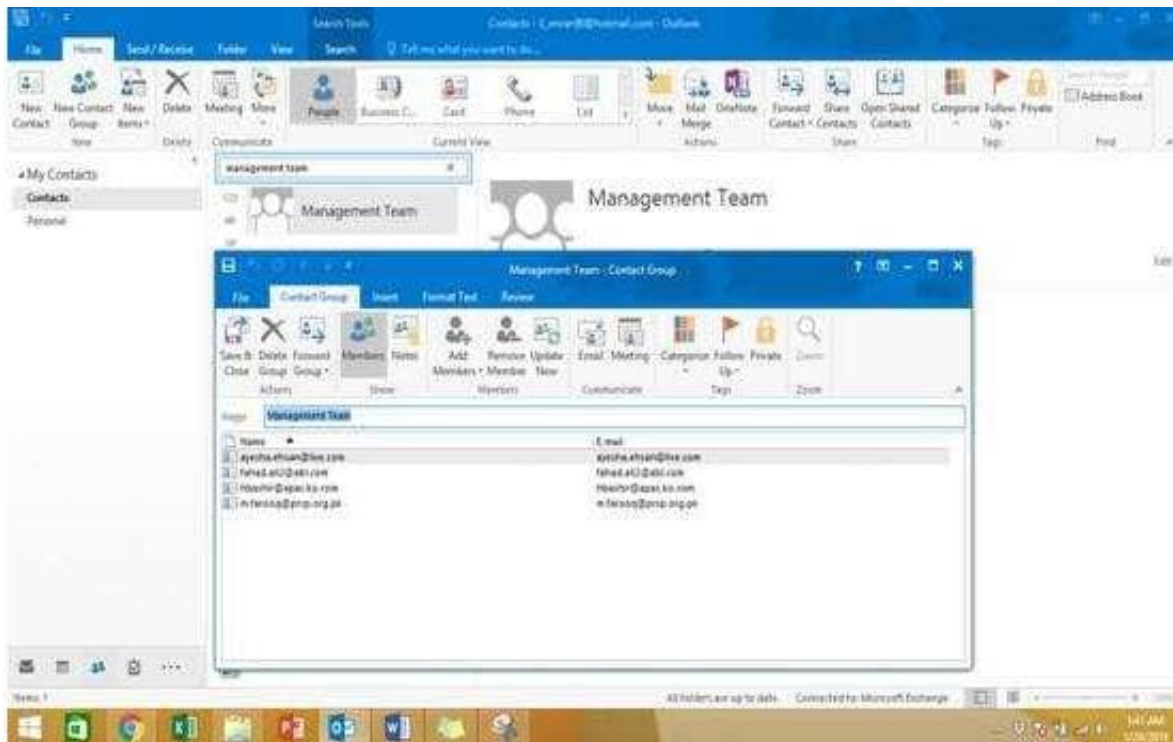
Add the contact '\\\\Dan Wilson' to the '\\\\Management Team\\\\' contact group. Save and close the contact group.



Correct Answer: See below for solution.

•Search the “management team” contact group Double click the contact group Click Add Members and then select the desired list and search and add members





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