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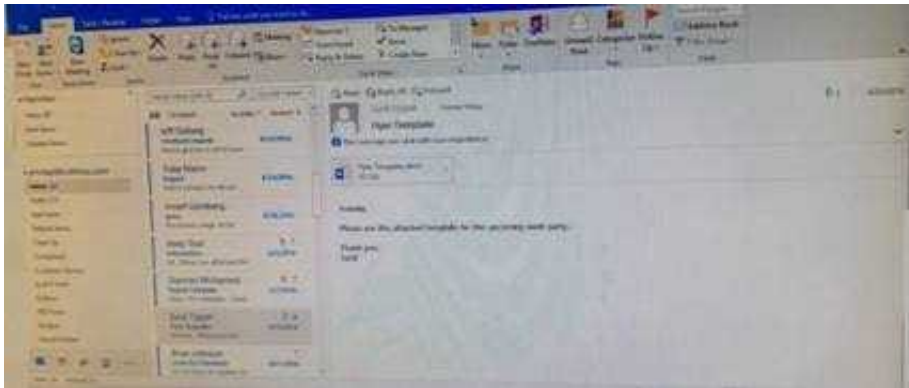Official Exam Center

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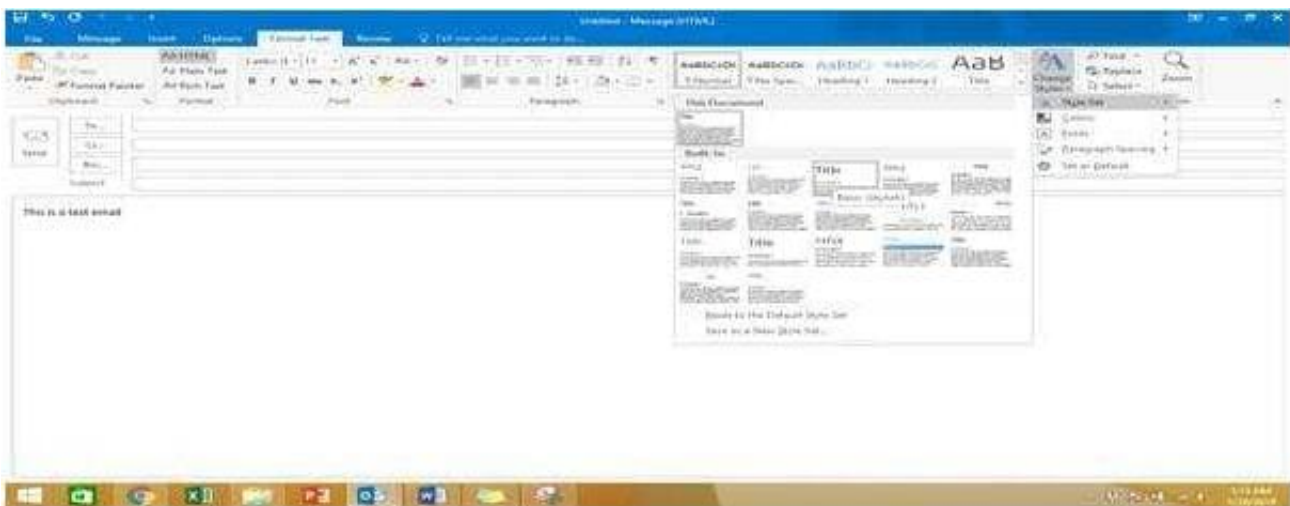⚙ **365 Days** Free Update

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QUESTION 1

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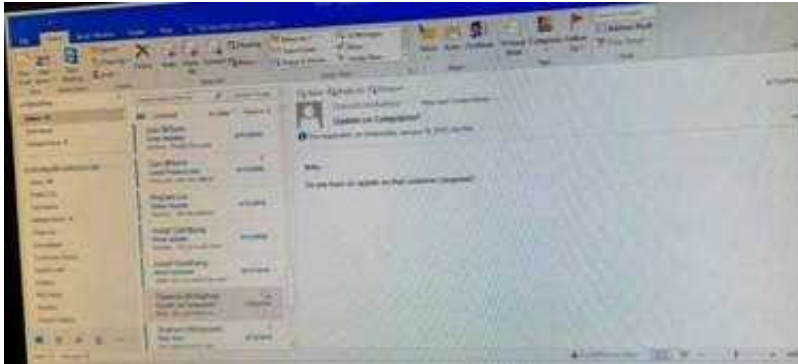

Correct Answer: See below for solution.

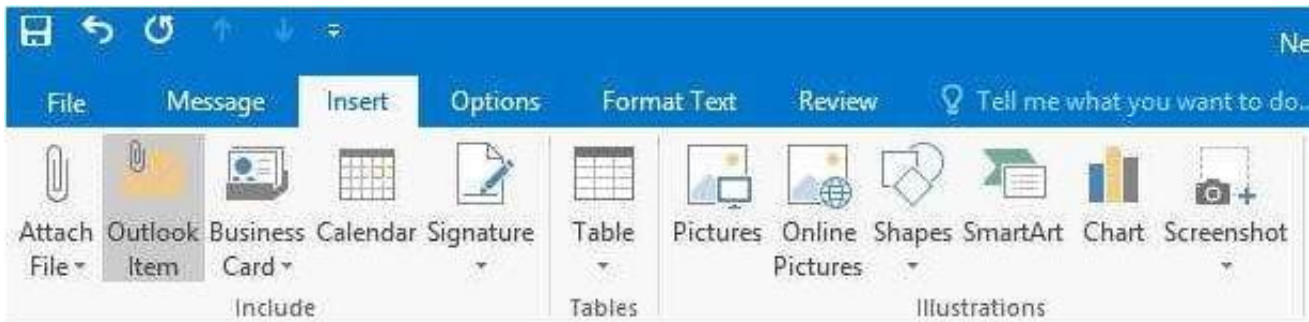In message body click on Format Text tab -Change styles -Style set -select Basic (Stylish)

QUESTION 2

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.
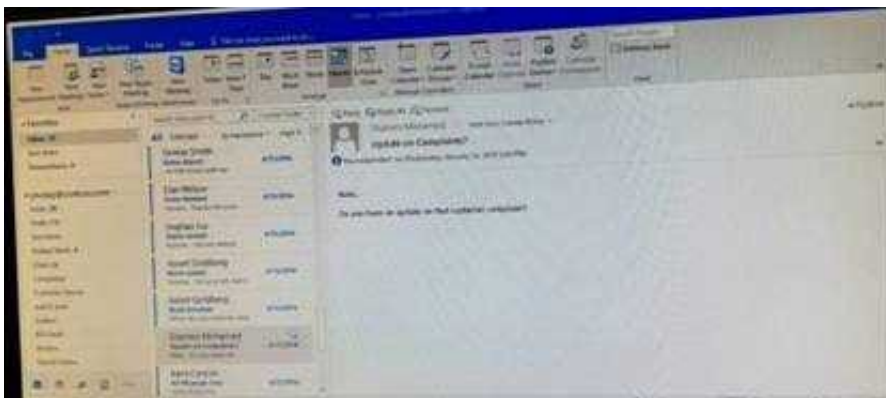
Correct Answer: See below for solution.

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

QUESTION 3

Import the contacts from the PersonalContacts.csv located in the Documents folder into the Contacts folder.
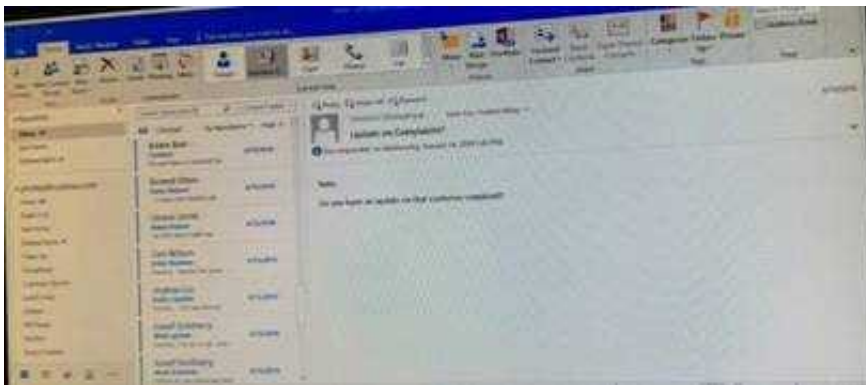

Correct Answer: See below for solution.

File – open and export – Import/Export Import from another program or file Comma separated values Locate the file and import
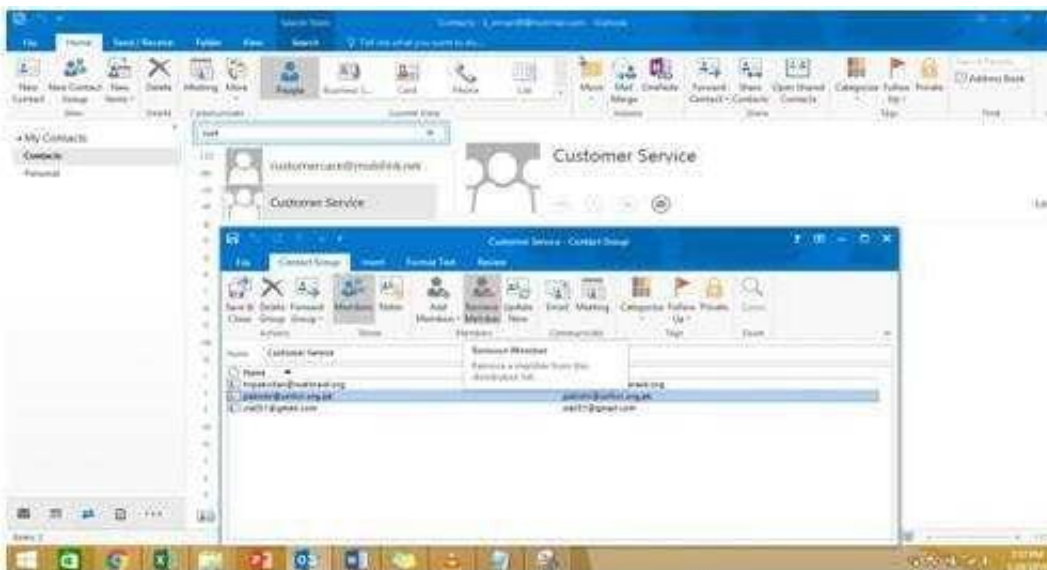
QUESTION 4

Remove \\'\\'Kim Ralls\\'\\' and \\'\\'Toby Nixon\\'\\' from Design\\'\\' contact group. Saves and close the contact group.
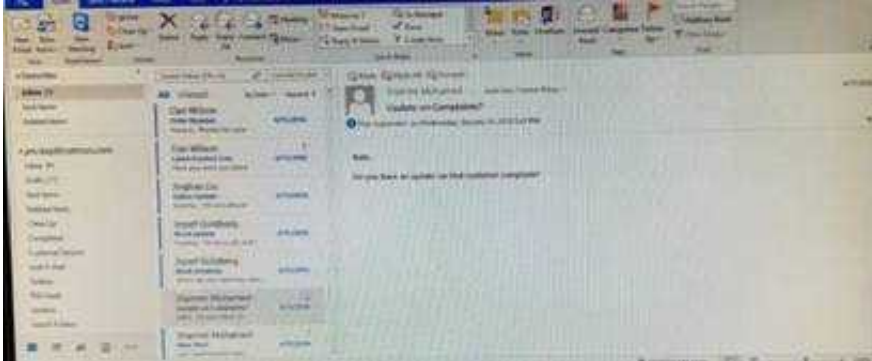

Correct Answer: See below for solution.

Search the contact group Select the \\'\\'Kim Ralls\\'\\' and \\'\\'Toby Nixon\\'\\' contacts and remove them one by one Saves and close the contact group

QUESTION 5

Use advanced Find to locate a message that contains the phrase \\'\\'Model 18\\' in the message body and has confidential sensitivity. Delete the message. Close the Advance Find dialog box.
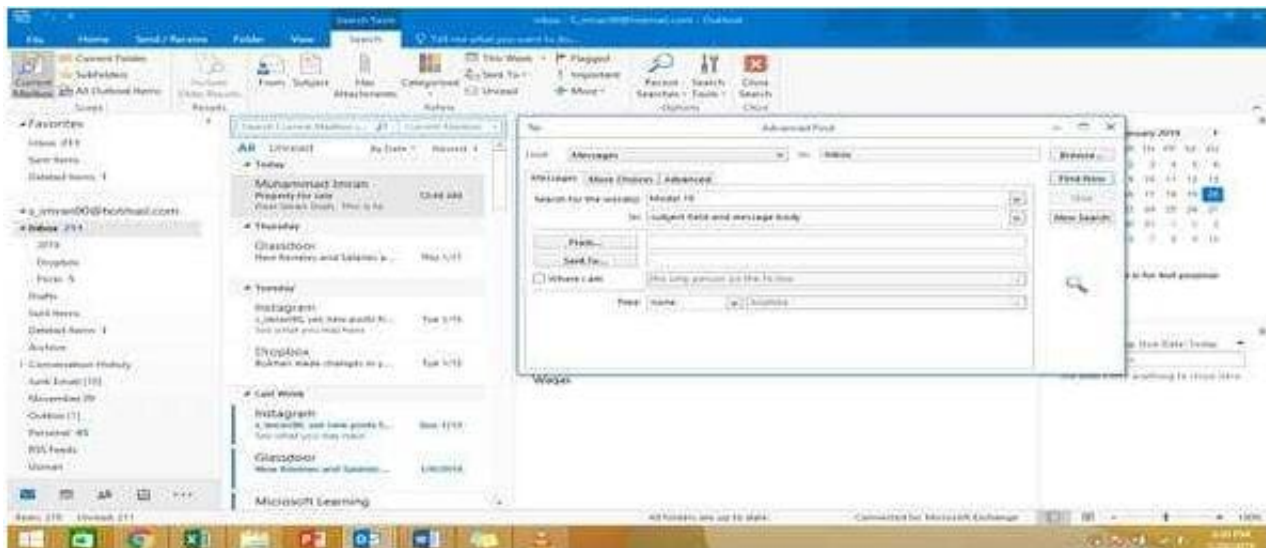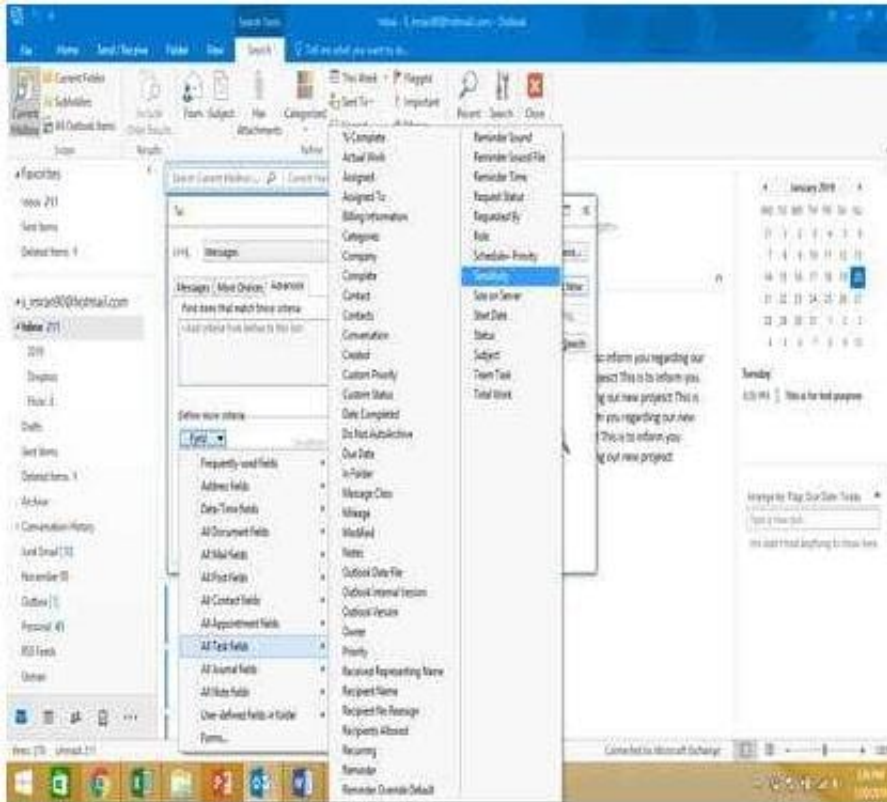

Correct Answer: See below for solution.

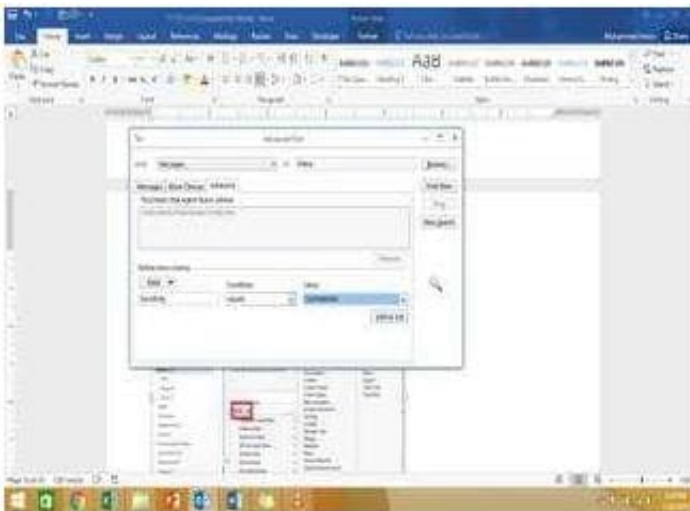Click in "search mail" to activate "search" tab and click "Advanced find"

In the "Advanced Find" box give the desired criteria Go to "Advanced" tab and click on "Field option – All task fields – Sensitivity"

Give the criteria and add to list. Find the message, delete and close the box

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