



77-884^{Q&As}

Outlook 2010

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QUESTION 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.

Your default printer is a printer named ABC-Printer1.

A user sends you an email with an Excel spreadsheet attached to it. The email and spreadsheet contain information that you need for a Sales meeting. There is a printer near the meeting room named ABC- Printer2.

You want to print the email for the meeting. In the print options, you tick the checkbox to print the attachment as well as the email. You send the print job to ABC-Printer2.

When you retrieve the printed email from ABC-Printer2, you see the email has printed but the attachment has not. What is the most likely reason for the problem?

- A. You cannot print spreadsheets as attachments. Spreadsheets need to be opened in Excel first.
- B. The email was sent to you in Plain Text format.
- C. Outlook has blocked the Excel file attachment.
- D. The spreadsheet has printed but it has printed to the default printer.

Correct Answer: D

QUESTION 2

You work as a Systems Administrator 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 use Outlook 2010 on your work computer to access your company email. You also use Outlook 2010 on your home computer to access your company email.

You want to be able to access your company email from any computer such as a computer in an Internet Cafe or an airport terminal.

Which technology should you use to access your company email?

- A. An email account configured POP3 access.
- B. An email account configured for Outlook Anywhere (RPC over HTTP) access.
- C. An email account configured IMAP access.
- D. An email account configured Outlook Web Access.

Correct Answer: D



QUESTION 3

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.

A user named Mia in your department receives an email from a customer. Mia wants to save the email address of the customer in her Contacts list. Mia asks you how to save the customer email address as a contact.

What should you instruct Mia to do?

- A. You should instruct Mia to right click on the customer's name in the information bar and select Add to Outlook Contacts.
- B. You should instruct Mia to open the email then click the Save button.
- C. You should instruct Mia to right click on the customer's name in the information bar and select Contact Card.
- D. You should instruct Mia to right click on the customer's name in the information bar and select Look up Outlook Contact.

Correct Answer: A

QUESTION 4

You work as a Helpdesk Technician 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 POP3 based company email server.

You receive a call from Jane in the Accounts department. Jane reports that she has composed an email and wants to add two signatures to the email. The first signature is her standard signature and the second signature is promoting an upcoming corporate marketing event.

You verify that Jane has successfully added the first signature to her email. How should you help Jane?

- A. You should advise Jane to create a single signature containing all the required information.
- B. You should configure an Exchange account for Jane.
- C. You should advise Jane to change the format of the email to Rich Text.
- D. You should advise Jane to modify the Outlook options to permit multiple signatures.

Correct Answer: A

QUESTION 5

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

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