



77-731^{Q&As}

Outlook 2016 Core Communication, Collaboration and Email Skills

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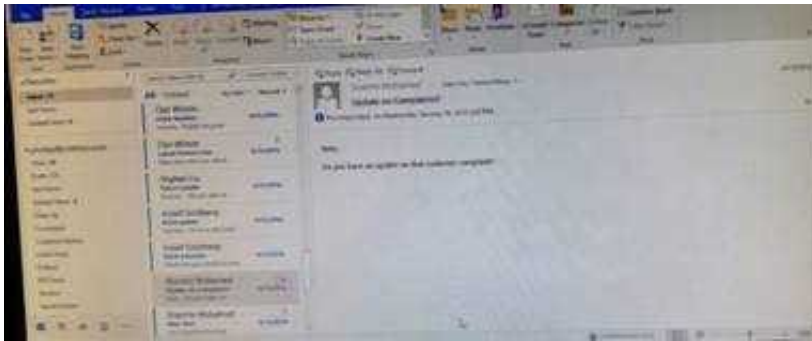
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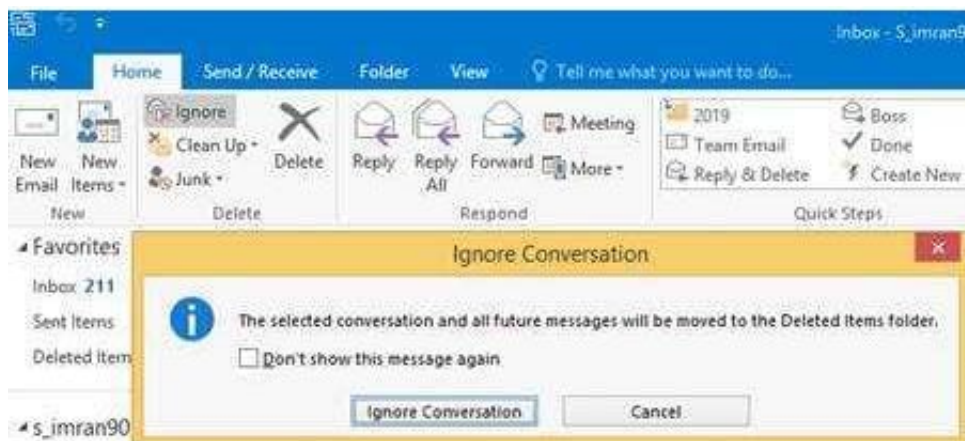
QUESTION 1

Locate the '\\Account\\' conversation in the Vendors folder. Send the entire conversation and all future messages related to that conversation to the Deleted items folder.



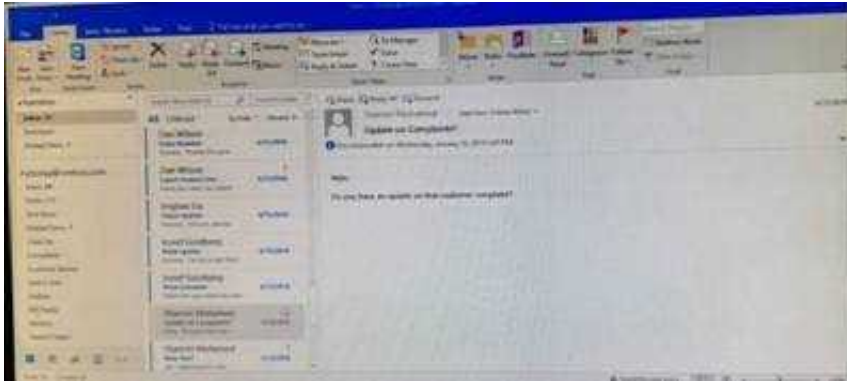
Correct Answer: See below for solution.

Locate the conversation. Click on "Ignore" and then "Ignore Conversation"



QUESTION 2

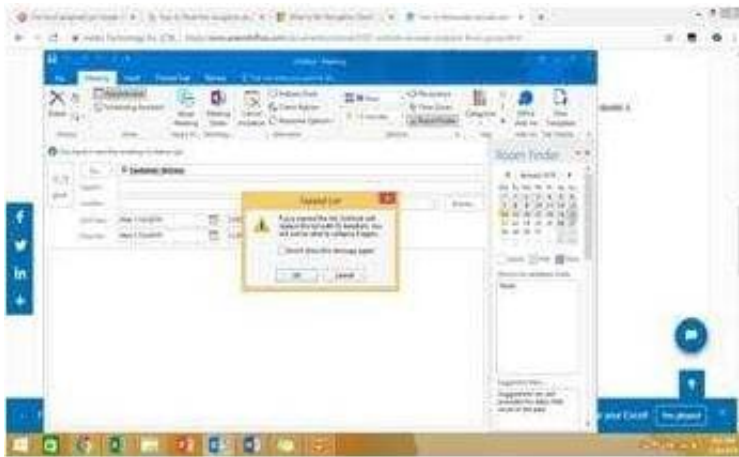
On the Calendar, locate the '\\Team Review\\' meeting that occurs on Thursday. Add all members of the '\\Customer Service' group, except '\\Andy Teal\\', to the meeting as required attendees. Make '\\Andy Teal\\' an optional attendee. Send an invitation to all attendees.



Correct Answer: See below for solution.

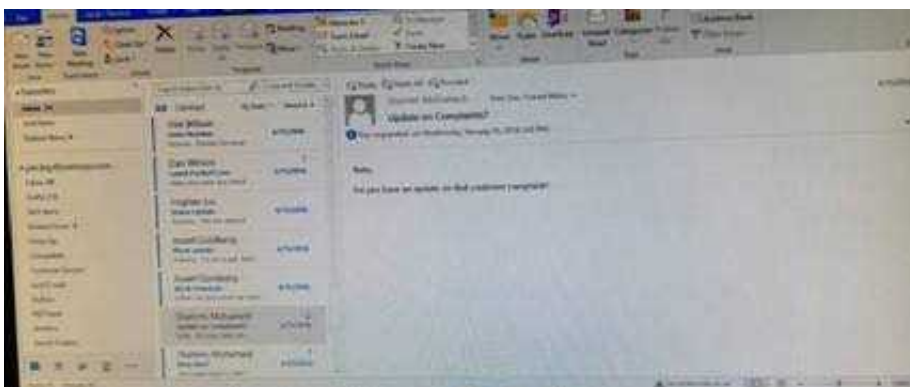
Locate the '\\Team Review\\' meeting in calendar and double click to open it.

Select the customer service group and then click on + sign. On the Expand list box click on ok. Select and delete '\\Andy Teal\\' and put it in Optional attendees.



QUESTION 3

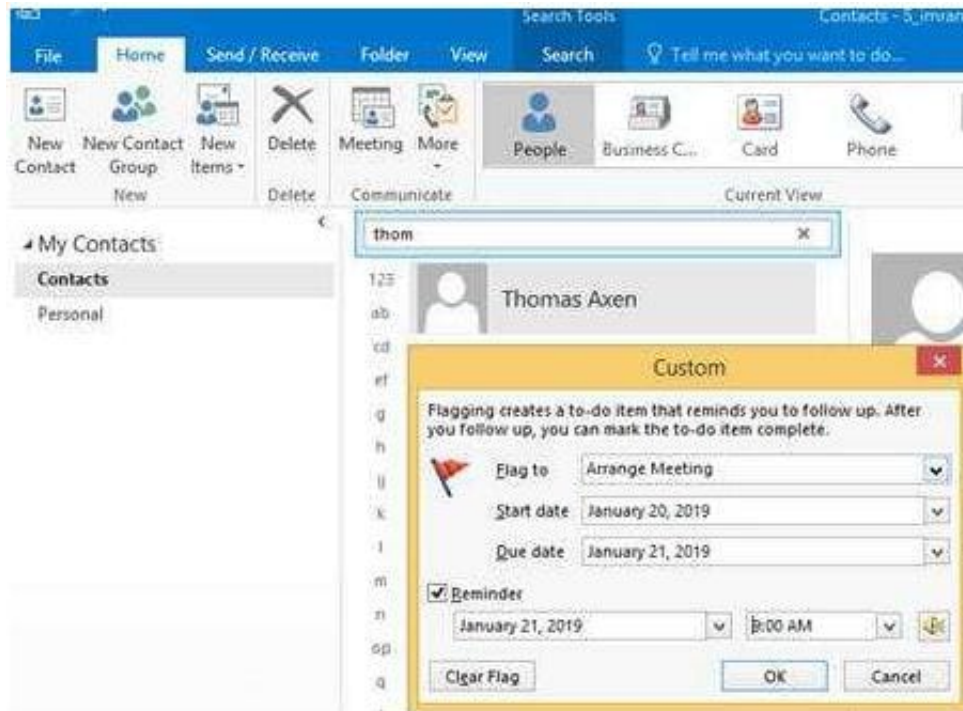
Add the Arrange Meeting tag to the contact '\\Thomas Axen\\'. Set a start date of today and a due data of tomorrow. Set a reminder for 9:00 AM tomorrow.



Correct Answer: See below for solution.

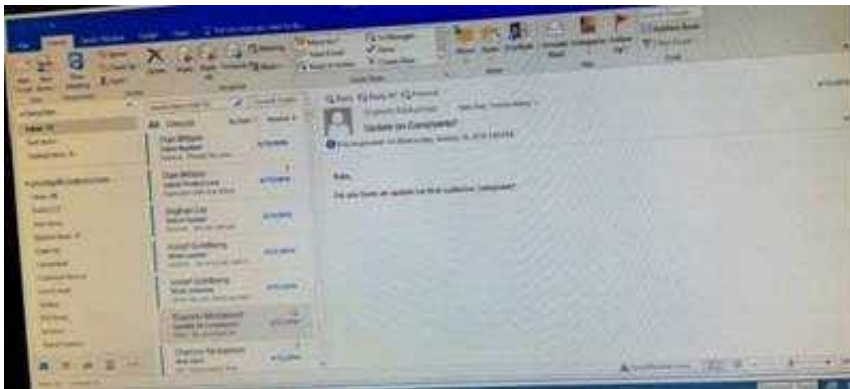


Go to contacts and search the '\\\\Thomas Axen\\\\' contact. Add follow up with the following options



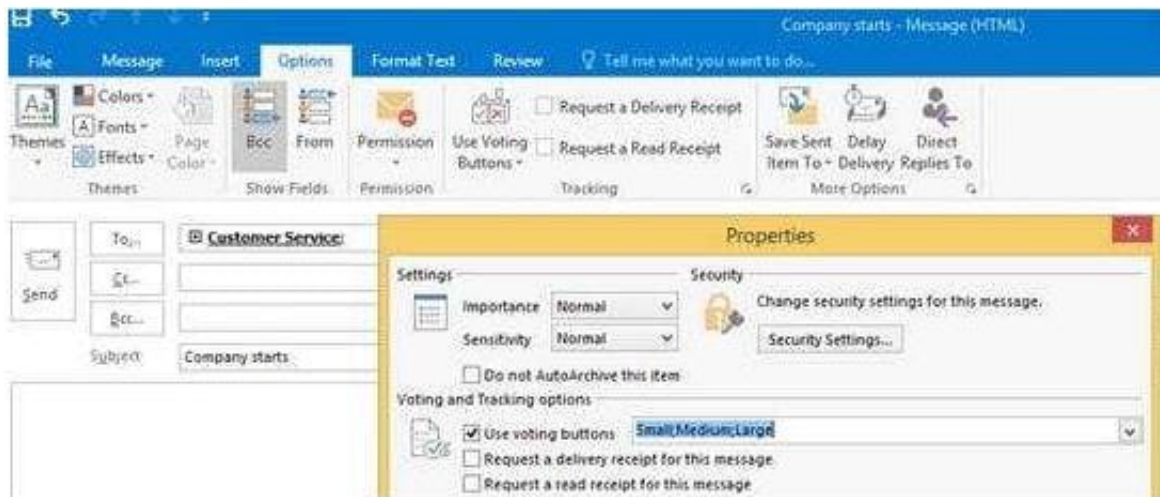
QUESTION 4

Send a message to the '\\\\Customer Service\\\\' contact group that has the subject '\\\\Company starts\\\\' and voting buttons labeled '\\\\Small \\\\'Medium\\\\' and Large\\\\'.



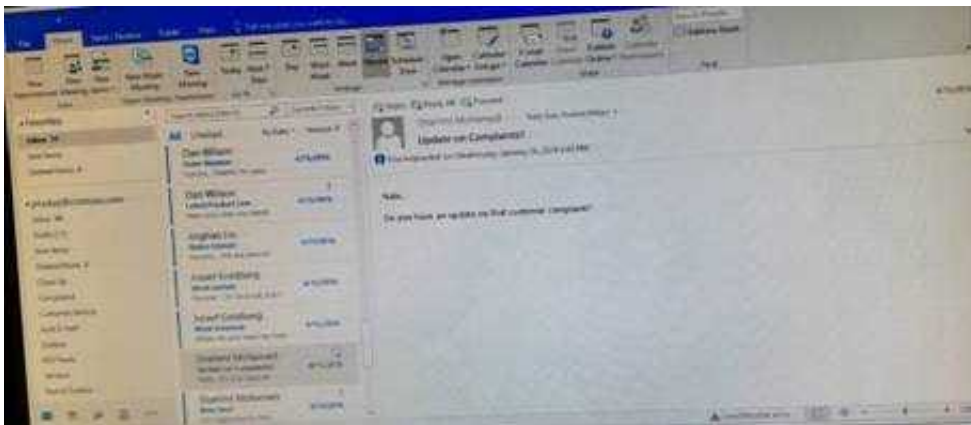
Correct Answer: See below for solution.

Create new message with the above mentioned recipient and subject. Click on Options – Voting buttons – Custom and then enter Small;Medium;Large (separated by semi colon) Close the dialog box and click on Send.



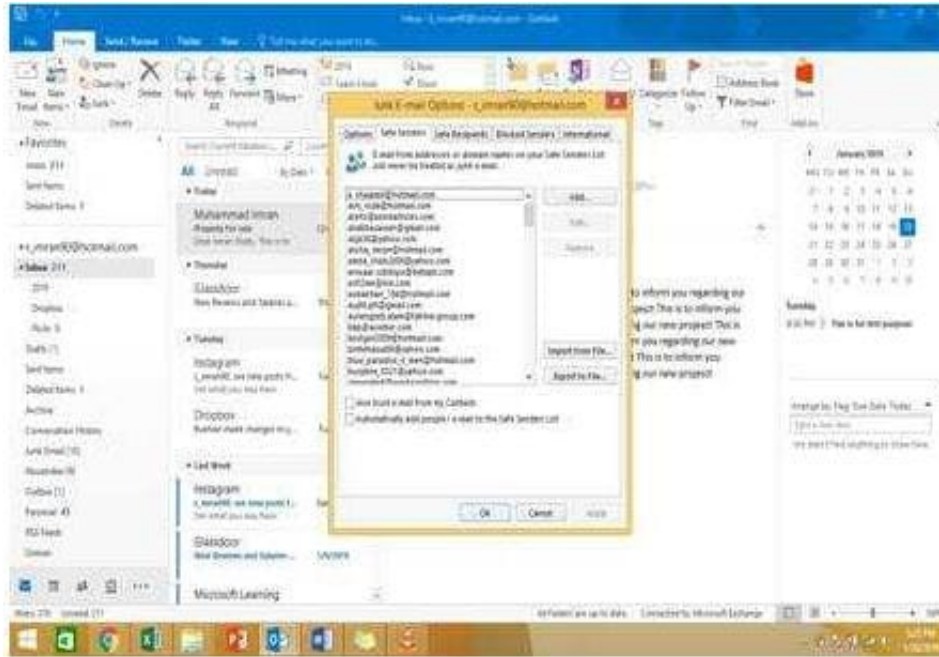
QUESTION 5

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”



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