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QUESTION 1

Sally works as the Sales Assistant at ABC.com. The company email system runs Microsoft Exchange Server 2010. Sally uses Microsoft Outlook 2010 configured with an Exchange account.

Sally wants to create a new email. She opens a new email and now wants to open the address book to select an email address to send the email to.

Which of the following keyboard shortcuts could Sally use to open the address book?

A. CTRL + O

B. CTRL + SHIFT + O

C. CTRL + B

D. CTRL + SHIFT + B

Correct Answer: D

QUESTION 2

Sally works as the Sales Assistant at ABC.com. The company email system runs Microsoft Exchange Server 2010. Sally uses Microsoft Outlook 2010 configured with an Exchange account.

Sally wants to create a meeting request to request a meeting with the Sales Manager.

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

A. CTRL + N

B. CTRL + F

C. CTRL + R

D. CTRL + SHIFT + Q

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.

You compose an email that you plan to send to ten different customers. You need to ensure that each customer is unable to see the names of the other email recipients. How can you hide the email recipient\\'s names?

A. By marking the email as private.

B. By entering the recipients names in the BCC (Blind Carbon Copy) field.

C. By using the Delay Delivery function.

D. By adding a signature to the email.

Correct Answer: B

QUESTION 4

Employees at ABC.com use computers running Windows 7 Enterprise and Microsoft Office 2010. The employees use Microsoft Outlook 2010 to connect to the IMAP based company email server.

A user in the Human Resources (HR) department wants to send a confidential email to a manager. How can the HR user ensure that the manager sees a "Please treat this as Confidential" message in the information bar of the email?

A. By adding a digital signature to the email.

B. By setting the sensitivity level to Private.

C. By setting the sensitivity level to Confidential.

D. By setting the importance level to High.

Correct Answer: C

QUESTION 5

Mia is working in the Marketing department 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. Mia is composing a marketing email. She inserts an image into the email and writes a paragraph of text. Mia wants to format the email so that the text surrounds the image in the email.

Which function should Mia use to configure the layout of the text?

A. She should use the WordArt function.

B. She should use the Text Box function.

C. She should use the Wrap Text function.

D. She should use the Format Painter function.

Correct Answer: C

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