Microsoft Office Specialist

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Microsoft Outlook (Office 2016): Core Communication, Collaboration and Email Skills; Exam 77-731

Successful candidates for the Microsoft Outlook (Office 2016) exam have approximately 150 hours of instruction and hands-on experience with the product. Candidates will use Outlook 2016 to enhance professional correspondence, create calendars, and schedule appointments. Application examples include coordinating building resources, sending messages for marketing campaigns, planning staff meetings, and assigning meeting action items.

MOS 2016 certification exams introduce a new performance-based format for improved testing of a candidate's knowledge, skills and abilities using the MOS 2016 programs:

- MOS 2016 exam task instructions generally do not include the command name as in previous versions. For example, function names are avoided, and are replaced with descriptors. This means candidates must understand the purpose and common usage of the program functionality in order to successfully complete the tasks in each of the projects.

- The MOS 2016 exam format incorporates multiple projects.

Objective Domains

Manage the Outlook Environment for Productivity

1.1 Customize Settings
1.1.1   Customize reply messages
1.1.2   Change text Formats for all outgoing messages
1.1.3   Customize the Navigation Pane
1.1.4   Configure reviews
1.1.5   Manage multiple accounts
1.1.6   Add an account

1.2 Print and Save Information
1.2.1   Print message, calendar, contact, or task information
1.2.2   Save message attachments
1.2.3   Preview attachments
1.2.4   Save messages in alternate formats
1.2.5   Export messages to a data file

1.3 Perform Search Operations in Outlook
1.3.1   Create new search folders
1.3.2   Search for items in messages, tasks, contacts, or calendars
1.3.3   Search by using advanced find
1.3.4   Search by folder

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Manage Messages

2.1 Configure Mail Settings
2.1.1 Set fonts for new messages and responses
2.1.2 Create, assign, and modify signatures
2.1.3 Create and manage rules
2.1.4 Create automatic replies
2.1.5 Create messages by using Quick Parts
2.1.6 Configure junk e-mail and clutter settings

2.2 Create Messages
2.2.1 Create a message
2.2.2 Add or remove message attachments
2.2.3 Add cc and bcc to messages
2.2.4 Add tracking and voting options
2.2.5 Forward and reply to messages
2.2.6 Request a delivery or read receipt
2.2.7 Redirect replies
2.2.9 Flag outgoing messages for follow up, importance, and sensitivity
2.2.10 Recall a message

2.3 Format a Message
2.3.1 Format text
2.3.2 Insert hyperlinks
2.3.3 Apply themes and styles
2.3.4 Insert images
2.3.5 Add a signature to specific messages

2.4 Organize and Manage Messages
2.4.1 Sort messages
2.4.2 Move messages between folders
2.4.3 Add new local folders
2.4.4 Apply categories
2.4.5 Clean up messages
2.4.6 Mark a message as read or unread
2.4.7 Flag received messages
2.4.8 Ignore messages
2.4.9 Sort messages by conversation
2.4.10 delete messages
2.4.11 automate repetitive tasks by using Quick Steps
2.4.12 Configure basic Auto Archive settings
2.4.13 Delegate access

Manage Schedules

3.1 Create and Manage Calendars
3.1.1 Create and add calendars
3.1.2 Adjust viewing details for calendars
3.1.3 Modify calendar time zones
3.1.4 Delete calendars
3.1.5 Set calendar work times
3.1.6 Manage multiple calendars
3.1.7 Manage calendar groups
3.1.8 Display multiple calendars
3.1.9 Share calendars

Manage Schedules

3.2   Create Appointments, Meetings, and Events
3.2.1   Create calendar items
3.2.2   Create recurring calendar items
3.2.3   Cancel calendar items
3.2.4   Create calendar items from messages
3.2.5   Set calendar item times
3.2.6   Setup meetings by using the scheduling assistant
3.2.7   Set free or busy status for calendar items
3.2.8   Schedule resources
3.2.9   Setup meeting location by using Room Finder

3.3   Organize and Manage Appointments, Meetings, and Events
3.3.1   Set calendar item importance
3.3.2   Forward calendar items
3.3.3   Configure reminders
3.3.4   Add participants
3.3.5   Respond to invitations
3.3.6   Update individual or recurring calendar items
3.3.7   Share meeting notes
3.3.8   Categorize calendar items

3.4   Create and Manage Notes and Tasks
3.4.1   Create and manage tasks
3.4.2   Create and organizing notes

Manage Contacts and Groups

4.1   Create and Manage Contacts
4.1.1   Create a new contact
4.1.2   Delete contacts
4.1.3   Import contacts from external sources
4.1.4   Edit contact information
4.1.5   Attach an image to a contact
4.1.6   Add tags to contacts
4.1.7   Share contacts
4.1.8   Create and manage address books

4.2   Create and Manage Contact Groups
4.2.1   Create new contact groups
4.2.2   Add contacts to existing contact groups
4.2.3   Add notes to a contact group
4.2.4   Update contacts within contact groups
4.2.5   Delete contact groups
4.2.6   Delete contact group members

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