

Microsoft Outlook 2010 - Intermediate

General Description

Organise and manage messages, create appointments, schedule meetings, manage contacts and create task requests.

Learning Outcomes

- Copy text within and between messages, copy content from external sources and remove attachments
- Create and manage message folders, automate actions with quick steps and archive messages
- Use search to locate Outlook items and create custom search folders for regular search operations
- Switch between message views, modify views and create a custom view
- Create and assign a colour category, find messages using colour categories and delete a colour category
- Develop, test and manage rules designed to automatically manage email messages
- Print a message list, change the message format, select themes or stationery and send a voting message
- Schedule appointments and events in the calendar, categorise activities and print the calendar
- Respond to a meeting request, schedule a meeting, cancel a meeting and use the scheduling assistant
- Add a contact from an email, send an electronic business card and create a contact group
- Create a task request, respond to a task request and view updated task requests

Duration

One Day

Prerequisite

Basic understanding of Microsoft Outlook

Topics

Editing Messages

Organising Messages

Searching

Working with Views

Colour Categories

Working with Rules

Email Techniques

Appointments and Events

Scheduling Meetings

Managing Contacts

Task Requests