## QUESTION AND ANSWER OF CHAPTER NO -6 (EMAIL- OUTLOOK)

**Q1. What is Ms outlook 2007?**

**Microsoft Outlook** is a personal information manager from **Microsoft**, available as a part of the **Microsoft**Office suite. Although often used mainly as an email application, it also includes a calendar, task manager, contact manager, note taking, journal, and web browsing.

**Q2. What are the features Of Microsoft Outlook?**
A lot of helpful functions are available in MS Outlook that make it more poplar comparison to other desktop email clients.

**1) Faster Email Processing:** MS Outlook allows sending or receiving emails quickly without taking extra time. A user can read their emails through MS Outlook even if the internet connection is not available for a while. One such feature of MS Outlook helps making communication faster and effective.

**2) Email Attachment Reminder:** It is another strong feature of the MS Outlook program that remind users to add or insert attachment to the email message even if user forgot to do so. Thus, this feature will be very helpful for people who are usual for this kind of working way as now MS Outlook will remind them to add required attachments.

**3) Social Connectivity:** Microsoft Outlook has 'Social Connectors' function that makes it really a best communication platform for professionals. With the help of this function you will always updated with current activities one has updated through Facebook, witter and LinkedIn profiles. Because all the related information is exhibited in Microsoft Outlook to keep the users updated about the recent social activities.

**4) Altered Contacts:** MS Outlook stored all contacts in their Address book that can be managed in a very smooth way. The most beneficial point for the user is that one can edit or change contact information by a single click on its name. As we have seen that Contacts have now replaced with "People" in new interfaces.

**5) Tracking Feature:** Most of the users want to know that how many peoples have read the message sent by them. So MS Outlook has released a new features using it a user can track the status of sent email messages.

**6) A new message can be composed, it offers to the users with different two options:**

- **"Request a Read Receipt":** This function will inform you with a confirmation receipt when your email message is being opened by the recipient.
- **"Request a Delivery Receipt":** By selecting this option you will aware when the message (sent by you) is delivered to the recipient's mailbox.

Thus, both of the features are used by many users to get back the status of their email. You can configure MS Outlook to track entire emails within "Message Handling" section if you desire to keep informed with the status of your messages that whether your message received or opened.
**7) Customized Calendars:** Most of the organizations use MS Outlook Calendars to manage appointments, meetings and events, etc. So for now The calendars have been modified and altered with a different look that makes it simpler to add organization events, appointments and view scheduled. It offers to preview current activities and also to update the status once the task is being done.

It also offers a"weather forecast feature" that shows weather conditions and keeping users up-to-date and prepared with the weather situation consequently for local as well as outside meetings/appointments.

**8) Inbox Clean Up Tool:** This feature of MS Outlook deletes extra spaces from the drive and makes email communication more easy as well as effective. The user should assign suitable settings to the inbox that will help in saving most recent email message only while deleting others.

**9) Shortcuts\ Hot Keys:** This is the highly used feature of MS Outlook 2013, which make email communication easier and more effective.Shortcut keys are frequently supportive of the users who send\ receives a huge quantity of email messages on a regular basis. Using Hot keys, user can complete the task in less time and efforts.

**10) Inter-Communication:** Microsoft Outlook 2013 allows to invite employees as well as co-workers for the meetings and offers ease for instantly informing others about the imperative schedules. This feature informs about the activities (what time they are in and out) of the each employee also keeps track of rejected and accepted requests.

**11) Ribbons & Navigation Bar:** Through ribbons and navigation bar user get easier to proceed with a particular operation in MS Outlook. Ribbon is also useful for non technical users as just by clicking the mouse on a menu bar it will show up all the related features in the ribbon area.

**12) Support Microsoft Exchange Server:** Most of organizations prefer to set up an Exchange server to keep secure email communication and data centralization purpose. MS Outlook and MS Exchange server both products are developed by Microsoft and fully supported to each other.

**13) Free Import Export Facility:** Microsoft Outlook provides a free Import Export Wizard that helps users in exporting and Importing data from/to MS Outlook. Through this function a user can use MS Outlook data with other email clients.

**14) Manage Rules and Alerts:** This is the another strong feature of the MS Outlook, which help users to create rules in MS Outlook to send emails to particular filtered folder. Using this feature user also can create and manage alerts.

**15) Work Offline:** When you switch to work Offline that's mean your Outlook is disconnected from the mail server and you will not able to send or receive emails until you will switch to working offline to Online in Outlook.


## Q3. What is the File Extension for Microsoft Outook ?

**Ans**: The .pst extension is the primary file format of MS Outlook used to store entire email messages, contacts, tasks, calendars and notes etc.

## Q4. How to add meeting in Appointment page?

**Step 1**: Open the meeting window by one of following operations:

1. Click **Home** > **New item** > **Meeting** to create a new meeting in Outlook 2010 / 2013;
2. Click **File** > **New** > **Meeting Request** to create a new meeting in Outlook 2007;
3. **Double click** an existing meeting in calendar to edit it.


**Step 2**: Enter the email addresses of meeting attendees in the **To…** box.

Sometimes you may not remember all attendees' email address, and enter them correctly in the **To** box. And for the sake of entering more kinds of attendees, you'd better go on following steps.

**Step 3**: Click the **Address Book** button in the **Attendees** group under the **Meeting** tab.

Sometimes you may not remember all attendees' email address, and enter them correctly in the **To** box. And for the sake of entering more kinds of attendees, you'd better go on following steps.

**Step 4**: In the Select Attendees and Resources: Contacts dialog box,

## Q5. *How to Delete meeting (required/optional/resource) attendees?*

**Ans:** You can delete all or special meeting (required / optional / resource) attendees with following steps.

Step 1: In the Meeting window, click the **Address Book** button in the **Attendees** group under the **Meeting** tab.

Step 2: Select the special or all email addresses in the **Required ->** box, **Optional ->** box, or **Resource -> ** box, and delete them.

Step 3: Click **OK** button.

Step 4: Click the **Send** button or **Send Update** button in the Meeting window.

1. **Add Required Attendees**: Select and highlight the email addresses you will add in the Address Book, and click the **Required ->** button;

2. **Add Optional Attendees**: Select and highlight the email address in the Address Book, and click the **Optional ->** button at the bottom.

3. **Add Resources Attendees**: Select and highlight the email address in the Address Book, and click the **Resources ->** button at the bottom.

### Q 6.How to Schedule & Send a Meeting Request

1. On the File menu, click New, and choose Meeting Request, OR with the Calendar open, on the toolbar click New and choose Meeting Request
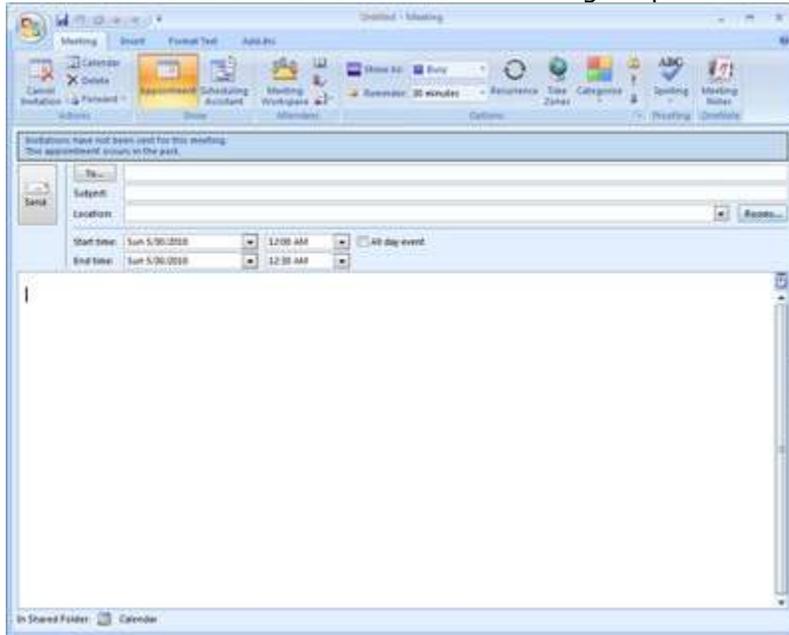


2. Enter a Subject
3. Enter a Location
4. Edit the Start time date and time information
5. Edit the End time date and time information

   Let's go back to the To: line and discuss that more. You have a few options here. You can type in the attendees just like you do for an email message OR you can actually see if they are available for your meeting.

6. Click the Scheduling Assistant button on the Ribbon
7. Click Add Attendees at the bottom



8. The Select Attendees and Resources window appears

- Depending on your settings you will see the Global Address List or your Contacts
9. Select the people you want to attend your meeting
10. You can add them to the Required or Optional fields
11. You can also add resources, such as a conference room
12. When you have all the people and resources added, click OK and you are returned to the Meeting window
13. You can now see if the people you invited are free or busy



14. NOTE: If you do not receive a similar picture shown at the lower right, click Options at the bottom, and choose Show Calendar Details (it should be checked)
15. If necessary, you can change the date and/or time to fit their schedules
   - You could also select a date from the Suggested Times on the right
16. When you are ready to send the invitation, click Send
17. The recipients of this meeting request will receive a note in their Inbox. Once they open the meeting request, they can Accept, Decline, or decide later (tentative).

**Q7.How to Respond to the Meeting Request ?**

When you receive a meeting request in your email, you can either accept, decline, or decide later (make the meeting tentative).

1. To read a meeting request, double-click the message in your Inbox
2. You should check your availability by clicking the Calendar button on the Ribbon
3. Depending on your schedule, click Accept, Tentative (you'll decide later), Decline, or Propose New Time (see below)
   - If you click Accept, Tentative, or Propose New Time, Outlook will enter the meeting item in your Calendar
   - If you click Decline, the meeting will not be added to your Calendar
4. You will receive a response window asking if you want to add comments to a response, send a response now, or don't send a response. If you choose "don't send a response, the meeting organizer doesn't receive a message that you accepted. Make your decision and click OK.

**Q8. How to Cancel a Meeting?**

Sometimes it is necessary to cancel a meeting. Outlook removes the meeting from your schedule. You have an option to send a cancellation notice to the attendees.

1. Open the meeting you want to cancel
2. Click the Cancel Meeting button on the Ribbon
3. Enter a message for the recipients if desired
4. Click Send Cancellation

**Q9. How to create an appointment?**

On the File menu, point to New, and then click Appointment.

1.Keyboard shortcut  To create an appointment, press Ctrl+Shift+A.

2.In the Subject box, type a description.

3.In the Location box, type the location.

4.Enter the start and end times.

5.Select any other options that you want.

6.To make the appointment recur, on the Appointment tab, in the Options group, click Recurrence

7.Click the frequency (Daily, Weekly, Monthly, Yearly) with which the appointment recurs, and then select options for the frequency.

8.Click OK On the Appointment tab, in the Actions group, click Save & Close.