

Unit 6: E-mail Messaging (Intermediate)

Assignment Solutions

Multiple-Choice Questions (MCQs)

1. Which of the following is required to access an online calendar?

a. Telephone b. Internet
c. Intranet d. Both a and b

Ans. b

2. Which of the following is not a type of appointment?

a. A trip to the doctor
b. Hangout with friends
c. A social engagement
d. None of these

Ans. b

3. Which of the following key combinations is used to mark an appointment as private?

a. Alt + H + V
b. Alt + Ctrl + V
c. Shift + H + V d. Alt + Enter + C

Ans. a

4. _____ key combination allows you to open the Notes window.

a. Alt + 4 b. Ctrl + 5
c. Shift + 2 d. None of these

Ans. b

5. In which of the following ways can you open a journal entry?

a. By double-clicking the journal entry in the Journal pane
b. By right-clicking the journal entry and then selecting the Open Journal Entry option
c. By pressing the Ctrl + O key combination
d. All of these

Ans. d

Short Answer Questions-I

1. Define the schedule view of a calendar.

Ans. Schedule view of calendar displays multiple calendars at a time to schedule tasks, appointments, and meetings accordingly.

2. What do you mean by a task?

Ans. A task is a to-do item to be tracked till the time it gets completed.

3. Mention the different styles in which you can print a calendar.

Ans. MS Outlook allows you to print the calendar in six different styles, such as Daily, Weekly Agenda, Weekly Calendar, Monthly, Tri-fold, and Calendar Details.

4. How can you view a note?

Ans. Inside the Notes pane, a note is displayed as an icon with the first few lines of the note text below the icon. To view a note, you need to double-click it on the Notes pane. Now the selected note opens in the Note window.

5. What is the need of categorizing an appointment?

Ans. Categorizing an appointment helps in better management of different Outlook items, such as e-mail messages and contacts. Assigning color categories helps you easily perform various functions in MS Outlook 2010, such as find, sort, filter, or group the appointments.

Short Answer Questions-II

1. What is the difference between a normal and a recurring appointment?

Ans. An appointment is a pre-scheduled activity that needs to be carried out on a particular time and date. It could also be defined as a block of time, day, and location that you schedule for a certain activity to take place. Recurring appointment is an appointment that occurs on regular time intervals, such as daily, weekly, monthly or yearly. It can recur at the same time each day, each week or each month. With this feature, you do not require to set a single appointment every day.

2. Describe the different ways of responding to a meeting request.

Ans. The following are the different ways to respond to a meeting request:

- Accepting a meeting request
- Tentative accepting a meeting request
- Declining a meeting request
- Proposing a new time for the meeting

3. Describe the procedure of assigning color categories to an appointment.

Ans. Let us perform the following steps to assign color categories to an appointment:

1. Select the appointment in the Calendar pane to categorize it.
2. Click the Categorize button under the Tags group of the Appointment tab. A drop-down list appears.

3. Select a category from the drop-down list. In our case, we have selected Red Category.

4. How can you create a task using the To-Do bar?

Ans. To create a new task using the To-do bar, click in the Type a new task text box (also called the Task Input Panel) and type a subject for the task that you want to create in the To-Do bar. Now, press the Enter key. A new task is created in the To-Do bar and appears in the Tasks pane.

5. What are the advantages and disadvantages of a journal entry?

Ans. The following are the advantages and disadvantages of a journal entry:

There are two advantages of using a journal:

- It is easier to check the verification of a sent email and acceptance of an email.
- Journal saves time to compute the documentation details while working on projects that include hourly wages.

There are two disadvantages of keeping a journal:

- Too many journal entries result into a jammed mailbox.
- Unnecessary journal entries also get recorded.

Long Answer Questions

1. Explain the procedure of customizing the setting of a calendar.

Ans. The following are the steps to customize the settings of a calendar:

1. Click the File tab. A Backstage View appears.
2. Select the Options option in the left pane of the Backstage View. The Outlook Options dialog box appears.
3. Select the Calendar option in the left pane of the Outlook Options dialog box. The settings related to calendar appear on the right side of the Outlook Options dialog box.
4. Modify the desired settings in the Outlook Options dialog box.
5. Click the OK button to save the modifications.

2. What is the procedure of sharing a calendar by using an e-mail?

Ans. The following are the steps to share a calendar through an e-mail:

1. Select a calendar that you want to share.
2. Click the E-mail Calendar button under the Share group of the Home tab. The Send a Calendar via E-mail dialog box appears.
3. Select a date range from the Date Range drop-down list that specifies the date you want to include in the Calendar.
4. Select the detail from the Detail drop-down list.
5. Click the Show button to set the advanced settings. The Show button turns to the Hide button and displays all the advanced options.
6. Select the desired option from the E-mail Layout drop-down list.
7. Click the OK button. The Microsoft Outlook message box appears that shows the process of attaching a calendar to a message. The calendar is attached to the message.
8. Enter the address of the recipients in the To text box.
9. Click the Send button. The calendar information is sent to the specified recipient.

3. Describe the procedure of assigning a task and viewing the assigned task.

Ans. Let us perform the following steps to assign a task:

1. Double-click a task from the Task pane.
2. Click the "Assign Task" button under the "Manage Task" group of the Task tab. A new Task window appears.
3. Enter the e-mail address of the person to whom you want to assign the task in the text box located beside the To button. Check the "Keep an updated copy of this task on my task list" check box.
4. Select the Send me a status report when the task is complete check box to receive the status report at the completion of the task.
5. Click the Send button.

Let us perform the following steps to view the assigned tasks:

1. Click the Mail button in the Navigation pane. The Mail window appears.
2. Select the Inbox folder from the Navigation pane. The e-mail messages that the Inbox folder contains appear in the Message pane.
3. Double-click the e-mail message that contains the task. The e-mail message shows the task in a separate window.

4. Discuss the process of scheduling a recurring appointment.

Ans. Let us perform the following steps to set an appointment as a recurring appointment:

1. Open the appointment from the Calendar pane to set its recurrence settings.
2. Click the "Recurrence" button under the "Options" group of the Appointment tab. The Appointment Recurrence dialog box opens.
3. Select the frequency at which the appointment recurs in the Recurrence pattern group and then specify the options for the selected frequency.
4. Select the start date of the recurrence of the appointment from the Start combo box in the Range of the recurrence group. This determines the date when the appointment starts recurring.
5. Specify the number of days after which you want to stop the recurrence in the text box corresponding to the "occurrences" option.
6. Click the OK button.

5. What is the procedure of recording a journal entry automatically?

Ans. Perform the following steps to record a journal automatically:

1. Click the File tab. The Backstage View appears.
2. Select the Options option in the Backstage View. The Outlook Options dialog box appears.
3. Select the Notes and Journal tab. The options available under the selected tab appear on the right-hand side of the Outlook Options dialog box.
4. Click the Journal Options button. The Journal Options dialog box appears.
5. Select the check boxes of the desired item(s) which you want to record automatically in the Journal in the Automatically record these items list box.

6. Select the check boxes of the desired file(s) which you want to record automatically in the Journal in the **Also record files from** list box.
 7. Select the check boxes of the desired contact(s) which you want to record automatically in the Journal in the **For these contacts** list box.
 8. Click the **OK** button. The **Outlook Options** dialog box reappears.
 9. Click the **OK** button to save the modifications.
- Now send the email message. The journal automatically records the sent email message and shows in the Journal pane.