

# Microsoft Outlook Basics & Scenario-Based Interview Questions

## Outlook Basics

- Microsoft Outlook is an email client and personal information manager from Microsoft, part of the Microsoft Office suite.
- Core Functions: Email, Calendar, Contacts, Tasks, Notes, and Journal.
- Email Basics: Compose, reply, forward, and manage attachments.
- Folders: Inbox, Sent Items, Drafts, Deleted Items, and custom folders for organization.
- Rules: Automate email sorting, flagging, and forwarding.
- Search: Use keywords or filters to quickly find emails.
- Calendar: Schedule meetings, set reminders, and share availability.
- Contacts: Store and manage contact information, create groups.
- Tasks: Track work items, set deadlines, and mark as complete.
- Integration: Works with Microsoft Exchange, Office 365, and POP/IMAP email accounts.
- Security: Phishing protection, spam filtering, and encryption options.
- Shortcuts: Ctrl+R (Reply), Ctrl+Shift+M (New Email), Ctrl+2 (Calendar), Ctrl+3 (Contacts).

**Q:** User reports not receiving emails in Outlook. How do you troubleshoot?

**A:** Check internet connection, verify account settings, check Junk folder, review mailbox storage limits, and test webmail access.

**Q:** Emails are stuck in the Outbox. What should you do?

**A:** Check internet connection, ensure the email server settings are correct, try resending, or move to Drafts and resend.

**Q:** Outlook is running slow. How do you resolve it?

**A:** Archive old emails, disable unnecessary add-ins, compact the PST/OST file, and ensure latest updates are installed.

**Q:** A user accidentally deleted an important email. What now?

**A:** Check Deleted Items folder, recover from 'Recover Deleted Items' option, or restore from backup if needed.

**Q:** Calendar invitations are not reaching recipients.

**A:** Check if the meeting was sent properly, verify recipients' addresses, and ensure Exchange/Outlook connectivity is working.

**Q:** User's Outlook keeps prompting for a password.

**A:** Check saved credentials in Credential Manager, verify account password, and repair the profile if needed.

**Q:** Outlook search is not working properly.

**A:** Rebuild the search index, ensure indexing is enabled, and update Outlook to the latest version.

**Q:** Attachments are blocked or missing.

**A:** Check email security settings, unblock file types if policy allows, or compress files into a ZIP before sending.

**Q:** User reports duplicated emails in the Inbox.

**A:** Check if multiple account configurations exist, disable duplicate rules, and reconfigure the account if needed.

**Q:** Outlook crashes on startup.

**A:** Start in Safe Mode (outlook.exe /safe), disable faulty add-ins, repair the Outlook installation, and check PST/OST file integrity.