# Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Enhanced Microsoft Office 2013: Outlook Chapter 1 – Short Answer

Instructions: Fill in the best answer.

1. An email account is an electronic mailbox you receive from a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which is an organization that provides servers for routing and storing email messages.

2. Microsoft Outlook uses a special file format called a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (.pst file) to save your email files, calendar entries, and contacts.

3. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ level of a message advises the recipient on how to treat the contents of the message.

4. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ states the purpose of a message.

5. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a device that forwards data on a network.

6. You can read incoming messages in three ways: in an open window, in the Reading Pane, or as a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

7. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a banner displayed at the top of an email message that indicates whether an email message has been replied to or forwarded.

8. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a feature designed to link Outlook to your social networks such as Facebook, LinkedIn, My Site (SharePoint), and other social networks.

9. Outlook provides the option to assign a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ level to a message, which indicates to the recipient the priority level of an email message.

10. An Outlook feature called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ provides shortcuts to perform redundant tasks with a single keystroke.