

Question 1 (1 point) ✓ *Saved*

For most simple correspondence, email is the correct format to use.

☐ True

☒ False

Question 2 (1 point) ✓ *Saved*

Use of bullets and headings is inappropriate in email messages.

☐ True

☒ False

Question 3 (1 point) ✓ *Saved*

Highly charged communications are best dealt with by phone call or meeting rather than email.

☒ True

☐ False

Question 4 (1 point) ✓ *Saved*

Readers often equate all caps with shouting.

☒ True

☐ False

Question 5 (1 point) ✓ *Saved*

Obtaining permission to forward an email is unnecessary.

☐ True

☒ False

Question 6 (1 point) ✓ *Saved*

Emoticons are an appropriate way to convey tone in emails to clients.

☐ True

☒ False

Question 7 (1 point) ✓ *Saved*

Always assume that any email message you send will be read by unintended audiences.

- ☒ True
- ☐ False

Question 8 (1 point) ✓ *Saved*

Do not indent paragraphs in email messages.

- ☒ True
- ☐ False

Question 9 (1 point) ✓ *Saved*

A _____ email is a type of email used to briefly describe the background and context of a longer attachment.

Transmittal

Question 10 (1 point) ✓ *Saved*

Software that can find and retrieve deleted files is called "_____" software.

Forensic

Question 11 (1 point) ✓ *Saved*

Which of the following strategies is appropriate when creating workplace emails?

- ☐ Use emoticons liberally for greater connection with your audience.
- ☐ Don't worry too much about proper spelling and grammar, since everyone knows how quickly email is written.
- ☐ Apply a conversational, informal style.
- ☒ Include a signature block.

Question 12 (1 point) ✓ *Saved*

A _____ email contains most of the content as well as links for more detailed information

- ☒ formatted
- ☐ delineated
- ☐ transmittal
- ☐ primary

Question 13 (1 point) ✓ *Saved*

When sending email to a global audience, _____.

- ☐ use humor to break the ice
- ☐ write in long, complex sentences to impress the audience
- ☒ avoid being blunt and too direct
- ☐ use slang and idioms to enliven the text

Question 14 (1 point) ✓ *Saved*

What is the most appropriate tone in an email intended for the following audiences?

- ☐ For a customer, use a more informal tone than for an immediate supervisor.
- ☐ For a stranger, use a more informal formal tone than for a coworker.
- ☒ For a client, use a more formal tone than for a coworker.
- ☐ For a coworker, use a more formal tone than for a customer.

Question 15 (1 point) ✓ *Saved*

What is the best strategy if you want to send a large digital file to someone?

- ☐ Check with the recipient before sending the file as an attachment.
- ☒ Send it as an attachment for easy access.
- ☐ Upload the file to a company server and tell the recipient to access it there.
- ☐ Shorten the document and send it.

Question 16 (1 point) ✓ *Saved*

Which of the following is an accurate statement about the "cc" field in an email.

- ☒ Use the "cc" field when you want others to know who is included in the communication.
- ☐ Use the "cc" field when you want to hide email addresses of others who received the communication.
- ☐ The "cc" field should be avoided.
- ☐ The "cc" is short for "carbon copy."

Question 17 (1 point) ✓ *Saved*

Which is the *best* strategy when communicating with a global audience via email?

- ☐ Use idioms for familiarity.
- ☐ Be direct.
- ☐ Respond as quickly as possible.
- ☒ Write in simple, short sentences.

Question 18 (1 point) ✓ *Saved*

Which of the following is an ethical use of the "bcc" field?

- ☐ Using "bcc" so that a coworker's supervisor can see the email interaction.
- ☐ Letting some people secretly know of an upcoming change that hasn't yet been announced.
- ☒ Sending an announcement of a company picnic, but not wanting to clutter the email with everyone's email.
- ☐ Signaling the head of finance of recent expenditures described in your email communications with the main recipient.