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Microsoft Outlook (Office 2019): Exam MO-400

The Microsoft Office Specialist: Outlook Associate Certification demonstrates competency to customize the Outlook user interface format message content, create or insert graphic elements, and send and respond to emails and meeting requests. The exam covers the ability to enhance professional correspondence, create calendars, and schedule appointments. Application examples include coordinating building resources, sending messages for marketing campaigns, planning staff meetings, and assigning meeting action items.

An individual earning this certification has approximately 150 hours of instruction and hands-on experience with the product, has proven competency at an industry associate-level and is ready to enter into the job market. They can demonstrate the correct application of the principal features of Outlook and can complete tasks independently.

Microsoft Office Specialist Program certification exams use a performance-based format testing a candidate's knowledge, skills and abilities using the Office 2019 programs:

- Microsoft Office Specialist Program exam task instructions generally do not include the command name. For example, function names are avoided, and are replaced with descriptors. This means candidates must understand the purpose and common usage of the program functionality in order to successfully complete the tasks in each of the projects.
- The Microsoft Office Specialist Program exam format incorporates multiple projects as in the previous version, while using enhanced tools, functions, and features from the latest programs.

Microsoft Office Specialist Program is the only official Microsoft-recognized certification program for Microsoft Office globally.

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Objective Domains

Manage Outlook Settings and Processes

1.1 Customize Outlook settings

- 1.1.1 Change the display of messages, calendar items, contact records, and tasks
- 1.1.2 Add accounts
- 1.1.3 Configure automatic replies

1.2 Configure mail settings

- 1.2.1 Specify default fonts for new messages and responses
- 1.2.2 Customize reply message settings
- 1.2.3 Create, assign, and modify signatures

1.3 Perform search operations

- 1.3.1 Create search folders
- 1.3.2 Search for messages, calendar items, contacts, and tasks
- 1.3.3 Search by using advanced find

1.4 Print and save information

- 1.4.1 Print message, calendar, contact, and task information
- 1.4.2 Save message attachments
- 1.4.3 Preview message attachments
- 1.4.4 Save messages in alternative formats

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Microsoft Outlook (Office 2019)

Manage Messages

2.1 Create messages

- 2.1.1 Add or remove message attachments
- 2.1.2 Designate recipients by using courtesy copy (CC) and blind courtesy copy (BCC)
- 2.1.3 Use @mention to get someone's attention
- 2.1.4 Forward and reply to messages
- 2.1.5 Flag outgoing messages for follow up
- 2.1.6 Set the importance and sensitivity of outgoing messages

2.2 Insert message content

- 2.2.1 Insert hyperlinks
- 2.2.2 Insert images
- 2.2.3 Add signatures to individual messages

2.3 Organize and manage messages

- 2.3.1 Sort messages
- 2.3.2 Create folders
- 2.3.3 Move messages between folders
- 2.3.4 Categorize messages
- 2.3.5 Flag received messages
- 2.3.6 Ignore conversations
- 2.3.7 Change the display of messages

Manage Schedules

3.1 Create and manage calendars

- 3.1.1 Set calendar work times
- 3.1.2 Manage multiple calendars

3.2 Create appointments, meetings and events

- 3.2.1 Create recurring calendar items
- 3.2.2 Cancel meetings
- 3.2.3 Create calendar items from messages
- 3.2.4 Set calendar item times and time zones
- 3.2.5 Set up meetings by using the scheduling assistant
- 3.2.6 Set availability for calendar items

3.3 Organize and manage appointments, meetings, and events

- 3.3.1 Forward calendar items
- 3.3.2 Configure reminders
- 3.3.3 Invite meeting participants
- 3.3.4 Respond to invitations
- 3.3.5 Update individual or recurring calendar items

Manage Contacts and Tasks

4.1 Create and manage contact records

- 4.1.1 Import contacts from external sources
- 4.1.2 Edit contact information
- 4.1.3 Share contacts

4.2 Create and manage contact groups

- 4.2.1 Create and delete contact groups
- 4.2.2 Add contacts to existing contact groups
- 4.2.3 Update contacts within contact groups
- 4.2.4 Delete contact group members

4.3 Create and manage tasks

- 4.3.1 Create and manage tasks

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