

OUTLOOK

MESSAGING



Duration: 3 hours

Prerequisites:

- Knowledge of the Windows environment
- Have access to a computer and Microsoft Outlook (versions 2013, 2016 or OFFICE 365)

Learning tools:

- Distance learning
- Demonstrations
- Training material included

Skills acquired at the end of the training:

- Acquire the tools for better email management
- Communicate and manage your messaging efficiently

Attestation: yes

PROGRAM:

Organizing emails in Outlook

- Program Outlook views according to our need
- Efficient ordering of Outlook items
- Printing and layout of incoming and outgoing Outlook emails

- Create a signature
- Create simple message templates

QUESTIONS & ANSWERS

Electronic mail

INBOUND MESSAGE MANAGEMENT

- Add a contact from an email
- Organize and sort your messages
- Create rules to classify emails
- Organize emails into folders and/or by category
- Process the reminder window
- Reply or forward an email
- Manage spam
- Use and manage the search function

OUTBOUND MESSAGE MANAGEMENT

- Send a message using the right tools
- Understanding the difference between "Read Receipt" and "Delivery Receipt"
- Write a message using the correction tools and text format.
- Insert and save attachments

