

# 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

