

Outlook Contact Productivity – Outlook 2003

Presented by
Andrea Kalli



Using Outlook to manage your Contacts – 7 Keys to Success

- Storing Customer Email Addresses – The First Step



Using Outlook to manage your Contacts – 7 Keys to Success

- Storing Customer Email Addresses – The First Step
- Views – Built-in ways to see contact data



Using Outlook to manage your Contacts – 7 Keys to Success

- Storing Customer Email Addresses – The First Step
- Views – Built-in ways to see contact data
- Categories – Keywords for identification



Using Outlook to manage your Contacts – 7 Keys to Success

- Storing Customer Email Addresses – The First Step
- Views – Built-in ways to see contact data
- Categories – Keywords for identification
- **Actions Menu – The best way to start stuff**



Using Outlook to manage your Contacts – 7 Keys to Success

- Storing Customer Email Addresses – The First Step
- Views – Built-in ways to see contact data
- Categories – Keywords for identification
- Actions Menu – The best way to start stuff
- **Contacts Link field in Outlook items**



Using Outlook to manage your Contacts – 7 Keys to Success

- Storing Customer Email Addresses – The First Step
- Views – Built-in ways to see contact data
- Categories – Keywords for identification
- Actions Menu – The best way to start stuff
- Contacts Link field in Outlook items
- **Activities Tab – What's in there anyway?**



Using Outlook to manage your Contacts – 7 Keys to Success

- Storing Customer Email Addresses – The First Step
- Views – Built-in ways to see contact data
- Categories – Keywords for identification
- Actions Menu – The best way to start stuff
- Contacts Link field in Outlook items
- Activities Tab – What's in there anyway?
- Mail Merging Techniques



Storing Customer Email Addresses – The First Step

The screenshot shows the 'Andrea Kalli - Contact' window in Microsoft Outlook. The contact information is as follows:

- Follow up by: Wednesday, January 31, 2007 8:30 AM.
- Full Name: Andrea Kalli
- Job title: (empty)
- Company: Andrea Kalli Virtual Trainer and Assistan
- File as: Andrea Kalli Virtual Trainer and Assis
- Phone numbers:
 - Business: (303) 555-7777
 - Home: (empty)
 - Business Fax: (empty)
 - Mobile: (empty)
- Addresses:
 - Business: P.O. box qwe
 - This is the mailing address
- E-mail: akalli@virtualassist.net
- Display as: Andrea Kalli Virtual Trainer and /
- Web page address: <http://www.virtualassist.net>
- IM address: (empty)

A red box highlights the 'E-mail...' field, and a black arrow points from it to a yellow callout box containing the following text:

Outlook can store up to three email addresses for your contacts. This is the hidden key to tracking contact relations.

Views – Ways to see contact data

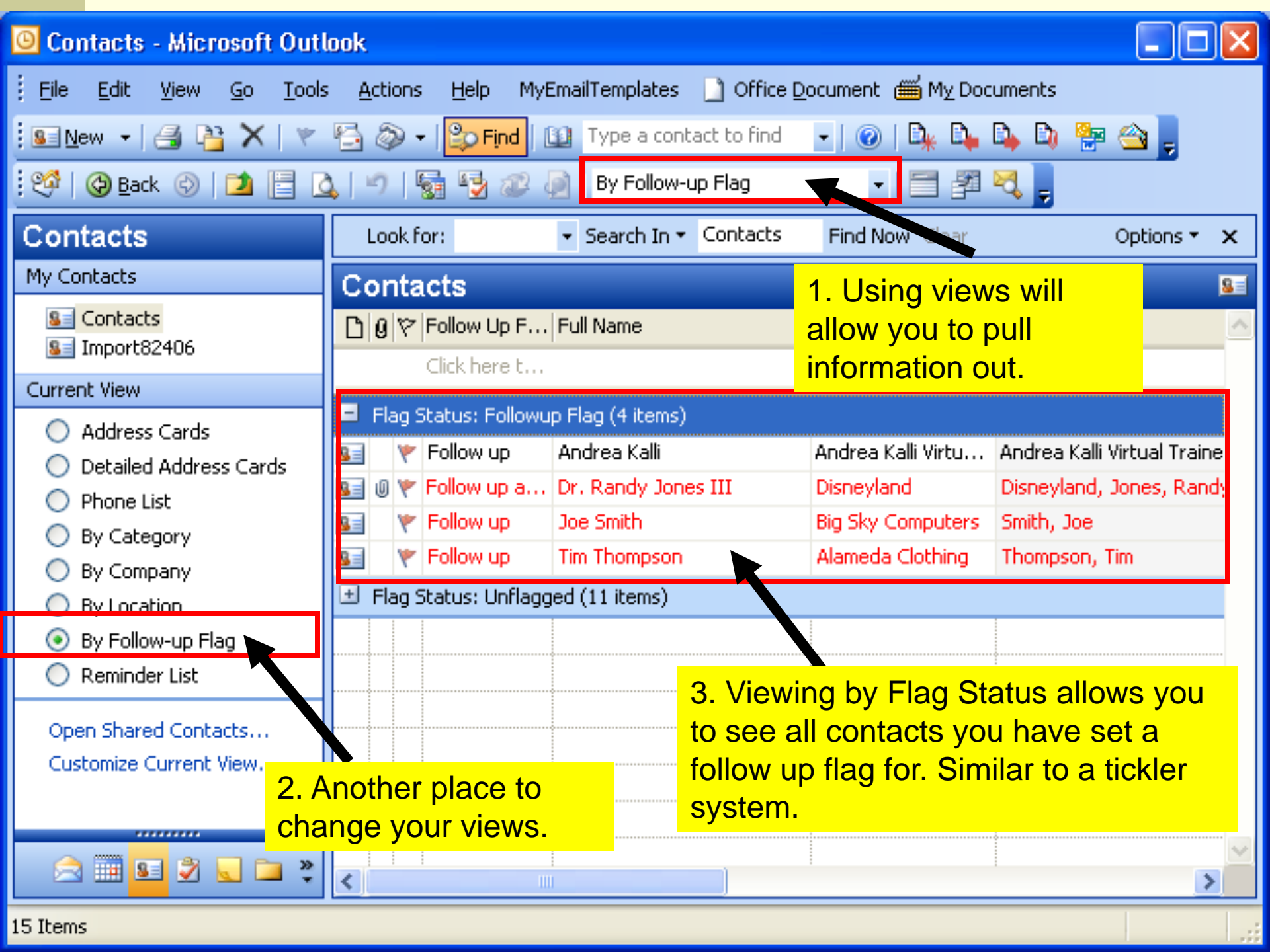
2. Another place to change your views.

1. Using views will allow you to pull information out.

Name	Company	Summary
Dr. Randy Jones III	Disneyland	Disneyland, Jones, Ran
Donald Duck	Disneyland	Duck, Donald
Sally Jones	Disneyland	Jones, Sally
Mickey Mouse	Disneyland	Mouse, Mickey

3. Viewing by Company allows you to see all contacts you have that work for the same company.

15 Items



By Follow-up Flag

1. Using views will allow you to pull information out.

2. Another place to change your views.

3. Viewing by Flag Status allows you to see all contacts you have set a follow up flag for. Similar to a tickler system.

Flag Status: Followup Flag (4 items)				
	Follow up	Andrea Kalli	Andrea Kalli Virtu...	Andrea Kalli Virtual Trainee
	Follow up a...	Dr. Randy Jones III	Disneyland	Disneyland, Jones, Randy
	Follow up	Joe Smith	Big Sky Computers	Smith, Joe
	Follow up	Tim Thompson	Alameda Clothing	Thompson, Tim

Flag Status: Unflagged (11 items)

Categories – Keywords for identification

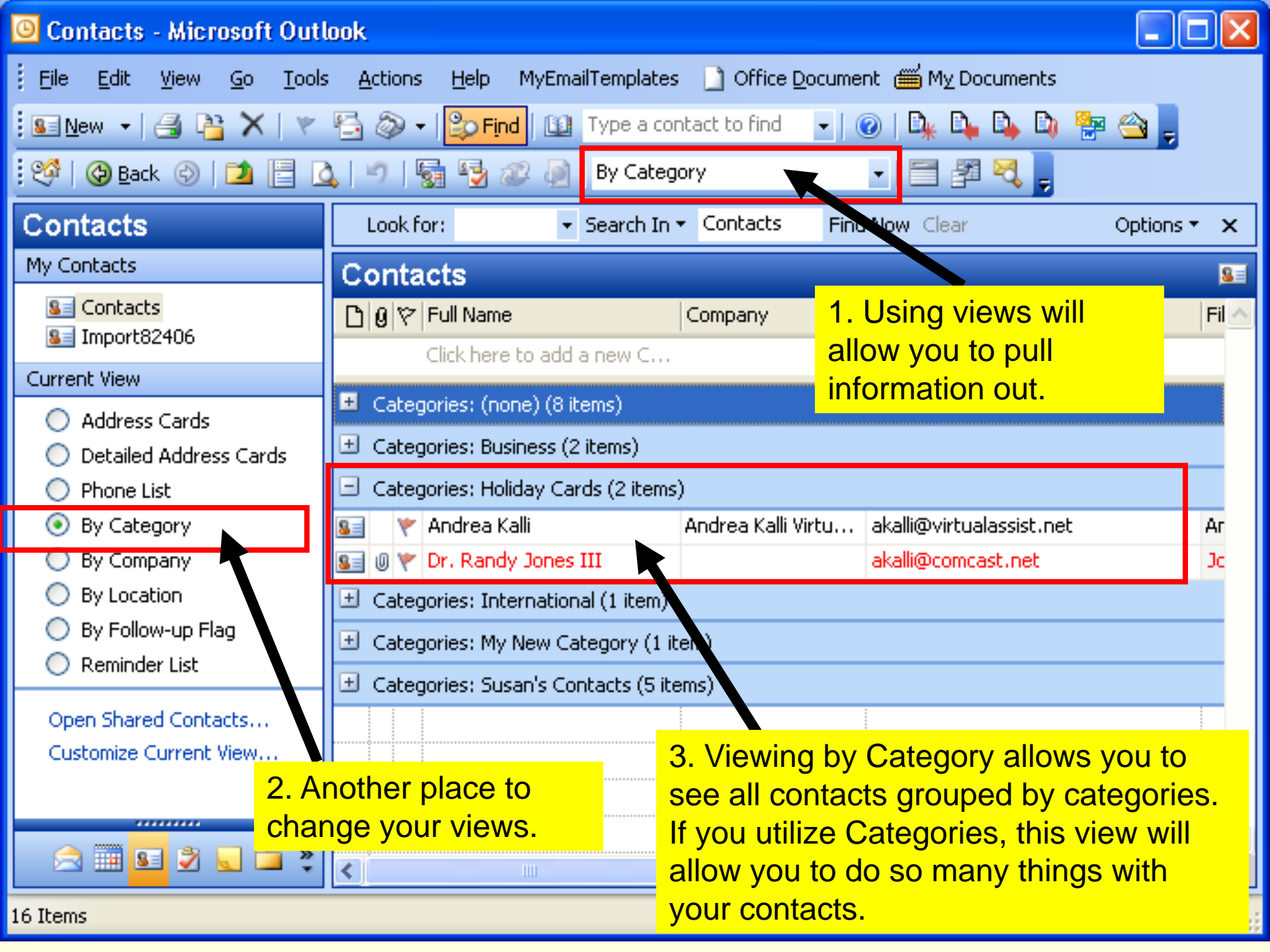
The screenshot shows the Outlook 'Categories' dialog box for the contact 'Andrea Kalli'. The dialog box is titled 'Categories' and has a close button (X) in the top right corner. It contains the following elements:

- Item(s) belong to these categories:** A text box containing 'Holiday Cards' and an 'Add to List' button.
- Available categories:** A list of categories with checkboxes next to them:
 - Active
 - Birthday
 - Board of Directors
 - Business
 - Client
 - Competition
 - ConfirmedSpeakers
 - cova
 - Database cleanup project
 - Favorites
 - Gardening
 - GardenVendor
 - Gifts
- Buttons:** 'OK', 'Cancel', and 'Master Category List...'.

The background shows the 'Andrea Kalli - Contact' window with fields for 'Full Name...', 'Job title:', 'Company:', 'File as:', 'Phone numbers', and 'Addresses'. The 'Categories...' button at the bottom of the contact window is highlighted with a red box and an arrow pointing to it.

2. Use one or more default Categories or add your own custom Categories.

1. Access Outlook Categories here



Contacts

My Contacts

- Contacts
- Import82406

Current View

- Address Cards
- Detailed Address Cards
- Phone List
- By Category**
- By Company
- By Location
- By Follow-up Flag
- Reminder List

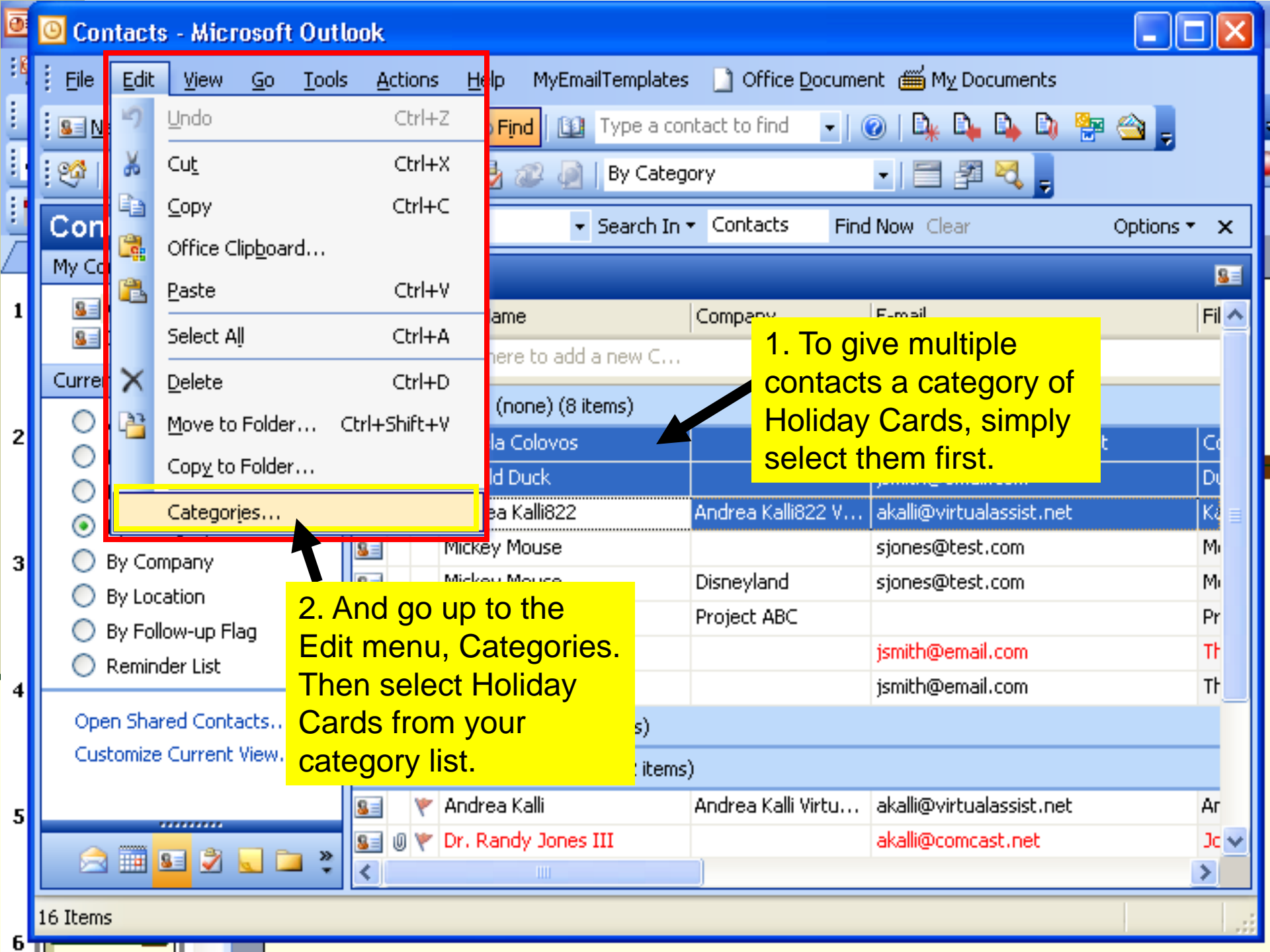
Open Shared Contacts...
Customize Current View...

Contacts

Full Name Company

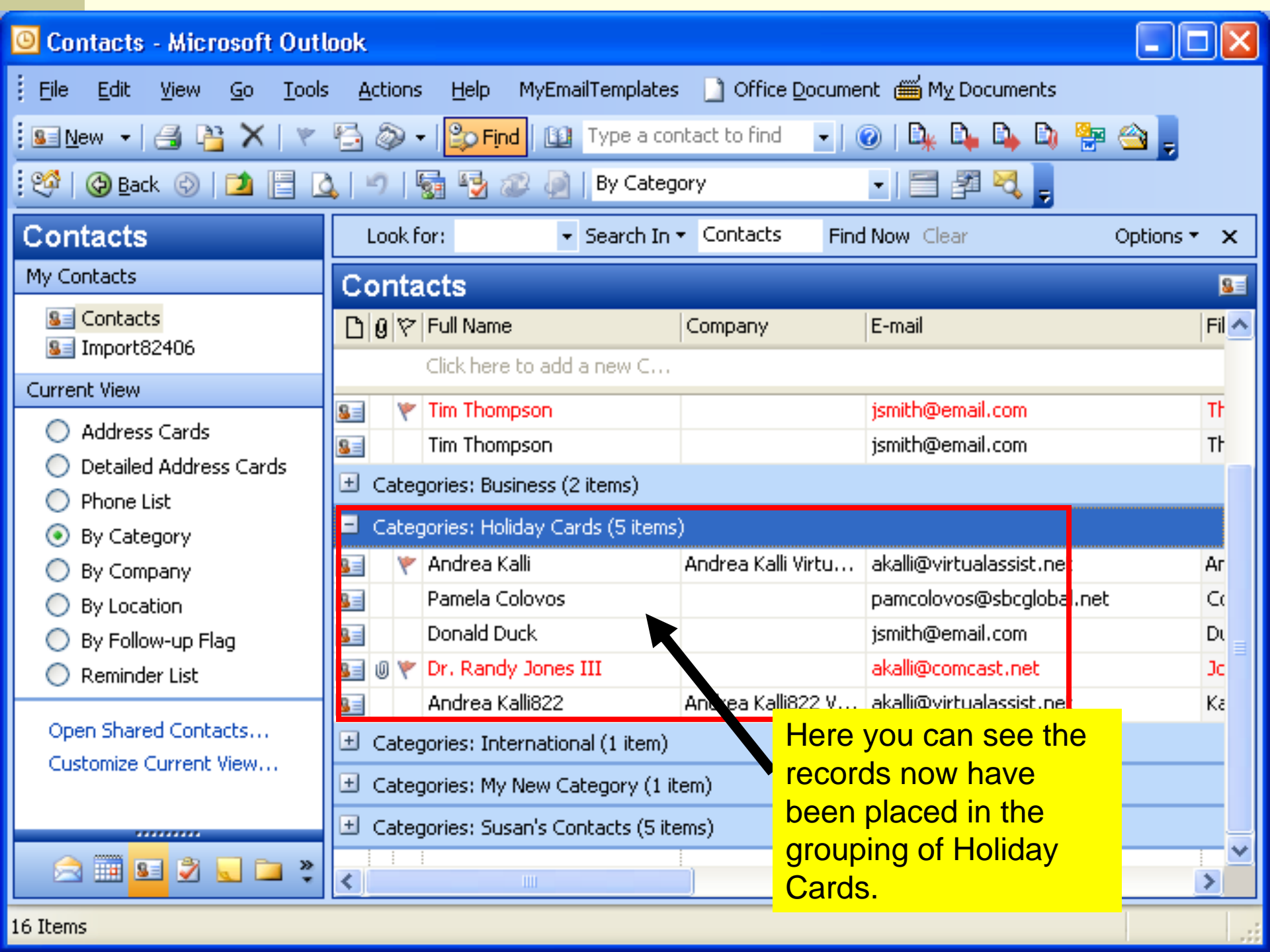
Click here to add a new C...

+ Categories: (none) (8 items)			
+ Categories: Business (2 items)			
+ Categories: Holiday Cards (2 items)			
[Icon]	Andrea Kalli	Andrea Kalli Virtu...	akalli@virtualassist.net
[Icon]	Dr. Randy Jones III		akalli@comcast.net
+ Categories: International (1 item)			
+ Categories: My New Category (1 item)			
+ Categories: Susan's Contacts (5 items)			



1. To give multiple contacts a category of Holiday Cards, simply select them first.

2. And go up to the Edit menu, Categories. Then select Holiday Cards from your category list.



File Edit View Go Tools Actions Help MyEmailTemplates Office Document My Documents

New | Find | Type a contact to find | Back | By Category

Contacts

My Contacts

- Contacts
- Import82406

Current View

- Address Cards
- Detailed Address Cards
- Phone List
- By Category
- By Company
- By Location
- By Follow-up Flag
- Reminder List

Open Shared Contacts...
Customize Current View...

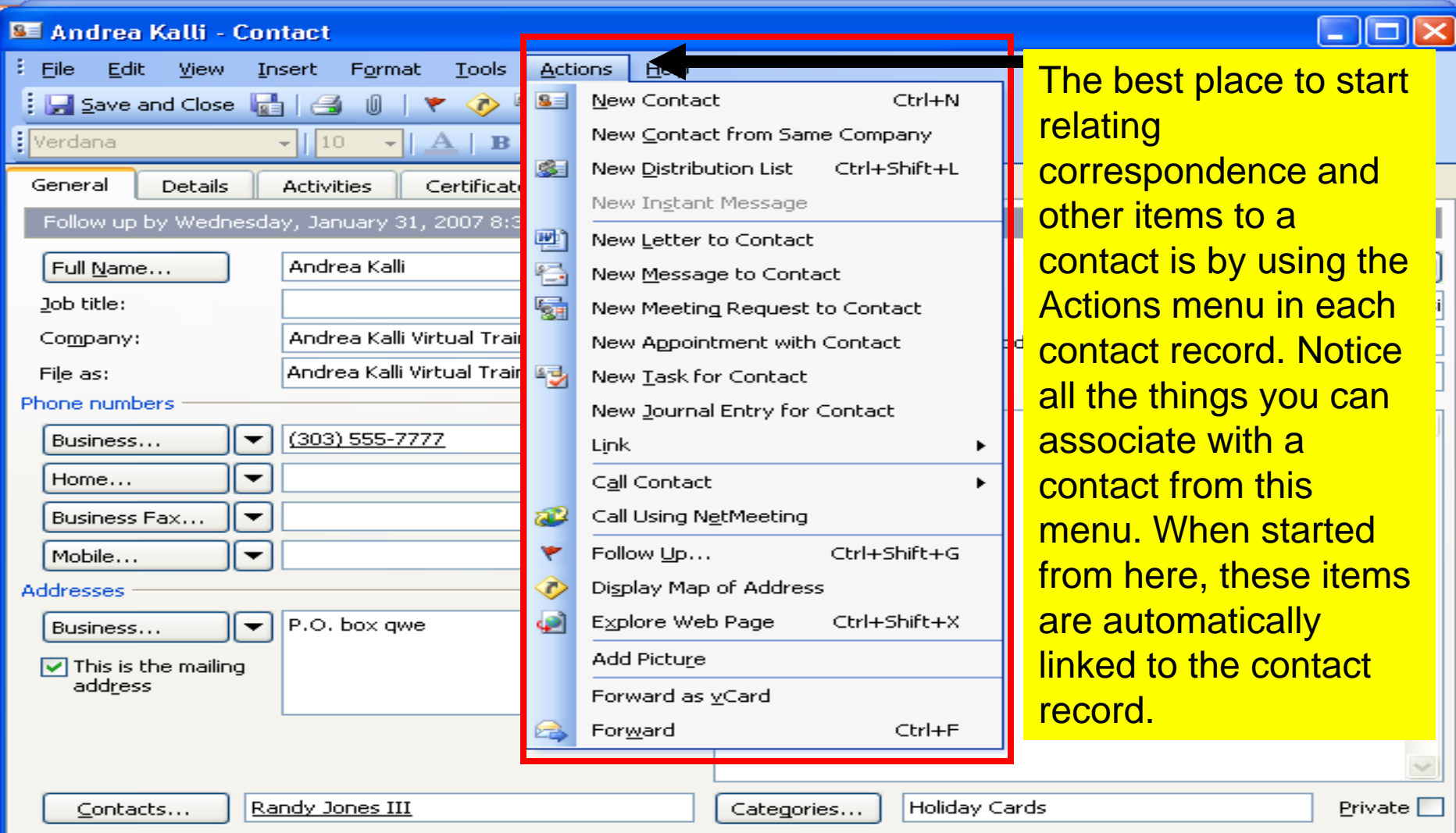
Look for: Search In: Contacts Find Now Clear Options

Contacts

Full Name	Company	E-mail
Click here to add a new C...		
Tim Thompson		jsmith@email.com
Tim Thompson		jsmith@email.com
+ Categories: Business (2 items)		
- Categories: Holiday Cards (5 items)		
Andrea Kalli	Andrea Kalli Virtu...	akalli@virtualassist.ne
Pamela Colovos		pamcolovos@sbcglobal.net
Donald Duck		jsmith@email.com
Dr. Randy Jones III		akalli@comcast.net
Andrea Kalli822	Andrea Kalli822 V...	akalli@virtualassist.ne
+ Categories: International (1 item)		
+ Categories: My New Category (1 item)		
+ Categories: Susan's Contacts (5 items)		

Here you can see the records now have been placed in the grouping of Holiday Cards.

Actions Menu – The best way to start stuff



The screenshot shows a contact record for 'Andrea Kalli' in a software application. The 'Actions' menu is open, listing various actions such as 'New Contact', 'New Message to Contact', and 'Call Contact'. A red box highlights the menu, and a black arrow points to the 'Actions' menu item in the top toolbar. A yellow text box on the right explains that this menu is the best place to start relating correspondence and other items to a contact record.

Andrea Kalli - Contact

File Edit View Insert Format Tools

Save and Close

Verdana 10

General Details Activities Certificate

Follow up by Wednesday, January 31, 2007 8:30

Full Name... Andrea Kalli

Job title:

Company: Andrea Kalli Virtual Train

File as: Andrea Kalli Virtual Train

Phone numbers

Business... (303) 555-7777

Home...

Business Fax...

Mobile...

Addresses

Business... P.O. box qwe

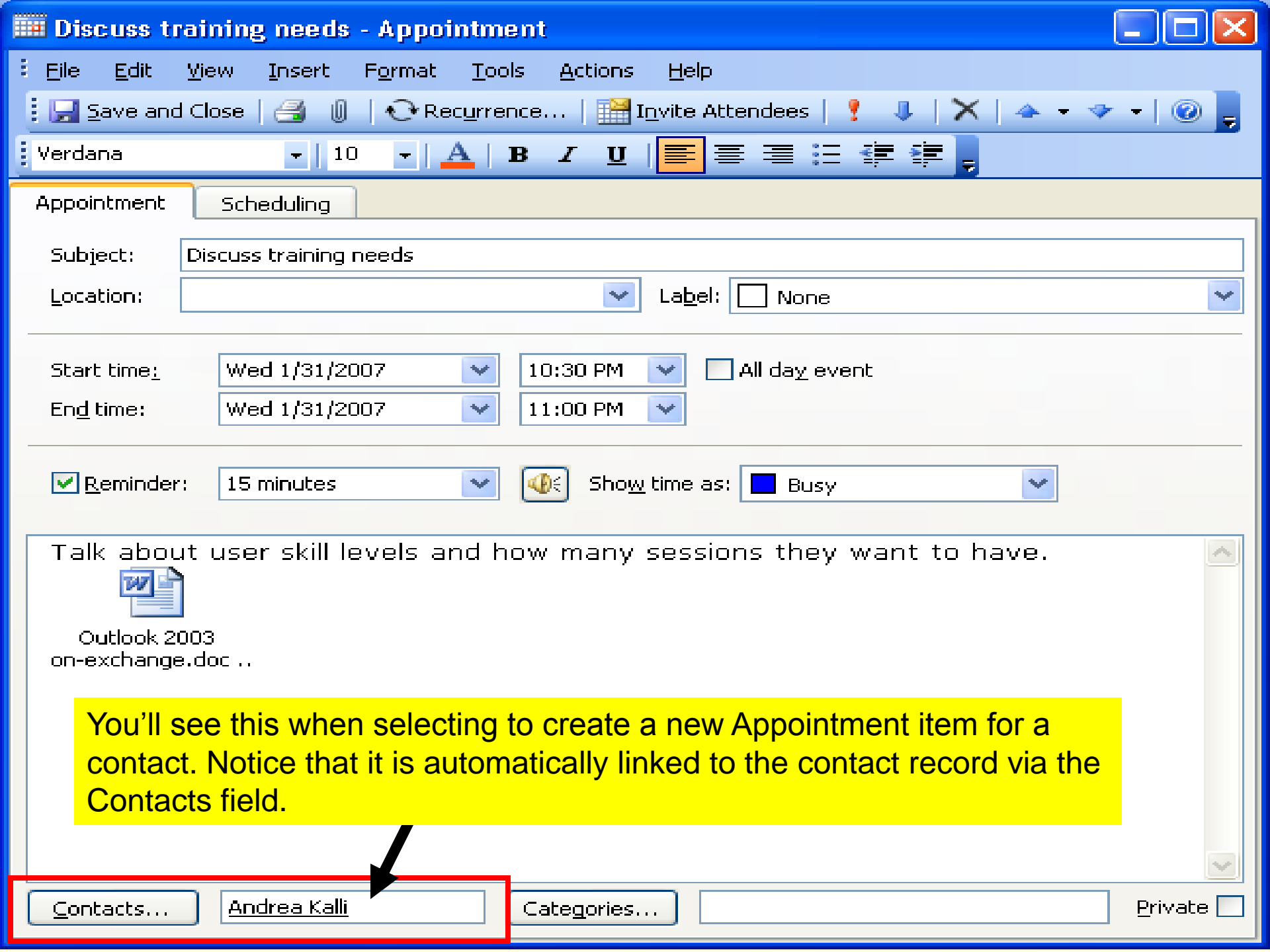
This is the mailing address

Contacts... Randy Jones III Categories... Holiday Cards Private

Actions

- New Contact Ctrl+N
- New Contact from Same Company
- New Distribution List Ctrl+Shift+L
- New Instant Message
- New Letter to Contact
- New Message to Contact
- New Meeting Request to Contact
- New Appointment with Contact
- New Task for Contact
- New Journal Entry for Contact
- Link
- Call Contact
- Call Using NetMeeting
- Follow Up... Ctrl+Shift+G
- Display Map of Address
- Explore Web Page Ctrl+Shift+X
- Add Picture
- Forward as vCard
- Forward Ctrl+F

The best place to start relating correspondence and other items to a contact is by using the Actions menu in each contact record. Notice all the things you can associate with a contact from this menu. When started from here, these items are automatically linked to the contact record.



Discuss training needs - Appointment

File Edit View Insert Format Tools Actions Help

Save and Close | Recurrence... | Invite Attendees | ?

Verdana | 10 | A | B | I | U | [List Icons]

Appointment | Scheduling

Subject: Discuss training needs

Location: [Dropdown] Label: None [Dropdown]

Start time: Wed 1/31/2007 [Dropdown] 10:30 PM [Dropdown] All day event

End time: Wed 1/31/2007 [Dropdown] 11:00 PM [Dropdown]

Reminder: 15 minutes [Dropdown] [Speaker Icon] Show time as: Busy [Dropdown]

Talk about user skill levels and how many sessions they want to have.



Outlook 2003 on-exchange.doc ...

You'll see this when selecting to create a new Appointment item for a contact. Notice that it is automatically linked to the contact record via the Contacts field.



Contacts... | Andrea Kalli | Categories... | Private

Send out brochure - Task

File Edit View Insert Format Tools Actions Help

Save and Close | Recurrence... | Assign Task

Verdana | 10 | A | B | I | U | [List icons]

Task Details

Subject: Send out brochure

Due date: Tue 1/30/2007 Status: Not Started

Start date: None Priority: Normal % Complete: 0%

Reminder: Tue 1/30/2007 8:00 AM Owner: Andrea Kalli

Make sure we have the correct mailing address first.



good_better_best.doc (131 KB)

You'll see this when selecting to create a new Task item for a contact. Notice that it is automatically linked to the contact record via the Contacts field.

Contacts... Andrea Kalli Categories... Private

Didn't get the delivery - Journal Entry




File Edit View Insert Format Tools Actions Help



Verdana 10 A B I U [List Bulleted] [List Numbered]

Subject: Customer didn't get the delivery

Entry type: Phone call Company: Andrea Kalli Virtual Trainer and A:

Start time: Wed 1/10/2007 9:44 PM Start Timer 

Duration: 0 minutes Pause Timer

1-10-07 We had the address wrong. Resent today.

1. Journal Items are so very flexible and can accommodate tracking of a variety of information for your contact. For example, see how we use a journal item to document an issue that arose and how it was handled.

You'll see this when selecting to create a new Journal item for a contact. Notice that it is automatically linked to the contact record via the Contacts field.

Contacts... Andrea Kalli Categories... Holiday Cards Private

Project ABC - Journal Entry



File Edit View Insert Format Tools Actions Help



Verdana 10 [Font Color] [Bold] [Italic] [Underline] [List] [Align] [Indent]

Subject: Project ABC ←

1. This example shows how a simple project could be tracked by using a journal item.

Entry type: Conversation

Start time: Mon 1/1/2007 9:55

Duration: 0 minutes [Pause Timer]

1-1-07 Called contractors to get bids on the project.
1-5-07 Received all bids and set meeting with Pam to discuss.
1-8-07 Decided on Company 123 for the project and set start date for the work.

2. Linked to the contact record.

Contacts... Andrea Kalli

Categories... Holiday Cards Private



File Edit View Insert Format Tools

Save and Close [Icons]

Arial 10 [Bold] [Italic]

General Details Activities Certificate

Full Name... Joe Smith

Job Title:

Company: ABC Company

File As: ABC Company (Smith, Joe

Address

Business

This is the mailing address

Actions

- New Contact
- New Contact from S...
- New Distribution Lis...
- New Instant Messa...
- New Letter to Cont...
- New Message to Co...
- New Meeting Request to Contact
- New Appointment with Contact
- New Task for Contact
- New Journal Entry for Contact
- Link ▶
- Call Contact ▶
- Call Using NetMeeting

1. Let's say you have an email that is not from or to this contact, but instead simply related to this contact in some way. You can link an email to the contact record by using the Actions menu.

2. And using Link, Items. This refers to Outlook items.

Link ▶ Items...

Call Contact ▶ File...



Link Items to Contact

Look in:

- [-] Personal Folders
 - [-] Calendar
 - [+] Contacts
 - [-] Deleted Items (27)
 - [-] Drafts
 - [+] **Inbox (202)**
 - [-] Journal
 - [-] Junk E-mail [121]
 - [-] Notes

1. It automatically defaults to your Inbox

2. You'll locate and select the email you want to associate with this contact record. Click OK.

Items:

	From	Subject	Received	
Date: Today				
[envelope]	Google ...	Google Alert - collaboration	Wed 1/10/200...	▼
[envelope]	Google ...	Google Alert - outlook 2007	Wed 1/10/200...	▼
[envelope]	sallyony...	[coloradova] Re: Tax Prep software - which to you rec...	Wed 1/10/200...	▼
[envelope]	Penny H...	RE: Our podcatcher	Wed 1/10/2007 5...	▼
[envelope]	RSS Her...	[coloradova] RSS Herald: January 2007 Edition is Ready	Wed 1/10/200...	▼
[envelope]	Lalita A...	RE: Regarding your podcast, Like Nobody's Business....g...	Wed 1/10/200...	▼



File Edit View Insert Format Tools Actions Help



Verdana 10 A B I U [List icons]

General Details **Activities** Certificates All Fields

Show: E-mail [Dropdown arrow]

Stop

From	Subject	Received	In Folder
Google Al...	Google Alert - collaboration	Wed 1/10/2...	Deleted It...
Penny Hay...	RE: Our podcatcher	Wed 1/10/20...	Inbox
Lalita Amos...	RE: Regarding your podcas Like Nobody's B...	Wed 1/10/20...	Deleted Items
Stacy Thom...	RE: nevermind	Wed 1/10/20...	Inbox
Stacy Tho...	RE: bad stock	Wed 1/10/2...	Inbox
Mailer-Da...	Delivery Notification	1/10/2...	Deleted It...
Family Fri...	Family Friendly Podc	1/10/2...	Inbox
Cheryl Call...	FW: IVAA Virtual Sur	1/10/2...	Inbox
Stacy Tho...	RE: bad stock	1/10/2...	Inbox
Stacy Tho...	RE: bad stock	1/10/2...	Inbox
Alan Shrat...	Alan Shrater has sen	1/10/2...	Inbox

Now you can see the email is now associated with this contact record and is available for viewing on the Activities tab of the contact.

Contacts Link field in Outlook items

Andrea Kalli - Contact

File Edit View Insert Format Tools Actions Help

Save and Close

Verdana 10

General Details Activities Certificates All Fields

Follow up by Wednesday, January 31, 2007 8:30 AM.

Full Name... Andrea Kalli

Job title:

Company: Andrea Kalli Virtual Trainer and

File as: Andrea Kalli Virtual Trainer

E-mail... akalli@virtualassist.net

Display as: Andrea Kalli Virtual Trainer

Web page address: <http://www.virtualassist.net>

IM address:

Phone numbers

Business... (303) 555-7777

Home...

Business Fax...

Mobile...

Addresses

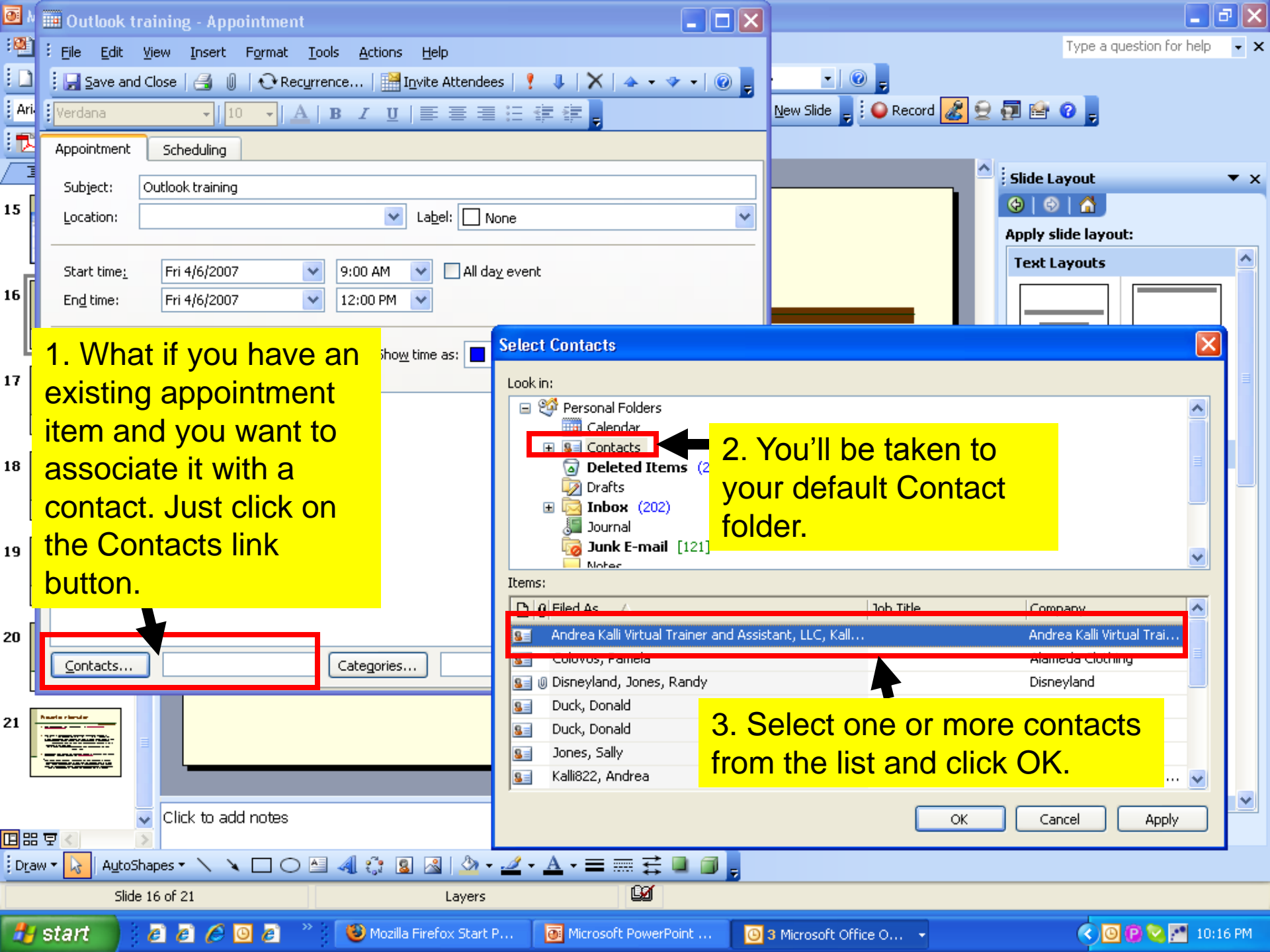
Business... P.O. box qwe

This is the mailing address

Contacts... Randy Jones III

Categories... Holiday Cards Private

Another thing you can do with the Contacts field is to associate contacts with other contacts.



1. What if you have an existing appointment item and you want to associate it with a contact. Just click on the Contacts link button.



Select Contacts

Look in:

- Personal Folders
 - Calendar
 - Contacts**
 - Deleted Items (2)
 - Drafts
 - Inbox (202)
 - Journal
 - Junk E-mail [121]
 - Notes

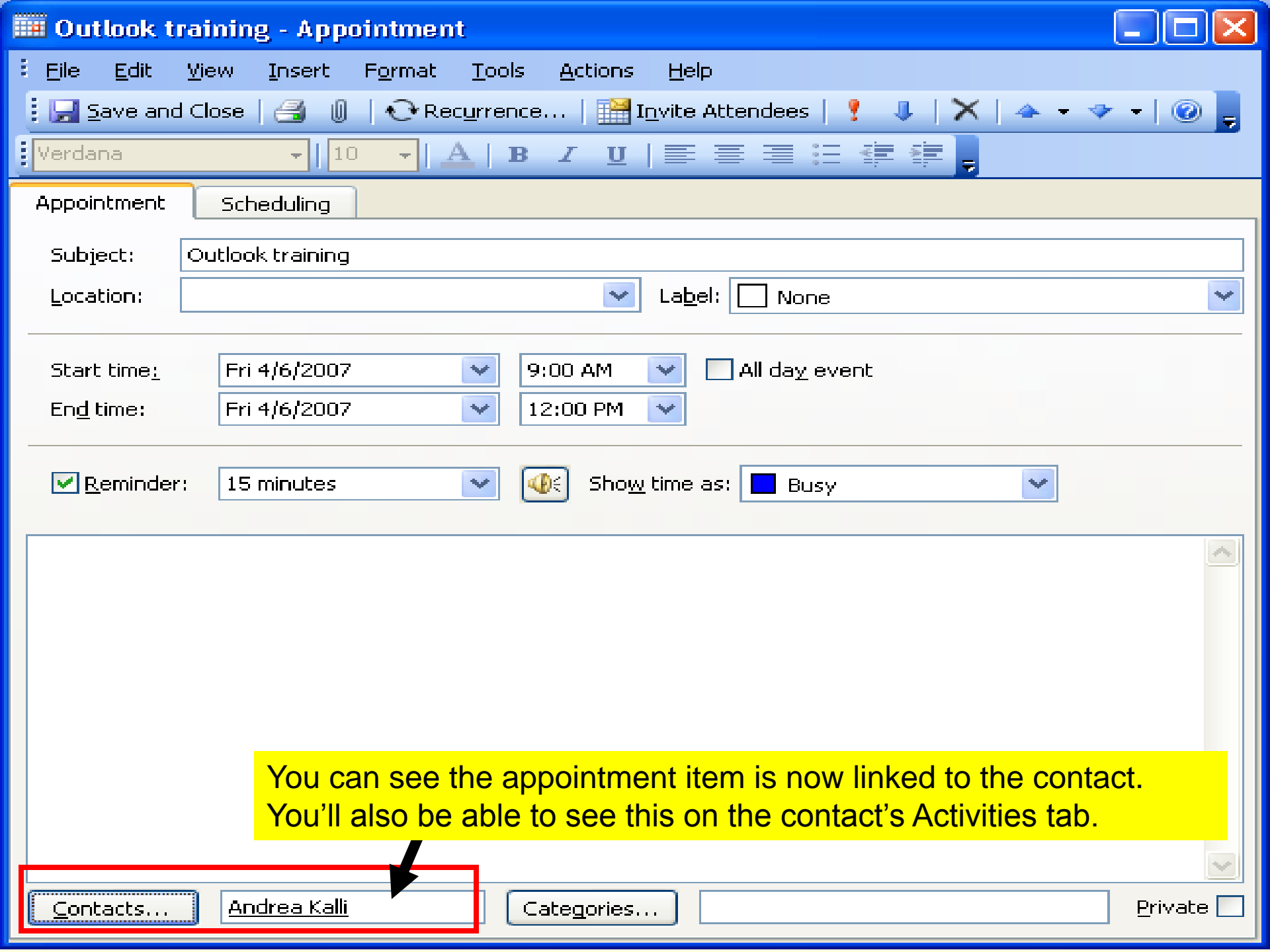
Items:

File Name	Job Title	Company
Andrea Kalli Virtual Trainer and Assistant, LLC, Kall...		Andrea Kalli Virtual Trai...
Colovos, Pamela		Alameda Clothing
Disneyland, Jones, Randy		Disneyland
Duck, Donald		
Duck, Donald		
Jones, Sally		
Kalli822, Andrea		

OK Cancel Apply

2. You'll be taken to your default Contact folder.

3. Select one or more contacts from the list and click OK.



Outlook training - Appointment

File Edit View Insert Format Tools Actions Help

Save and Close | Recurrence... | Invite Attendees

Verdana | 10 | A | B | I | U | [List Icons]

Appointment | Scheduling

Subject: Outlook training

Location: [Dropdown] | Label: [None] [Dropdown]

Start time: Fri 4/6/2007 9:00 AM [Dropdown] All day event

End time: Fri 4/6/2007 12:00 PM [Dropdown]

Reminder: 15 minutes [Dropdown] [Speaker Icon] Show time as: Busy [Dropdown]

You can see the appointment item is now linked to the contact. You'll also be able to see this on the contact's Activities tab.

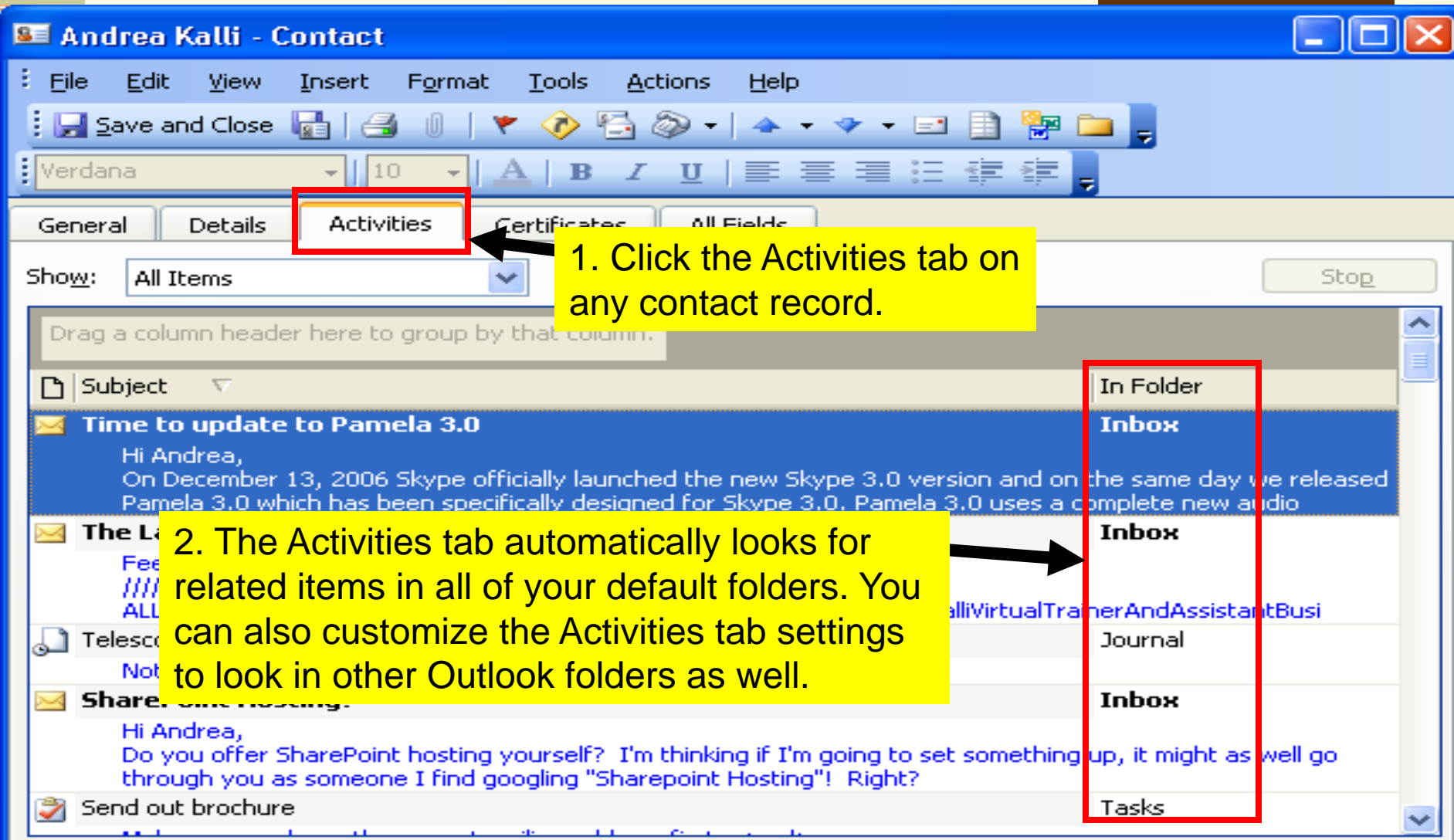
Contacts...

Andrea Kalli

Categories...

Private

Activities Tab – What's in there anyway?



1. Click the Activities tab on any contact record.

2. The Activities tab automatically looks for related items in all of your default folders. You can also customize the Activities tab settings to look in other Outlook folders as well.

- In Folder
- Inbox
- Inbox
- Journal
- Inbox
- Tasks



File Edit View Insert Format Tools Actions Help



Verdana 10 A B I U [List Bulleted] [List Numbered]

General Details **Activities** Certificates All Fields

Show: All Items

- All Items
- Contacts
- E-mail
- Journal
- Notes
- Upcoming Tasks/Appointments

Click the Show dropdown to see specific types of related items.

Stop

- Hi Andrea,
On December 13, 2006 Skype officially launched the new Skype 3.0 version and on the same day we released Pamela 3.0 which has been specifically designed for Skype 3.0. Pamela 3.0 uses a complete new audio

The Latest from FeedBulletin for: akalli Inbox

FeedBulletin for: akalli
 //////////////////////////////////////
 ALL CLEAR: FeedMedic Alert for <http://feeds.feedburner.com/AndreaKalliVirtualTrainerAndAssistantBusi>
- TelescopeSales Journal

Notes about this file that I just linked.a;sldka;lsd <end>
- SharePoint Hosting?** Inbox

Hi Andrea,
Do you offer SharePoint hosting yourself? I'm thinking if I'm going to set something up, it might as well go through you as someone I find googling "Sharepoint Hosting"! Right?
- Send out brochure Tasks

Show: Upcoming Tasks/Appointments 1. Show Upcoming Tasks and Appointments

Subject Start Date Due Date Start End

2. I can see the related items grouped by the item type. This is Task items.

In Folder: Tasks (4 items)		Start Date	Due Date	Start	End
<input type="checkbox"/>	Send out br...	None			
<input type="checkbox"/>	RE: What Ti...	None	Fri 8/1/2006	None	None
<input type="checkbox"/>	Get new cat...	None	Thu 8/24/2006	None	None
<input type="checkbox"/>	Outlook Pro...	None	Tue 8/22/2006	None	None

3. This is Calendar items.

In Folder: Calendar (2 items)		Start Date	Due Date	Start	End
<input type="checkbox"/>	Outlook trai...	None	None	Fri 4/6/2007 9:00 AM	Fri 4/6/2007 12:00 PM
<input type="checkbox"/>	Discuss trai...	None	None	Wed 1/31/2007 10:...	Wed 1/31/2007 11:...



File Edit View Insert Format Tools Actions Help



Verdana 10 A B I U [List Bulleted] [List Numbered]

General Details **Activities** Certificates All Fields

Show: E-mail

You can also see only the email items, both email you received and email you sent.

From	Subject	Received	In Folder
Ⓜ Mailer-Dae...	Delivery Notification	1/10/200...	Inbox
Ⓜ Andrea Kalli	Meeting notes	1/10/2007 ...	Sent Items
Ⓜ Penny Hayne...	RE: Our podcatcher	Wed 1/10/2007 ...	Inbox
Ⓜ Stacy Thomp...	RE: nevermind	Wed 1/10/2007 ...	Inbox
Ⓜ Stacy Thom...	RE: bad stock	Wed 1/10/200...	Inbox
Ⓜ Family Frie...	Family Friendly Podcast Directory - New Po...	Wed 1/10/200...	Inbox
Ⓜ Cheryl Calli...	FW: IVAA Virtual Summit Training and Pres...	Wed 1/10/200...	Inbox
Ⓜ Stacy Thom...	RE: bad stock	Wed 1/10/200...	Inbox
Ⓜ Stacy Thom...	RE: bad stock	Wed 1/10/200...	Inbox
Ⓜ Alan Shrater	Alan Shrater has sent you an Evite Invitation	Wed 1/10/200...	Inbox
Ⓜ Synergration	QuickBooks Credit Card Processing	Wed 1/10/200...	Inbox
Ⓜ Women's H...	Re: BAD POSTINGS in my FORUM	Wed 1/10/200...	Inbox
Ⓜ Diane Corri...	Re: BAD POSTINGS in my FORUM	Wed 1/10/200...	Inbox
Ⓜ Rima McDo...	Re: BAD POSTINGS in my FORUM	Wed 1/10/200...	Inbox

Mail Merging Techniques

The screenshot shows the Microsoft Outlook interface with the 'Contacts' window open. The 'Find' dropdown menu is set to 'By Category'. A yellow callout box points to this menu with the text: '1. Using Categories is an easy way to identify contacts you want to perform a mail merge on.' Another yellow callout box points to the 'Prospects' category in the contact list with the text: '2. Locate and select the contacts in a specific Category.' The contact list shows several categories, with 'Prospects' expanded to show four contacts. A red box highlights the 'Prospects' category and its four contacts.

Categories: Business (2 items)	Categories: Holiday Cards (5 items)	Categories: International (1 item)	Categories: My New Category (1 item)	Categories: Prospects (4 items)	Categories: Susan's Contacts (5 items)
				Mickey Mouse	
				Tim Thompson	
				Tim Thompson	

1. Using Categories is an easy way to identify contacts you want to perform a mail merge on.

2. Locate and select the contacts in a specific Category.

File Edit View Go

New [Print] [Copy] [Paste]

Back [Forward] [Home]

GoToMeeting [People]

Folder List

All Folders

Personal Folders

- Calendar
- Contacts
- Deleted Items
- Drafts
- Inbox (30)
- Journal
- Junk E-mail
- Notes
- Outbox [1]
- Sent Items
- Tasks
- Search Folders

Tools Actions Help MyEmailTemplates

- Send/Receive
- Find
- Address Book... Ctrl+Shift+B
- Organize
- Mailbox Cleanup...
- Empty "Deleted Items" Folder
- Forms
- Macro
- Mail Merge...**
- Speech
- E-mail Accounts...
- Customize...
- Options...

contact to find [?] [Print] [Copy] [Paste]

category [Print] [Copy] [Paste]

Payment Request Wizard [New] [SpamBayes]

Search In Contacts

Name	Company	E-mail
Where to add a new C...		
Business (2 items)		
In		
My new Category (1 item)		
Prospects (4 items)		
Mouse	Disneyland	sjones@tes
	Project ABC	
Tim Thompson	Alameda Clothing	jsmith@ema
Tim Thompson	Big Sky Computers	jsmith@ema

Folder : **1. Select the contacts.**

Data File Management...

2. Use the Tools menu, Mail Merge.

Categories: Susan's Contacts (5 items)

Name	Company	E-mail
Tim Thompson	Alameda Clothing	jsmith@ema
Tim Thompson	Big Sky Computers	jsmith@ema

Mail Merge Contacts



Contacts

All contacts in current view

Only selected contacts

1. Choose Only

Selected contacts.

To filter contacts or change the Selected contacts. To filter contacts or change the "Current View", go to the "View" menu and click "Customize Current View" on the "Current View" menu.

Fields to merge

All contact fields

2. Choose an Existing document or select to create a new one.

Document file

New document

Existing document:

Browse...

Contact data file

To save this contact data for future use or reference, specify a file name.

Permanent file:

Browse...

Merge options

Document type:

Form Letters

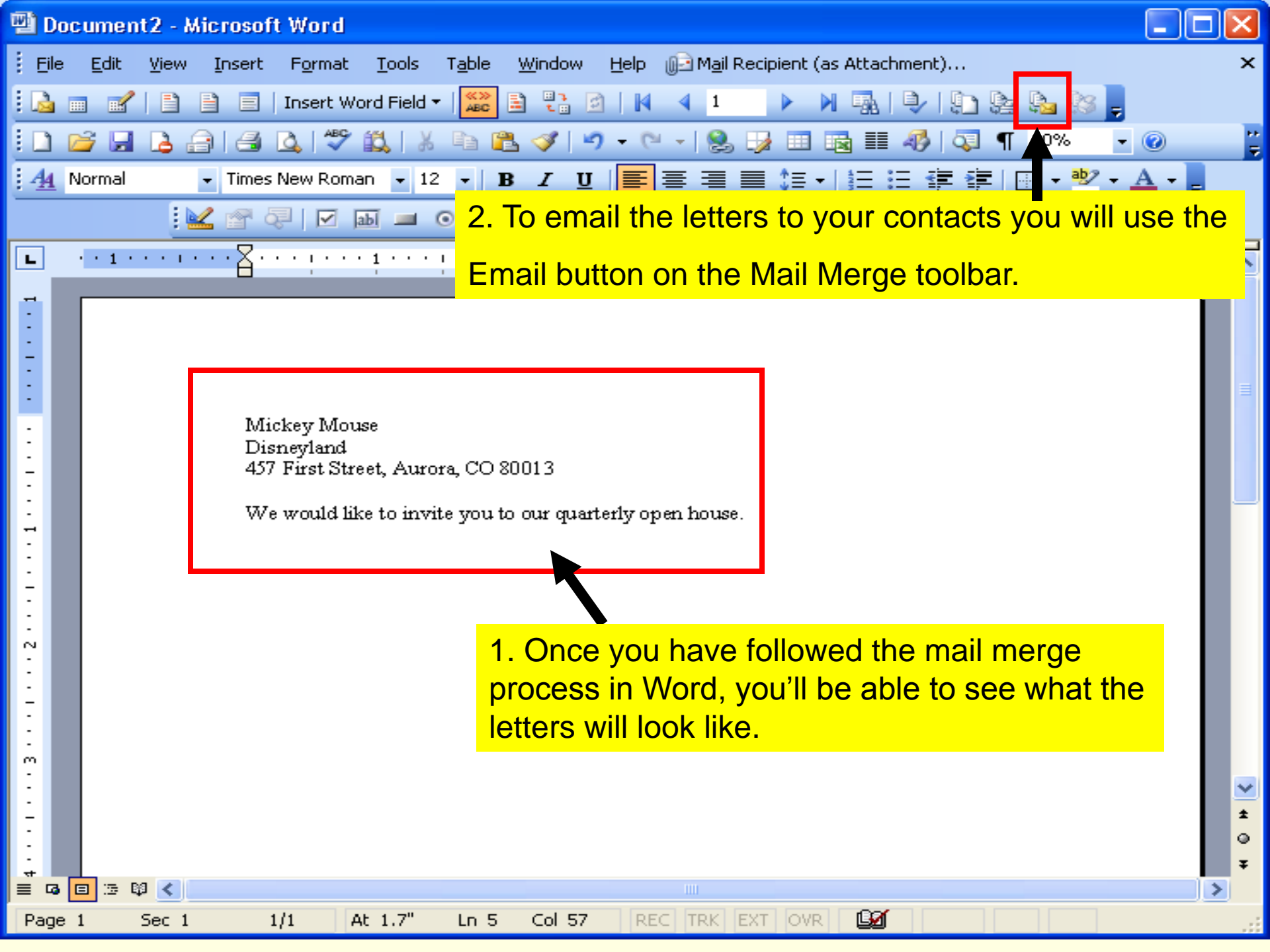
Merge to:

New Document

3. Use this dropdown to select letters, labels, etc.

OK

Cancel

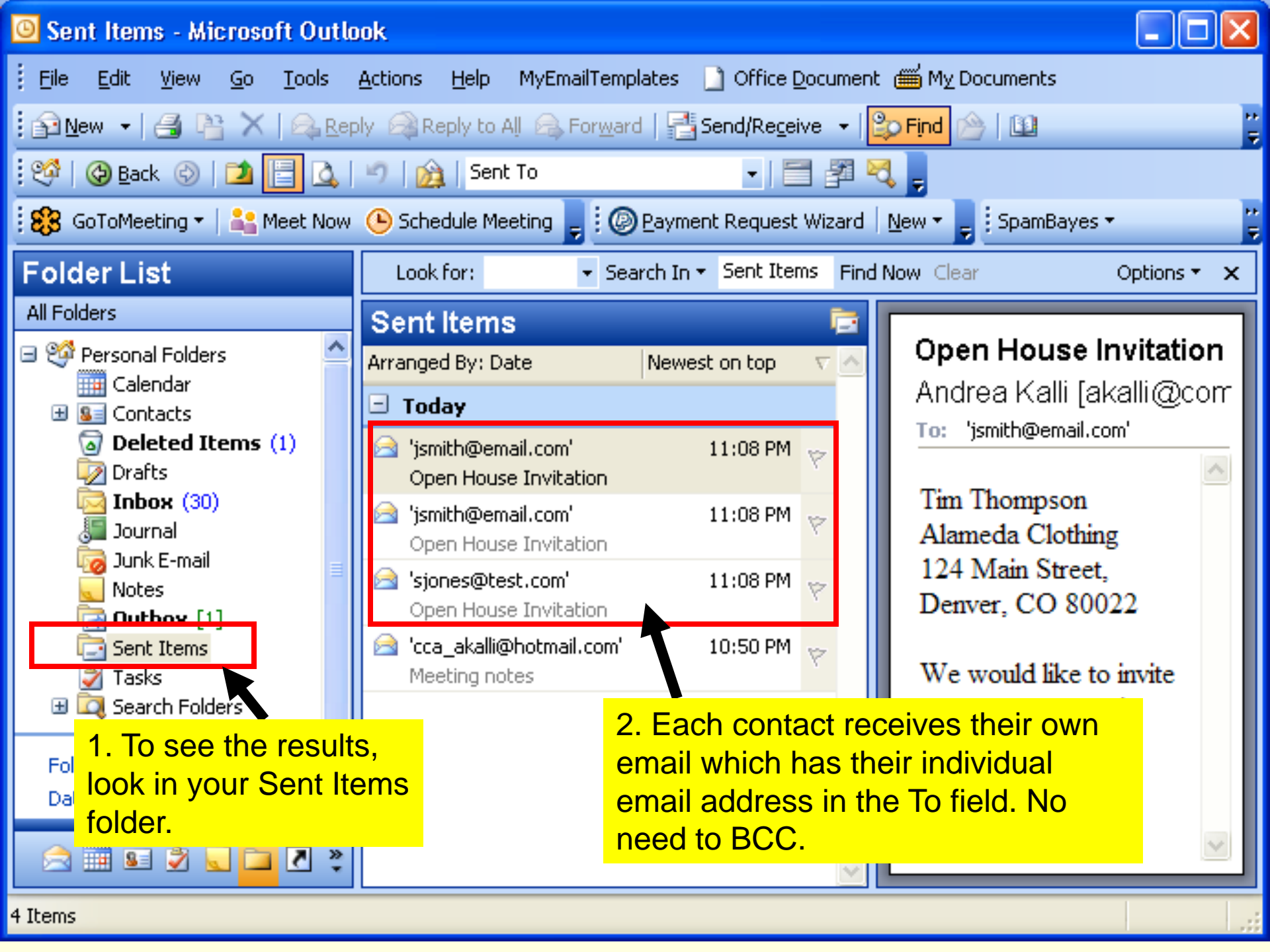


Mickey Mouse
Disneyland
457 First Street, Aurora, CO 80013

We would like to invite you to our quarterly open house.

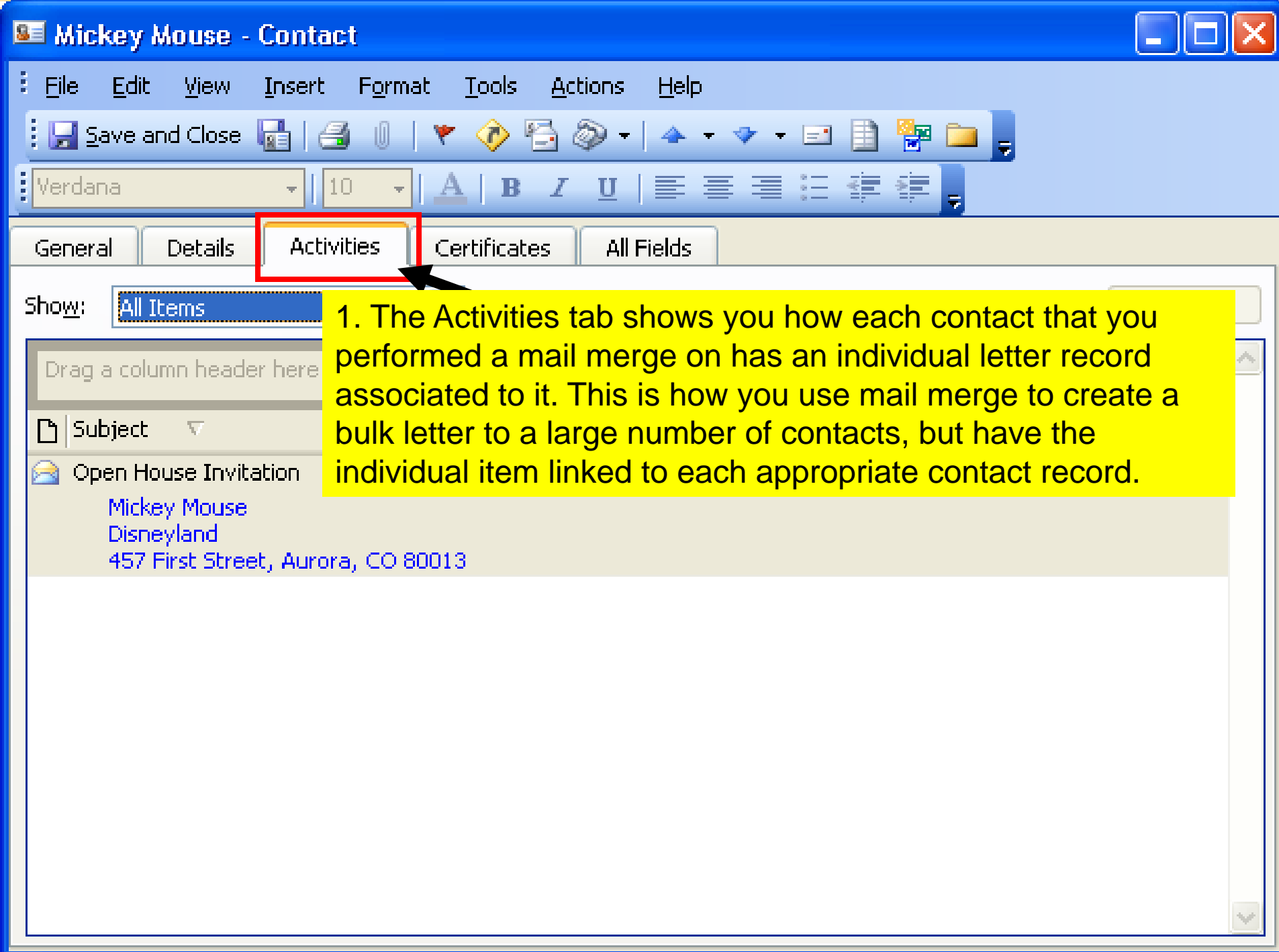
1. Once you have followed the mail merge process in Word, you'll be able to see what the letters will look like.

2. To email the letters to your contacts you will use the Email button on the Mail Merge toolbar.



1. To see the results, look in your Sent Items folder.

2. Each contact receives their own email which has their individual email address in the To field. No need to BCC.



Presenter information

- Andrea Kalli Virtual Trainer and Assistant, LLC. www.virtualassist.net, akalli@virtualassist.net
- We provide productivity training, support, and brainstorming sessions for **SharePoint Services** users and for **Microsoft Outlook 2007** users (*with or without Exchange server*). These are offered for groups of up to 10 and for one-on-one sessions. We also provide online support services for all versions of **Outlook** (Windows version) where we will be accessing your desktop...*all this at the comfort of your own desk.*

You + Us + GoToMeeting Web session = A Great Hands-on Training Experience!

"Our primary goal is to show businesses how they can better utilize the technology they most likely already have in place, and greatly increase their return on investment (ROI). There's nothing quite as satisfying as showing someone how to apply productivity concepts to processes they deal with everyday. It's like you just gave them a gift." - Andrea