

ILTA 2010 Strategic Unity

Top 25 Conversion Questions Word and Outlook 2007

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Introduction

Below is a list of the Top 25 Conversion Questions received from end-users during their recent migration to Office 2007.

The list was compiled by Intelliteach, a legal-specific helpdesk outsourcing company, and included requests from over **8,000 law firm end-users** across a variety of firms, sizes, locations, and hardware configurations for the period of January 1 – June 30, 2010.

Top 25 Conversion Questions Word and Outlook 2007

Microsoft Word 2007

#	How do I...
1	Insert or delete row in tables
2	Keep row as header row across pages
3	Insert page numbering
4	Create Autotext entries
5	Turn Track Changes on/off
6	Turn off balloons in Track Changes
7	Switching on style view pane
8	Create or remove Watermarks
9	Insert footnote or end note
10	Insert Table of Contents
11	Set up mail merge
12	Insert symbol e.g. © or € (Euro)
13	How to create labels
14	Edit / create calculations in a Word table
15	Insert picture
16	Insert date / time field
17	Create an envelope
18	Insert header or footer
19	Set different first page header/footer
20	Link/unlink headers and footers to previous
21	Accept all track changes
22	How to view ruler
23	Insert a section break
24	Convert table to text
25	Minimize or restore ribbon

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Microsoft Outlook 2007

#	How do I...
1	Create or amend the signature block
2	Is it possible to have multiple signature blocks
3	Add another person's mailbox or calendar
4	Give another person permissions to access mailbox or calendar
5	Set Out of Office
6	Turn off / on the Preview Reading Pane
7	Remove a name from the Autocomplete
8	Forward multiple emails as attachments
9	Change the order of contacts i.e. Last name, First name
10	Add field or column to Inbox view
11	Change Calendar color
12	Configure so that each calendar has a different color
13	Turn off / on Autocomplete feature
14	Send a contact as an attachment to an email
15	Restore the default Inbox view
16	Set always check spelling before sending
17	Turn off or customize desktop alerts when new mail arrives
18	Remove permissions to Inbox or Calendar
19	Turn off / on To-Do Bar
20	Print email and all the attachments
21	Open next email after deleting or closing a message
22	Return to Inbox after deleting or closing a message
23	Set up different signature for replies vs. new emails
24	Recall messages (check policy at each firm)
25	Change default font for messages

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About the Author

Intelliteach specializes in legal-specific helpdesk outsourcing since 1998 and as such has collected massive amounts of ticketing data and helpdesk reporting metrics. Staffed with over 110 law firm specific helpdesk specialists, Intelliteach currently supports over 80,000 law firm users, handling over 50,000 legal support questions each month. Intelliteach clients are comprised of firms with as few as 25 attorneys to over 2,000+ attorneys including over 30% of the AmLaw 200. With offices in Atlanta, Georgia and London, England, Intelliteach provides support to over 400 law firm locations in 20+ countries around the globe, 24/7. To find out more about Intelliteach or its services please visit their website at www.Intelliteach.com.