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Creating Rules in Outlook

Course Structure	Discussed ideas/takeaways
Business Purpose	The purpose of this training is to show Microsoft support agents how to assist customers in using rules in an Outlook inbox. This course will be part of the overall Outlook training. The benefits for using rules in Outlook will allow users to move, flag and respond to email messages automatically.
Business Goal	Microsoft support agents will be able to increase customer assistance by explaining how to use rules in Outlook to organize emails.
Target Audience	New support agents Tenured support agents
Training Time	15 minutes

Training Recommendation	The course will be set up for a new support agents learning Outlook and tenured agents who want an opportunity to develop his/her knowledge.
	• eLearning module
	  o New Support Agents
	    o Content
	    o Assessment Questions
	    o Complete Try It section
	    o Additional resources
	  o Tenured Support Agents
	    o Video
	    o Links to course
	    o Additional resources
	• Additional Resources
	  o Job Aid
	  o Other web-based Microsoft Support Help Article
	  o Video

Deliverables	• Design Document • 1 eLearning Course o Developed in Articulate Rise 360 • Job Aid • Video

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Intended Outcomes (Learning Objectives)	By the end of the module, the learner will be able to: o Define reasons to use rules. o Identify steps for creating a new rule. o Apply a new rule.

Training Outline	• Introduction
	  o Attention grabber
	  o Objectives
	  o Branch for new support agents and tenured support agents
	• Reasons for Using Rules
	  o Content
	  o Knowledge check questions
	• Instructions on Creating Rules
	• Try It Section
	• Conclusion/Thank you
	  o Resources
	• Tenured Agents Section
	  o Video
	  o Support Links
	  o Resources

Evaluation Plan	• Try It Section • Knowledge checks • Support Agent Managers will collect data on effectiveness of the training.