

What you need to know about Activity Tracking.

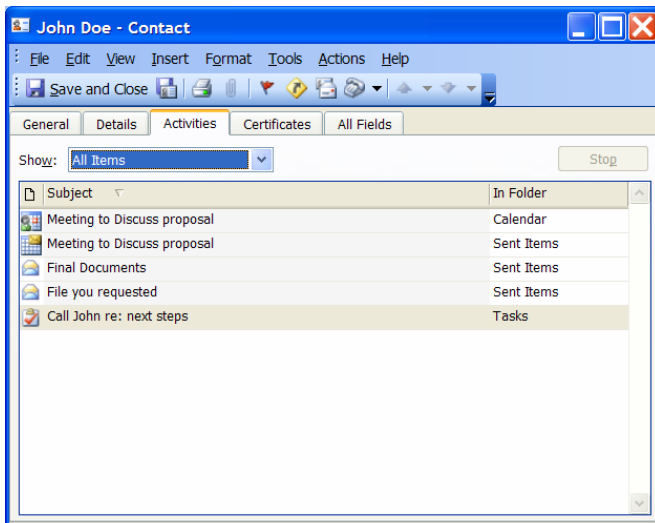
WHAT IT IS

Beginning with Outlook 2000, Microsoft added a feature that allows you to quickly see activities related to people in your contacts folder. Known as Contact Activity Tracking, this feature allows the creation of links that associate a contact with items from Outlook such as Phone Call Journal entries, e-mail messages, appointments, tasks and documents that are related to that contact.

If your company uses Microsoft Exchange Server, folders containing Contacts, Tasks, Calendar and E-Mail messages can be set up to be shared across your company.

HOW ACTIVITY TRACKING WORKS

Open any contact in your Contacts Folder and click on the Activities tab.



Outlook will search your hard drive for any Outlook items that are related to that contact, such as email messages, appointments, tasks, etc. To open any of the items Outlook finds, simply double-click on the contact activity.

WHAT ACTIVITY TRACKING DOESN'T DO

Sometimes, people are alarmed when they click on the Activities tab and see a list of related emails building. The interpretation may be that Outlook is pulling down emails over the Internet from other peoples computers. Obviously this is not the case. Outlook is simply searching your computer for anything related to that contact.

WANT TO KNOW MORE?

Here are some resources for further information on Content Activity Tracking:

- [Microsoft® Outlook™ 2000 Product Enhancements Guide](#)
- [Microsoft Office Online: Using Outlook Contacts to manage sales leads effectively](#)
- [Microsoft Office Online: Find linked items](#)