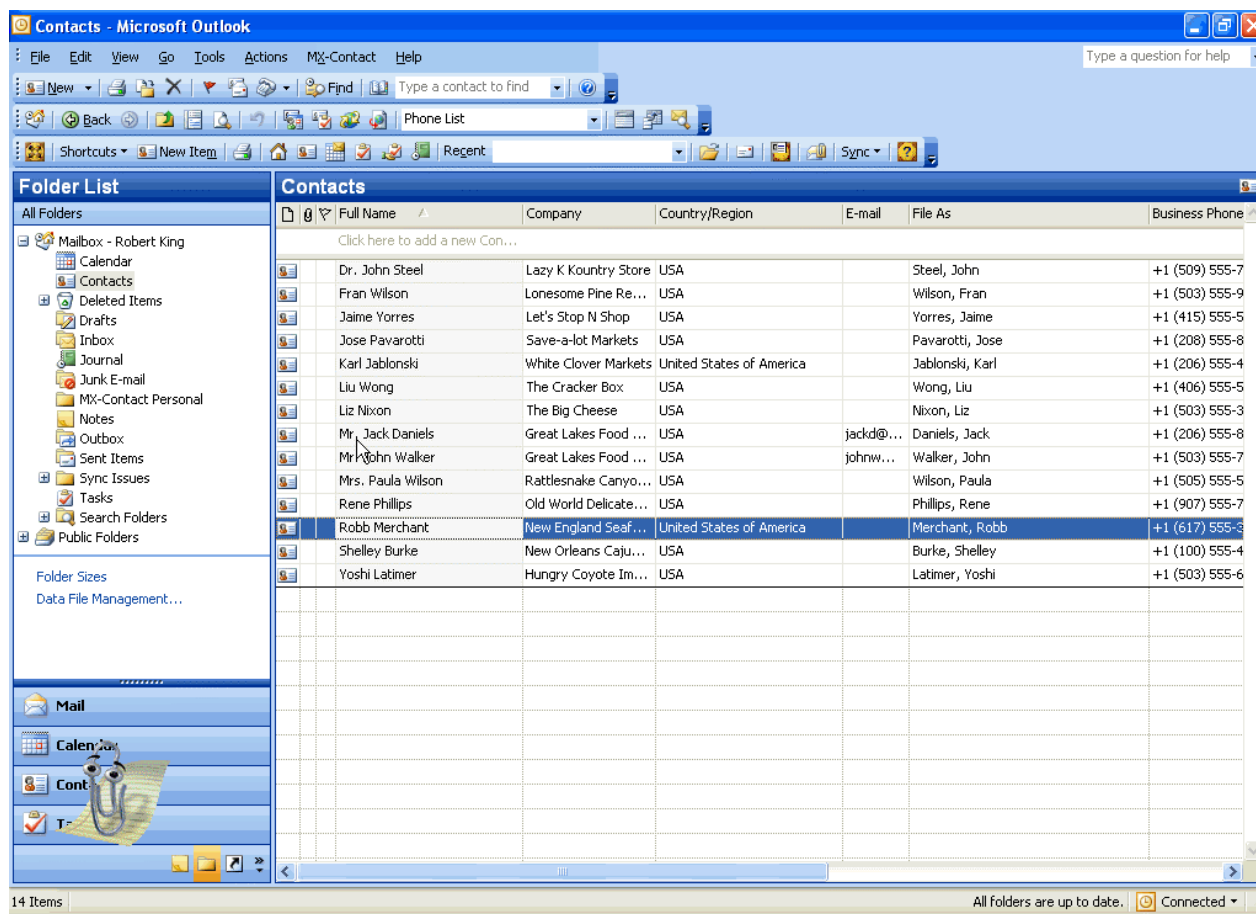


1 Updating Multiple Items in Outlook with the same Value

Quite frequently we have the requirement in Outlook where we have to update several items in a folder with the same value. For example we may want to update several contacts with the same **Category** value. As it turns out there is an easier way to achieve this than opening each item individually and editing the relevant field.

Imagine we have the following list of contacts. I notice that of the 15 or so contacts, 2 have their country correctly entered as “**United States of America**”. The balance has their country recorded as “**USA**”. We want them all to be consistently updated as “**United States of America**”, and do not want to have to open each item in turn and edit the **Country** field.

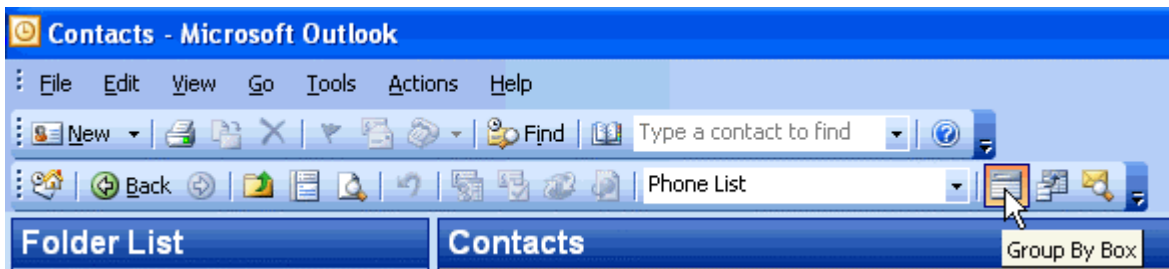


Follow these steps to update the Country field for all contacts to “United States of America”. Note these steps assume that you already have the **Country** field showing in your View. For more details on creating and editing Views please see the following document:

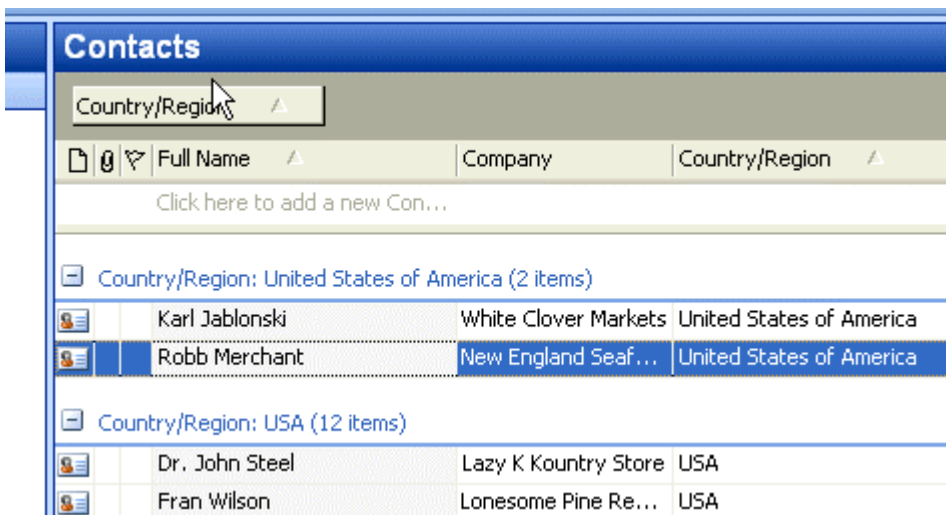
[Profiling Contacts with the Outlook Forms Designer \(2\)](#)

In brief, what you do to add the **Country/Region** Field to your view is to right click on the Header Columns of the View, select **Field Chooser**, select **Country/Region** from the **Frequently-used fields** and drag this field onto your View.

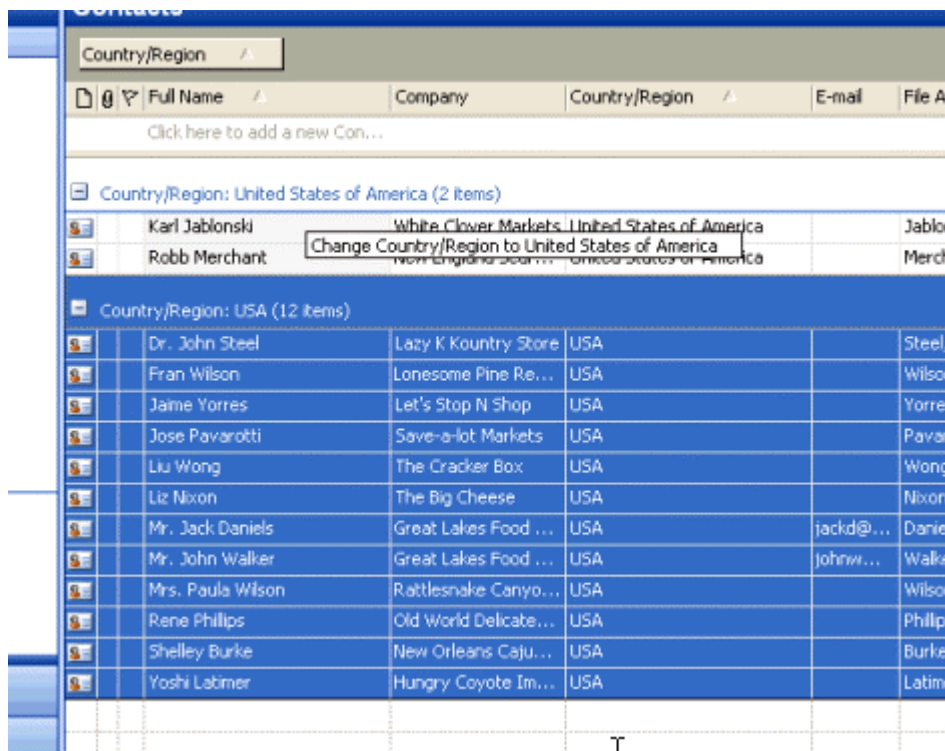
1. Group the contacts by Country, by clicking on the **Group By** box. This is on the **Advanced** Toolbar. (If your Advanced Toolbar is not displayed, click **View->Toolbars->Advanced** from the main Outlook menu bar):



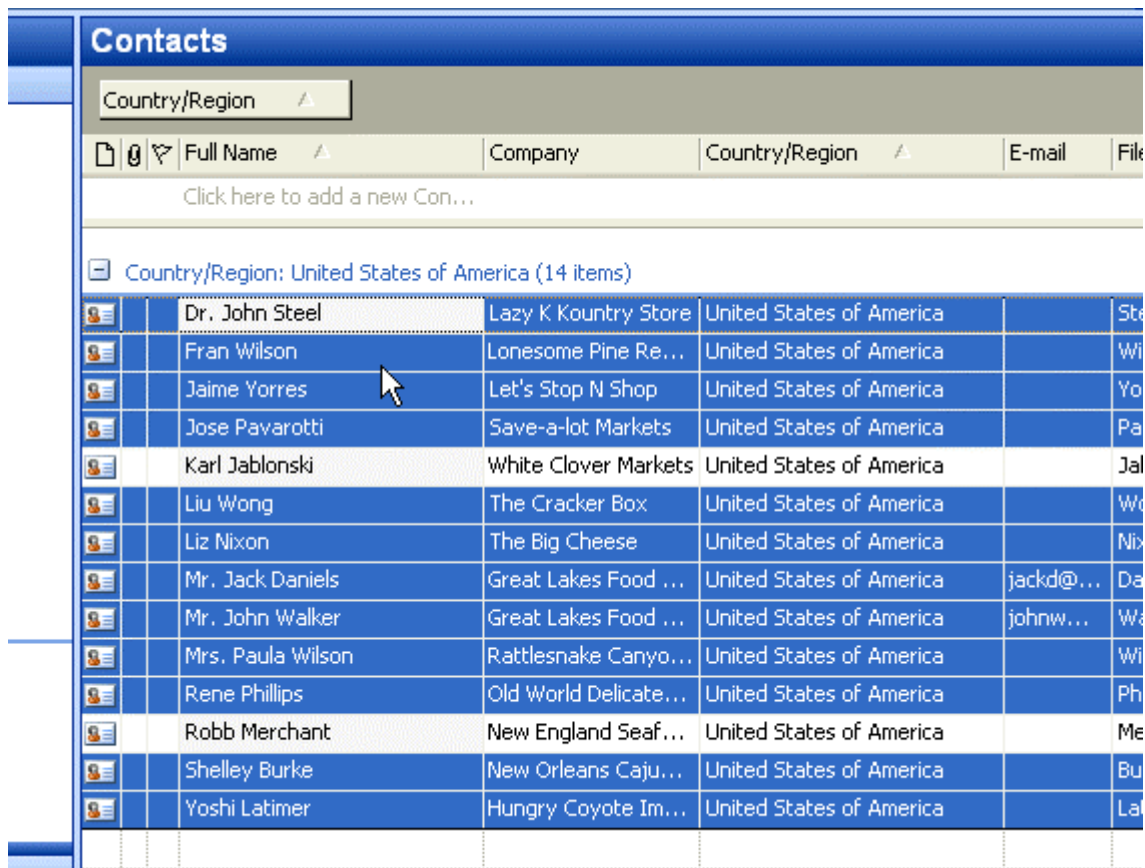
2. Drag the **Country/Region** field from the main view into the Grouping bar:



3. Highlight all the contacts in the **USA** group by selecting the group header. Drag these contacts onto the group entitled **Country/Region: United States of America**. You should see a tool tip displayed "**Change Country/Region to United States of America**" indicating that this field will be updated:



- Drop the contacts on to the group. They should now all appear under the **United States of America** group:



This technique may be used to update any field in any Outlook folder with a common value, and so is a great time-saver when cleaning up your database, organizing your contacts, etc.

2 MX-Contact: Managing Contact Lists inside Outlook/Exchange

If you're looking for an application to assist you with managing a contact list of some kind, whether it be customers, prospects, members, suppliers or whatever, check out [MX-Contact](#). **MX-Contact** is a CRM, Contact Management and Sales Automation package that runs inside Microsoft Outlook 2000, 2002 or 2003. The system utilises all the standard functionality of Outlook but provides many additional features that transform Outlook into a powerful Contact Management and CRM system.



www.mxcontact.com

MX-Contact has 7 different versions available catering for a single user through to an enterprise with thousands of users, with data storage in an Outlook Data File, Exchange Server Public Folders, or Microsoft SQL Server

MX-Contact comprises a **Base System**, with optional **Sales, Marketing and Support** modules that can be added at any time. So you can use MX-Contact just for managing the contacts and/or companies you deal with, and the interactions (phone calls, e-mails, appointments, etc.) you have with them, plus use it to manage your sales opportunities, events and/or customer support incidents, by adding any of the available modules.

3 About OutlookWise and ExchangeWise

[OutlookWise](#) is both a web site and newsletter aimed at keeping Microsoft® Outlook® users up-to-date with news, information and articles of interest on Outlook and Exchange Server, as well as reviews of add-on products and utilities, all geared to enhancing your knowledge of Outlook and increasing your productivity.

If you've found this article useful, please [subscribe to the monthly newsletter](#).

If you would like to contribute an idea or article, or tell us about an exciting product or utility that complements Outlook and/or Exchange Server, please feel free to [e-mail](#) us.

OutlookWise is a service to the Outlook community from [ExchangeWise](#), which is a specialist software company focusing on the development and marketing of applications and utilities that enhance the functionality of Microsoft Outlook and Exchange Server.

OutlookWise is edited by [Brian Drury](#), founder of ExchangeWise, and the architect of [MX-Contact](#), a CRM, Contact Management and Sales Automation System for Microsoft Outlook. Brian has over 20 years experience in the IT industry and has focused on CRM, Messaging and Collaboration systems for the last 14 years.