

- I. **Software support features** are tools inherent in a software package that add efficiency and reduce unnecessary duplication of repetitive tasks in document processing
 - A. Mail merge is a feature that allows a user to create mass mailings of letters, mailing labels, and other documents and personalize the information in each
 - B. Macros are tools that allow a user to program repetitive tasks into the computer's memory so that they can be quickly accomplished with the touch of a couple of keys that the user has selected
 - C. Track changes is a feature used when editing documents that allows the user and other editors to view changes that have been made to the document
 - D. Search and replace is a feature that allows global edits to a document
 - E. Styles are global formats for headings and other text within a document
 - F. The format painter is a feature that allows a user to copy the format of text to other areas in a document
 - G. The thesaurus is a handy feature that provides alternative word choices in a document
 - H. Comments is a feature used to add editorial remarks to a document
 - I. Templates and Wizards are features used to automate the creation of documents. A template contains fields that are completed by the user. A wizard uses a template and adds helpful prompts for the user

