

IQ CRM SUPPORT PLAN DOCUMENT

IQ integrates with the applications you already love:



Message Management

Using machine learning and natural language engine techniques, IQ makes it easy to track and respond to the massive volume of incoming correspondence your office receives.

Constituent Services

With dozens of built-in service templates for common requests, IQ makes it easy to track, manage, and complete constituent requests.

Outreach

IQ comes with an intuitive platform for creating and sending custom outbound content like newsletters, surveys, and encrypted web forms at no additional charge.

Social Media

With full Facebook, Twitter, Instagram, and YouTube integration, IQ is the most social-centric CRM available on Capitol Hill.

Reports & Analytics

IQ is delivered out-of-the-box with dozens of interactive mobile-ready reports and dashboards that provide clear visibility into office activities.

Scheduling

IQ's events application is a comprehensive scheduling and event management tool that makes it easy to manage complicated Congressional calendars.

Legislative Tracking

IQ is the only CRM on the Hill that offers integrated legislative tracking tools leveraging machine learning technology to gain insights into demographics, voting records, and more.

Support

Our support team, including your account manager, ITC, trainer, and help desk are here to help both remotely and on-site at your District and Hill offices.

#1

CRM in the public sector

18

Congressional transitions supported

65%

of U.S. Congress

15.6k

users nationwide

support structure

Our IQ and House IT support teams are based on Capitol Hill and can be at your office in person to help troubleshoot a problem in minutes. We're also proud of our robust library of on-demand support videos and remote knowledge transfer options for your convenience.

IQ CRM Support

On-Demand & Remote Support

Account Manager

Your primary point of contact for any purchases of products or services, contracts, and billing.

IQ Consultant

Your consultant knows your internal processes, designs personalized service applications, and assists with implementation.

eLearning Video

Our eLearning video library contains dozens of videos covering every function in IQ and every role in your office.

Knowledge Manager

Your Knowledge Manager works with your ITC remotely and on-site to understand your processes and prepare a custom training curriculum.



User Groups & Webinars

Our support teams host regular virtual events covering new releases and timely topics to make sure your office knows how to use IQ to respond to current events or tech updates.

Customer Service Center

Your main point of contact for user support. Call 703-206-0188, email support@IQservicedesk.com, or chat with them directly in IQ.

implementation process & pricing

IQ is available at a **flat monthly rate of \$1,925** with no implementation fees hidden costs or unexpected charges. This includes licenses and training for all office staff as well as access to our on-demand library of eLearning content and your dedicated IQ Consultant.

With our commitment to innovation and secure track record, the choice is easy.



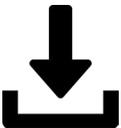
Installation & Implementation

Our highest priority is to help your office hit the ground running on day one. That's why we've designed an implementation process that is agile yet reliable and an installation approach that means IQ is ready to go when you are.



Your District Office

District Offices have arguably never been more important than they are today. And that's why our coverage and support extends from your office here in Washington to wherever you call home. No other CRM vendor matches our commitment to helping DOs succeed.



Regular Updates

With at least four major releases each year including dozens of upgrades and new features, IQ is always getting better. We work with the House Enterprise to push these updates to you securely and seamlessly.

Introducing IQ Screen Pop!

We're excited to roll a new feature called IQ Screen Pop. Screen Pop lets staff answer phone calls while IQ scans the database and instantly matches the incoming phone number allowing the staffer to focus on the constituent rather than frantically searching during the call.