Training Agenda
Course: Managing Messages

Pre-requisite: New users of the IQ Tool are recommended to take the Introduction to IQ course prior to attending this course.

This content of this course is focused on the activities and features associated with the Messages module of the IQ Tool.

1 Introduction
Overview of Concepts: IQ Mailboxes, Digital Mail, Batching Process, Form Letters, Issue Codes

2 IQ Message Records
Creating a Message Record
Conducting Searches for Messages
Managing Multiple and Individual Messages

3 Form Letters
Creating and Managing Form Letters

4 Batching
Creating a Batch
Setting Batches for Advocacy Mail, Bills, and Individual Mail

5 Opinions
Using the Opinion Center

6 Campaigns
Managing Campaign Messages

7 Social Media
Integrating Social Media channels with IQ Messages

8 Advanced Features
Using the Ready to Send Tile
Generating Reports
Recording Tally of Issues

9 Wrap Up