

Course Summary

Course Duration

90 min

Audience

Congressional Legislative Team or IQ users who manage an office's mail correspondences

Method of Training

WebEx/remote

Market

House, Senate

Customer Service

US Senate email:
helpdesk_iq@scs.senate.gov

General Support Email:
support@IQservicedesk.com
Live Chat support available within IQ
703-206-0188
Monday –Friday
7 AM to 7 PM (EST)

**Extended Hours vary by contract.*

Website

www.intranetquorum.com

Document Revision Date:

December 2020

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