

Course Agenda: Introduction to IQ

Course Summary

Course Duration

90 min

Audience

All IQ Users

Method of Training

WebEx/remote

Market

House, Senate

Customer Service

US Senate email:
helpdesk_iq@scc.senate.gov

General Support Email:
support@IQservicesdesk.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:

March 2021

DESCRIPTION
This is an introductory-level course and is a pre-requisite course for new users of the IQ Tool.
OPTIONAL
To enhance the learning experience of this virtual training, participants may follow the instructions provided in the presentation by logging into their IQ account using an additional workstation.
Since the training session is a LIVE demonstration, please keep in mind that technical issues unrelated to the course may need to be addressed outside the session by an Office IQ Consultant.

1 Introduction

What is IQ?
 Overview of Menus, Icons

2 User Profile and Settings

Setting Preferences
 Setting Shortcuts
 Setting Favorites
 Using History Log
 Using Help Center

3 IQ Records

Creating a Contact Record
 Creating a Message Record
 Creating a Service Record
 Creating an Events Record
 Creating an Opinion Record

4 Tips and Techniques

Using the List, Analyze and Map features

5 Wrap-Up