

**Course Summary**

**Course Duration**

30 min

**Audience**

All IQ Users

**Method of Training**

WebEx/remote

**Market**

House, Senate

**Customer Service**

US Senate email:

[helpdesk iq@scc.senate.gov](mailto:helpdesk_iq@scc.senate.gov)

General Support Email:

[support@IQservicedesk.com](mailto: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](http://www.intranetquorum.com)

**Document Revision Date:**

March 2021

**Workshop Agenda: Using Form Letter to Respond to Positions for Bill-Related Messages**

DESCRIPTION
<p>IQ has the capability to identify messages that refer to a congressional bill and automatically sorts these messages into the appropriate bill record and bill positions. By creating and assigning a Form Letter to respond to each bill position, you can respond to volumes of messages using the appropriate bill-position responses. By applying rules to bill-related messages, any future messages associated with the bill and its position can be processed automatically.</p> <p>In this workshop, a user learns how to create and assign a Form Letter to respond to messages based on their bill position.</p>
OPTIONAL
<p>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.</p> <p>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.</p>

**1 Agenda**

Creating a Form Letter tailored to a bill position

Applying a Form Letter to respond to all messages associated with a bill position

**2 Wrap Up**