

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

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:

January 2021

Training Agenda

Workshop: Managing Form Letters in IQ

1 Agenda

Creating a Form Letter

Adding Issue Code(s) and Service Code(s) to a Form Letter

Setting a Form Letter to Messages

Routing a Form Letter for Approval

Using Form Letters in Messages, Services, and Outreach Activities

Updating Form Letters