

## 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: Managing Flag Requests in IQ

DESCRIPTION
Flag Request is a type of service request in IQ. This workshop teaches the user how to create and process a Flag Request service using a customized IQ template that is tailored to this process.
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.

## Agenda

1. Creating a Flag Request Record
2. Setting Preferences for Flag Requests
3. Creating and Processing a Flag Request Record
  - Assigning a Flag Request
  - Releasing a Flag Request
  - Acquiring a Flag Request
  - Attaching Contact Records
  - Attaching a Form Letter
4. Closing a Flag Request record
5. Reopening a Flag Request record

## Wrap Up