

## Workshop Agenda: Batching Messages

### Course Summary

**Course Duration**

30 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@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:**

December 2021

### DESCRIPTION

**Pre-requisite:** New users of the IQ Tool are recommended to take the *Introduction to IQ4* course prior to attending this course.

Users will learn how to create Batches for Individual Messages in IQ and how to manage those batches. Users will also learn how to set Response Rules for Batches to streamline their use for managing volumes of messages.

### 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

Overview of Batching in IQ

### 2 Batching

Creating Batches from Individual Mail

Managing Batches

Utilizing new Batch Response Rules

### 3 Wrap Up