

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:

December 2021

Workshop Agenda: Assigning Bill Reponses

DESCRIPTION

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.

In this workshop, a user learns how to create and assign a Form Letter to respond to messages based on their bill position.

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 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