

Course Agenda: Introduction to IQ4

Course Summary

Course Duration

90 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

DESCRIPTION

This is an introductory-level course and is a pre-requisite course for new users of the IQ Tool.

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

What is IQ?
Overview of Tiles, Menus, Icons

2 User Profile and Settings

Setting Preferences
Setting Shortcuts
Setting Favorites
Using History Log
Using Help Center

3 IQ Records

Creating a Contact Record
Creating a Message Record
Creating a Service Record
Creating an Events Record
Creating an Opinion Record

4 Tips and Techniques

Using the List, Analyze and Map features

5 Wrap-Up