

# What's New in IQ4.2 rev08

## General

### IQ Password Expiration Alert

An "Intranet Quorum Password Expiration" Alert now can be sent to the IQ User if their password is about to expire or has expired based on the following two Security System Settings:

- Number of Days Before Forced Password Change (0=never force change)
- Number of Days Before Password Expiration to Start Warning Users (0=Do not warn)

This occurs when the first user logs into the IQ account each day and is based on the last password reset date recorded for each user.

## Contacts

### Auto Opt Out for Texts with 'Stop'

When a Text message containing 'Stop' is received in IQ, the phone number from which it was sent now will be updated automatically to deselect the 'Text (SMS/MMS) Opt In' option in IQ Contact records where that phone number is saved. Likewise, if a Text message containing 'Start' is received in IQ from a phone number, the 'Text (SMS/MMS) Opt In' option will automatically be selected for that phone number in Contact records. Note: IQ will update all Contact records in which the phone number exists.

### Facebook Ad Export

The "Create FB Ad Export" option, found on the "Report" menu in the Contacts results list page, has been enhanced to enable IQ Users to export up to 100k Contact Records for Facebook Ads.

## Messages

### Mark Email Messages as "High Importance"

When "High" is selected in the Priority field of an IQ Message record that has "Email" as its Outgoing method, the sent email will appear with a red exclamation point (!) in the recipient's Outlook Inbox. In addition, when the email is opened in Outlook it will include "This message was sent with High importance" at the top.

---

## Quick Reply for Pending Text Messages

A “Quick Reply” option has been added to the ‘Change’ menu in the Pending Text Messages page. This enables you to select multiple Text Messages and send the same Text Message response to all of them at once.

## Services

---

### ‘Create and Send Email Message’ Auto Rule

An optional parameter, "From Owner", has been added to the Services Auto Rule "CreateandSendEmailMessage" Run Program to allow the Message record to be assigned to the Owner of the Service record. When the FROM parameter is not included, the Message record is assigned to the user selected in the "Default Staff Assignment for Services Mail" System Setting.

---

### Service Response Alerts

When a response is added to a Closed Service record, the Owner of the Service record will receive a Service Response Alert. Note: If the Service record is closed by a Template Manager using the "Complete" in-row action, ownership of the Service will change to the IQ User (Template Manager) who closed the Service record. The IQ User (Template Manager) should select the "Complete as Owner" in-row action, or click the pencil icon next to Status inside the Service record, to not transfer ownership of the Service record.