Casework in IQ5

60 Minutes

▶ **Audience:**
All IQ Users

▶ **Method of Training:**
WebEx/remote

▶ **Market:**
House, Senate

SUMMARY

This course focuses on the activities and features for the Casework application in IQ5.

BY THE END OF THIS COURSE, YOU WILL BE ABLE TO

▶ Understand the benefit of using homepage tiles and why they are useful for services
▶ Understand the usefulness of the My Inbox application and how it maximizes productivity
▶ Use the views and filters to search for services
▶ Search for a contact and create a service request for the contact
▶ Understand the pieces of information in a service request that are important for processing and reporting
▶ Send messages within the service request in order to maintain an accurate work history for that request

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