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: Managing Flag or Tour Requests

DESCRIPTION

Flag Requests and Tour Requests are types of service requests in IQ. This workshop teaches the user how to create and process either a Flag or Tour request using customized IQ templates that are tailored to these processes.

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.

Agenda

1. Creating or Opening a Flag or Tour Request Record
2. Processing a Flag Request Record
    o   Assigning a Flag Request
    o   Releasing a Flag Request
    o   Acquiring a Flag Request
    o   Attaching Contact Records
    o   Attaching a Form Letter
3. Closing a Flag Request record
4. Reopening a Flag Request record

Wrap Up