



# Managing Messages



▶ **Audience:**  
All IQ Users

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

▶ **Market:** House,  
Senate

## SUMMARY

This training focuses on activities and features associated with the *Messages* module of IQ.

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

- ▶ Utilize homepage tiles to more easily manage and access Messages
- ▶ Understand the difference between Bill, Advocacy and Individual Messages to better inform your Message Management Process
- ▶ Create Batches to easily manage, review, and respond to Messages
- ▶ Create and edit a Form Letter to send to constituents
- ▶ Set Batch Response Rules for consistent message responses
- ▶ Enable Batch response automation for faster constituent response