Messages in IQ5

60 Minutes

▶ **Audience:**
All IQ Users

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

▶ **Market:**
House, Senate

SUMMARY

This training focuses on activities and features associated with the Messages application of IQ5.

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

▶ Understand the high-level process flow of message management in IQ5
▶ Understand the order for processing the various message types in the application
▶ Group messages into like-batches and assign response rules to those batches
▶ Schedule automated responses for batches
▶ Create form letters for response rules
▶ Understand the usefulness of the My Inbox application to process messages
▶ Understand the benefit of using homepage tiles for Message management

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