



Managing Legislative Mail in IQ5



▶ **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