How to Use the Opinion Center

| |
|---|
| **Market:** Federal/State/Local, House, Senate |
| **Module:** Messages |
| **Purpose:** This guide provides instruction on how to add a constituent's opinion using the Opinion Center. |

Key Benefits
A constituent's opinion can come in different forms (e.g., phone calls, social media, town halls, walk-in, etc.) IQ provides the capability to record these opinions so that the office can better analyze and respond to these opinions.

1. Navigate **Messages > New > Opinion.**
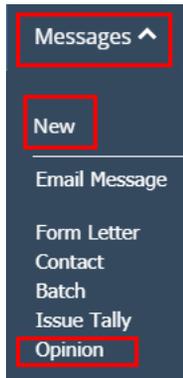
2. The **Opinion Center** page is displayed. The left column is where the constituent's contact is selected. The middle column is where the opinion is documented and is associated with IQ fields (e.g., affiliations, issues, bills, batches, etc.). The right column is a set of links and selections to support the documentation of the opinion.
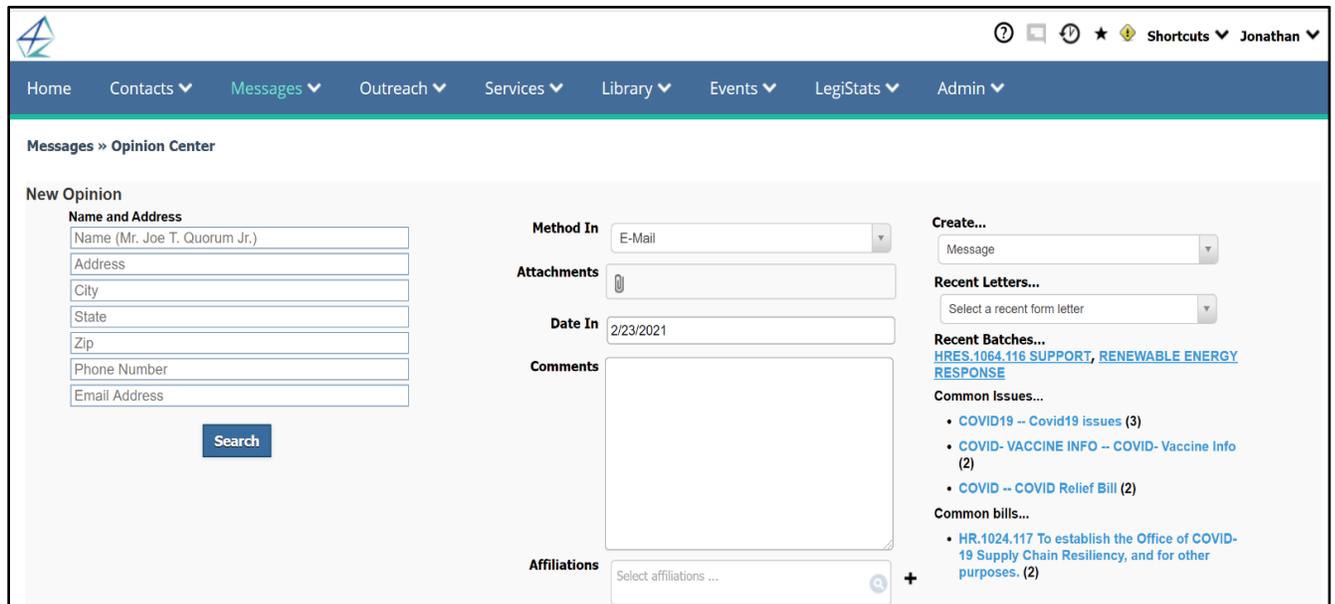
3. A best practice is to first complete the middle column using the information from the right column to document the information.

Figure1 Opinion Center- Middle Column

- **Method In:** select the method in which the opinion originated.
- **Attachments:** add attachments as needed.
- **Date In**: This is automatically populated.
- **Comments**: Enter the opinion.
- **Affiliations**: Select the appropriate affiliation code(s) to associate with the constituent.
- **Issues**: Select the appropriate issue code(s) to associate with the opinion.
- **Bills/Position**: Select the appropriate bill(s) and position to associate with the opinion.
- **Assigned To**: Select the staff to assign the opinion record.
- **Method Out**: Select the method to respond to the opinion.
- **Form Letter**. This will appear if the Method Out is set to an option other than No Outgoing.
- **Batch Name**: If appropriate, select the batch name to associate the opinion record.

Figure 2 Opinion Center- Right Column

Create...

Message

Suggested Phone Script(s) —

Thank you for your inquiry. The U.S. Senate and House of Representatives passed a $900 billion COVID-19 relief bill in December 2020 that provides $600 stimulus payments to individuals, adds $300 to extended weekly unemployment benefits, and provides more than $300 billion in aid for small businesses. If you want more information, please visit this site: SampleSite.com

Issue Related...

Select a related form letter

Recent Letters...

Select a recent form letter

Common Issues...

- COVID- VACCINE INFO -- COVID-Vaccine Info **(1)**
- COVID- HYBRID LEARNI -- COVID-HYBRID LEARNING **(1)**

Common Opinions...

- Need information regarding COVID centers for vaccination. **(1)** ✖

Create: Select which type of record would be used to process the opinion. The availability of options can be configured based on a user's role. Contact your Office IQ Consultant for details.

Suggested Phone Script: This information will display based on the issue code selected. A user can use this script to ensure a consistent message is communicated to the constituent about the issue. Contact your Office IQ Consultant for details on how to configure this feature.

Issue Related: This is one of the options used to select a Form Letter. Based on historical data, IQ provides a suggested list of Form Letters to respond to the opinion.

Recent Letters: This is one of the options used to select a Form Letter. Select from a list of Form Letters that were used to respond to previous opinions.

Common Issues: Based on historical data, IQ displays a list of issue codes that were previously used for opinions. By selecting a link, IQ will automatically populate the **Issue** field.

Common Opinions: Based on historical data, IQ displays a list of opinion comments that were previously entered. By selecting a link, IQ will automatically populate the **Comments** field.

4. The final step is to associate the opinion record with a constituent. A helpful technique is to type either the constituent's last name or their phone number to accelerate the search for their contact record in IQ.

Figure 3 Opinion Center- Left Column

New Opinion

Name and Address

Name (Mr. Joe T. Quorum Jr.)

Address

City

State

Zip

Phone Number

Email Address

Search

5. Once the contact information has been found, select their name.

Contact Example Training (7118127) (4 Services)
Project Manager Leidos 7990 Quantum Dr Vienna, VA
22182-5255, VA11
training@iqservicedesk.com
703-000-0000 (Business Phone)
Frequent Writer IQ-Identified
Press Contact

6. If the constituent's information is currently not stored in IQ, type their information and select **Add New Contact**. Refer to the *How to Create a Contact Record* Quick Reference Guide for details.

7. Select **Respond** or **Do not Respond**.

Respond   **Do not Respond**   **Exit**

- **Respond**: This completes the opinion record and is routed to the person listed in the **Assigned To** field.
- **Do not Respond**: This completes the opinion record and is saved in IQ. No further action is required.
- **Exit**: This navigates you out of the Opinion Center page and will NOT save the information. DO NOT select this option unless you wish to cancel the documentation of this opinion.