Casework Analytics Available in IQ

Handle casework like a pro. Intranet Quorum (IQ) has simplified casework correspondence and management to enable you to easily communicate with constituents, and track and analyze all open and closed cases. See all interactions and case updates in one place, and run productivity reports to ensure that your office is processing cases in a timely manner.
Read on below to learn how IQ helps your office track and analyze casework requests:

IQ Casework Tracking:

IQ utilizes **service codes** to help you keep track of cases by different agencies. When viewing all your service codes, you'll also be able to see exactly how many open service requests there are to help with prioritization **(shown in Figure 1*)**.

Take your tracking further with IQ's many filters such as, who's assigned to requests, when they were last updated, due date, alert date, etc. If you prefer a visual, IQ can show a graphical representation on any of the mentioned data points **(shown in Figure 2*)**.

Click on the image to enlarge.

IQ Casework Analytics:

IQ's reporting abilities are endless. Our tool has several reports that individual staffers and managers can run to provide high level summaries on key metrics such as, average turn around time, volume trends, constituent savings and more! **(shown in Figure 3)**.

Reports can be pulled manually, or you can schedule reports to be sent to your inbox on a recurring basis.

Click on the image to enlarge.

Ask our team for help with any of these tracking or analytic features!

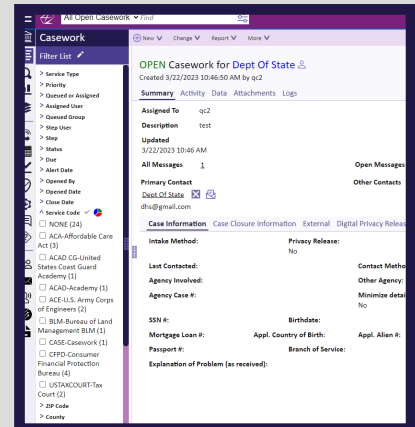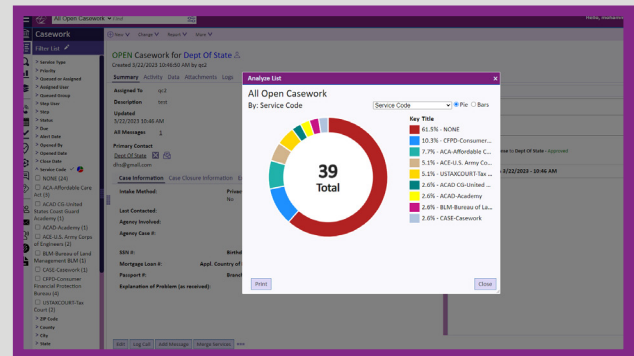## Examples in IQ:
Click on each image to enlarge

Figure 1

Figure 2

Figure 3

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