Let's Talk!® by K12 Insight

Let's Talk Implementation Timeline

Congratulations on bringing Let's Talk to your district! Below is an overview of the timeline for Let's Talk implementation. Working with your dedicated K12 Insight Client Success Manager, you will create an implementation plan designed for your district.

Launch: 0-3 Months

Let's Talk Pre-Launch

Kick-off Meeting

- Goal setting, Let's Talk "Champion" identification
- Confirm timelines, departments, and system roles

K12 Insight and District

Within one week of contract signature

Within one week of kick-off meeting

System Administrator Training (60 minutes)

- Learn how to start and configure your account

K12 Insight and District

Key Account Configurations

- Users
- Landing Page(s)
- Tab(s)
- Topics (Planning worksheet)
- Forms
- Desired data integrations (SSO/SIS)

District (Can schedule a working session with K12 Insight)

Prior to user training

TBD

User Training (60 minutes)

- Initial training conducted by K12 Insight virtually
- Train the Trainer materials available post-launch
- Ongoing training opportunities always available
- Desired data integrations (SSO/SIS)

K12 Insight and District

Let's Talk Launch

Launch of Let's Talk

- Let's Talk landing page embedded on district's Contact Us page
- Let's Talk tab embedded on district's main web page
- Key department topics or landing pages embedded on website
- Promotion of Let's Talk throughout district (Explore our Communications Toolkit for resources to promote Let's Talk districtwide)

District

TBD

30 days post launch

Post-launch Check-in

- Data review
- Troubleshooting and improvements
- Planning for further adoption

K12 Insight and Key District Stakeholders

Let's Talk Assistant
(Extra)

Let's Talk Assistant Planning

- Collect FAQs (Template linked here)
- Share FAQs with K12 Insight
- Internal chatbot testing

District

Upon receiving FAQs;
~3 week process until launch

Let's Talk Assistant Training (30 minutes)
Launch Let's Talk Assistant

K12 Insight and District

Ongoing Commitment

Continuous Growth

Check-in Meetings

- Your district's dedicated Client Success Manager will work with you to set a regular check-in cadence.

K12 Insight and Key District Stakeholders

This can be bi-monthly/monthly /quarterly/bi-annually

Ongoing Expansion Milestones

- Customize forms to encompass more district and school processes and customer service actions in Let's Talk
- Campus and department expansion
- Add new entry points (calls, text, chatbot, or live agent)
- Key feature adoption (workflows, Critical Alerts, response templates, etc).

K12 Insight and Key District Stakeholders

Ongoing post launch

Annual Executive Business Review (EBR)

- Key metrics review
- Impact of prior year of Let's Talk adoption on recent back-to-school season
- Set of initiatives outlined for continuous success

K12 Insight and Key District Stakeholders

Fall each year

Annual Account Planning Call

- Make a plan for execution of agreed upon EBR initiatives for new year
- Account maintenance and updates in preparation for new back-to-school season
- New and upcoming product releases

K12 Insight and Key District Stakeholders

Spring each year

K12 Insight

Superior customer service, delivered districtwide

Our team at K12 Insight will be with you every step of the way on your journey to making customer service a districtwide core value.