Let's Talk! ®   powered by K12 *Insight*

Best Practices and Helpful Links

Routing dialogues

Let's Talk helps you route dialogues to the right person in your school district. As the team owner of a dialogue, you manage the route of communication. Here's how:

You know the answer to the dialogue:
Reply.

Someone on your team knows the answer to the dialogue:
Add an internal comment to explain the transfer and transfer ownership to them.

The dialogue is related to your topic but you need to bring in another staff:
Keep the dialogue and add a new user to your team. Verify the person who should follow up is assigned as the owner.

The dialogue is unrelated to your topic:
Add an internal comment to explain the transfer and reassign the dialogue to the relevant topic.

Quality of response

Be sure to review every message — internal or external — to ensure it is thorough, accurate, and professional before posting or sending.

Response time matters. If a dialogue doesn't belong to you, reassign it as soon as possible. Lower feedback scores are often associated with longer response times.

Because you cannot respond to issues or questions submitted as anonymous dialogues, be sure to address hot topics using public communications, such as newsletters or social media.

Keeping track of outside communication

Sometimes, communication happens outside of Let's Talk. Below are steps for documenting these communications within Let's Talk to prevent information silos:

Email conversations

Document conversation using the email to dialogue feature:

- **Inbound**: Forward the email to open@k12-lets-talk.com to open a Let's Talk dialogue.

- **Outbound**: Send the email to close@k12-let-talk.com to bring it into the system.

Phone calls, visits, observations, and letters

Record feedback using the recorder feature. Use internal comments to record any actions taken via phone call, in-person meeting, or social media.

? Need more help?

Whether you have technical questions or want to request training, our Client Services Team is here to help. Click the question mark in the top right corner of your Let's Talk account to request assistance.

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