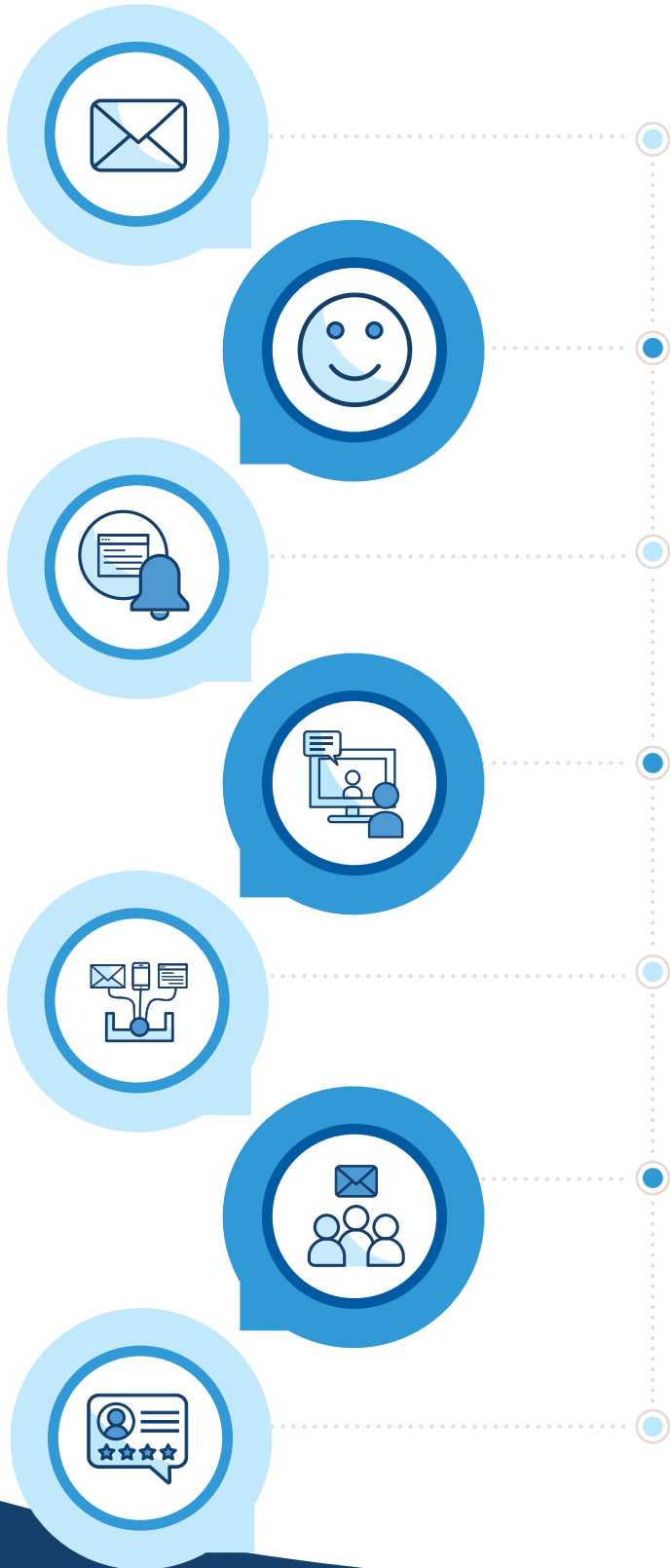




Life of a Dialogue

Here's what happens to your feedback in Let's Talk:



1. Feedback comes in

Customer (parent, guardian, student, teacher, staff, or community member) enters feedback through the district website or mobile app.

2. Thank you message sent

Customer receives an auto thank-you message via email, setting the expectation for a response.

3. Team owner notified

The team owner responsible for the dialogue is immediately notified and can prioritize the dialogue.

4. Dialogue assigned

The team owner assigns the dialogue to an individual or group to ensure a timely and accurate response.

5. Response created and sent

The assigned team member composes and sends a response from inside Let's Talk.

6. Customer notified

The customer receives an email with the district's response and a second email asking them to rate the quality of the response.

7. Feedback score received

The team owner checks their dashboard to measure their feedback score, average response time, and other customer experience data.