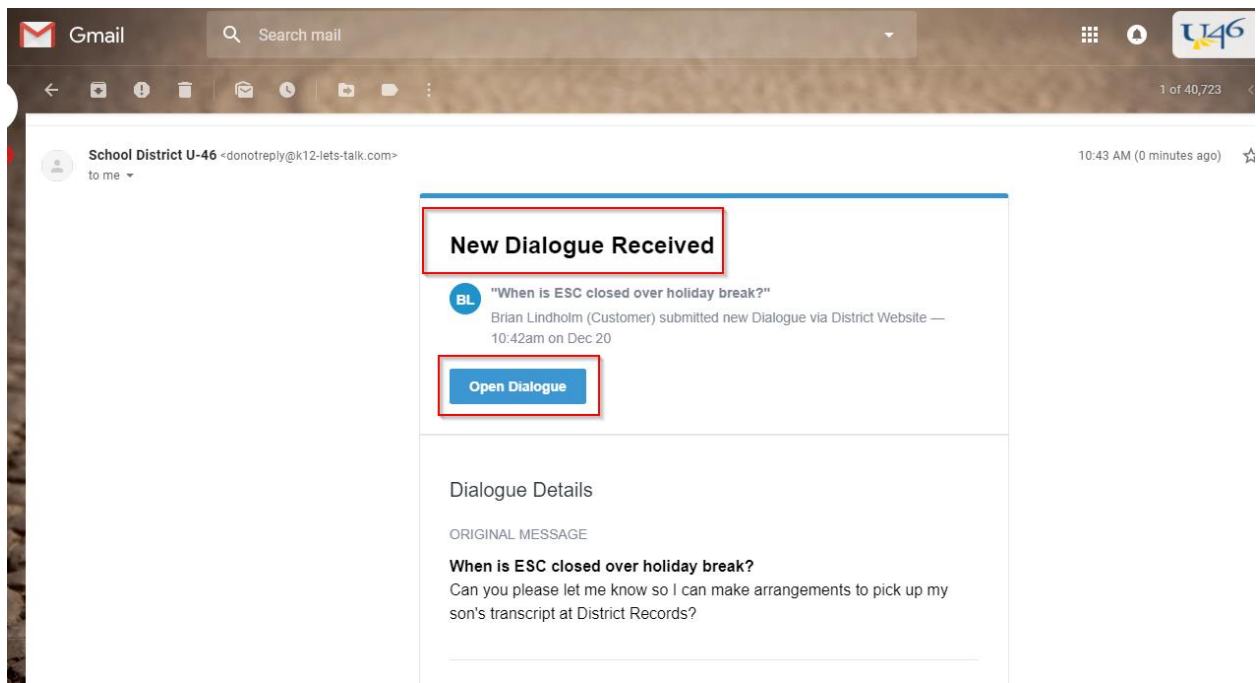


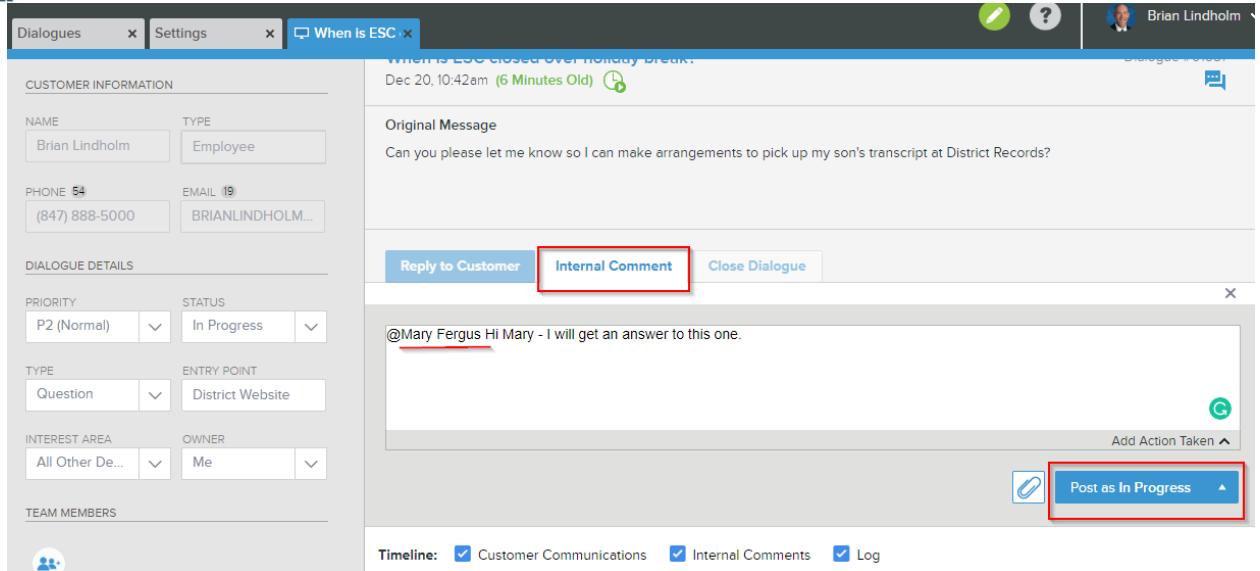
Let's Talk! is an online customer service tool that allows parents, students, staff and other community members to submit questions, concerns, compliments to U-46 departments or its schools.

If you are set up as a team member in Let's Talk for your department or school, here are some quick tips on how to respond to these dialogues:

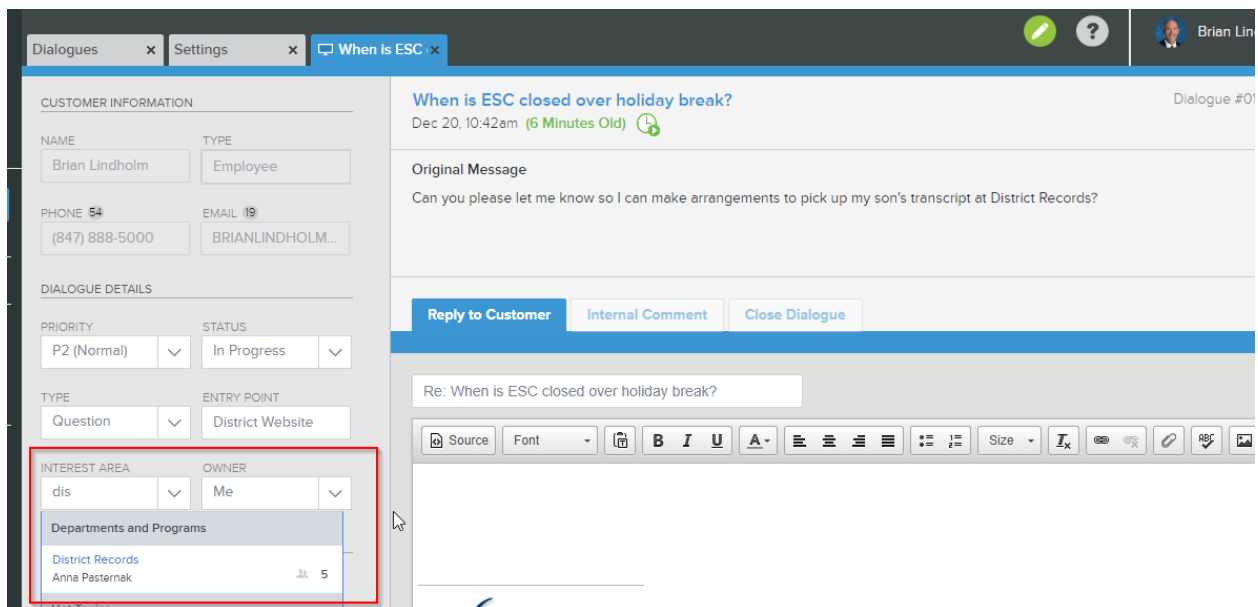
1. You will receive an email notification when a new dialogue has been received for your school or department. The message will include a link to sign into Let's Talk! and once you sign in, you are directed to the new dialogue.



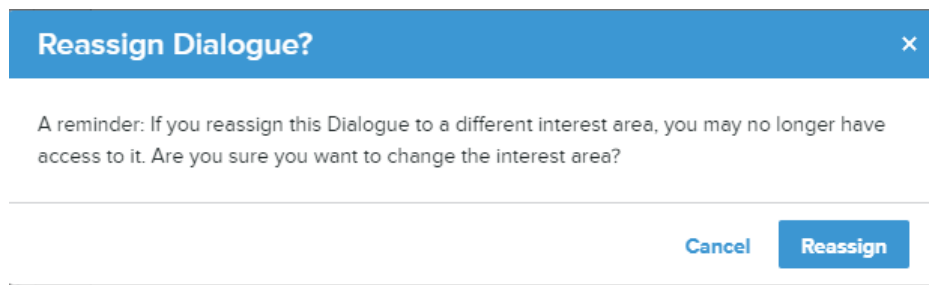
2. After clicking on the "Open Dialogue" box, you will be asked to sign into Let's Talk! (Reminder, this password is something you set up when you initiate your account and is not automatically linked to your U-46 network password). After you sign in, you are taken directly to the new dialogue. Here you have a few choices on how to proceed:
  - a. Add an internal comment for only U-46 staff members to see. This is sometimes used to indicate which team member will find the answer and respond to the dialogue. You can direct messages to other team members by using the @ symbol. When you've completed entering your internal comment, hit the blue "Post as In Progress" button indicating the dialogue is still open.



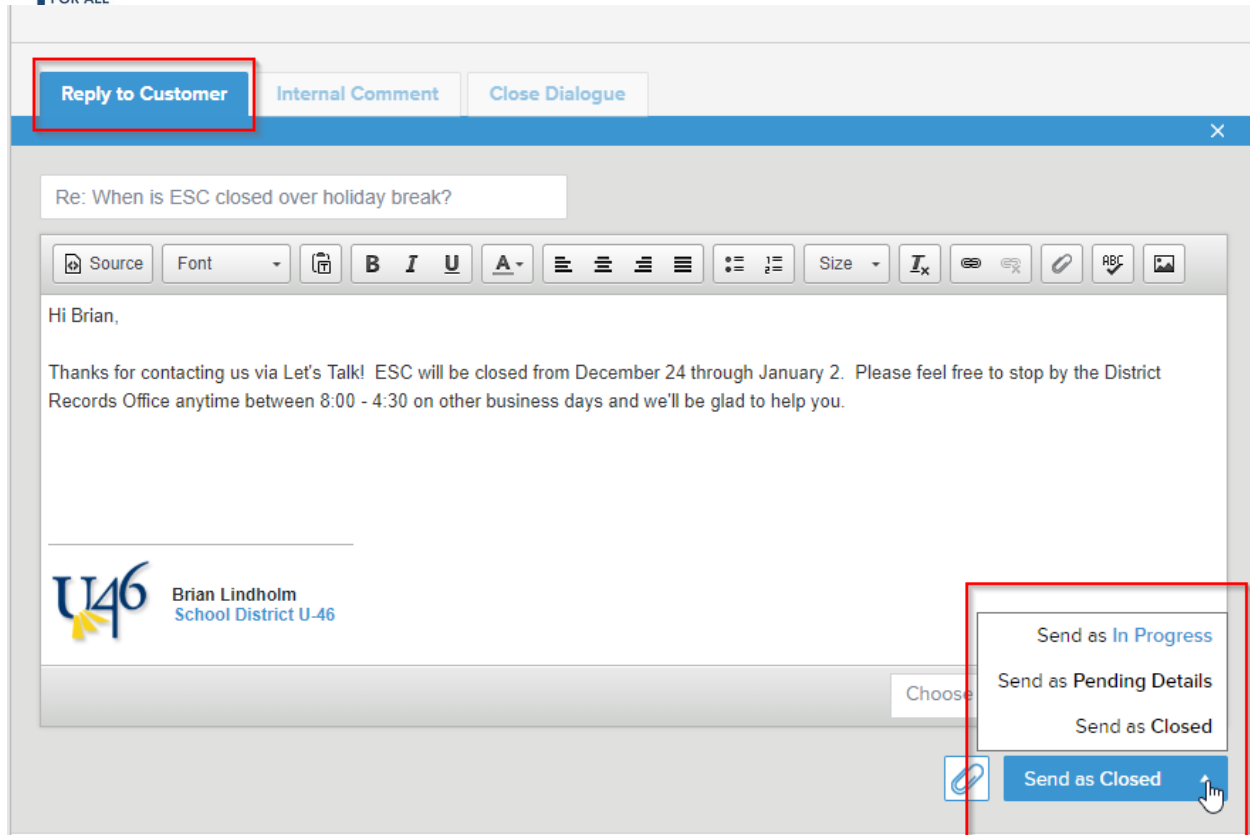
3. If the dialogue is more appropriate for another department, you can click on the “interest area” dropdown and re-assign. In this example, District Records may be better positioned to answer. When you change the interest area, the District Records team members will receive a notification that a new dialogue has been assigned to their area.



Note that if you re-assign the dialogue to an area that you are not a member, you will no longer have access to it. Please see message below that you will receive.



4. Finally, you may be able to respond directly to the customer on this dialogue. In this case, you will select the "Reply to Customer" option and type your response. Note you can include links, attachments, images, etc. similar to composing an email message. When you are done with your reply, you have three different types of "send" options.
  - a. "Send as In Progress" – this is used to acknowledge receiving the message and to confirm that you are working to get an answer.
  - b. "Send as Pending Details" – this is used if you need to ask follow-up questions before being able to answer the question. Note that this "stops the clock" in tracking how long it takes us to respond to the dialogue. The timer is re-started when the customer responds to the follow-up request.
  - c. "Send as Closed" – this is used when you feel you have answered the question



The screenshot shows the 'Let's Talk!' interface. At the top, there are three buttons: 'Reply to Customer' (highlighted with a red box), 'Internal Comment', and 'Close Dialogue'. Below these is a text input field containing 'Re: When is ESC closed over holiday break?'. A rich text editor toolbar is visible, including options for Source, Font, Bold, Italic, Underline, Text Color, Bulleted List, Numbered List, Size, Text Color, Link, Unlink, ABC, and Image. The main content area contains the following text:

Hi Brian,

Thanks for contacting us via Let's Talk! ESC will be closed from December 24 through January 2. Please feel free to stop by the District Records Office anytime between 8:00 - 4:30 on other business days and we'll be glad to help you.

At the bottom left, there is a signature block for Brian Lindholm, School District U-46. At the bottom right, there is a 'Choose' button and a 'Send as Closed' button (highlighted with a red box). A dropdown menu is open from the 'Send as Closed' button, showing three options: 'Send as In Progress', 'Send as Pending Details', and 'Send as Closed'. A mouse cursor is pointing at the 'Send as Closed' option in the dropdown menu.

There are other bells and whistles in Let's Talk! including custom response templates you can create to answer most frequently asked questions and detailed reporting on how long it takes to respond to dialogues and the average feedback scores from the customers submitting them. But this document gives an overview of the steps you will use to respond to a vast majority of the dialogues and get yourself started using the tool. Don't worry – you've got this!