

# How to Answer Dialogues in Let's Talk

Making Let's Talk part of your workday is easy. Follow these steps for answering dialogues submitted through Let's Talk.



## Turn on notifications

- Locate Settings by hovering over your name, and then select "Notifications" on the left navigation bar.
- Select your preferred notifications.



## Identify dialogues assigned to you

- Find new dialogues under "Assigned to Me" in the Let's Talk dashboard. Here you'll find new dialogues for you to review and reply to or reassign to another team member.
- If you need to reassign any dialogues, you can do so under "Dialogue Assignment." Here you can either reassign the topic or change the owner.
- If a team member isn't listed in the drop down to change the owner, use the blue people icon under Team Members to add any other Let's Talk user to the dialogue.



## Reply to dialogue

- Once you determine you're the right person to provide a response, either create an original reply or use a response template.
- To find response templates, select "Reply to Customer" to begin your reply. Next, locate "Response Templates" in the top right-hand corner of the reply.



## Review response and send

- Review your reply to ensure it clearly addresses the customer's message.
- Select "Send as Closed" if a customer response is not anticipated.
- If you are waiting on a response from the customer, choose "Pending Details."
- If you need to gather more information for the customer, send it as "In Progress."

## Tips for Delivering Superior Customer Service

### Response time matters.

While every district is different, we recommend aiming to respond to dialogues within 48 hours or less. If a dialogue doesn't belong to you, reassign it as soon as possible.

### Make Let's Talk part of your routine.

Stay on top of incoming dialogues by establishing regular touch points throughout your workday to check Let's Talk.  
**Pro tip:** Always keep a browser window open with Let's Talk.

### Stay organized with status updates.

Never miss a beat by making sure dialogues are organized by status. When replying to a dialogue, click the triangle to the right of the Send button and update the status.

### Every interaction counts.

Each dialogue is an opportunity to provide superior customer service. Before hitting send, review your reply to make sure it is clear, kind, and courteous.

**Need more help?** Select the question mark icon in Let's Talk for help or use Chatsy for on-demand support.