Let's Talk!®

by K12 *Insight*

Basic Telephony and Call Center

Integrate your inbound and outbound phone calls and text messages into one comprehensive customer service solution with Let's Talk's Basic Telephony or Call Center features.

With Let's Talk's **Basic Telephony** or **Call Center** features, your district is equipped with a comprehensive customer service solution for handling phone calls and text messages.

It should be **easy to meet your customers where they are**. That's why we offer features that allow your customers to use the contact method that's right for them — including phone calls or texting — while giving you one place to manage all channels through your Let's Talk inbox.

Basic Telephony and Call Center allow you to provide a phone number connected to phone agents who can quickly assist customers using a VoIP (Voice over Internet Protocol) phone system. This means calls can be answered with an internet connection and no additional telephony hardware is required. Explore all of the features below:

Feature	Basic Telephony (Included with Let's Talk)	Call Center (Add-on for Let's Talk)
Handle incoming and outgoing phone calls through Let's Talk	✓	✓
Send and receive text messages through Let's Talk	✓	✓
Customize the customer experience with phone and text workflows, greeting messages, and text replies	✓	✓
Send and receive text messages through the dialogue interface with text-to-dialogue	✓	✓

Feature	Basic Telephony (Included with Let's Talk)	Call Center (Add-on for Let's Talk)
Create basic reports on call performance for your team	✓	✓
Add up to 10 phone lines*	✓	✓
Ensure efficient call management with round-robin agent queues		✓
Configure Interactive Voice Response (IVR) menus to ensure callers are routed to the right queue or receive the right voice memo by using the keypad on their phone to dial the right department		✓
Manage queues, change phone agent statuses, and listen to or join an existing call with advanced call management and monitoring features		✓
Provide detailed Call Center reports that include CSAT and wait times, agent performance, and call volume		✓

Experience the ROI:

Pasco County Schools reduced customer service costs 41% with Let's Talk

Let's Talk significantly reduces costs, saves staff time, and creates efficiencies with its phone management features. Pasco County Schools in Florida **reduced the average number of phone calls required to solve an inquiry from six to one** after implementing Let's Talk with Call Center.

Ready to get started? Reach out to your dedicated Client Success Manager to uplevel your district's phone management with Let's Talk.

*Additional charges apply for over 10 lines.

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