

ANGÉLICA INFANTE-GREEN  
*Commissioner*

HARRISON PETERS  
*Superintendent*



## FAQ

Let's Talk! is a revolutionary customer service solution that allows the community to share opinions and ask questions 24 hours a day, seven days a week. It will help our district create positive, productive relationships with students, parents, teachers, employees and community residents — one conversation at a time!

Let's Talk! promotes honest conversations and drives action by facilitating an open dialogue between district leaders and our stakeholders. With Let's Talk!, we can streamline communication, spot potential crises before they happen, and build stronger relationships with our entire community. Offering Let's Talk! means we are committed to leading by listening.

Here are answers to some frequently asked questions.

### **Q: What is Let's Talk!?**

**A:** Let's Talk! is a two-way, online customer service solution that instantly connects our educational community to the district two

The system also allows the district to measure and track emails, phone calls, and in-person meetings. Administrators have access to an interactive dashboard that highlights common themes, average staff response times, and overall community satisfaction, turning each interaction into an opportunity for improvement.

**Q: How will the district use Let's Talk!?**

**A:** The district is using Let's Talk! to open lines of communication between community members and district leaders. Our hope is to hear from more people about important district issues so we can continue to provide a high-quality education and a safe learning environment for all our students.

**Q: How does the district benefit from Let's Talk!?**

**A:** Let's Talk! enables us to continuously take the pulse of our educational community. It helps us consider and understand stakeholder views, while streamlining district communications, lightening employee workloads, and improving our customer service.

Instead of one person answering an email, another returning a phone message, and a third addressing an online comment, employees can collaborate to deliver a single, seamless response. In addition, the tracking feature of Let's Talk! shows all submissions and who is responding to different dialogues to avoid duplication of effort.

**Q: What is the beatdeffort.**