# Let's Talk!® HOW LET'S TALK! WORKS

Let's Talk!, our online customer experience solution, makes it easy for you to engage with school and district leaders on the topics that matter most. Unlike an email, your inquiry is automatically routed to the person or team best suited to respond, ensuring you receive timely and accurate responses every time.

But the power of Let's Talk! doesn't stop with a response. District leaders can access a real-time dashboard that provides them with key metrics for understanding and improving the customer experience in your district — using each conversation to better serve you.

1 **Submit your feedback**
Share questions, comments, concerns, suggestions, or kudos via the district website or Let's Talk! mobile app.

2 **Receive a thank-you message**
You'll receive a thank-you message letting you know your submission has been received and when to expect a response.

3 **The right person is notified**
Your submission will be automatically routed to the appropriate person or department for a timely and accurate response.

4 **A response is crafted and sent**
Team members compose and send responses.

You can also provide your phone number to receive a response over the phone.

5 **Receive an email response to your submission**
You'll receive an email response to your submission that is complete, accurate, and courteous.

6 **Share feedback on your experience**
An additional email will ask you to rate your customer experience.

7 **The district measures its progress**
District leaders use their dashboards to help monitor key metrics and trends. Your feedback helps them improve each interaction.

What are you waiting for? Let's Talk! today!