Let's Talk at RCSS

Our school district has adopted Let's Talk — the only AI-powered, all-in-one, districtwide customer service and intelligence platform built for education — to enhance our customer experience, streamline communications, and automate key processes. This platform empowers our district to deliver superior customer service with every interaction.

This guide outlines our implementation plan and provides best practices for incorporating Let's Talk into your daily work. Thank you for being part of our customer service journey — you play a valuable role in elevating experiences districtwide!

Here's an overview of how we're rolling out Let's Talk:

Introducing the Let's Talk communication platform

We are excited to introduce "Let's Talk" as our communication platform which will empower us to share information seamlessly, connect more effectively, and build stronger relationships with our constituents.

Roll Out for Central Office Departments

The roll out of Let's Talk will begin at Central Office (TCW) starting January 31, 2025 to support key processes throughout our district which are based at Central Office.. Let's Talk allows us to create workflows and automations to make it easy for any parent, guardian, student, or staff member to ask questions, share feedback, and receive accurate and timely responses from the right person.

Roll Out for all RCSS Schools

By July 1, 2025, GCPS will roll out Let's Talk to all Gloucester school locations to support key processes which are based at each school building.

If you have any questions about Let's Talk at Richmond County School System, please submit your question using the Let's Talk link on the RCSS WebPage.

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.