

Enhance engagement, drive efficiencies and improve service

Let's Talk! helps streamline inbound communications and collect real-time insights to help improve the school customer experience — giving frontline staff more time to focus on what matters most: student success.

Support your entire community, 24-7

Let's Talk! gives parents, teachers, staff, students, and your community a convenient, reliable way to ask questions, report concerns, and provide feedback anytime from any device. Self-service options — like chatbot and knowledge base — put information at your customers' fingertips.

Streamline and consolidate interactions

Unify your communication channels (email, phone, social media, in-person, etc.) in one place and introduce critical new lines of communication, such as text messaging and chatbot.

Increase internal collaboration while driving efficiencies

Easily collaborate within and across teams and departments in real-time to deliver a single, timely response. See who is viewing, commenting on, or responding to an inquiry and automate routine processes with flexible, rule-based workflows.

Use real-time data to make improvements and inform decisions

A real-time dashboard shows you key metrics and insights — including trending issues, response times, and customer satisfaction. Use the data to inform decisions and make improvements, and share progress with your school board or community members with presentation-ready reports.

Prevent crises and mitigate risk

Identify and address issues early-on before they're trending. Set Critical Alerts to automatically flag and escalate potentially troubling conversations — such as bullying and school safety — so you can swiftly respond.

Improve customer service in your school district with Let's Talk!



k12insight.com/lets-talk



Redefine always-on communication with automation

Let's Talk! Assistant — the first chatbot built specifically for K-12 school districts — helps school leaders provide always-on customer service.

80% of routine questions can be answered by chatbots

24/7 customer service

Let's Talk! Assistant gives every community member an easy way to find the information they need while significantly reducing the time your team spends responding to emails, phone calls, and voicemails.

Automation with a human touch

Backed by Natural Language Processing and Artificial Intelligence, Let's Talk! Assistant correctly answers frequently asked questions and uses customer input to continue improving.

Se habla español

The new Spanish feature helps school districts provide equitable customer service, allowing users to toggle seamlessly between languages on any device.

Live agent capabilities

Let's Talk! Assistant can connect users to a live agent, helping stakeholders find the information they need if an answer online isn't immediately available.



“We’re committed to ensuring that our interactions reflect and express the core values of our district — particularly equity and access — and this bilingual chatbot allows us to serve our families in a culturally responsive way.”

Dr. Javier Montanez
Interim Superintendent
Providence Public Schools, Rhode Island