

Tulane University

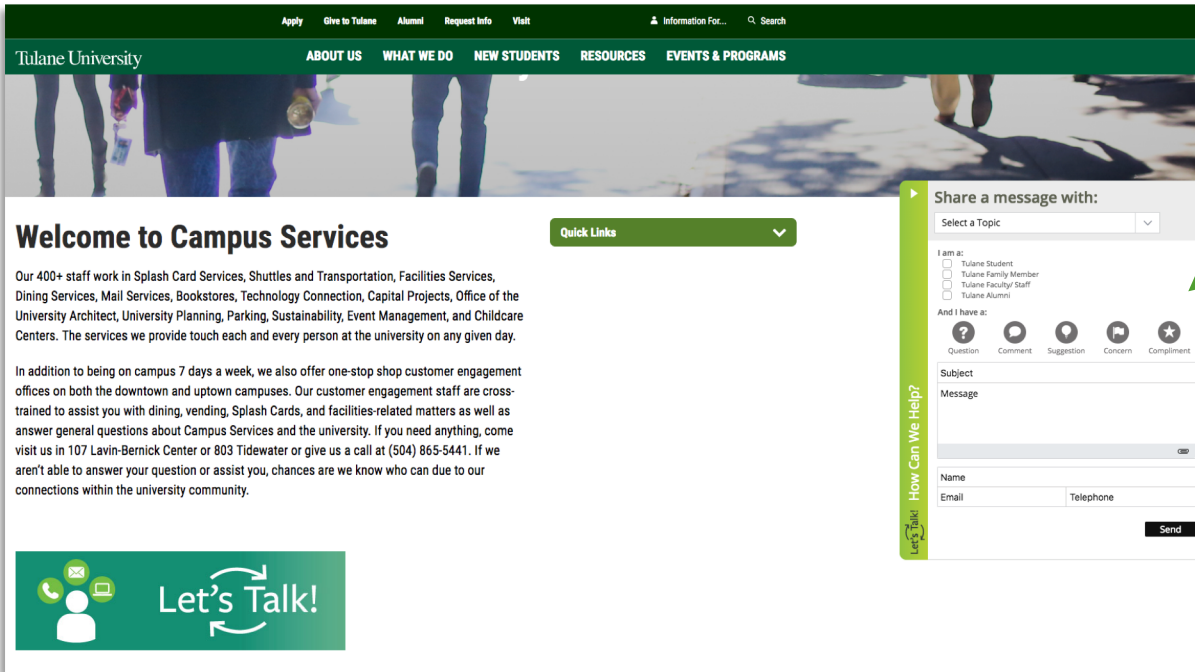
Let's Talk! Implementation

Access Points

Add a Let's Talk! button and pop-out tab to make it easy for community members to contact you. Customize the color, size, text, and placement of your access points to smoothly integrate Let's Talk! with your website.

Button

Use the button to take visitors to a custom Let's Talk! landing page.



The screenshot shows the Tulane University website. The header includes navigation links: Apply, Give to Tulane, Alumni, Request Info, Visit, Information For..., and Search. Below the header is a green navigation bar with links: ABOUT US, WHAT WE DO, NEW STUDENTS, RESOURCES, and EVENTS & PROGRAMS. The main content area features a 'Welcome to Campus Services' section with text about campus services and a 'Quick Links' dropdown menu. A green 'Let's Talk!' button is located at the bottom left of the main content area. A green arrow points from the 'Button' label to this button.

Pop-out tab

Set the pop-out tab to follow visitors across a department's webpages or across the whole university website.

Landing Page

Include a custom note on your landing page to introduce Let's Talk!, set expectations, and encourage feedback.



Campus Services
TULANE UNIVERSITY

Let's Talk!

Have a question for Campus Services? We want to hear from you!

Once you click on a topic below and make a submission, the appropriate person will be notified. If you ask a question or request a response, don't forget to share your contact information, including your email address. We'll do our best to get back to you as soon as possible.

Looking for answers to the questions we get most often? Check out our Parent FAQs page by [clicking here](#).

We value your feedback and want to hear from you! Choose a topic below to get started.

Search

Campus Services

Dining	Splash Cards	Parking
Facilities	Meal Plans	Other

Let's Talk! ID: TU1559

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Remind your community about the Let's Talk! App, which makes it even easier to submit feedback anytime, from anywhere.



Create an Interest Area for key campus topics to make it easy for community members to reach out. Dialogues will be automatically routed to the person best suited to respond.



Dialogues



Tulane Family Member

Wave Bucks balance

Is it possible to get a log of all my daughter's Wave Bucks withdrawals or expenses?



Tulane Student

Return book that was rented

Hello, I have a book that I rented for the fall and was wondering what's the last day to return rented books? I had the final on Thursday so I just finished with the book. Thank you in advance



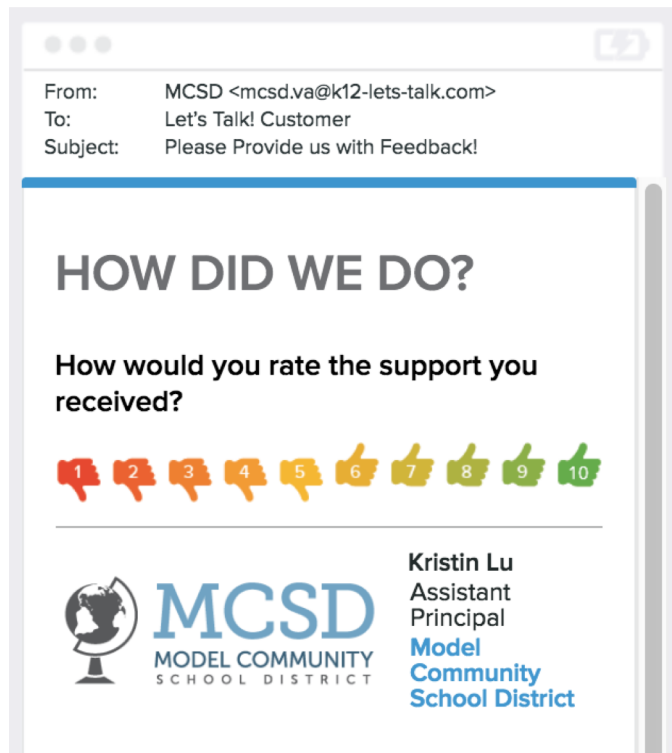
Tulane Faculty/Staff

Replace SPLASH Card

I am the Case Manager for STUDENT NAME. On 12/2/18, her wallet was stolen. The TUPD were called to the scene and they entered an incident report with our department. She cannot afford the replacement fees.

Can you assist STUDENT NAME and let us know the next steps in this process.

Customer feedback




The image shows a screenshot of an email interface. At the top, there are three dots and a speech bubble icon. Below this, the email header reads: 'From: MCSD <mcsd.va@k12-lets-talk.com>', 'To: Let's Talk! Customer', and 'Subject: Please Provide us with Feedback!'. The main body of the email has a blue header with the text 'HOW DID WE DO?'. Below this, it asks 'How would you rate the support you received?' and displays a row of 10 thumbs-up icons, numbered 1 to 10. The first five icons are orange, and the last five are green. At the bottom left is the MCSD logo, which includes a globe icon and the text 'MCSD MODEL COMMUNITY SCHOOL DISTRICT'. To the right of the logo, the name 'Kristin Lu' is listed with the title 'Assistant Principal' and the text 'Model Community School District'.

From: MCSD <mcsd.va@k12-lets-talk.com>
To: Let's Talk! Customer
Subject: Please Provide us with Feedback!

HOW DID WE DO?

How would you rate the support you received?

1 2 3 4 5 6 7 8 9 10

 **MCSD**
MODEL COMMUNITY
SCHOOL DISTRICT

Kristin Lu
Assistant
Principal
Model
Community
School District



Feedback Score: 10

Feedback Comment: Thanks so much for the immediate follow up on the inquiry about the heating problem in my daughter's room. We appreciate the prompt service and the follow ups! Kelly and DeDe were both so kind and efficient!



Feedback Score: 10



Feedback Score: 10

Feedback Comment: Quick, polite, prompt



Feedback Score: 10

Feedback Comment: Very helpful response and very fast. Thank you!

The Numbers



937

Dialogues
(since Aug. 2018)



9.2

(out of 10)
Average customer
feedback score



84%

of inquiries are
questions



69%

of dialogues are
from Tulane
students



18%

of dialogues are
from Tulane
faculty/staff

What Tulane says

“

Our division was receiving hundreds of calls, walk-ins and emails, but we had no way to track those inquiries or look at overall trends. With Let's Talk!, we get real-time data and can speak with authority about what we're hearing from our community. That helps us allocate or re-allocate resources, drive efficiencies, and provide better customer service to our community.”

Kelly Venable Carroll

Assistant Vice President
Customer Relations and Staff Support
Campus Services, Tulane University

