



Modernize district communications. Automate the routine. Preserve the **human touch**.

AI-assisted inquiry management built specifically for K–12 school districts.

Introduction

School districts are often overwhelmed by a multitude of inquiries, ranging from general questions about policies to the handling of sensitive documents. Managing these inquiries through traditional methods like shared inboxes can result in delayed responses, overlooked messages, and security concerns, particularly with Personally Identifiable Information (PII).

Solution Overview: reply.school

To address these challenges, reply.school offers an AI-assisted communication platform tailored specifically for K–12 school districts. This platform automates routine inquiries while allowing staff to maintain control over more sensitive communications.

Key Features

- **Human-in-the-Loop Design:**
 - Fully Automated: Handles FAQs, routes inquiries, drafts responses, and schedules follow-ups.
 - Human Review Required: Manages sensitive student matters, complex policy questions, and low-confidence AI classifications.
- **Simple Setup Process:**
 - a. Connect inbound communication channels.
 - b. Train the AI on district-specific knowledge.
 - c. Configure routing and escalation protocols.
 - d. Ensure secure handling of PII.
 - e. Use reporting for continuous improvement.

Benefits

- **Total Administrative Control:** Districts can configure approval thresholds, routing protocols, knowledge sources, and the communication tone, ensuring full control over the communication

process.

- **Security and Efficiency:**

- Implements automatic detection of PII, secure upload links, and encrypted storage, replacing insecure email attachments.
- Enhances efficiency by reducing response times and providing consistent, policy-aligned responses.

- **Staff Wellbeing and Scalability:** Reduces staff burnout and allows districts to handle peak demand without increasing headcount, supported by real-time dashboards for transparency.

Conclusion

reply.school provides a comprehensive solution to modernize district communications by automating routine tasks while preserving the essential human touch for sensitive issues. For districts looking to improve their inquiry management, reduce security risks, and enhance staff wellbeing, reply.school offers a robust and scalable solution.

Next Steps

To experience the benefits firsthand, districts are invited to request a demo at reply.school.