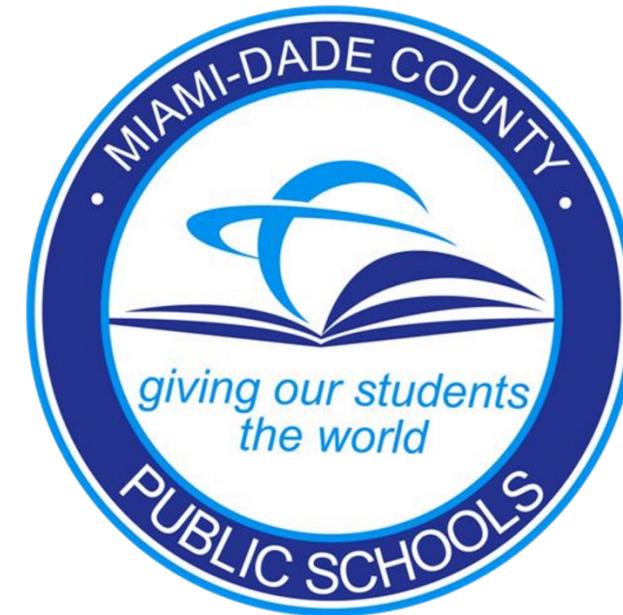




# chatMDCPS



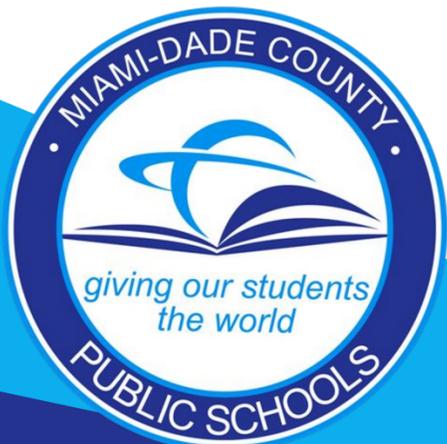
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**ENGAGING M-DCPS  
FAMILIES WITH  
24/7 SUPPORT**

#YourBestChoiceMDCPS

# About chatMDCPS

- **Supports** parents and families through **real-time, two-way SMS messaging** on any device.
- **24/7 customer assistance** to **strengthen relationships** between schools and families.

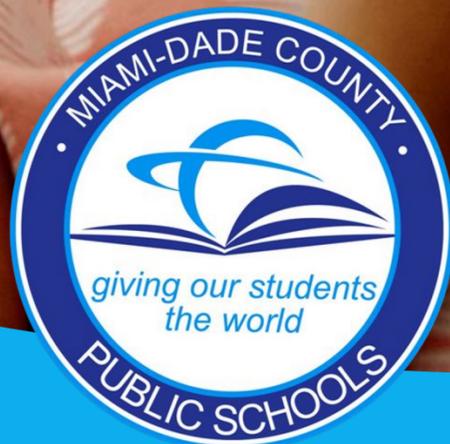


chatMDCPS

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# Benefits to Families

- Fast and easy way to navigate the nation's 3rd largest school district from their mobile devices by answering frequently asked questions.
- Automated customer service available 24/7 for convenient support.
- Translated messages in 100+ languages for families whose first language is not English.



**chatMDCPS**

**#YourBestChoiceMDCPS**

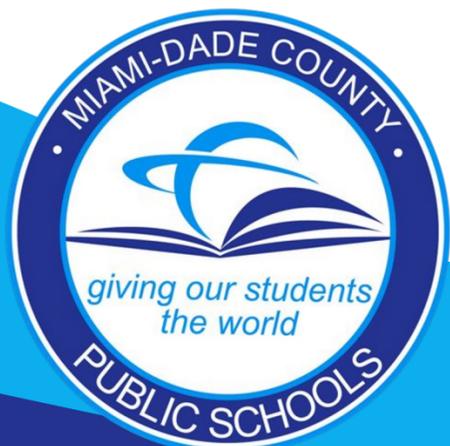
# How Families Access

Text **START** to

**29082**

to Opt-In

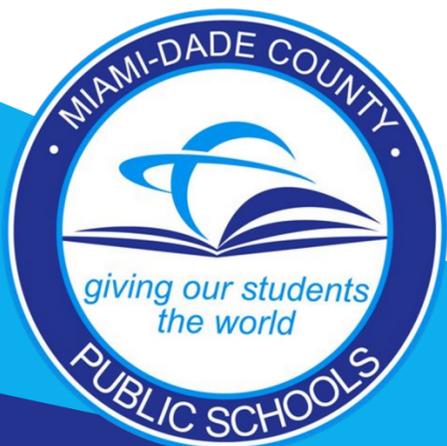
**chatMDCPS**



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# Engage With chatMDCPS Your Way

- Ability to answer families' FAQs 24/7
- Effective, research-backed responses in real time
- Preferred language translation
- 24/7 live chat moderation
- Messages are transferred to a live person if bot can't answer
- Messages requiring school-based support are escalated to school leaders via email through the School Operations Customer Service Dashboard



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**THANK YOU**

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