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A guide for the team

Day to day

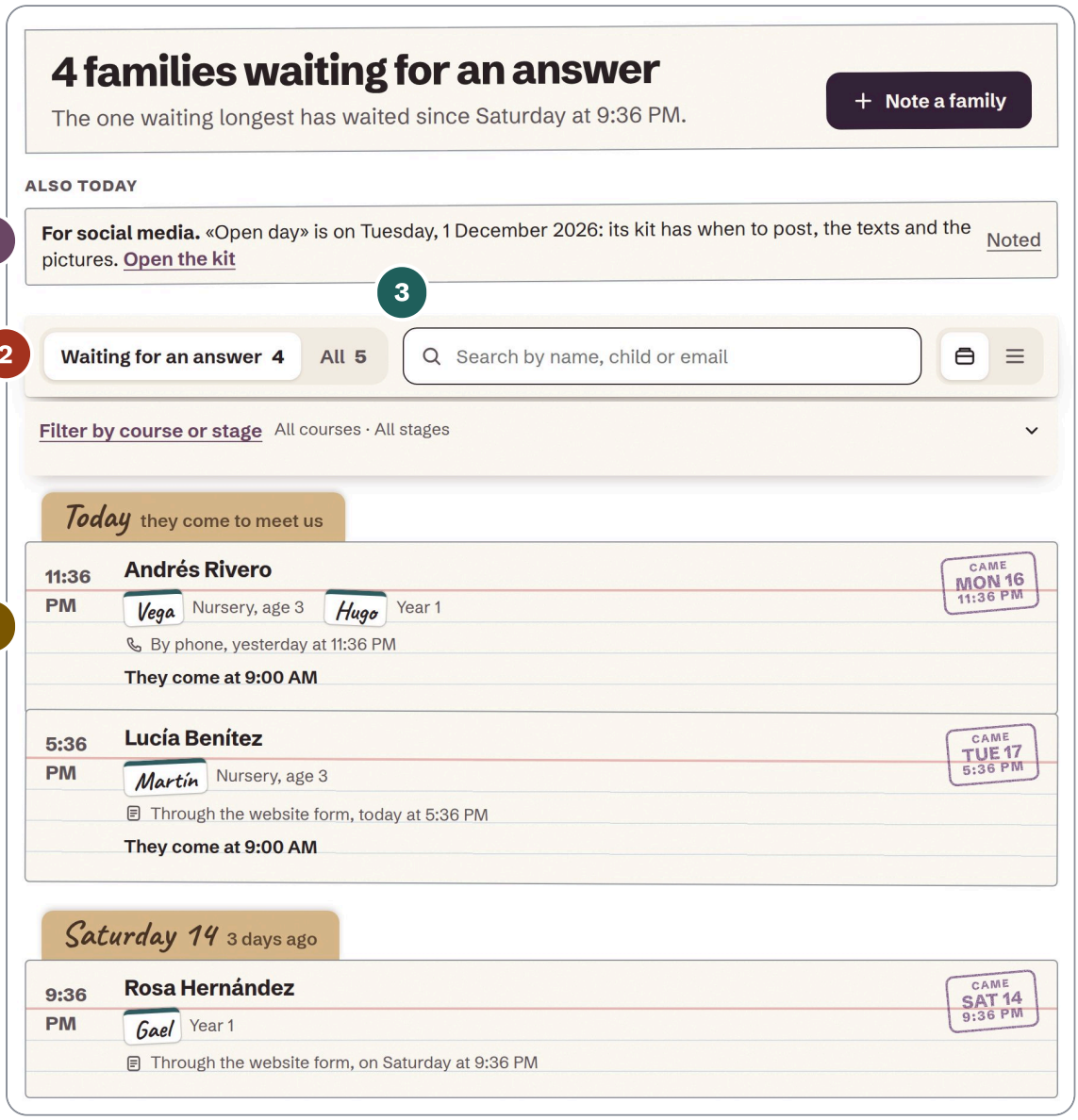
Families who write, call or come, and an answer from a person at the school: the inbox, each family's record, answering, noting down a caller and the door on the open day.



For whoever looks after families asking for information or a place: the office, the admissions team, the leadership.

The inbox

The first thing on screen: the families waiting for an answer, the longest-waiting first.



1 **Also today**
What is due today besides answering: the first day of a course, a birthday, an open day's kit. Each note leads to its place, and «Noted» clears it.

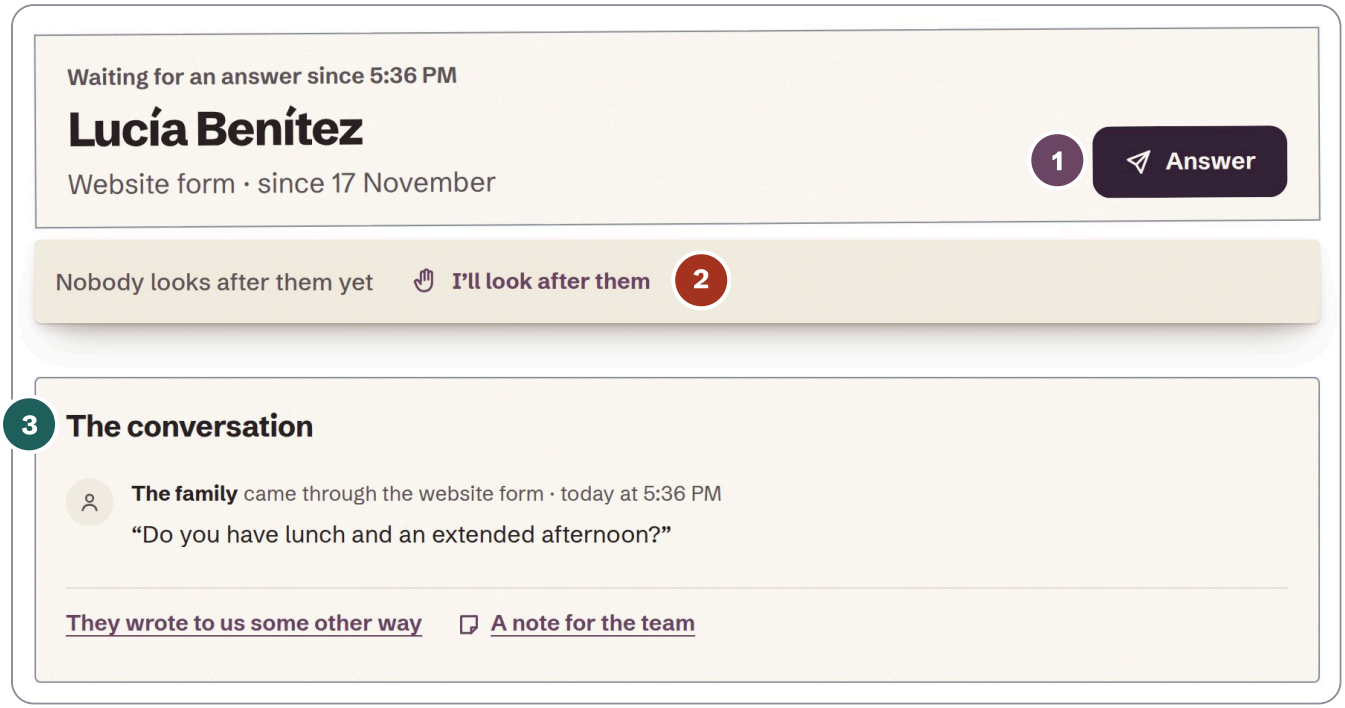
2 **Waiting for an answer**
How many families are waiting. «All» also shows those already answered.

3 **Search**
By the family's name, their child's or their email. The / key jumps here.

4 **Each family**
Who wrote, their children with their course and how they came in; the stamp says when. One tap opens their record alongside.

A family’s record

Everything about a family on one page: who they are, their children, what they told and the whole conversation.



1 **Answer**
Leads to the answer, further down the same record.

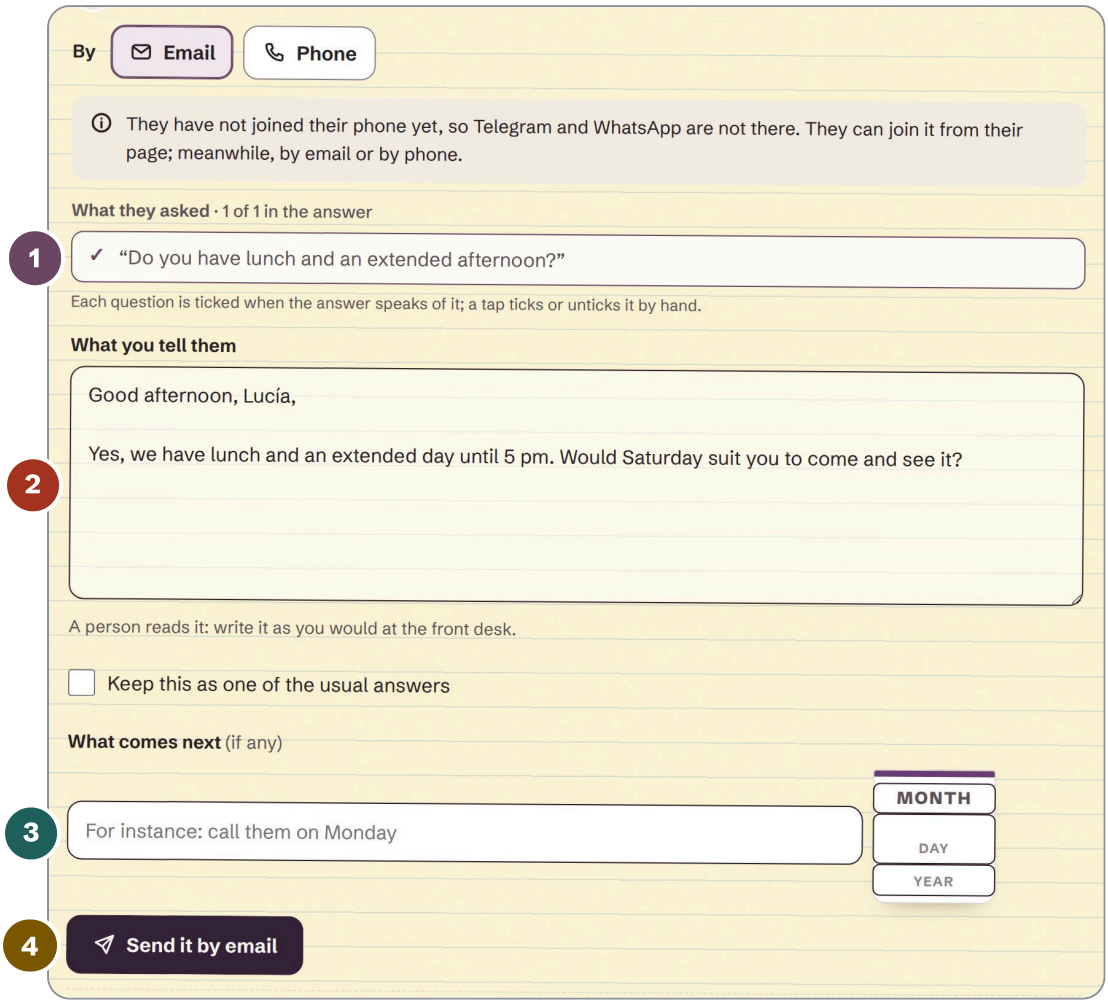
2 **Who handles it**
«I’ll look after them» puts it in the name of whoever taps it. Otherwise, whoever answered first has it. So nobody answers twice.

3 **The conversation**
All that has happened with the family, however it came: the form, an email, a call, the door of an open day. «They wrote to us some other way» adds what came from outside, and «A note for the team» stays inside, unseen by the family.

Below, each child with their course and their step (inquiry, visit, application, place offered or enrolled), changed with one tap, and what the family told about itself. Nothing is a score or a prediction: they are facts, with their date.

Answering

At the end of the record, the answer, greeting in place.



1 What they asked

Above, what the family asked. Each question is ticked off on its own when the answer talks about it.

2 The answer

Written below the greeting. With the school’s AI switched on, «Let the AI propose an answer» leaves a draft that a person reads, changes and sends.

3 What comes next

What was promised, with its date: that day the family tops the inbox.

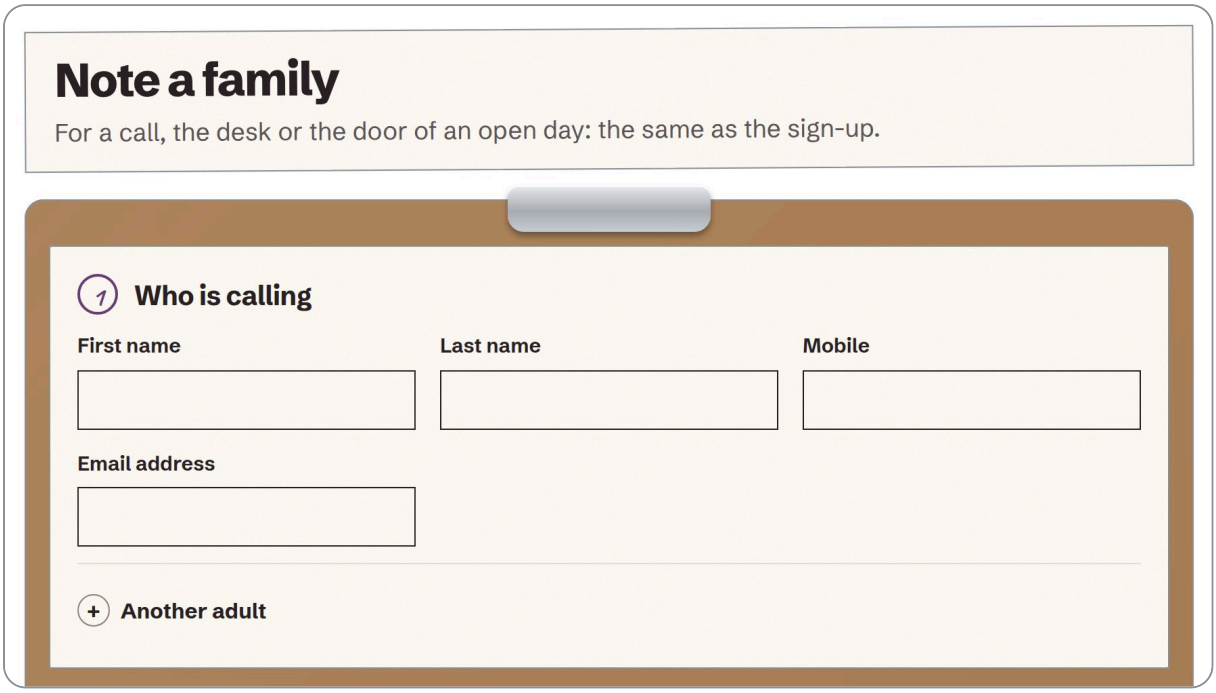
4 Sending it

By email or, if the family uses them, by Telegram or WhatsApp. What was said on the phone is noted the same way, so it stays in the conversation.

What is written often is kept with **«Keep this as one of the usual answers»**, and is then suggested on its own, with each family’s names.

Noting a family

A call, the front desk or the door of an open day: «Note a family», in the inbox. The same as signing up, in five parts.



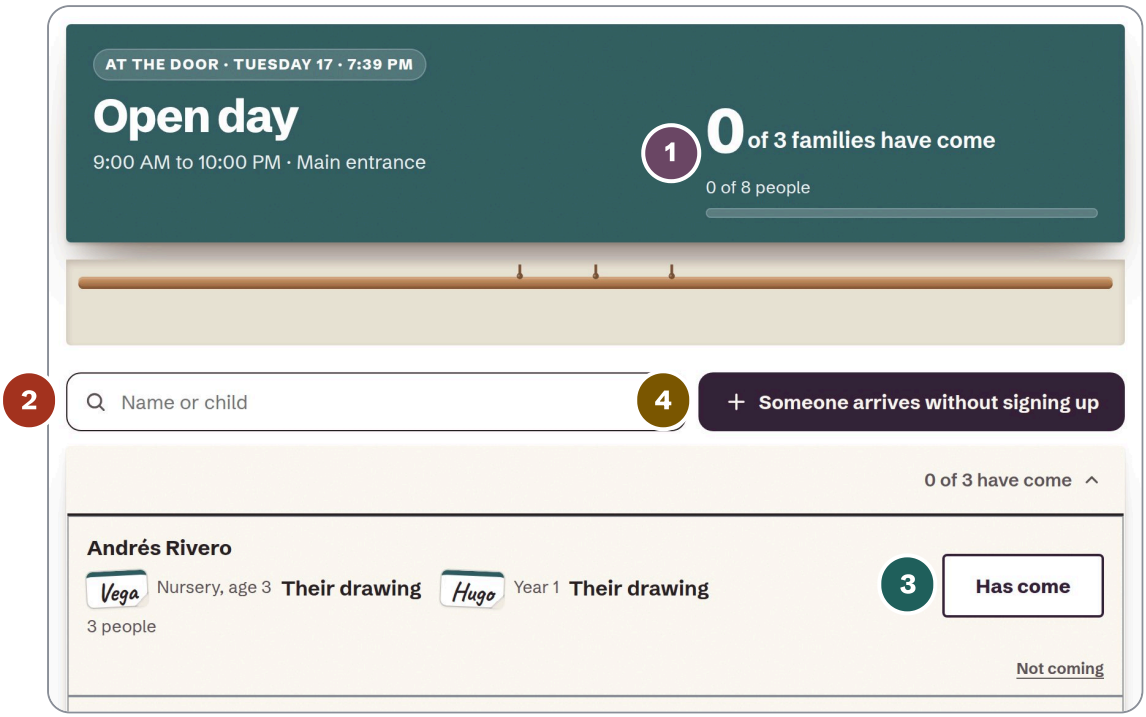
1. **Who is calling**
   Their name, phone and email. If the family is already there, Eguahe says so before noting it again.
2. **Who would come**
   Each child, with the name used at home and their course, and the free places in each.
3. **How they reached us**
   Where from, which open day they sign up for, how many are coming and what they said. At the door, «Has come».
4. **The rest**
   Whatever comes up in the call; if not, it is filled in later from their record.
5. **Permissions**
   Only what the family has agreed to: email, WhatsApp or calls.



«Write it down and answer now» opens their record with the answer ready, so nobody is left waiting.

The door, on the open day

On the day of the event, its page is the door: the list of who is coming.



1 **How many have come**
Out of how many families signed up, and how many people.

2 **Search**
By the family's name or their child's.

3 **Has come**
One tap on arrival keeps the time. A mistake can be undone.

4 **Someone arrives without signing up**
Noted right here, with the bare minimum, and into the inbox.

Before and after. From the same page: before the day, the poster with its QR code, the sheet of backpack labels with each child's name and the social media kit; afterwards, «How it went» and the thanks, which reach the families who came on their own.

Numbers
How many families come in, where from and how far they get, with the definition of each number.

How is it done?
Any task, looked up in one's own words, with its step-by-step help.

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