

Millie Chatbot Support Guide for Teachers

Millie is your 24/7 digital support assistant, designed to quickly answer questions, guide you through tasks, and connect you to the right resources. Here's how to get the most out of Millie:

1. Start With a Clear, Specific Question

When initiating a conversation with Millie, **be direct and specific**. This helps Millie deliver the most accurate and helpful response.

Good Examples:

- “How do I reset a student password in Achieve?”
- “Where can I find teacher resources for Chapter 5?”
- “Why can't my students see their assignments?”

Avoid vague or overly broad questions:

- “Help”
 - “I have a problem”
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2. Use Keywords and Action-Based Language

Millie responds best to **clear action requests**. Try phrasing your question using keywords like:

- “How do I...”
 - “Where can I find...”
 - “Steps for...”
 - “Troubleshoot...”
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3. Follow Up If Needed

If Millie's response doesn't fully resolve your issue:

- Ask a **follow-up question** for clarification.
 - Try **rephrasing** your original question with more detail.
 - Millie may also provide **links or articles**—review those before continuing.
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4. Know When to Escalate

If Millie can't resolve your issue or you're dealing with something more complex:

- Millie will prompt you to either submit a ticket or connect with a human agent.
- You can also type "**Talk to a person**" or "**Submit a support request.**"
- When prompted, select "**Email**" as your preferred contact method.
- Be sure to include as much detail as possible in the support ticket, such as:
 - **A brief summary of the issue**
 - **Any error messages (screenshots are helpful)**
 - **Whether your Achieve course is integrated with a Rostering or LMS system**

If there's a delay in response or no progress on your case, please follow up by contacting your CX Associate and Sales Rep directly. Be sure to include your case number in the message.

5. Keep It Professional and Courteous

Millie is a powerful tool, but like any assistant, it works best with **professional and respectful communication**.

6. Practice Makes Perfect

Encourage yourself and your colleagues to:

- **Try using Millie first** before emailing support.
 - **Explore** how Millie can assist with tasks like creating assignments, troubleshooting login issues, or finding training guides.
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Quick Tips at a Glance

Do	Don't
Ask clear, task-based questions	Use vague statements
Use specific keywords	Leave out important details
Rephrase if needed	Repeat the same message
Follow Millie's article links	Ignore suggestions
Escalate when prompted	Skip the bot entirely for basic help

Need Help Getting Started?

Try typing:

- **“How do I assign content to my students?”**
- **“Where can I find my gradebook?”**
- **“Students can't access their course”**