

Donna Kinapen

From: Donna Kinapen
Sent: June 27, 2017 1:57 PM
To: 'Woodard, David (MCSS)'
Cc: Melo, Michael (MCSS)
Subject: RE: Draft Scripts
Attachments: Contact Center Scripts and Handoff Processes v2.2.1 June 2017.pdf

ICF scripts and handoff document attached.

Thanks, Donna

Please note that my email address has now changed to donna.kinapen@oeb.ca please update your address book accordingly

From: Woodard, David (MCSS) [mailto:David.Woodard@ontario.ca]
Sent: June-26-17 12:07 PM
To: Campbell, Dave W (MCSS); Fredette, Helene (MCSS); Mulhall, Catherine (MCSS); Campbell, Dave W (MCSS); Donna Kinapen
Cc: Melo, Michael (MCSS)
Subject: Draft Scripts

Hi everyone,

Please find attached draft scripts for Dedicated Team and for ICF. Please let me know your feedback by **EOD Tuesday**. These may be formally approved as part of a larger package of material.

Thanks,
David

David Woodard | Senior Program Management Advisor

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