

Donna Kinapen

From: Donna Kinapen
Sent: June 20, 2017 8:53 AM
To: 'Tufts, David (MCSS)'
Cc: Woodard, David (MCSS); Melo, Michael (MCSS)
Subject: RE: ICF call centre information

Hi David. I will reach out to Alicia about what we can pull together for you.

Thanks, Donna

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

From: Tufts, David (MCSS) [mailto:David.Tufts@ontario.ca]
Sent: June-19-17 4:29 PM
To: Donna Kinapen
Cc: Woodard, David (MCSS); Melo, Michael (MCSS)
Subject: ICF call centre information

Hello Donna,

As a follow up to Friday's ICF meeting I wanted to get some information on ICF's call centre operations. I am helping to set up the new OESP call centre and I would like to use ICF's call centre information as a proxy to help us in planning. Specifically I would like to get a copy of their agent scripting and some technical data on call volumes and patterns.

On Friday's call was Alicia De Barreno from ICF who seemed to be the operations person in their call centre. Would you like me to reach out directly to Alicia with my questions or should I route my inquiries through you?

Regards,

Dave Tufts P.Eng, PMP

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