

Donna Kinapen

From: Donna Kinapen
Sent: June 20, 2017 1:25 PM
To: 'Tufts, David (MCSS)'
Cc: Woodard, David (MCSS); Melo, Michael (MCSS)
Subject: RE: ICF call centre information

Thanks David. I will see what I can do.

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-20-17 1:19 PM
To: Donna Kinapen
Cc: Woodard, David (MCSS); Melo, Michael (MCSS)
Subject: RE: ICF call centre information

Hello Donna,

If I could ask for the following specific items from ICF:

- Copies of their agent scripts for the program
- Copies of any training material or FAQ-type documents that they have developed
- Application volumes for the last 3 months
- The following call centre information:
 - o Call Volumes for the past 3 months. I would like to see a daily breakdown and also the generalized hourly pattern for incoming calls.
 - o A list of call reason or "wrap-up" codes used by agents to record what the call was about
 - A tally of those wrap up codes to show a ranking of call reasons
 - o A breakdown of call durations for the last 3 months.
 - I would like to know the average call duration.
 - I would also like to see a count of calls by duration to look at the distribution (i.e. count of 0 -30 seconds calls , count of 30 – 60 seconds calls Etc)

Thanks,

Dave

From: Donna Kinapen [mailto:Donna.Kinapen@oeb.ca]
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
 Senior Program Analyst, Business Improvement Unit
 Controllershship and Accountability Branch
 Ministry of Community and Social Services
 Macdonald Block | M1-52, 900 Bay Street | Toronto, ON M7A 1E9
 e: David.Tufts@ontario.ca | m: 647-719-3481

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