

## CoP Report to PSSDC

Contact Centre Community of Practice (CC CoP)	
Date	September 23, 2020
Co-Chairs	Jeannette Eason, CC CoP Co-Chair, BC Trevor Milne, CC CoP Co-Chair, ESDC / Service Canada
ACTIVITIES COMPLETED FOR PERIOD September 2020 to August 2021	
<ol style="list-style-type: none"> <li>1. Presentation to FPT Deputy Ministers' Table on Service Delivery Collaboration – October 8, 2020</li> <li>2. Presentation to Public Sector Service Delivery Council – November 4, 2020               <ul style="list-style-type: none"> <li>• Overview of Contact Centre Community of Practice</li> <li>• Summary of pan-Canadian jurisdictional COVID-19 experience and synopsis of second wave readiness, with key areas of focus and successes</li> </ul> </li> <li>3. Contact Centre Community of Practice Meeting – June 15, 2021               <ul style="list-style-type: none"> <li>• Panel Discussion on Chatbots and Artificial Intelligence, featuring panellists from Service Canada, BC Ministry of Citizens' Services and the Canada Revenue Agency</li> <li>• Key Insights:                   <ul style="list-style-type: none"> <li>○ Initial chatbots were designed to handle specific high-volume topics and provide general information. Future plans include natural language, direct links to live-chat agents, providing client-specific information.</li> <li>○ Building and maintaining a chatbot requires a lot of work from many groups: vendor, IT security, privacy, legal, data analysts, business analysts, program areas, web team, content managers. You need a tool and you need content that is clearly written and constantly updated.</li> <li>○ Difficult at the moment to provide qualitative results (reduced call volume, contact centre cost avoidance) as the pandemic has upended normal call traffic patterns. Causality is also difficult when several changes are implemented simultaneously. Gain is adding a new contact channel with 24/7 service.</li> </ul> </li> </ul> </li> <li>4. Current membership – 81 individuals representing:               <ul style="list-style-type: none"> <li>• 6 federal departments</li> <li>• 20 provincial/territorial ministries                   <ul style="list-style-type: none"> <li>○ <i>Note: We currently do not have representation from NL, PEI, NU, and YT</i></li> </ul> </li> <li>• 22 municipalities</li> </ul> </li> </ol>	

ACTIVITIES PLANNED FOR NEXT PERIOD (September 2021 to August 2022)			
1. Quarterly Meetings in September, December 2021 and March, June 2022 <ul style="list-style-type: none"> <li>Possible themes include: Accessibility technology in contact centres, serving vulnerable communities, live chat.</li> </ul> 2. Explore opportunities for a collaborative workspace with ICCS. 3. Expand membership among all levels of government. e.g. NL, PEI, NU, YT			
ISSUES / CHALLENGES			
Issue	Criticality	Impact	Action Plan
The group currently does not have representation from NL, PEI, NU, and YT			Requesting for PSSDC members from these jurisdictions to consider identifying a representative for the group.  Refer to Contact Centre CoP Terms of Reference