

CoP Report to PSSDC

Contact Centre Community of Practice (CC CoP)			
Date	September 29, 2022		
Co-Chairs	Jeannette Eason, CC CoP Co-Chair, Government of British Columbia Trevor Milne, CC CoP Co-Chair, ESDC / Service Canada		
ACTIVITIES COMPLETED FOR PERIOD February 2022 – August 2022			
<div>1. Identification of the presentations of interest to the Community of Practice:</div> <div><div><div>• Previous panel discussions on chatbots and live chat were very well received. Members have expressed interest in continuing with the panel discussion format.</div><div>• The Co-Chairs and secretariat continue to work on identifying potential panel members on topics of interest to the membership.</div></div></div> <div>2. Current membership – 80 individuals representing:</div> <div><div><div>• 5 federal departments/organizations</div><div>• 21 provincial/territorial ministries</div><div><div>○ <i>Note: We currently do not have representation from NL, PEI, NU, and YT</i></div></div></div><div>• 21 municipalities</div></div>			
ACTIVITIES PLANNED FOR NEXT PERIOD (September 2022 – January 2023)			
<div>1. Meetings in October 2022, January 2023</div> <div><div><div>• Possible themes include: Contact centre technology and/or functionalities recently implemented by members; perspectives on service vulnerable communities</div></div></div> <div>2. Expand membership among all levels of government.</div>			
ISSUES / CHALLENGES			
Issue	Criticality	Impact	Action Plan
The group currently does not have representation from NL, PEI, NU, and YT			Requesting PSSDC members from these jurisdictions to consider identifying a representative for the group. <i>Refer to Contact Centre CoP Terms of Reference</i>