

Contact Centre Community of Practice (CC CoP)

TERMS OF REFERENCE (TOR)

BACKGROUND / OVERVIEW

The contact centre industry is evolving at a rapid pace in response to citizen service expectations and rapidly evolving technology. The PSSDC Committee identified a need to create a forum where federal, territorial, provincial, and municipal contact centre leaders can meet to share knowledge, cultivate best practice and foster innovation.

MANDATE / SCOPE

The community provides a mechanism for jurisdictional entities to work together to improve contact centre service delivery across Canada. The scope of the community spans a range of contact centre related topics, including:

- Provide a forum to share expertise, lessons learned and examples of better practice.
- Forum to build partnerships either on research or solutions.
- Provide access to guest speakers who can offer different perspectives on contact centre service delivery.
- Provide insights and examples of innovation and service efficiency within the contact centre environment.
- Members will be asked to identify their specific areas of interest to assist in targeted meeting.

GOALS

Primary goal

- Conduct quarterly meetings at the executive level to discuss strategically of emerging issues/trends and innovative solutions while making the necessary linkages within the contact centre environment to increase overall service efficiencies.

Secondary goal

- Create an informal network at the manager level to leverage expertise on specific operational themes on an ad-hoc basis.

MEMBERSHIP

Federal, Provincial, Territorial and Municipal leaders with direct contact centre responsibilities and expertise. (Membership list in a separate evergreen document)

CO-CHAIRS

The Co-Chairs are responsible for:

- Coordinating and hosting meetings.
- Distributing communications.
- Working with the committee to identify relevant topics and creating appropriate agenda.
- Creation of Sub-Working Groups to advance activities, when required.

FREQUENCY OF MEETINGS

Meetings will be held on a quarterly basis, at the call of the chairs, through the use of teleconferencing.

REPORTING

The Contact Centre Community of Practice reports to the PSSDC every 3 months or as needed.

DECISION MAKING

The CC CoP makes recommendations to the PSSDC regarding specific projects and work activities as necessary. Recommendations from the Contact Centre Community of Practice will be based on an approach to advance initiatives in a collaborative and/or bilateral basis.

FUNDING

Funding for the CC CoP activities will fall under the PSSDC current funding arrangements and approvals.

CO-CHAIRS

FEDERAL GOVERNMENT

Employment and Social Development Canada

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PROVINCIAL GOVERNMENT

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CO-CHAIR SUPPORT:

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