

PSSDC Information-Sharing Template – February 2020

Information Sharing is collected for the purpose of the PSSDC Meeting of February 2020.

Information contained in this document cannot be shared without the approval of the member jurisdiction (author).

Jurisdictions are kindly requested to limit information sharing to a maximum of 3 pages.

Jurisdiction:	Contact
<p>1. <u>Priorities & Accomplishments:</u></p> <ul style="list-style-type: none"> Briefly describe what your jurisdiction sees as its top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities. Briefly describe any significant service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months. 	<p>Adriana Poveda Executive Director, Service Delivery Branch Service BC Division Ministry of Citizens' Services 778.698.2090 Adriana.Poveda@gov.bc.ca</p>

Verify by Video

Verify by Video has been available to the public since June 24th, 2019 with over 24,000 interactions completed with citizens.

This product was developed as a partnership between the Provincial Identity Management Information Program (IDIM) and the Service BC Contact Centre to provide citizens in BC with the option of verifying their identity for the BC Services mobile card via video chat, instead of physically attending a Service BC office. Verify by Video is more convenient and improves accessibility for individuals needing to verify their identity. It provides access to online services securely, using their mobile devices without the need for an in person visit. Over the next year, Service BC plans to expand the use of the Video Chat channel to multiple ministries to drive the digital transformation in BC.

Omni-Channel Experience

The Service BC Contact Centre is evolving the citizen journey by complementing their experience through additional channels of service. Our dynamic and modern contact centre platform offers capabilities for citizens to interact with government not only through phone and email, but also through SMS/Text and other emerging channels. The contact centre is developing options that will allow citizen to interact with their government, at the time and over the channel that they choose.

- Video Chat channel (Verify by Video) has been available since June 2019, allowing citizens to use an app on their phone to see and chat with a contact centre agent.
- SMS Text messaging

	<ul style="list-style-type: none"> ○ SMS Text messaging is currently available as a pilot on the BC Government Contact Us page, where over 7,000 interactions have occurred since November. Full deployment will be completed this fiscal. • Co-browse (Share My Page) <i>Coming soon</i> <ul style="list-style-type: none"> ○ Allows a contract centre agent to share a view of the citizen's page. The agent can then support the citizen through an online process or navigate a complex webpage. • Webchat (Chat with Us) <i>Coming Soon</i> <ul style="list-style-type: none"> ○ Real-time text communication initiated from a webpage and completed in a browser to support citizens' digital experience without navigating away from the current browser page. Activities it will support include: completing forms, document uploads, and general Help Desk tasks. <p>All these channels will support the adoption of government digital services.</p>	
<p>2. <u>Showcase Opportunity:</u></p> <ul style="list-style-type: none"> • List any significant deliverable(s), resource(s) or application(s) that you would like to present as a showcase item at an upcoming meeting or teleconference. • Please provide a brief description of the item(s) to profile, time required and any other relevant information. 		
<p>3. <u>Issues / Needs:</u></p> <ul style="list-style-type: none"> • Briefly describe any service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance (e.g. pilot). • If available, provide details on problem statement, project scope and targeted outcomes/deliverables. 		

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