



ServiceBC

# Service BC Contact Centre

Presented by:



# Opportunities for Change

## CITZ

- Service anytime, anywhere
- Channel of choice

## BC GOV

- Direction to improve citizen interactions: *Where Ideas Work*
- Collaboration with client ministries to co-design solution

## SBC DIV

- Continue to meet the changing needs of our partners and customers
- Current contact centre contract ends June 30, 2017

## CC

- Industry has evolved
- Improved service delivery, technologies, and dynamic platforms

# Agreement Highlights

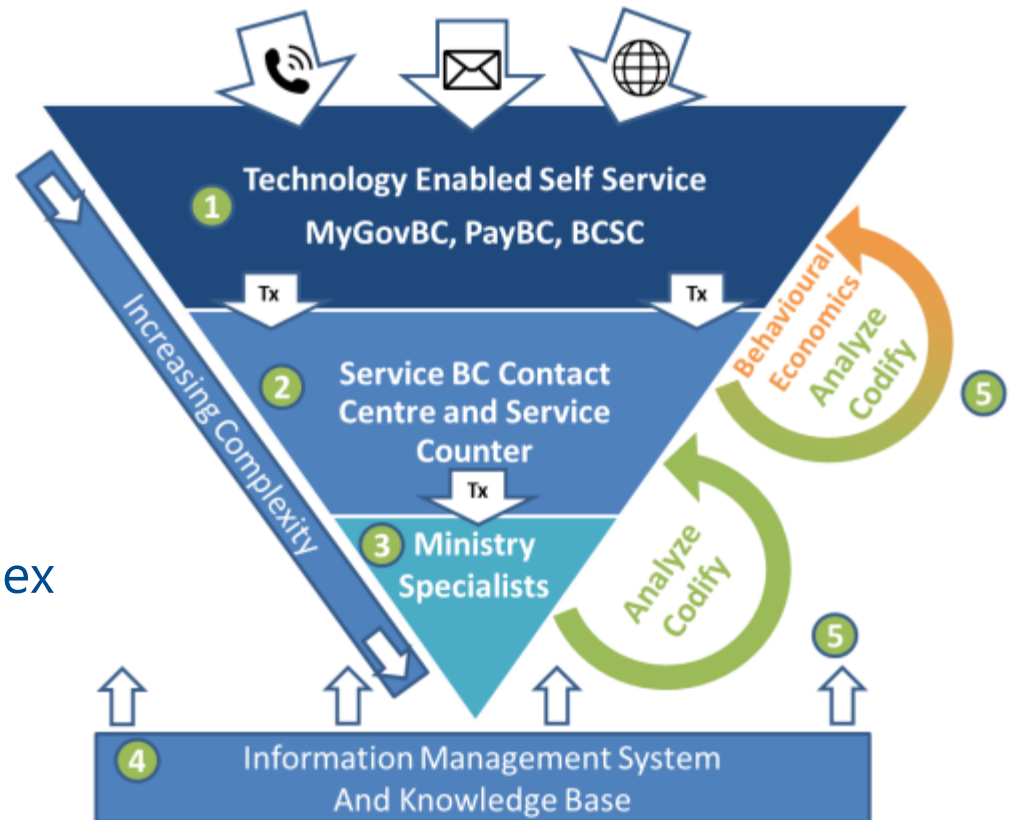
- Shared vision and guiding principles of the partnership
- Strategic vision on service expansion
- Repeatable process to onboard client ministries
- Outcomes based approach
- Financial sustainable and predictable model
- Performance metrics focus on results and accountability
- Innovative financial structure that rewards performance
- Two one-year contract extensions based on performance
- Dynamic, modern, resilient, expandable platform

# Strategic Outcomes



# Service Model

- ↑ Citizen Satisfaction
- ↑ Accessibility
- ↑ Efficiency
- ↓ Frustration
- 🎯 Keep skilled staff on complex work



# Service Expansion Drivers

Growth Strategy	Objective/Opportunity
Expand Services to Existing Partners	<ul style="list-style-type: none"><li>▪ Identify channel shift opportunities with existing contact centre partners.</li><li>▪ Explore onboarding tier 2 and business processes relating to existing contact centre services.</li><li>▪ Explore in-person business processes for opportunities to channel shift.</li></ul>
Communicate New Channels to Government	<ul style="list-style-type: none"><li>▪ Create presentations and recorded demos to explain the benefits of each channel.</li><li>▪ Create business process to assess 'fit' for each channel.</li><li>▪ Approach 65 contact centers across Government to communicate new channels.</li></ul>
Leverage Technology and Innovation	<ul style="list-style-type: none"><li>▪ Explore Oxcyon capabilities and identify key expansion drivers for Government.</li><li>▪ Explore Online form capabilities and identify key expansion drivers for Government.</li><li>▪ Define costs of new technology and create an expansion strategy.</li></ul>
Further Develop Integrated, Value - Add Services	<ul style="list-style-type: none"><li>▪ Focus on Continuous Improvement initiatives to drive efficiencies.</li><li>▪ Partner with the Ministry of Justice on an AI proof of concept.</li></ul>
Continue Consolidation	<ul style="list-style-type: none"><li>▪ Work with Government to understand current and future contact centre opportunities.</li><li>▪ Create an onboarding pipeline to allow multiple contact centers to transition together.</li><li>▪ Track pipeline and future partners for business process improvements and channel enhancements.</li></ul>