

## Kendall, Janelle AVED:EX

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**From:** Jules Carney <jcarney@voicenet.ca>  
**Sent:** Wednesday, July 29, 2015 5:55 AM  
**To:** Abbott, Brenda X AVED:EX  
**Cc:** Liz Della Mora; Sandy Murdock  
**Subject:** RE: 1-800

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Thanks Brenda, we appreciate your help with this.

Regards,

**Jules Carney** | Software Developer | Voicenet Interactive  
t: 705.872.4373 x 206 | f: 705.741.0349 | w: voicenet.ca

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**From:** Abbott, Brenda X AVED:EX [<mailto:Brenda.Abbott@gov.bc.ca>]  
**Sent:** July 28, 2015 14:19  
**To:** Jules Carney  
**Subject:** FW: 1-800  
**Importance:** High

Hi Jules,

I did open a ticket and you should be getting it soon. The service appears to be working better. The delay is gone and I get the IVR message immediately. I will continue to monitor the issue and let you know should the issues reappear.

Thanks

Brenda

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**From:** Abbott, Brenda X AVED:EX  
**Sent:** Tuesday, July 28, 2015 9:44 AM  
**To:** Elizabeth Della Mora  
**Cc:** 'Alton Harewood'; Timewell, Stuart AVED:EX  
**Subject:** 1-800  
**Importance:** High

Hello,

We had had reports that clients are not able to connect with the IVR. I tried 3 times.

- 1) Got through no problem
- 2) Dead air the busy signal
- 3) Same as 2
- 4) The service you are trying to reach is not available.

Thanks Liz

**Brenda Abbott**  
Program Administrator  
Ministry of Advanced Education

*Phone: (250) 952-7411*

*Fax: (250) 356-9455*

*email - [brenda.abbott@gov.bc.ca](mailto:brenda.abbott@gov.bc.ca)*

## Kendall, Janelle AVED:EX

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**From:** Abbott, Brenda X AVED:EX  
**Sent:** Friday, July 10, 2015 3:26 PM  
**To:** 'Jan McCann'  
**Cc:** Darche, Michael K AVED:EX  
**Subject:** RE: We are not able to transfer calls to SSU

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Thanks Jan.

Please have the agents continue to log the calls.

Brenda

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**From:** Jan McCann [<mailto:jan.mccann@dh.com>]  
**Sent:** Friday, July 10, 2015 3:11 PM  
**To:** Abbott, Brenda X AVED:EX; Melin, Michelle C AVED:EX  
**Cc:** Bibi Manbodh; Mark Francis  
**Subject:** RE: We are not able to transfer calls to SSU

Hi

I called , the agent transferred me....I heard what I call the bongo drum sound for a few seconds and then the line went dead.

I should at least get into the queue shouldn't I ?

**Jan McCann**  
Team Leader, Canadian Operations  
Student Lending Call Centre

**D+H**

t: 905-306-2652  
[jan.mccann@dh.com](mailto:jan.mccann@dh.com)

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**From:** Jan McCann  
**Sent:** Friday, July 10, 2015 6:08 PM  
**To:** 'Abbott, Brenda X AVED:EX'; Melin, Michelle C AVED:EX  
**Cc:** Bibi Manbodh; Mark Francis  
**Subject:** RE: We are not able to transfer calls to SSU

Okay I am going to call the queue and ask the agent to try to transfer me.

**Jan McCann**  
Team Leader, Canadian Operations

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**From:** Abbott, Brenda X AVED:EX [<mailto:Brenda.Abbott@gov.bc.ca>]

**Sent:** Friday, July 10, 2015 5:55 PM

**To:** Jan McCann; Melin, Michelle C AVED:EX

**Cc:** Bibi Manbodh; Mark Francis

**Subject:** RE: We are not able to transfer calls to SSU

Hi Jan, can I ask that you have one agent try to transfer so I can see what happens.

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**From:** Jan McCann [<mailto:jan.mccann@dh.com>]

**Sent:** Friday, July 10, 2015 2:42 PM

**To:** Melin, Michelle C AVED:EX

**Cc:** Abbott, Brenda X AVED:EX; Bibi Manbodh; Mark Francis

**Subject:** We are not able to transfer calls to SSU

**Importance:** High

Hi Michelle,

The transfer function is not working. Agents are hearing the "transferring you to agent 2 now" message and then the line goes dead.

I have advised our agents to set up call backs and to indicate in their note that they are logging it due to transfer not working.

If you are on a special close and I missed the email – please let me know immediately.

Thanks,

Jan

**Jan McCann**

Team Leader, Canadian Operations

Student Lending Call Centre

**D+H**

t: 905-306-2652

[jan.mccann@dh.com](mailto:jan.mccann@dh.com)

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## Kendall, Janelle AVED:EX

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**From:** Elizabeth Della Mora <edellamora@voicenet.ca>  
**Sent:** Friday, July 10, 2015 1:04 PM  
**To:** Abbott, Brenda X AVED:EX; Alton Harewood  
**Cc:** Roger Twomey; Sandy Murdock; John Twomey; Timewell, Stuart AVED:EX  
**Subject:** Re: 1-800 number issue

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Brenda,

As per our latest call, if you do start receiving a busy again on the 1-800 number and you try the 778 DID number and do not get a busy, then I would suggest that you contact your 800 service provider and have them follow-up on it. They will most likely ask you for exact date/times when you experience that issue and the number you were calling from, so when testing, you might want to write that information down. If you have been recording that information, you might want to contact them anyway and provide it to them. Let them know that the 778 number that the toll free number (TFN) is terminated on, is NOT giving you a busy signal when you call it.

I also checked our server, and we are nowhere near full capacity so the busy signal should not be coming from the IVR DID number.

Thanks.

Liz

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**From:** Abbott, Brenda X AVED:EX  
**Sent:** July 10, 2015 3:56 PM  
**To:** Alton Harewood; Elizabeth Della Mora  
**Cc:** Roger Twomey; Sandy Murdock; Elizabeth Della Mora; John Twomey; Timewell, Stuart AVED:EX  
**Subject:** RE: 1-800 number issue

Hi Alton & Liz, as requested I called the 1-800 number 5 consecutive times. I was able to connect to the welcome message as intended.

It looks like things are currently working as expected. I will continue to monitor for the balance of the day.

Thank you to everyone for responding quickly.

Brenda

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**From:** Alton Harewood [<mailto:aharewood@voicenet.ca>]  
**Sent:** Friday, July 10, 2015 12:40 PM  
**To:** Abbott, Brenda X AVED:EX  
**Cc:** Roger Twomey; Sandy Murdock; Elizabeth Della Mora; John Twomey; Timewell, Stuart AVED:EX  
**Subject:** RE: 1-800 number issue

Hi Brenda – I am asking Liz

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**From:** Abbott, Brenda X AVED:EX [<mailto:Brenda.Abbott@gov.bc.ca>]

**Sent:** July 10, 2015 3:22 PM

**To:** Alton Harewood

**Cc:** Roger Twomey; Sandy Murdock; Elizabeth Della Mora; John Twomey; Timewell, Stuart AVED:EX

**Subject:** RE: 1-800 number issue

**Importance:** High

Hi Alton, I just called 1-800-561-1818 and the line was busy. As directed by Liz I then called 778-383-2911 and received the SABC welcome message. So is there is a problem with the 1-800 lines?

Brenda

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**From:** Alton Harewood [<mailto:aharewood@voicenet.ca>]

**Sent:** Friday, July 10, 2015 12:12 PM

**To:** Abbott, Brenda X AVED:EX

**Cc:** Roger Twomey; Sandy Murdock; Elizabeth Della Mora; John Twomey; Timewell, Stuart AVED:EX

**Subject:** RE: 1-800 number issue

Hi Brenda

My understanding is that Liz has resolved the issue. Please confirm we can close this case?

Thanks

Alton

**Alton Harewood**

Consulting GM

**Voicenet Interactive Inc.**

[aharewood@voicenet.ca](mailto:aharewood@voicenet.ca)

1 514 245 8726

@altonjharewood #CCTR #CX

*"Helping deliver the BEST Customer Experience!"*

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**From:** Abbott, Brenda X AVED:EX [<mailto:Brenda.Abbott@gov.bc.ca>]

**Sent:** July 10, 2015 2:03 PM

**To:** Alton Harewood

**Cc:** Roger Twomey; Sandy Murdock; Elizabeth Della Mora; John Twomey; Timewell, Stuart AVED:EX

**Subject:** RE: 1-800 number issue

Hi Alton,

Just tried twice and received busy signal.

Please ensure Stuart Timewell in copied on this issue.

Brenda

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**From:** Alton Harewood [<mailto:aharewood@voicenet.ca>]

**Sent:** Friday, July 10, 2015 11:00 AM

**To:** Abbott, Brenda X AVED:EX

**Cc:** Roger Twomey; Sandy Murdock; Elizabeth Della Mora; John Twomey

**Subject:** 1-800 number issue

Hi Brenda

Thanks for your call. Sorry that there seems to be an issue. I am connecting with the senior leadership team at Voicenet to discuss and understand what has happened and any fix required.

Thanks

Alton

**Alton Harewood**

Consulting GM

**Voicenet Interactive Inc.**

[aharewood@voicenet.ca](mailto:aharewood@voicenet.ca)

1 514 245 8726

@altonjharewood #CCTR #CX

*"Helping deliver the BEST Customer Experience!"*

## Kendall, Janelle AVED:EX

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**From:** ITIMS-Prod <nobody@finch.gov.bc.ca>  
**Sent:** Friday, July 10, 2015 11:51 AM  
**To:** Abbott, Brenda X AVED:EX  
**Subject:** Incident IM366961 Opened.

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Description: 800 561-1818 -- The message states "please wait while I transfer you" ,busy signal, long waits.

CALL677563 reported on 07/10/2015 11:48:15 has been sent to Second Level Support. This problem is being tracked under Incident IM366961.

To obtain additional information or updates on the status of this incident, you may contact the SSBC Customer Service Centre, at (250) 387-7000 option 3. Non-Provnet customers can contact us toll free at 1-866-660-0811 or via e-mail at [CSCHELP@GOV.BC.CA](mailto:CSCHELP@GOV.BC.CA). PLEASE DO NOT REPLY TO THIS MESSAGE. IT IS AUTO-GENERATED

## Kendall, Janelle AVED:EX

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**From:** Albury, Lois AVED:EX  
**Sent:** Friday, July 10, 2015 10:13 AM  
**To:** Abbott, Brenda X AVED:EX  
**Subject:** 1-800-561-1818

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Brenda,

I received this inquiry about the toll free line disconnecting when you push the 0 option. This is our conversation between Ryan and myself for your info tracking .....

[ryan.bluemel@gov.bc.ca](mailto:ryan.bluemel@gov.bc.ca) 9:59 AM

Hi Lois, My name is Ryan I work in the web team. Quick question for you if you have a moment

Albury, Lois AVED:EX 9:59 AM

Yes sure thing

Bluemel, Ryan AVED:EX 10:00 AM

the phone lines for student aid seem to be down. 1-800-561-1818. I tried a few times.

Would you know who we speak to about that..

Albury, Lois AVED:EX 10:01 AM

Hello, Ryan. I got thought

Bluemel, Ryan AVED:EX 10:01 AM

Oh really?

Might have just been a hiccup.

Albury, Lois AVED:EX 10:02 AM

I called 8-1-800-561-1818 because there are located in Ontario. 8 for long distance, then 1-800-561-1818

Hello Ryan, did you get my message?

Bluemel, Ryan AVED:EX 10:03 AM

yes

i am just trying again

i am glad you got through

Albury, Lois AVED:EX 10:03 AM

didn't you

Bluemel, Ryan AVED:EX 10:04 AM

no, did you speak with someone at the other end?

Albury, Lois AVED:EX 10:04 AM

I didn't get to speak with anyone but just listened to the automated message - voice activation....

Bluemel, Ryan AVED:EX 10:05 AM

I also got that far. I should have clarified, I can reach the automated msg but when I am on hold the line disconnects.

1-800-561-1818, option 0.

will disconnect.

Albury, Lois AVED:EX 10:07 AM

1 moment please...

Albury, Lois AVED:EX 10:10 AM

Aw yes, I've tried it 5 times now and after pushing 0 it doesn't connect to a live person. Thank you for bringing this to our attention. I will contact Brenda Abbott who is the person responsible for telephone 'stuff'. Or you can contact her directly as well.

Lois Albury  
Student Support Officer  
StudentAid BC  
Ministry of Advanced Education  
PO Box 9173, Victoria BC V8W 9H7

Tel: (250) 953-3346  
Fax: (250) 387-4858

E-mail: [Lois.Albury@gov.bc.ca](mailto:Lois.Albury@gov.bc.ca)

## Kendall, Janelle AVED:EX

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**From:** ITIMS-Prod <nobody@finch.gov.bc.ca>  
**Sent:** Tuesday, July 7, 2015 2:01 PM  
**To:** Abbott, Brenda X AVED:EX  
**Subject:** Incident IM366576 Opened.

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Description: CC6 - Unable to view reports.

CALL676796 reported on 07/07/2015 13:53:26 has been sent to Second Level Support. This problem is being tracked under Incident IM366576.

To obtain additional information or updates on the status of this incident, you may contact the SSBC Customer Service Centre, at (250) 387-7000 option 3. Non-Provnet customers can contact us toll free at 1-866-660-0811 or via e-mail at [CSCHELP@GOV.BC.CA](mailto:CSCHELP@GOV.BC.CA). PLEASE DO NOT REPLY TO THIS MESSAGE. IT IS AUTO-GENERATED

## Kendall, Janelle AVED:EX

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**From:** Abbott, Brenda X AVED:EX  
**Sent:** Tuesday, July 7, 2015 10:41 AM  
**To:** CSCHELP - SSBC TSD DSS Customer Service Centre MTIC:EX  
**Subject:** FW: CC6 - Calls dropping

**Importance:** High

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

fyi

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**From:** Abbott, Brenda X AVED:EX  
**Sent:** Tuesday, July 7, 2015 10:11 AM  
**To:** 77000 Shared Services BC Service Desk MTIC:EX  
**Cc:** Timewell, Stuart AVED:EX; Maloney, Debbie MTIC:EX  
**Subject:** CC6 - Calls dropping  
**Importance:** High

Hello 77000,

I am getting reports that calls are dropping in the middle of the conversation. At the same time the queue dumped the 4 calls that were holding. It appears there was some type of hiccup and we need to know where the problem is.

Is this part of the same problem we had last week ticket # 366062. Is something happening that is affecting the CC6 application.

Brenda

***Brenda Abbott***  
*Program Administrator*  
*Ministry of Advanced Education*  
*Phone: (250) 952-7411*  
*Fax: (250) 356-9455*

*email - [brenda.abbott@gov.bc.ca](mailto:brenda.abbott@gov.bc.ca)*

## Kendall, Janelle AVED:EX

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**From:** Timewell, Stuart AVED:EX  
**Sent:** Tuesday, July 7, 2015 7:36 AM  
**To:** Melin, Michelle C AVED:EX; Melin, Michelle C AVED:EX  
**Cc:** Abbott, Brenda X AVED:EX  
**Subject:** FW: Notification of Voicenet Maintenance on Tuesday, July 28, 2015 between 3am - 7am EDT

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Everyone – FYI and to monitor for any issues.

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**From:** Elizabeth Della Mora [<mailto:edellamora@voicenet.ca>]  
**Sent:** Monday, July 6, 2015 9:11 PM  
**To:** Elizabeth Della Mora  
**Subject:** Notification of Voicenet Maintenance on Tuesday, July 28, 2015 between 3am - 7am EDT

To All Voicenet/TELUS Clients:

### SUMMARY:

<b>Date/Time</b>	Tuesday, July 28, 2015 between 3am - 7am EDT
<b>Activity</b>	Network Configuration Changes (IVR)
<b>Purpose</b>	Consolidating IVR Servers into a Cluster
<b>Impact to Customers</b>	5 minute service interruption where IVR calls may not be available No interruption/impact to web sites, web services or data links

### DETAILS:

Voicenet will be making changes to our network configuration in order to improve our IVR offering. We will be consolidating our IVR servers into a cluster.

On Tuesday, July 28<sup>th</sup> between the hours of 3:00 a.m. and 7:00 a.m. EDT, Voicenet will join the IVR servers into a cluster. This should take approximately 5 minutes during which time calls may not be able to initiate. Once the cluster is created the remaining time will be used to test each application.

For customers who use our eCNS Emergency Notification Service web site, if you need to create an incident between 3am EDT and 7am EDT on July 28, 2015, and you would like a current status on the changes before initiating your callout, please contact Sandy Murdock directly at 705-313-5426 and he will provide you with an update.

After the changes/updates are made, we will perform testing of basic functionality of our customer IVR applications to ensure that the change/maintenance has no effect on our current applications (which it should not).

We will notify you with an update (via email) after the change has been made and after we have completed our testing.

If you have any questions or concerns, feel free to contact me.

Thanks.

**Elizabeth Della Mora** | Project Manager | Voicenet Interactive  
t: **705.872.4373 x 203** | c: **416.529.5017** | w: **voicenet.ca**

## Kendall, Janelle AVED:EX

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**From:** CSCHELP - SSBC TSD DSS Customer Service Centre MTIC:EX  
**Sent:** Tuesday, July 28, 2015 1:00 PM  
**To:** Abbott, Brenda X AVED:EX  
**Subject:** FW: Service Request Opened: SR1611683 : CC6

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Brenda just looking into this and it looks like this incident got closed as it was related to your other ticket IM366561 that was to do with Michelle not being able to access the Application. You had called us to advise that the IT group fixed the issue and they related it also to IM366576 (unable to review reports) so this incident was also closed. Perhaps in error.

Are you still having issues viewing reports? If so, I will raise another ticket with Telus to refer out to Computer Talk.

Thanks  
Tambry

-----Original Message-----

**From:** 77000 Shared Services BC Service Desk MTIC:EX  
**Sent:** Tuesday, July 28, 2015 11:54 AM  
**To:** CSCHELP - SSBC TSD DSS Customer Service Centre MTIC:EX  
**Subject:** FW: Service Request Opened: SR1611683 : CC6

Updated required on IM366576.

-----Original Message-----

**From:** Abbott, Brenda X AVED:EX  
**Sent:** Tuesday, July 28, 2015 10:54 AM  
**To:** 77000 Shared Services BC Service Desk MTIC:EX  
**Subject:** RE: Service Request Opened: SR1611683 : CC6

Can I please have an update on this issue.

Brenda

-----Original Message-----

**From:** [77000@gov.bc.ca](mailto:77000@gov.bc.ca) [<mailto:77000@gov.bc.ca>]  
**Sent:** Tuesday, July 7, 2015 8:44 AM  
**To:** Abbott, Brenda X AVED:EX  
**Subject:** Service Request Opened: SR1611683 : CC6

The issue you reported to the Shared Services BC ServiceDesk on 2015-07-07 07:35:09 has been opened.

Service Request Number: SR1611683  
iStore Number (if applicable):

Service Request Description: CC6

Reported By: Abbott, Brenda X AVED:EX

Affected Person: Abbott, Brenda X AVED:EX

To view the details of this Service Request, please click here

<https://wssmt.gov.bc.ca/maximo/ui/?event=loadapp&value=viewsr&uniqueid=1688003>

You will be notified when this ticket has been resolved.

If you have any questions in regards to this Service Request, please contact the Service Desk and refer to your SR Number listed above.

Thank you.

Shared Services BC Service Desk

Did you know that the Knowledge Management Portal, available at <https://77000.gov.bc.ca>, allows you access to many convenient self service options?

- You can create or view the status of your Service Requests at <https://wssmt.gov.bc.ca/maximo/>
- Reset IDIR passwords at <https://77000.gov.bc.ca>. Click on the "Change Password" link
- Update your GAL information at <https://77000.gov.bc.ca>. Click on the "Update GAL Info" link
- Use a comprehensive knowledge base to help you solve problems. Simply go to <https://77000.gov.bc.ca> and type your question in the Quick Search box.

## Kendall, Janelle AVED:EX

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**From:** Timewell, Stuart AVED:EX  
**Sent:** Friday, July 3, 2015 12:13 PM  
**To:** Abbott, Brenda X AVED:EX  
**Subject:** RE: Transfer item resolved

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Brenda,  
Hi Brenda,

Thank you for your quick response. My questions stem from a lack of knowledge on my part and clarification that I need to ensure the problem doesn't happen again. Did Kenny from Telus fix anything within the CC6 environment? If not, what did he say caused the issue?

Thank you,

**Stuart Timewell**  
Sr. Project Analyst  
Student Services Branch  
Ministry of Advanced Education  
Ph# (250) 952-6111

---

**From:** Abbott, Brenda X AVED:EX  
**Sent:** Friday, July 3, 2015 12:04 PM  
**To:** Timewell, Stuart AVED:EX  
**Subject:** RE: Transfer item resolved

Hi Stuart,

Shared Services as in who? Lawrence are only involved if I specifically ask. Deb never won't to be involved.

I contacted 77000, they got back to me Thursday morning for more information.

A ticket is opened which goes to Telus test, the contractor for the CC6. This ticket was classified as a 2 which means we need resolution within 4 hrs.

Kenny from Telus calls me for more clarification. Kenny tests.

In this instance the CC^ problem resolved itself. Although we did identify an IVR issue that was also corrected immediately.

Once the issue is resolved Telus returns the results to 7700.

At some point I will get notification the ticket has been closed.

If this were to happen again I would go to all 3 vendors right away. This would ensure everyone is working to resolve the problem.

Brenda

---

**From:** Timewell, Stuart AVED:EX  
**Sent:** Friday, July 3, 2015 11:40 AM  
**To:** Abbott, Brenda X AVED:EX  
**Subject:** RE: Transfer item resolved  
**Importance:** High

Hi Brenda,

What did Shared Services say regarding the system issue? Is their ticket now closed as well? I am glad that the issue is resolved; however, if it were to happen again, do we have to go through the same process? Can you please dig a bit further with Shared Services and let me know what they have to say.

Thank you,

Stuart

---

**From:** Abbott, Brenda X AVED:EX  
**Sent:** Friday, July 3, 2015 10:59 AM  
**To:** 'Shakir Nathoo'; Ian Ferguson; Greg McDermid; Timewell, Stuart AVED:EX; Jagdish Bahra; Jules Carney; Mark

Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

Cc: Melin, Michelle C AVED:EX; 'Jules Carney'; 'lorraine.dick@dh.com'; Bob Zebeski; Dennis Compston; Jagdish Bahra; Incident Management Communication Archive; Kevin Oakley

**Subject:** Transfer item resolved

Hello,

On Tuesday morning SABC encountered a problem with calls being transferred from Mississauga to Victoria. The function audio was not working. Issue was identified at 8:45 and CSR's were instructed to log all calls until further notice. Both vendors immediately began searching for the problem. Neither could find an issue so SABC initiated a ticket for Telus to look at the CC6. The CC6 is the application that routes the calls to SSU in Victoria. Telus connected on Thursday morning and started to investigate. But the problem appeared to have fixed itself. We were able to make calls and everything appears to be working fine. This item is now closed.

I appreciate the quick response from all involved.

Brenda

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**From:** Shakir Nathoo [<mailto:shakir.nathoo@dh.com>]

**Sent:** Thursday, July 2, 2015 9:02 AM

**To:** Ian Ferguson; Greg McDermid; Timewell, Stuart AVED:EX; Abbott, Brenda X AVED:EX; Jagdish Bahra; Jules Carney; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'; 'lorraine.dick@dh.com'; Bob Zebeski; Dennis Compston; Jagdish Bahra; Incident Management Communication Archive; Kevin Oakley

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed - 421605

Hi Ian, I spoke to our team in the Call Centre this morning and the issue persists. I believe BC has a ticket opened on their end in order to investigate further. We have been advised to stand by in the interim and will provide any troubleshooting support to BC as they investigate and only if required.

Brenda/Stuart – if I have missed or misunderstood anything then kindly let us know.

Regards, Shakir

---

**From:** Ian Ferguson

**Sent:** Thursday, July 02, 2015 11:40 AM

**To:** Greg McDermid; Timewell, Stuart AVED:EX; Abbott, Brenda X AVED:EX; Jagdish Bahra; Jules Carney; Shakir Nathoo; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'; 'lorraine.dick@dh.com'; Bob Zebeski; Dennis Compston; Jagdish Bahra; Incident Management Communication Archive; Kevin Oakley

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed - 421605

Hello all,

Can I be provided an update on the current status of this issue? Are we still experiencing challenges with call transfers today?

Thanks,

**Ian Ferguson**

Incident Manager, Incident Management Office

**D+H**

1074 Dearness Drive, London, Ontario

**t:** 519-649-2363 (1-866-736-3362) Ext. 2330

**m:** 226-973-8760

[ian.ferguson@dh.com](mailto:ian.ferguson@dh.com)

[www.dhltd.com](http://www.dhltd.com)

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**From:** Greg McDermid

**Sent:** Tuesday, June 30, 2015 6:42 PM

**To:** Timewell, Stuart AVED:EX; Abbott, Brenda X AVED:EX; Jagdish Bahra; Jules Carney; Shakir Nathoo; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'; 'lorraine.dick@dh.com'; Bob Zebeski; Dennis Compston; Jagdish Bahra; Incident Management Communication Archive; Kevin Oakley

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed - 421605

Great, thanks Stuart.

As I am done for the day at 19:00ET I've added the evening Incident Manager to this thread (Kevin Oakley). Please use this thread to provide updates or to engage him should D+H's assistance be required.

**Greg McDermid**  
Incident Manager, The Incident Management Office  
**D+H**  
1074 Dearness Drive, London, Ontario  
**t:** 519-649-2363 (1-866-736-3362) Ext. 2904  
**m:** 519-476-9277  
[greg.mcdermid@dh.com](mailto:greg.mcdermid@dh.com)

[www.dhltd.com](http://www.dhltd.com)

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---

**From:** Timewell, Stuart AVED:EX [<mailto:Stuart.Timewell@gov.bc.ca>]  
**Sent:** Tuesday, June 30, 2015 6:39 PM  
**To:** Greg McDermid; Abbott, Brenda X AVED:EX; Jagdish Bahra; Jules Carney; Shakir Nathoo; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson  
**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'; 'lorraine.dick@dh.com'; Bob Zebeski; Dennis Compston; Jagdish Bahra; Incident Management Communication Archive  
**Subject:** RE: Urgent request to log calls immediately until current issue is fixed - 421605

Hi Greg,

SABC is currently reviewing the Student Support Units telephony software for the call center here. As soon as we hear further news, we will update everyone.

Thank you,

**Stuart Timewell**  
**Sr. Project Analyst**  
**Student Services Branch**  
**Ministry of Advanced Education**  
**Ph# (250) 952-6111**

---

**From:** Greg McDermid [<mailto:greg.mcdermid@dh.com>]  
**Sent:** Tuesday, June 30, 2015 3:12 PM  
**To:** Abbott, Brenda X AVED:EX; Jagdish Bahra; Jules Carney; Shakir Nathoo; Timewell, Stuart AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson  
**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'; 'lorraine.dick@dh.com'; Bob Zebeski; Dennis Compston; Jagdish Bahra; Incident Management Communication Archive  
**Subject:** RE: Urgent request to log calls immediately until current issue is fixed - 421605

Brenda, is there any update from your escalation to the other vendor?

Thanks.

**Greg McDermid**  
Incident Manager, The Incident Management Office  
**D+H**  
1074 Dearness Drive, London, Ontario  
**t:** 519-649-2363 (1-866-736-3362) Ext. 2904  
**m:** 519-476-9277  
[greg.mcdermid@dh.com](mailto:greg.mcdermid@dh.com)

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---

**From:** Abbott, Brenda X AVED:EX [<mailto:Brenda.Abbott@gov.bc.ca>]

**Sent:** Tuesday, June 30, 2015 4:47 PM

**To:** Greg McDermid; Jagdish Bahra; Jules Carney; Shakir Nathoo; Timewell, Stuart AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'; 'lorraine.dick@dh.com'; Bob Zebeski; Dennis Compston; Jagdish Bahra; Incident Management Communication Archive

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed - 421605

Good afternoon everyone,

Thank you for working to manage this item quickly. A summary of the day's events.

Problem with transfers was identified at 8:45 this morning. SABC advised D & H to log all calls until the problem was identified and corrected.

All calls that were escalated to the SSU agents in Victoria had no audio. BC agents were not able hear the caller. Most times the agent could hear noise be they were not able to communicate.

SABC engaged both vendors, D & H and Voicenet, to investigate the issue.

After many hours of investigation, both vendors reported they were not able to find any problems within their respective applications.

A bridge call was set up to discuss and it was agreed that SABC would go to their third vendor to investigate the issue. SABC is currently waiting for a response and I will update all those involved as the information is provided to me.

Brenda

---

**From:** Greg McDermid [<mailto:greg.mcdermid@dh.com>]

**Sent:** Tuesday, June 30, 2015 1:25 PM

**To:** Jagdish Bahra; Jules Carney; Shakir Nathoo; Timewell, Stuart AVED:EX; Abbott, Brenda X AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'; 'lorraine.dick@dh.com'; Bob Zebeski; Dennis Compston; Jagdish Bahra; Incident Management Communication Archive

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed - 421605

The bridge call is now closed. SABC is going to escalate the issue internally and will keep those engaged updated on said investigation.

Thanks.

**Greg McDermid**

Incident Manager, The Incident Management Office

**D+H**

1074 Dearness Drive, London, Ontario

**t:** 519-649-2363 (1-866-736-3362) Ext. 2904

**m:** 519-476-9277

[greg.mcdermid@dh.com](mailto:greg.mcdermid@dh.com)

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---

**From:** Jagdish Bahra

**Sent:** Tuesday, June 30, 2015 3:42 PM

**To:** Jules Carney; Shakir Nathoo; Timewell, Stuart AVED:EX; Abbott, Brenda X AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'; Greg McDermid; 'lorraine.dick@dh.com'; Bob Zebeski; Dennis Compston; Jagdish Bahra

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

+ Jameel, Paul

Regards,

**Jagdish Bahra**

Team Lead, Telecom Infrastructure



**55 Standish Court, 3<sup>rd</sup> floor**

**Mississauga, ON L5R 4A1**

Office: (905) 267- 4985

Fax: (905) 306-2364

Blackberry: 416.274.1861

[www.dh.com](http://www.dh.com)

---

**From:** Jules Carney [<mailto:jcarney@voicenet.ca>]

**Sent:** Tuesday, June 30, 2015 3:28 PM

**To:** Shakir Nathoo; Timewell, Stuart AVED:EX; Abbott, Brenda X AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'; Greg McDermid; 'lorraine.dick@dh.com'; Bob Zebeski; Dennis Compston; Jagdish Bahra

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

Hi Shakir,

I tried calling into the bridge, but it had already been closed. I'm available for the call at any time.

In the problem case so far, your agents are pressing 0111, which means that the D & H agent can either exit the line or remain on the call to reach the GovBC call centre. I just tested a call where I asked the D & H agent to remain on the line, and in that case, both the D & H agent and myself could hear each other, but we could not hear anything except that background noise coming from the GovBC call centre side. I've also tried it with the agent hanging up after pressing 0111, in which case I only heard the noise and was then disconnected. Checking the logs, the connection to the GovBC call centre looks normal, so I'm wondering if there's any way we can isolate the GovBC side and be sure that calls to them are able to be heard normally, while eliminating both D & H and the IVR? Is there a way to call into to GovBC queue directly? I've tried calling the number that we dial from the IVR, but it seems to stay in the queue indefinitely, so I'm not sure if the GovBC queue can accept direct calls.

Please post some new meeting information whenever you're ready.

Thanks,

**Jules Carney** | Software Developer | Voicenet Interactive

t: 705.872.4373 x 206 | f: 705.741.0349 | w: [voicenet.ca](http://voicenet.ca)

---

**From:** Shakir Nathoo [<mailto:shakir.nathoo@dh.com>]

**Sent:** June 30, 2015 15:18

**To:** Jules Carney; Timewell, Stuart AVED:EX; Abbott, Brenda X AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'; Greg McDermid; 'lorraine.dick@dh.com'; Bob Zebeski; Dennis Compston; Jagdish Bahra

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

Hi Jules/Stuart/Brenda – we have closed down the bridge as only D+H folks have managed to join so far. Please let us know when you are available for a call. The calls are reaching our staff fine and in addition, when we could transfer the calls leave our environment and enter the Voicenet infrastructure from what I understand. This means we will require all parties at the table in order to effectively continue troubleshooting.

Thanks, Shakir

---

**From:** Shakir Nathoo

**Sent:** Tuesday, June 30, 2015 3:02 PM

**To:** 'Jules Carney'; Timewell, Stuart AVED:EX; Abbott, Brenda X AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'; Greg McDermid; 'lorraine.dick@dh.com'; Bob Zebeski; 'Dennis Compston'; Jagdish Bahra

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

**Importance:** High

Thanks, unfortunately, we are encountering the same (not able to identify any issues).  
We have a bridge opened up --- is BC and Voicenet able to join? We are on the bridge now:  
Bridge call information:  
From a BlackBerry  
Toll free: 1 866-602-7211 x2514309#  
Local: 416-933-3840 x2514309#

---

**From:** Jules Carney [<mailto:jcarney@voicenet.ca>]  
**Sent:** Tuesday, June 30, 2015 2:51 PM  
**To:** Shakir Nathoo; Timewell, Stuart AVED:EX; Abbott, Brenda X AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson  
**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'  
**Subject:** RE: Urgent request to log calls immediately until current issue is fixed  
Hello,  
An update to all that so far we haven't uncovered any errors on the voicenet side, but are still investigating. I'm going to enable recordings on our end so we can try to identify what's being heard from each of the parties during a test call, and will let you know when we have the results from that.  
Thanks,  
**Jules Carney** | Software Developer | Voicenet Interactive  
t: 705.872.4373 x 206 | f: 705.741.0349 | w: [voicenet.ca](http://voicenet.ca)

---

**From:** Shakir Nathoo [<mailto:shakir.nathoo@dh.com>]  
**Sent:** June 30, 2015 14:09  
**To:** Timewell, Stuart AVED:EX; Abbott, Brenda X AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson  
**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'  
**Subject:** RE: Urgent request to log calls immediately until current issue is fixed  
Thanks very much for sharing this Stuart, I have in turn provided this update to our Incident Management Office for their review. They are currently managing the issue from our end.  
I'll let you know as soon as I hear back. Shakir

---

**From:** Timewell, Stuart AVED:EX [<mailto:Stuart.Timewell@gov.bc.ca>]  
**Sent:** Tuesday, June 30, 2015 2:03 PM  
**To:** Shakir Nathoo; Abbott, Brenda X AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson  
**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'  
**Subject:** RE: Urgent request to log calls immediately until current issue is fixed  
Hi Shakir,  
I just called the 1-800 number and I got through no problem to an agent, I then requested to be transferred to the Student Support Unit. As soon as she transferred me the line sounded like it went dead and then about 20 seconds later a rush of static noise for about 10 seconds and then it went dead again. I then hung-up. I hope this helps to decipher the issue a little bit more!  
Thank you,  
**Stuart Timewell**  
Sr. Project Analyst  
Student Services Branch  
Ministry of Advanced Education  
Ph# (250) 952-6111

---

**From:** Shakir Nathoo [<mailto:shakir.nathoo@dh.com>]  
**Sent:** Tuesday, June 30, 2015 10:56 AM  
**To:** Abbott, Brenda X AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson  
**Cc:** Melin, Michelle C AVED:EX; Shakir Nathoo ([shakir.nathoo@dh.com](mailto:shakir.nathoo@dh.com)); Timewell, Stuart AVED:EX  
**Subject:** RE: Urgent request to log calls immediately until current issue is fixed  
Hi Brenda, our Telecom team has conducted an investigation but hasn't been able to pin point any issues on our end. We appear to be receiving the calls with no issues and we have reviewed on our end but haven't encountered any defects.  
Has Voicenet provided any updates in terms of whether they believe the issue is on their end or not? Please let us know. Regards,  
Shakir

---

**Shakir A. Nathoo**

Account Manager, Client Relations, Student Lending

**D+H**

2 Robert Speck Parkway, 14<sup>th</sup> Floor, Mississauga, Ontario

**t:** 905-306-2576 **c:** 416-277-2789

[shakir.nathoo@dh.com](mailto:shakir.nathoo@dh.com)

[www.dh.com](http://www.dh.com)

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---

**From:** Abbott, Brenda X AVED:EX [<mailto:Brenda.Abbott@gov.bc.ca>]

**Sent:** Tuesday, June 30, 2015 12:08 PM

**To:** Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Melin, Michelle C AVED:EX; Shakir Nathoo ([shakir.nathoo@dh.com](mailto:shakir.nathoo@dh.com)); Timewell, Stuart AVED:EX

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

Thanks Mike,

I have a call into Voicenet to see if the problem is with the Voicenet service.

Mark, can your team confirm the problem is not with the D & H service.

Updates must be provided as the information becomes available or every hour for progress reports.

Brenda

---

**From:** Mark Francis [<mailto:mark.francis@dh.com>]

**Sent:** Tuesday, June 30, 2015 9:01 AM

**To:** Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Abbott, Brenda X AVED:EX; Melin, Michelle C AVED:EX

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

Thanks Mike

Thanks,

Mark Francis

Team Leader, Canadian Operations

Student Lending

**t:** (905) 306-2216

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*Answers begin with understanding*™

---

**From:** Darche, Michael K AVED:EX [<mailto:Michael.Darche@gov.bc.ca>]

**Sent:** Tuesday, June 30, 2015 11:58 AM

**To:** Sonia Samuels; Mark Francis; Bibi Manbodh; Nigel Wilson

**Cc:** Abbott, Brenda X AVED:EX; Melin, Michelle C AVED:EX

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

In Jan's absence, I'm sending this to all team leaders. Please see below.....

Mike

---

**From:** Darche, Michael K AVED:EX

**Sent:** Tuesday, June 30, 2015 8:56 AM

**To:** 'Sonia Samuels'; 'Jan McCann'

**Cc:** Abbott, Brenda X AVED:EX; Melin, Michelle C AVED:EX

**Subject:** Urgent request to log calls immediately until current issue is fixed

**Importance:** High

Hi all,

There seems to be a problem with SSU receiving calls. SSU can hear typing (likely Agents typing their notes) or dead air.

Until this apparent issue gets fixed, we can't continue to lose calls. So, let's get them logged until this issue is repaired.

Brenda, can you notify me when this is fixed?

Mike

**Mike Darche**

Senior Student Support Officer

Student Services Branch

Ministry of Advanced Education

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## Kendall, Janelle AVED:EX

---

**From:** Abbott, Brenda X AVED:EX  
**Sent:** Thursday, July 2, 2015 11:35 AM  
**To:** Darche, Michael K AVED:EX; 'Sonia Samuels'  
**Cc:** Timewell, Stuart AVED:EX  
**Subject:** RE: Transfer Issues

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Yes.

If the queue is full calls can't be transferred.

Brenda

---

**From:** Darche, Michael K AVED:EX  
**Sent:** Thursday, July 2, 2015 11:26 AM  
**To:** 'Sonia Samuels'  
**Cc:** Abbott, Brenda X AVED:EX  
**Subject:** RE: Transfer Issues

No, but we have really long wait times due to limited staff today.

Brenda, should this be cause for concern?

Mike

---

**From:** Sonia Samuels [<mailto:sonia.samuels@dh.com>]  
**Sent:** Thursday, July 2, 2015 10:59 AM  
**To:** Darche, Michael K AVED:EX  
**Cc:** Mark Francis  
**Subject:** Transfer Issues  
**Importance:** High

Hi Mike,

4 agents have advised they are having transfer issues. Are you guys experiencing anything now?

Thank You,

*Sonia Samuels*

*Customer Support Specialist CC2, Canadian Operations*

*Student Lending*



t: 905-306-6200 x8676

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## Kendall, Janelle AVED:EX

---

**From:** Darche, Michael K AVED:EX  
**Sent:** Thursday, July 2, 2015 11:26 AM  
**To:** 'Sonia Samuels'  
**Cc:** Abbott, Brenda X AVED:EX  
**Subject:** RE: Transfer Issues

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

No, but we have really long wait times due to limited staff today.  
Brenda, should this be cause for concern?  
Mike

---

**From:** Sonia Samuels [<mailto:sonia.samuels@dh.com>]  
**Sent:** Thursday, July 2, 2015 10:59 AM  
**To:** Darche, Michael K AVED:EX  
**Cc:** Mark Francis  
**Subject:** Transfer Issues  
**Importance:** High

Hi Mike,

4 agents have advised they are having transfer issues. Are you guys experiencing anything now?

Thank You,

*Sonia Samuels*

*Customer Support Specialist CC2, Canadian Operations*

*Student Lending*

*Social Committee Member*

**D+H**

t: 905-306-6200 x8676

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## Kendall, Janelle AVED:EX

---

**From:** ITIMS-Prod <nobody@finch.gov.bc.ca>  
**Sent:** Thursday, July 2, 2015 8:21 AM  
**To:** Abbott, Brenda X AVED:EX  
**Subject:** Incident IM366062 Opened.

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Description: 22509533641 Callers are not able to hear Agents

CALL675929 reported on 07/02/2015 08:15:17 has been sent to Second Level Support. This problem is being tracked under Incident IM366062.

To obtain additional information or updates on the status of this incident, you may contact the SSBC Customer Service Centre, at (250) 387-7000 option 3. Non-Provnet customers can contact us toll free at 1-866-660-0811 or via e-mail at [CSCHELP@GOV.BC.CA](mailto:CSCHELP@GOV.BC.CA). PLEASE DO NOT REPLY TO THIS MESSAGE. IT IS AUTO-GENERATED

## Kendall, Janelle AVED:EX

---

**From:** Jules Carney <jcarney@voicenet.ca>  
**Sent:** Tuesday, June 30, 2015 12:36 PM  
**To:** Abbott, Brenda X AVED:EX; 'Shakir Nathoo'; Timewell, Stuart AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson  
**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'; Greg McDermid; 'lorraine.dick@dh.com'; Bob Zebeski; Dennis Compston; Jagdish Bahra  
**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Ok, let's meet at 1 pm PST then. Thanks!

**Jules Carney** | Software Developer | Voicenet Interactive  
t: **705.872.4373 x 206** | f: **705.741.0349** | w: **voicenet.ca**

---

**From:** Abbott, Brenda X AVED:EX [mailto:Brenda.Abbott@gov.bc.ca]  
**Sent:** June 30, 2015 15:35  
**To:** 'Shakir Nathoo'; Jules Carney; Timewell, Stuart AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson  
**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'; Greg McDermid; 'lorraine.dick@dh.com'; Bob Zebeski; Dennis Compston; Jagdish Bahra  
**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

We should be good for 1 pm Pacific

---

**From:** Shakir Nathoo [mailto:shakir.nathoo@dh.com]  
**Sent:** Tuesday, June 30, 2015 12:18 PM  
**To:** Jules Carney; Timewell, Stuart AVED:EX; Abbott, Brenda X AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson  
**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'; Greg McDermid; 'lorraine.dick@dh.com'; Bob Zebeski; Dennis Compston; Jagdish Bahra  
**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

Hi Jules/Stuart/Brenda – we have closed down the bridge as only D+H folks have managed to join so far. Please let us know when you are available for a call. The calls are reaching our staff fine and in addition, when we could transfer the calls leave our environment and enter the Voicenet infrastructure from what I understand. This means we will require all parties at the table in order to effectively continue troubleshooting.

Thanks, Shakir

---

**From:** Shakir Nathoo  
**Sent:** Tuesday, June 30, 2015 3:02 PM  
**To:** 'Jules Carney'; Timewell, Stuart AVED:EX; Abbott, Brenda X AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson  
**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'; Greg McDermid; 'lorraine.dick@dh.com'; Bob Zebeski; 'Dennis Compston'; Jagdish Bahra

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

**Importance:** High

Thanks, unfortunately, we are encountering the same (not able to identify any issues).

We have a bridge opened up --- is BC and Voicenet able to join? We are on the bridge now:

Bridge call information:

From a BlackBerry

Toll free: 1 866-602-7211 x2514309#

Local: 416-933-3840 x2514309#

---

**From:** Jules Carney [<mailto:jcarney@voicenet.ca>]

**Sent:** Tuesday, June 30, 2015 2:51 PM

**To:** Shakir Nathoo; Timewell, Stuart AVED:EX; Abbott, Brenda X AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

Hello,

An update to all that so far we haven't uncovered any errors on the voicenet side, but are still investigating. I'm going to enable recordings on our end so we can try to identify what's being heard from each of the parties during a test call, and will let you know when we have the results from that.

Thanks,

**Jules Carney** | Software Developer | Voicenet Interactive

t: **705.872.4373 x 206** | f: **705.741.0349** | w: **voicenet.ca**

---

**From:** Shakir Nathoo [<mailto:shakir.nathoo@dh.com>]

**Sent:** June 30, 2015 14:09

**To:** Timewell, Stuart AVED:EX; Abbott, Brenda X AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

Thanks very much for sharing this Stuart, I have in turn provided this update to our Incident Management Office for their review. They are currently managing the issue from our end.

I'll let you know as soon as I hear back. Shakir

---

**From:** Timewell, Stuart AVED:EX [<mailto:Stuart.Timewell@gov.bc.ca>]

**Sent:** Tuesday, June 30, 2015 2:03 PM

**To:** Shakir Nathoo; Abbott, Brenda X AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Melin, Michelle C AVED:EX; 'Jules Carney'

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

Hi Shakir,

I just called the 1-800 number and I got through no problem to an agent, I then requested to be transferred to the Student Support Unit. As soon as she transferred me the line sounded like it went dead and then about 20 seconds later a rush of static noise for about 10 seconds and then it went dead again. I then hung-up. I hope this helps to decipher the issue a little bit more!

Thank you,

**Stuart Timewell**  
**Sr. Project Analyst**  
**Student Services Branch**  
**Ministry of Advanced Education**  
**Ph# (250) 952-6111**

---

**From:** Shakir Nathoo [<mailto:shakir.nathoo@dh.com>]

**Sent:** Tuesday, June 30, 2015 10:56 AM

**To:** Abbott, Brenda X AVED:EX; Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Melin, Michelle C AVED:EX; Shakir Nathoo ([shakir.nathoo@dh.com](mailto:shakir.nathoo@dh.com)); Timewell, Stuart AVED:EX

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

Hi Brenda, our Telecom team has conducted an investigation but hasn't been able to pin point any issues on our end. We appear to be receiving the calls with no issues and we have reviewed on our end but haven't encountered any defects.

Has Voicenet provided any updates in terms of whether they believe the issue is on their end or not? Please let us know. Regards,  
Shakir

---

**Shakir A. Nathoo**

Account Manager, Client Relations, Student Lending

**D+H**

2 Robert Speck Parkway, 14<sup>th</sup> Floor, Mississauga, Ontario

t: 905-306-2576 c: 416-277-2789

[shakir.nathoo@dh.com](mailto:shakir.nathoo@dh.com)

[www.dh.com](http://www.dh.com)

**FINANCIAL TECHNOLOGIES. SOLUTIONS FOR PEOPLE™**

---

**From:** Abbott, Brenda X AVED:EX [<mailto:Brenda.Abbott@gov.bc.ca>]

**Sent:** Tuesday, June 30, 2015 12:08 PM

**To:** Mark Francis; Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson

**Cc:** Melin, Michelle C AVED:EX; Shakir Nathoo ([shakir.nathoo@dh.com](mailto:shakir.nathoo@dh.com)); Timewell, Stuart AVED:EX

**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

Thanks Mike,

I have a call into Voicenet to see if the problem is with the Voicenet service.

Mark, can your team confirm the problem is not with the D & H service.

Updates must be provided as the information becomes available or every hour for progress reports.

Brenda

---

**From:** Mark Francis [<mailto:mark.francis@dh.com>]  
**Sent:** Tuesday, June 30, 2015 9:01 AM  
**To:** Darche, Michael K AVED:EX; Sonia Samuels; Bibi Manbodh; Nigel Wilson  
**Cc:** Abbott, Brenda X AVED:EX; Melin, Michelle C AVED:EX  
**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

Thanks Mike

Thanks,

Mark Francis  
Team Leader, Canadian Operations  
Student Lending

t: (905) 306-2216

[www.dhltd.com](http://www.dhltd.com)

*Answers begin with understanding*™

---

**From:** Darche, Michael K AVED:EX [<mailto:Michael.Darche@gov.bc.ca>]  
**Sent:** Tuesday, June 30, 2015 11:58 AM  
**To:** Sonia Samuels; Mark Francis; Bibi Manbodh; Nigel Wilson  
**Cc:** Abbott, Brenda X AVED:EX; Melin, Michelle C AVED:EX  
**Subject:** RE: Urgent request to log calls immediately until current issue is fixed

In Jan's absence, I'm sending this to all team leaders. Please see below.....

Mike

---

**From:** Darche, Michael K AVED:EX  
**Sent:** Tuesday, June 30, 2015 8:56 AM  
**To:** 'Sonia Samuels'; 'Jan McCann'  
**Cc:** Abbott, Brenda X AVED:EX; Melin, Michelle C AVED:EX  
**Subject:** Urgent request to log calls immediately until current issue is fixed  
**Importance:** High

Hi all,

There seems to be a problem with SSU receiving calls. SSU can hear typing (likely Agents typing their notes) or dead air.

Until this apparent issue gets fixed, we can't continue to lose calls. So, let's get them logged until this issue is repaired.

Brenda, can you notify me when this is fixed?

Mike

**Mike Darche**

Senior Student Support Officer  
Student Services Branch  
Ministry of Advanced Education

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## Kendall, Janelle AVED:EX

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**From:** Timewell, Stuart AVED:EX  
**Sent:** Tuesday, June 30, 2015 10:48 AM  
**To:** Abbott, Brenda X AVED:EX  
**Subject:** RE: Gov BC Call Centre Issue

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Brenda – have you relayed this information to Shakir at D+H? it may be helpful for their team to review. Please let me know.

Thank you,  
Stuart

---

**From:** Abbott, Brenda X AVED:EX  
**Sent:** Tuesday, June 30, 2015 10:44 AM  
**To:** 'Jules Carney'  
**Cc:** Liz Della Mora; Timewell, Stuart AVED:EX  
**Subject:** RE: Gov BC Call Centre Issue

Thank you Jules

---

**From:** Jules Carney [<mailto:jcarney@voicenet.ca>]  
**Sent:** Tuesday, June 30, 2015 10:02 AM  
**To:** Abbott, Brenda X AVED:EX  
**Cc:** Liz Della Mora; Timewell, Stuart AVED:EX  
**Subject:** Gov BC Call Centre Issue

Hi Brenda,

I'm still looking into this issue, but I wanted to update you with our initial impressions. When I had a D & H agent transfer me to the Gov BC Call Centre, no one said hello, but I heard voices at a short distance, and general call centre background noise. It didn't sound to me like anyone was attempting to speak to me through a headset. For this reason, I'm wondering if it's possible that there are empty stations auto-answering at the call centre, as we had a similar experience when doing the D & H testing at one point, when there were empty stations answering. It's possible that the caller audio isn't coming through to the agents, but it would be odd for the agent to not even try to say hello into their headset if they were aware that they were connected to a caller.

In our logs, we don't see any signs of errors or connection issues. Is it possible to get information on what the call centre agents are experiencing? I tried to call into the Gov BC call centre directly (by dialing 250-953-3641), but I was stuck in the queue for 20 minutes, then heard ringing, then a prompt that said "You have reached Student Aid BC", and then my call was immediately dropped. I don't know if this is because I called without going through D & H, or whether it's a reflection of the call centre having an issue.

Thanks,  
**Jules Carney**  
Software Developer  
(705) 872-4373 x206



---

**voicenet**  
interactive inc

107 Hunter Street East Unit 202  
Peterborough, Ontario K9H 1G7

## Kendall, Janelle AVED:EX

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**From:** Elizabeth Della Mora <edellamora@voicenet.ca>  
**Sent:** Saturday, June 27, 2015 7:51 PM  
**To:** John Twomey; Sandy Murdock; Roger Twomey; James Tomlinson; Jules Carney; Justin Belanger; Pranab Mishra; John Twomey; Sandy Murdock; Roger Twomey  
**Subject:** Voicenet IVR/Web Outage - Network Storage Device - Update 11 - Current Status

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

To All TELUS/Voicenet Customers,

Replication of the data started at 10:07pm Eastern. Due to the amount of data, we do not have any ETA as to when the copy will be completed. Due to the firmware, we cannot view the gradual completion of the replication (i.e. the percent complete may stay at zero for a long time and will then pop up to a high number all of a sudden.) When the number does change, my team will let me know. Also, as the older device will still fail at the 6 hour mark, we will need to restart it when that happens. The new device will simply continue copying from where it left off.

After the replication of data is complete, it will take an additional few hours in order to dismount the older device, mount the new device and then proceed to go server by server in a specific order in order to mount each of them properly to the new device based on their specific name and drives that were previously being used. Then we will need to test IVR and web applications.

As I receive updates from my team, I will send them out via email.

Liz Della Mora  
Project Manager  
Voicenet Interactive Inc.  
P: 705-872-4373 Ext.203  
C: 416-529-5017

## Kendall, Janelle AVED:EX

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**From:** Elizabeth Della Mora <edellamora@voicenet.ca>  
**Sent:** Friday, June 26, 2015 9:55 PM  
**To:** John Twomey; Sandy Murdock; Roger Twomey  
**Cc:** James Tomlinson; Jules Carney; Justin Belanger; Pranab Mishra; John Twomey; Sandy Murdock; Roger Twomey  
**Subject:** Voicenet IVR/Web Outage - Network Storage Device - Update 2  
  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

To All TELUS/Voicenet Customers,

As per my voicemail, please note that the network storage device has gone down earlier than expected (approximately 2 to 3 hours earlier) at 12:01am Eastern.

We are currently in the process of reseating the drive and bringing all servers back up again and will notify everyone again once all systems are confirmed to be working.

The device may have taken less time to go down this time as we had replaced one of the drives with a dead drive in order to try and get the device to stop trying to automatically rebuild itself, so we will be putting in a new drive this time around in order to see if we can extend the uptime back to the 8 to 9 hours. This is only a theory ... we will not know if it works or not until the device fails again.

Our plan is to monitor the device especially starting around the 5 hour mark and let it continue running until it fails on its own again. In this case, that may be anywhere between 6 hours to 9 hours (so between 8am Eastern to 11am Eastern). We will notify you once it happens again. And if the uptime is extended by installing a new drive, then the planned downtimes that follow are going to be redetermined by us and we will let you know when they will be.

I will send you an update again as soon as all systems are confirmed to be back up..

Thank you.

Liz Della Mora  
Project Manager  
Voicenet Interactive Inc.  
P: 705-872-4373 Ext.203  
C: 416-529-5017

## Kendall, Janelle AVED:EX

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**From:** ITIMS-Prod <nobody@finch.gov.bc.ca>  
**Sent:** Wednesday, June 3, 2015 2:33 PM  
**To:** Abbott, Brenda X AVED:EX  
**Subject:** CALL670975 / IM363180 Priority 3 CSC Customer Satisfaction Survey

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

### Description:

8668660800 - SDSI IVR number not working

### Resolution:

06/03/2015 14:31:51 (TMASTEL):

06/03/2015 14:31:49 (TMASTEL):

Telus referred issue to Voicenet. Ok to close per Genevieve as calls are coming through again.

CALL670975 reported on 06/02/2015 10:28:01 has been resolved.

SSBC is conducting an end-user satisfaction survey based on the incident you placed to the SSBC Customer Service Centre. Your response to this survey will assist SSBC in its commitment to continually improve service.

This survey should take less than 5 minutes to complete. Please click on the url below to complete the survey.

[https://ssbc-client.gov.bc.ca/csc/survey/customer\\_survey.asp?ticket=CALL670975](https://ssbc-client.gov.bc.ca/csc/survey/customer_survey.asp?ticket=CALL670975)

Thank you.

## Kendall, Janelle AVED:EX

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**From:** ITIMS-Prod <nobody@finch.gov.bc.ca>  
**Sent:** Tuesday, July 28, 2015 12:39 PM  
**To:** Abbott, Brenda X AVED:EX  
**Subject:** Incident IM368742 Opened.

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Description: 8005611818 - intermittently callers unable to reach 800#

CALL680693 reported on 07/28/2015 11:01:37 has been sent to Second Level Support. This problem is being tracked under Incident IM368742.

To obtain additional information or updates on the status of this incident, you may contact the SSBC Customer Service Centre, at (250) 387-7000 option 3. Non-Provnet customers can contact us toll free at 1-866-660-0811 or via e-mail at [CSCHELP@GOV.BC.CA](mailto:CSCHELP@GOV.BC.CA). PLEASE DO NOT REPLY TO THIS MESSAGE. IT IS AUTO-GENERATED

## Kendall, Janelle AVED:EX

---

**From:** Maloney, Debbie MTIC:EX  
**Sent:** Tuesday, May 5, 2015 7:47 AM  
**To:** Timewell, Stuart AVED:EX; Abbott, Brenda X AVED:EX  
**Subject:** FW: RFC #127146 VOICENET Interative Inc - outage may 15 - Ministry of Advanced Education D&H

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

FYI

---

**From:** Madsen, John T MTIC:EX  
**Sent:** Tuesday, May 5, 2015 7:35 AM  
**To:** Maloney, Debbie MTIC:EX  
**Cc:** Zukiwsky, Sherry L MTIC:EX; Miles, Sonya E MTIC:EX; Strobl, Lou MTIC:EX  
**Subject:** RFC #127146 VOICENET Interative Inc - outage may 15 - Ministry of Advanced Education D&H

Hi Deb ,

FYI

RFC for the following outage was issued.

Item	Details
Date	Friday, May 15th
Start Time	1:00am Pacific
Duration	3 hours
Location	Ontario
Elements	Cochrane Drive switches
Procedure	VoiceNet Interactive will be conducting maintenance of the Cochrane Drive switches
Impact	Ministry of Advanced Education D&H are impacted but do not use the service at this time. There will be 2-4 interruptions of service of up to 1 minute each
Justification	Required maintenance
TELUS Rscs	n/a
Vendor rscs	VoiceNet Techs
GoBC rscs	n/a
Threat/Release	Release

Thanks  
John

-----Original Message-----

From: ITIMS-Prod [<mailto:nobody@finch.gov.bc.ca>]

Sent: Monday, May 4, 2015 1:25 PM

To: Madsen, John T MTIC:EX

Subject: RFC #127146 has been opened but is not assigned. VOICENET Interative Inc - Cochrane Drive switches,

RFC #127146 has been opened but is not assigned. VOICENET Interative Inc - Cochrane Drive switches, Ontario.

You have received this email as a member of the group implementing this change.

## Kendall, Janelle AVED:EX

---

**From:** Melin, Michelle C AVED:EX  
**Sent:** Friday, March 13, 2015 9:37 AM  
**To:** Timewell, Stuart AVED:EX  
**Subject:** FW: Update

Stuart, I called from the following numbers and experienced this issue this would have occurred approximately 8:46 to 9:00 am PST:

250-920-6305

250-356-8085

Regards,

**Michelle Melin**

Student Support Administrator

StudentAid BC

Ministry of Advanced Education

Phone: 250 387 6107

Fax: 1 888 262 2112

e-mail: [Michelle.Melin@gov.bc.ca](mailto:Michelle.Melin@gov.bc.ca)

---

**From:** Jules Carney [<mailto:jcarney@vnet.on.ca>]

**Sent:** Friday, March 13, 2015 9:34 AM

**To:** Timewell, Stuart AVED:EX

**Cc:** Melin, Michelle C AVED:EX; Liz Della Mora

**Subject:** RE: Update

Hi Stuart,

We are looking into the sensitivity issue with PRIMUS now, but if you could give us the numbers you were calling from that had the issue, as well as the times (if you can remember), that would help us get some traces.

Thanks!

Jules

---

**From:** Timewell, Stuart AVED:EX [<mailto:Stuart.Timewell@gov.bc.ca>]

**Sent:** March 13, 2015 12:03

**To:** 'Jules Carney'

**Cc:** Melin, Michelle C AVED:EX

**Subject:** RE: Update

**Importance:** High

Hi Jules,

Michelle and I would like to speak to you as soon as possible – can you provide me with your phone number?

---

**From:** Jules Carney [<mailto:jcarney@vnet.on.ca>]

**Sent:** Monday, February 23, 2015 1:08 PM

**To:** Melin, Michelle C AVED:EX; 'Vicki Webster'; [edellamora@vnet.on.ca](mailto:edellamora@vnet.on.ca); 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Roger Twomey'; Timewell, Stuart AVED:EX; Maloney, Debbie MTIC:EX; 'Douglas Gilhooly'; 'Ryan Hobbs'

**Subject:** RE: Update

Hi Michelle,

Thanks for letting me know. As you may or may not know, the team is tracking down an issue with the transfer now, so we will likely not require your help with the testing today, but we will touch base with you when we know.

Regards,

Jules

---

**From:** Melin, Michelle C AVED:EX [<mailto:Michelle.Melin@gov.bc.ca>]

**Sent:** February 23, 2015 14:18

**To:** 'Jules Carney'; 'Vicki Webster'; [edellamora@vnet.on.ca](mailto:edellamora@vnet.on.ca); 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Roger Twomey'; Timewell, Stuart AVED:EX; Maloney, Debbie MTIC:EX; 'Douglas Gilhooly'; 'Ryan Hobbs'

**Subject:** RE: Update

Hello,

SABC is unavailable each day between 12:30 pm and 1:30 pm PST.

Regards,

Michelle Melin

Student Support Administrator

StudentAid BC

Ministry of Advanced Education

Phone: 250 387 6107

Fax: 1 888 262 2112

e-mail: [Michelle.Melin@gov.bc.ca](mailto:Michelle.Melin@gov.bc.ca)

---

**From:** Jules Carney [<mailto:jcarney@vnet.on.ca>]

**Sent:** Monday, February 23, 2015 10:56 AM

**To:** 'Vicki Webster'; [edellamora@vnet.on.ca](mailto:edellamora@vnet.on.ca); 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Roger Twomey'; Melin, Michelle C AVED:EX; Timewell, Stuart AVED:EX; Maloney, Debbie MTIC:EX; 'Douglas Gilhooly'; 'Ryan Hobbs'

**Subject:** RE: Update

Thanks for the update Vicki.

Any time after the load test is fine with me for the sequence testing, and I believe the SABC agents take lunch from 12-1 PST/3-4 EST. Would you please confirm that I have that timing right, Stuart and Michelle, as I think one of the agents mentioned 12:30-1:30 to me at one point. So I would think that 4-5 EST would be best. I only need one agent on your side for that testing.

Jules

---

**From:** Vicki Webster [<mailto:vicki.webster@dh.com>]

**Sent:** February 23, 2015 13:42

**To:** [edellamora@vnet.on.ca](mailto:edellamora@vnet.on.ca); 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Jules Carney'; 'Roger Twomey'; 'Melin, Michelle C AVED:EX'; 'Timewell, Stuart AEIT:EX'; 'Debbie Maloney'; Douglas Gilhooly; Ryan Hobbs

**Subject:** RE: Update

To keep everyone updated:

We will complete load testing at **2pm with 20 agents** and we will have an additional **12 live people placing** calls along with the Voicenet team.

Jules will start her testing following that testing – Jules please confirm the time.

I will host a quick update call later this afternoon. **Stuart/Nancy**, please let me know what time would work for you - our regular time will be too early today but I can provide you with an update following.

Voicenet would like time tomorrow to review the recordings but the expectation is with the live testing, we'll get immediate results if there are any issues today.

The earliest migration date is Friday night at midnight per the Voicenet schedule. I'm not sure if there is any value moving ahead Friday night vs Saturday morning but we can confirm that over the next few hours with the Voicenet team and come back with the best solution as part of the touch point later today.

Vicki

---

**From:** Elizabeth Della Mora [<mailto:edellamora@vnet.on.ca>]

**Sent:** Monday, February 23, 2015 12:18 PM

**To:** Vicki Webster; 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Jules Carney'; 'Roger Twomey'; 'Melin, Michelle C AVED:EX'; 'Timewell, Stuart AEIT:EX'; 'Debbie Maloney'

**Subject:** RE: Update

Vicki,

Roger and I will give you a call at 12:30pm. Let me know what number we can reach you at.

Thanks.

Liz

---

**From:** Vicki Webster [<mailto:vicki.webster@dh.com>]

**Sent:** February 23, 2015 12:10 PM

**To:** [edellamora@vnet.on.ca](mailto:edellamora@vnet.on.ca); 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Jules Carney'; 'Roger Twomey'; 'Melin, Michelle C AVED:EX'; 'Timewell, Stuart AEIT:EX'; Debbie Maloney

**Subject:** RE: Update

Hi Liz,

Let me know if you have time for a quick call now so we can sort out the details of the afternoon. I want to ensure we have all the support requirements in place before 12:45pm.

Vicki

---

**From:** Vicki Webster

**Sent:** Monday, February 23, 2015 11:28 AM

**To:** 'edellamora@vnet.on.ca'; 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Jules Carney'; 'Roger Twomey'; 'Melin, Michelle C AVED:EX'; 'Timewell, Stuart AEIT:EX'; Debbie Maloney

**Subject:** RE: Update

Hi Liz,

Thanks for your note.

We will have agents available today to do load testing however we need to find a way to do all testing more efficiently and ensure results are real time.

We can make the agents available but I'd suggest we use 10 agents and just have technology toggle on and off the other 5 phones. We can use music or anything to make sound if required for the test.

Can you please confirm how we can compress your testing schedule? Can we overlap testing with load testing?

Knowing we've done extensive testing and our own load testing after we made the change including having agents pick up calls, I'm confident your testing should be clean and we should be able to lighten the testing requirements while meeting your goal.

We are going to do a quick internal huddle now, let me know and we can book a quick call with you as well.

Vicki

---

**From:** Elizabeth Della Mora [<mailto:edellamora@vnet.on.ca>]

**Sent:** Monday, February 23, 2015 11:18 AM

**To:** Vicki Webster; 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Jules Carney'; 'Roger Twomey'; 'Melin, Michelle C AVED:EX'; 'Timewell, Stuart AEIT:EX'; Debbie Maloney

**Subject:** RE: Update

Hi Vicki,

Will you have 20 agents available to take calls for load testing today or tomorrow? That is a pre-requisite to going live. As per my email, our process is to do full, proper load testing that would be equivalent to SABC's actual production scenario, just in case any other unforeseen issues arise. We have experienced this before with other vendors (i.e. a simple change causes other issues), and for the customer's sake, we choose to err on the side of caution.

As mentioned by Sandy, we have another production system that is scheduled to go live on Wednesday, so, for support reasons, we cannot go live with SABC on Wednesday. If there are any issues that arise, we would want to be able to dedicate our resources to either one production system or the other, not both at the same time.

So, Thursday, February 26<sup>th</sup> 12:01am EST is the earliest go-live date that would be acceptable to us, and that is dependent upon the testing mentioned in my previous email being clean.

Thanks.

Liz

---

**From:** Vicki Webster [<mailto:vicki.webster@dh.com>]

**Sent:** February 23, 2015 11:00 AM

**To:** [edellamora@vnet.on.ca](mailto:edellamora@vnet.on.ca); 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Liz Della Mora'; 'Jules Carney'; 'Roger Twomey'; 'Melin, Michelle C AVED:EX'; 'Timewell, Stuart AEIT:EX'

**Subject:** RE: Update

Hi Liz,

Thank you for your note. Our team has done extensive testing including load testing after the changes were made on Friday and are not experiencing any issues and no issues have redeveloped and no new issues have been identified. We are eager to move ahead and agree there is a need for load and UAT testing but would like to complete this testing today and would look to move to production at 12am tonight or at latest tomorrow night. As we did on Friday, we would use live agents and gather feedback live on results.

Can your team accommodate tonight or tomorrow night? Also, I'm happy to start load testing ASAP as soon as your team is available.

Stuart, would you mind confirming if the SABC team would be available to do testing of the transfer process today?  
Vicki

---

**From:** Elizabeth Della Mora [<mailto:edellamora@vnet.on.ca>]

**Sent:** Monday, February 23, 2015 9:55 AM

**To:** 'Sandy Murdock'; Vicki Webster

**Cc:** 'Kevin Sheppard'; 'Liz Della Mora'; 'Jules Carney'; 'Roger Twomey'; 'Melin, Michelle C AVED:EX'; 'Timewell, Stuart AEIT:EX'

**Subject:** RE: Update

Just CCing Michelle and Stuart on this one.

---

**From:** Elizabeth Della Mora [<mailto:edellamora@vnet.on.ca>]

**Sent:** February 23, 2015 9:53 AM

**To:** 'Sandy Murdock'; 'Vicki Webster'

**Cc:** 'Kevin Sheppard'; 'Liz Della Mora'; 'Jules Carney'; 'Roger Twomey'

**Subject:** RE: Update

Hi Kevin,

Prior to going live, we need to get through the following testing cleanly (i.e. no issues) in the order indicated below:

1. Load test today with the primary purpose of verifying if the call queue "dropped call" issue is gone. So having a few agents and about 10 live callers would be sufficient. This could be done at 1pm EST today.
2. Jules to go through her full test plan, which includes transfers to SABC agents. This requires participation from SABC. We do not know what their schedule is like, so this testing may need to be done Tuesday or Wednesday afternoon EST instead of today.
3. Load testing with 20 agents and at least 10 live callers around the 1pm-2pm EST time range. (I know that D+H said the latest issue was call queue related, but we have never gotten through a proper load test cleanly that simulates SABC's actual production scenario. And to be on the safe side, a full load test should be done to ensure that no new issues were introduced by the latest changes.) D+H would need to arrange for the 20 agents to be available. Date to be determined.
4. Voicenet needs time after the load test in (3) above to review related call recordings.
5. If all of the above testing is clean, then we go live on Friday, February 27<sup>th</sup> at 12:01 am EST.

Thanks.

Liz

---

**From:** Sandy Murdock [<mailto:smurdock@vnet.on.ca>]

**Sent:** February 23, 2015 8:21 AM

**To:** 'Vicki Webster'  
**Cc:** 'Kevin Sheppard'; 'Liz Della Mora'; 'Jules Carney'; 'Roger Twomey'  
**Subject:** RE: Update

That is good news.

I found the email from Kevin, I guess they crossed paths, his was sent at 13 after and mine to him at 17 after 8, my outlook only gets mail every 10 minutes so I had not yet received it.

I will have to consult with Jules and Liz, I know we have other applications going into production this week but we may be able to accommodate everything.

---

**From:** Vicki Webster [<mailto:vicki.webster@dh.com>]

**Sent:** February 23, 2015 8:16 AM

**To:** Sandy Murdock

**Cc:** Kevin Sheppard; 'Liz Della Mora'; 'Jules Carney'

**Subject:** RE: Update

Hi Sandy,

Yes we believe the issue is now resolved.

I think Kevin reached out to your team early this morning to determine how quickly we can do testing with your team.  
Vicki

---

**From:** Sandy Murdock [<mailto:smurdock@vnet.on.ca>]

**Sent:** Monday, February 23, 2015 8:16 AM

**To:** Vicki Webster

**Cc:** Kevin Sheppard; 'Liz Della Mora'; 'Jules Carney'

**Subject:** Update

I'm just looking for an update.

Were you able to figure out the issue from Friday?

Sandy Murdock

Senior Data Specialist

(705) 872-4373 x 201



**voicenet**  
interactive inc

107 Hunter Street East Unit 202  
Peterborough, Ontario K9H 1G7

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## Kendall, Janelle AVED:EX

---

**From:** Elizabeth Della Mora <edellamora@vnet.on.ca>  
**Sent:** Friday, March 13, 2015 2:39 PM  
**To:** Timewell, Stuart AVED:EX; Maloney, Debbie MTIC:EX; 'Jules Carney'  
**Cc:** Melin, Michelle C AVED:EX; 'Liz Della Mora'; 'James Tomlinson'; 'Roger Twomey'; Bridges, Alison AVED:EX; Singh, Nancy K AVED:EX  
**Subject:** RE: Update

Hi Stuart,

The Student Aid application is now set up in PROD and using DTMF only (with DTMF only voice prompts). I called into the PROD app a few times to verify this myself. You may wish to do so also.

Thanks.

Liz

---

**From:** Elizabeth Della Mora [mailto:edellamora@vnet.on.ca]  
**Sent:** March 13, 2015 5:32 PM  
**To:** 'Timewell, Stuart AVED:EX'; 'Maloney, Debbie MTIC:EX'; 'Jules Carney'  
**Cc:** 'Melin, Michelle C AVED:EX'; 'Liz Della Mora'; 'James Tomlinson'; 'Roger Twomey'; 'Bridges, Alison AVED:EX'; 'Singh, Nancy K AVED:EX'  
**Subject:** RE: Update

Hi Stuart,

I will let you know once it is set up in PROD.

Thanks.

Liz

---

**From:** Timewell, Stuart AVED:EX [mailto:Stuart.Timewell@gov.bc.ca]  
**Sent:** March 13, 2015 5:31 PM  
**To:** Maloney, Debbie MTIC:EX; Jules Carney  
**Cc:** Melin, Michelle C AVED:EX; Liz Della Mora; James Tomlinson; Roger Twomey; Bridges, Alison AVED:EX; Singh, Nancy K AVED:EX  
**Subject:** RE: Update

Hi Everyone,  
We have tested the IVR and are pleased with it and are ok to move it to prod.  
Thank you,

**Stuart Timewell**  
**Sr. Project Analyst**  
**Student Services Branch**  
**Ministry of Advanced Education**  
**Ph# (250) 952-6111**

---

**From:** Maloney, Debbie MTIC:EX  
**Sent:** Friday, March 13, 2015 1:59 PM  
**To:** Jules Carney  
**Cc:** Timewell, Stuart AVED:EX; Melin, Michelle C AVED:EX; Liz Della Mora; James Tomlinson; Roger Twomey  
**Subject:** Re: Update

Hi Stuart, let me know when you've tested and are ok to move to prod.

Thanks.  
Deb

On Mar 13, 2015, at 12:57 PM, Jules Carney <[jcarney@vnet.on.ca](mailto:jcarney@vnet.on.ca)> wrote:

Hi Stuart,

In the DEV environment (855-838-0940), we have disabled speech rec and put the new prompts in place. You are welcome to call in and try that out, and then when you're ready, please let us know if you'd like to move the change into production. Please CC everyone who is CC'd on this email.

Thanks,  
Jules

---

**From:** Jules Carney [<mailto:jcarney@vnet.on.ca>]  
**Sent:** March 13, 2015 13:04  
**To:** 'Timewell, Stuart AVED:EX'  
**Cc:** 'Melin, Michelle C AVED:EX'; 'Liz Della Mora'  
**Subject:** RE: Update

That's great Stuart, thank you.

---

**From:** Timewell, Stuart AVED:EX [<mailto:Stuart.Timewell@gov.bc.ca>]  
**Sent:** March 13, 2015 12:56  
**To:** 'Jules Carney'  
**Cc:** Melin, Michelle C AVED:EX; Liz Della Mora  
**Subject:** RE: Update

Hi Jules,  
We called in from the following numbers around the times of:  
Approximately 8:45 to 9:00 am PST:

250-920-6305  
250-356-8085  
250-387-6122  
Thank you,

**Stuart Timewell**  
**Sr. Project Analyst**  
**Student Services Branch**

---

**From:** Jules Carney [<mailto:jcarney@vnet.on.ca>]  
**Sent:** Friday, March 13, 2015 9:34 AM  
**To:** Timewell, Stuart AVED:EX  
**Cc:** Melin, Michelle C AVED:EX; Liz Della Mora  
**Subject:** RE: Update

Hi Stuart,

We are looking into the sensitivity issue with PRIMUS now, but if you could give us the numbers you were calling from that had the issue, as well as the times (if you can remember), that would help us get some traces.

Thanks!  
Jules

---

**From:** Timewell, Stuart AVED:EX [<mailto:Stuart.Timewell@gov.bc.ca>]  
**Sent:** March 13, 2015 12:03  
**To:** 'Jules Carney'  
**Cc:** Melin, Michelle C AVED:EX  
**Subject:** RE: Update  
**Importance:** High

Hi Jules,  
Michelle and I would like to speak to you as soon as possible – can you provide me with your phone number?

---

**From:** Jules Carney [<mailto:jcarney@vnet.on.ca>]  
**Sent:** Monday, February 23, 2015 1:08 PM  
**To:** Melin, Michelle C AVED:EX; 'Vicki Webster'; [edellamora@vnet.on.ca](mailto:edellamora@vnet.on.ca); 'Sandy Murdock'  
**Cc:** 'Kevin Sheppard'; 'Roger Twomey'; Timewell, Stuart AVED:EX; Maloney, Debbie MTIC:EX; 'Douglas Gilhooly'; 'Ryan Hobbs'  
**Subject:** RE: Update

Hi Michelle,  
Thanks for letting me know. As you may or may not know, the team is tracking down an issue with the transfer now, so we will likely not require your help with the testing today, but we will touch base with you when we know.  
Regards,  
Jules

---

**From:** Melin, Michelle C AVED:EX [<mailto:Michelle.Melin@gov.bc.ca>]  
**Sent:** February 23, 2015 14:18  
**To:** 'Jules Carney'; 'Vicki Webster'; [edellamora@vnet.on.ca](mailto:edellamora@vnet.on.ca); 'Sandy Murdock'  
**Cc:** 'Kevin Sheppard'; 'Roger Twomey'; Timewell, Stuart AVED:EX; Maloney, Debbie MTIC:EX; 'Douglas Gilhooly'; 'Ryan Hobbs'  
**Subject:** RE: Update  
Hello,

SABC is unavailable each day between 12:30 pm and 1:30 pm PST.

Regards,

Michelle Melin  
Student Support Administrator  
StudentAid BC  
Ministry of Advanced Education  
Phone: 250 387 6107  
Fax: 1 888 262 2112  
e-mail: [Michelle.Melin@gov.bc.ca](mailto:Michelle.Melin@gov.bc.ca)

---

**From:** Jules Carney [<mailto:jcarney@vnet.on.ca>]

**Sent:** Monday, February 23, 2015 10:56 AM

**To:** 'Vicki Webster'; [edellamora@vnet.on.ca](mailto:edellamora@vnet.on.ca); 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Roger Twomey'; Melin, Michelle C AVED:EX; Timewell, Stuart AVED:EX; Maloney, Debbie MTIC:EX; 'Douglas Gilhooly'; 'Ryan Hobbs'

**Subject:** RE: Update

Thanks for the update Vicki.

Any time after the load test is fine with me for the sequence testing, and I believe the SABC agents take lunch from 12-1 PST/3-4 EST. Would you please confirm that I have that timing right, Stuart and Michelle, as I think one of the agents mentioned 12:30-1:30 to me at one point. So I would think that 4-5 EST would be best. I only need one agent on your side for that testing.

Jules

---

**From:** Vicki Webster [<mailto:vicki.webster@dh.com>]

**Sent:** February 23, 2015 13:42

**To:** [edellamora@vnet.on.ca](mailto:edellamora@vnet.on.ca); 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Jules Carney'; 'Roger Twomey'; 'Melin, Michelle C AVED:EX'; 'Timewell, Stuart AEIT:EX'; 'Debbie Maloney'; Douglas Gilhooly; Ryan Hobbs

**Subject:** RE: Update

To keep everyone updated:

We will complete load testing at **2pm with 20 agents** and we will have an additional **12 live people placing** calls along with the Voicenet team.

Jules will start her testing following that testing – Jules please confirm the time.

I will host a quick update call later this afternoon. **Stuart/Nancy**, please let me know what time would work for you - our regular time will be too early today but I can provide you with an update following. Voicenet would like time tomorrow to review the recordings but the expectation is with the live testing, we'll get immediate results if there are any issues today.

The earliest migration date is Friday night at midnight per the Voicenet schedule. I'm not sure if there is any value moving ahead Friday night vs Saturday morning but we can confirm that over the next few hours with the Voicenet team and come back with the best solution as part of the touch point later today.

Vicki

---

**From:** Elizabeth Della Mora [<mailto:edellamora@vnet.on.ca>]

**Sent:** Monday, February 23, 2015 12:18 PM

**To:** Vicki Webster; 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Jules Carney'; 'Roger Twomey'; 'Melin, Michelle C AVED:EX'; 'Timewell, Stuart AEIT:EX'; 'Debbie Maloney'

**Subject:** RE: Update

Vicki,

Roger and I will give you a call at 12:30pm. Let me know what number we can reach you at.

Thanks.

Liz

---

**From:** Vicki Webster [<mailto:vicki.webster@dh.com>]

**Sent:** February 23, 2015 12:10 PM

**To:** [edellamora@vnet.on.ca](mailto:edellamora@vnet.on.ca); 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Jules Carney'; 'Roger Twomey'; 'Melin, Michelle C AVED:EX'; 'Timewell, Stuart AEIT:EX'; Debbie Maloney

**Subject:** RE: Update

Hi Liz,

Let me know if you have time for a quick call now so we can sort out the details of the afternoon. I want to ensure we have all the support requirements in place before 12:45pm.

Vicki

---

**From:** Vicki Webster

**Sent:** Monday, February 23, 2015 11:28 AM

**To:** [edellamora@vnet.on.ca](mailto:edellamora@vnet.on.ca); 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Jules Carney'; 'Roger Twomey'; 'Melin, Michelle C AVED:EX'; 'Timewell, Stuart AEIT:EX'; Debbie Maloney

**Subject:** RE: Update

Hi Liz,

Thanks for your note.

We will have agents available today to do load testing however we need to find a way to do all testing more efficiently and ensure results are real time.

We can make the agents available but I'd suggest we use 10 agents and just have technology toggle on and off the other 5 phones. We can use music or anything to make sound if required for the test.

Can you please confirm how we can compress your testing schedule? Can we overlap testing with load testing?

Knowing we've done extensive testing and our own load testing after we made the change including having agents pick up calls, I'm confident your testing should be clean and we should be able to lighten the testing requirements while meeting your goal.

We are going to do a quick internal huddle now, let me know and we can book a quick call with you as well.

Vicki

---

**From:** Elizabeth Della Mora [<mailto:edellamora@vnet.on.ca>]

**Sent:** Monday, February 23, 2015 11:18 AM

**To:** Vicki Webster; 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Jules Carney'; 'Roger Twomey'; 'Melin, Michelle C AVED:EX'; 'Timewell, Stuart AEIT:EX'; Debbie Maloney

**Subject:** RE: Update

Hi Vicki,

Will you have 20 agents available to take calls for load testing today or tomorrow? That is a pre-requisite to going live. As per my email, our process is to do full, proper load testing that would be equivalent to SABC's actual production scenario, just in case any other unforeseen issues arise. We have experienced this before with other vendors (i.e. a simple change causes other issues), and for the customer's sake, we choose to err on the side of caution.

As mentioned by Sandy, we have another production system that is scheduled to go live on Wednesday, so, for support reasons, we cannot go live with SABC on Wednesday. If there are any issues that arise, we would want to be able to dedicate our resources to either one production system or the other, not both at the same time.

So, Thursday, February 26<sup>th</sup> 12:01am EST is the earliest go-live date that would be acceptable to us, and that is dependent upon the testing mentioned in my previous email being clean.

Thanks.

Liz

---

**From:** Vicki Webster [<mailto:vicki.webster@dh.com>]

**Sent:** February 23, 2015 11:00 AM

**To:** [edellamora@vnet.on.ca](mailto:edellamora@vnet.on.ca); 'Sandy Murdock'

**Cc:** 'Kevin Sheppard'; 'Liz Della Mora'; 'Jules Carney'; 'Roger Twomey'; 'Melin, Michelle C AVED:EX'; 'Timewell, Stuart AEIT:EX'

**Subject:** RE: Update

Hi Liz,

Thank you for your note. Our team has done extensive testing including load testing after the changes were made on Friday and are not experiencing any issues and no issues have redeveloped and no new issues have been identified.

We are eager to move ahead and agree there is a need for load and UAT testing but would like to complete this testing today and would look to move to production at 12am tonight or at latest tomorrow night. As we did on Friday, we would use live agents and gather feedback live on results. Can your team accommodate tonight or tomorrow night? Also, I'm happy to start load testing ASAP as soon as your team is available.

Stuart, would you mind confirming if the SABC team would be available to do testing of the transfer process today?

Vicki

---

**From:** Elizabeth Della Mora [<mailto:edellamora@vnet.on.ca>]

**Sent:** Monday, February 23, 2015 9:55 AM

**To:** 'Sandy Murdock'; Vicki Webster

**Cc:** 'Kevin Sheppard'; 'Liz Della Mora'; 'Jules Carney'; 'Roger Twomey'; 'Melin, Michelle C AVED:EX'; 'Timewell, Stuart AEIT:EX'

**Subject:** RE: Update

Just CCing Michelle and Stuart on this one.

---

**From:** Elizabeth Della Mora [<mailto:edellamora@vnet.on.ca>]

**Sent:** February 23, 2015 9:53 AM

**To:** 'Sandy Murdock'; 'Vicki Webster'

**Cc:** 'Kevin Sheppard'; 'Liz Della Mora'; 'Jules Carney'; 'Roger Twomey'

**Subject:** RE: Update

Hi Kevin,

Prior to going live, we need to get through the following testing cleanly (i.e. no issues) in the order indicated below:

1. Load test today with the primary purpose of verifying if the call queue "dropped call" issue is gone. So having a few agents and about 10 live callers would be sufficient. This could be done at 1pm EST today.
2. Jules to go through her full test plan, which includes transfers to SABC agents. This requires participation from SABC. We do not know what their schedule is like, so this testing may need to be done Tuesday or Wednesday afternoon EST instead of today.
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4. Voicenet needs time after the load test in (3) above to review related call recordings.
5. If all of the above testing is clean, then we go live on Friday, February 27<sup>th</sup> at 12:01 am EST.

Thanks.

Liz

---

**From:** Sandy Murdock [<mailto:smurdock@vnet.on.ca>]  
**Sent:** February 23, 2015 8:21 AM  
**To:** 'Vicki Webster'  
**Cc:** 'Kevin Sheppard'; 'Liz Della Mora'; 'Jules Carney'; 'Roger Twomey'  
**Subject:** RE: Update

That is good news.

I found the email from Kevin, I guess they crossed paths, his was sent at 13 after and mine to him at 17 after 8, my outlook only gets mail every 10 minutes so I had not yet received it.

I will have to consult with Jules and Liz, I know we have other applications going into production this week but we may be able to accommodate everything.

---

**From:** Vicki Webster [<mailto:vicki.webster@dh.com>]  
**Sent:** February 23, 2015 8:16 AM  
**To:** Sandy Murdock  
**Cc:** Kevin Sheppard; 'Liz Della Mora'; 'Jules Carney'  
**Subject:** RE: Update

Hi Sandy,

Yes we believe the issue is now resolved.

I think Kevin reached out to your team early this morning to determine how quickly we can do testing with your team.

Vicki

---

**From:** Sandy Murdock [<mailto:smurdock@vnet.on.ca>]  
**Sent:** Monday, February 23, 2015 8:16 AM  
**To:** Vicki Webster  
**Cc:** Kevin Sheppard; 'Liz Della Mora'; 'Jules Carney'  
**Subject:** Update

I'm just looking for an update.

Were you able to figure out the issue from Friday?

Sandy Murdock

Senior Data Specialist

(705) 872-4373 x 201

---

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## Kendall, Janelle AVED:EX

---

**From:** Roger Twomey <rtwomey@vnet.on.ca>  
**Sent:** Tuesday, February 10, 2015 10:08 AM  
**To:** Timewell, Stuart AVED:EX; 'Vicki Webster'; 'Naudia Larrow'; 'Teresa Wilson'; 'Bob Zebeski'; 'Gary Hodge'; Abbott, Brenda X AVED:EX; Singh, Nancy K AVED:EX; Jovellanos, Lawrence MTIC:EX; smurdock@vnet.on.ca; 'Kevin Sheppard'  
**Cc:** Maloney, Debbie MTIC:EX; 'Ryan Hobbs'; 'Dennis Compston'; Melin, Michelle C AVED:EX; 'Liz Della Mora'; 'Dennis Compston'; 'Jules Carney'; 'Elizabeth Della Mora'  
**Subject:** RE: Daily Cisco Progress Update

Hi Stuart,

We called into the current production IVR, the IVR voice quality sounded good, we then transferred to D+H. We were able to reach D+H, when we were on hold at D+H the pre-recorded audio sounded a choppy however when the agent answered the audio was clear, we then asked the agent to transfer to your call centre by pressing 0111. The transfer worked and your call centre played a message indicating that all agents are busy.

Roger

---

**From:** Timewell, Stuart AVED:EX [<mailto:Stuart.Timewell@gov.bc.ca>]  
**Sent:** February-10-15 12:33 PM  
**To:** 'Vicki Webster'; Naudia Larrow; Teresa Wilson; Bob Zebeski; Gary Hodge; Abbott, Brenda X AVED:EX; Singh, Nancy K AVED:EX; [rtwomey@vnet.on.ca](mailto:rtwomey@vnet.on.ca); Jovellanos, Lawrence MTIC:EX; [smurdock@vnet.on.ca](mailto:smurdock@vnet.on.ca); Kevin Sheppard  
**Cc:** Maloney, Debbie MTIC:EX; Ryan Hobbs; Dennis Compston; Melin, Michelle C AVED:EX; 'Liz Della Mora'; Dennis Compston ([dennis.compston@dh.com](mailto:dennis.compston@dh.com)); Jules Carney ([jcarney@vnet.on.ca](mailto:jcarney@vnet.on.ca)); Elizabeth Della Mora  
**Subject:** RE: Daily Cisco Progress Update  
**Importance:** High

Hi Everyone,

It seems that our clients are being transferred to SSU via D+H call centre and not getting through. The message states "all SABC representatives are busy...". Michelle and I have both called in, the lines are extremely choppy with static. I thought we were not proceeding with any changes until later this week? Can you please investigate what is occurring – and update us as soon as possible!

Thank you,

**Stuart Timewell**  
**Sr. Project Analyst**  
**Student Services Branch**  
**Ministry of Advanced Education**  
**Ph# (250) 580-3142**

---

**From:** Vicki Webster [<mailto:vicki.webster@dh.com>]  
**Sent:** Tuesday, February 10, 2015 4:58 AM  
**To:** Naudia Larrow; Teresa Wilson; Bob Zebeski; Gary Hodge; Abbott, Brenda X AVED:EX; Timewell, Stuart AVED:EX; Singh, Nancy K AVED:EX; [rtwomey@vnet.on.ca](mailto:rtwomey@vnet.on.ca); Jovellanos, Lawrence MTIC:EX; [smurdock@vnet.on.ca](mailto:smurdock@vnet.on.ca); Kevin Sheppard  
**Cc:** Maloney, Debbie MTIC:EX; Ryan Hobbs; Dennis Compston; Melin, Michelle C AVED:EX; 'Liz Della Mora'; Dennis

Compston ([dennis.compston@dh.com](mailto:dennis.compston@dh.com)); Jules Carney ([jcarney@vnet.on.ca](mailto:jcarney@vnet.on.ca)); Elizabeth Della Mora

**Subject:** Daily Cisco Progress Update

Hello everyone,

Hope you had a great long weekend, see below a quick update on the weekend work that was completed:

D+H worked with Telus to apply the quality of service configuration setting to our 2 RSP office location where our Agents reside. Testing on the weekend from the 2 RSP location showed improvement with call quality and we did not encounter the digital distortion that was being reported during UAT testing.

We have made some additional configuration changes today and will provide a further update on our call tomorrow after spending some time with Voicenet in the morning defining our schedule for this week.

Best,

Vicki

Vicki Webster

Director, Strategic Initiatives, Canadian Operations



t: 905-267-5000 ext. 74877

c: 902-432-4047

[www.dhltd.com](http://www.dhltd.com)

*Answers begin with understanding*™

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Checked by AVG - [www.avg.com](http://www.avg.com)

Version: 2013.0.3495 / Virus Database: 4257/9090 - Release Date: 02/10/15

## Kendall, Janelle AVED:EX

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**From:** Lomax, Jennifer A AVED:EX  
**Sent:** Tuesday, February 10, 2015 9:36 AM  
**To:** Timewell, Stuart AVED:EX; Melin, Michelle C AVED:EX  
**Subject:** RE: D+H agents unable to transfer calls through\*\*\*\*\*

Thank you so much Stuart, I really appreciate that.

---

**From:** Timewell, Stuart AVED:EX  
**Sent:** Tuesday, February 10, 2015 9:36 AM  
**To:** Lomax, Jennifer A AVED:EX; Melin, Michelle C AVED:EX  
**Subject:** RE: D+H agents unable to transfer calls through\*\*\*\*\*

Hi Jennifer,  
I've sent a message for the service providers to start looking into it. Michelle will let you all know that there are a few issues. Stay tuned and I will update you as soon as possible!  
Thank you,  
Stuart

---

**From:** Lomax, Jennifer A AVED:EX  
**Sent:** Tuesday, February 10, 2015 9:13 AM  
**To:** Timewell, Stuart AVED:EX; Melin, Michelle C AVED:EX  
**Subject:** D+H agents unable to transfer calls through\*\*\*\*\*  
**Importance:** High

Good morning Stuart,

Our staff have not received any phone calls this morning; however, Michelle's display records indicate 5 calls given treatment and 2 calls have been logged for call-back. I spoke with Jan McCann and she was unaware of the agents' inability transfer calls and due to the message received "all our agents are currently busy, please call back later" indicated it was likely an issue from our side. An agent indicated 0111 transfer not working and therefore unable to transfer student through to SSU.

Can you please investigate immediately for us?

Thank you so much

### **Jennifer Lomax**

Student Support Officer  
Student Support Unit  
Student Services Branch  
Ministry of Advanced Education,  
[sabc.ssu@gov.bc.ca](mailto:sabc.ssu@gov.bc.ca)  
[www.StudentAidBC.ca](http://www.StudentAidBC.ca)

## Kendall, Janelle AVED:EX

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**From:** CSCHELP - SSBC TSD DSS Customer Service Centre MTIC:EX  
**Sent:** Tuesday, July 28, 2015 11:02 AM  
**To:** Abbott, Brenda X AVED:EX  
**Subject:** RE: 1-800 IVR

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Brenda is this happening when before you get to the main menu? Or after pressing a certain option?

Can you confirm the address: 835 Humboldt St

What are your hours (8:30 – 4:30?)

Do you know how many times this happened? I tried a few times and got through to the main menu ok

If you would like to one of us directly – you can call 250-387-7000 option 3 and quote call ref #680693

Thanks

Tambry

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**From:** Abbott, Brenda X AVED:EX  
**Sent:** Tuesday, July 28, 2015 9:47 AM  
**To:** CSCHELP - SSBC TSD DSS Customer Service Centre MTIC:EX  
**Subject:** 1-800 IVR  
**Importance:** High

Hello,

We had reports that clients are not able to connect with the IVR. I have tried our 1-800-561-1818 call line and got the following:

- 1) Got through no problem
- 2) Dead air the busy signal
- 3) Same as 2
- 4) The service you are trying to reach is not available.

Open a ticket with TELUS.

Thank you

**Brenda Abbott**  
Program Administrator  
Ministry of Advanced Education  
Phone: (250) 952-7411  
Fax: (250) 356-9455

email - [brenda.abbott@gov.bc.ca](mailto:brenda.abbott@gov.bc.ca)

## Kendall, Janelle AVED:EX

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**From:** Abbott, Brenda X AVED:EX  
**Sent:** Monday, July 13, 2015 11:12 AM  
**To:** Timewell, Stuart AVED:EX  
**Cc:** Melin, Michelle C AVED:EX  
**Subject:** RE: 1-800

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Stuart in the case of SABC phone lines we are directed to 7-7000 option 3 if it is a problem with Voicenet. Our items are usually tagged as a 2 (resolve within 4 hours). With a 2 rating whomever has raised the issue or whoever is the contact must speak to customer service to close the ticket. All cases are managed individually. An agent from shared services will call or I will call. I need to provide the ticket #. They are usually very good with me.

For myself I will typically go the Voicenet &/OR D&H first. It can sometimes take up to an hour for a response from customer service so I like to get everyone on the issue quickly. As with last week, the problem was with the C6 but it took almost 4 hours to narrow that down. I have 3 vendors and it is sometimes tricky to find out where the problem is.

On Friday I opened the ticket but closed it almost immediately. I don't like wasting anyone's time if the resolution is outside of the ticket. Which the queue being full is outside of anyone's ability to fix.

Hope this answers your question  
Brenda

**From:** Timewell, Stuart AVED:EX  
**Sent:** Monday, July 13, 2015 10:58 AM  
**To:** Abbott, Brenda X AVED:EX  
**Cc:** Melin, Michelle C AVED:EX  
**Subject:** RE: 1-800

Thank you Brenda – this was very helpful.

I do have a bit of a gap in my knowledge, when a ticket is opened with Shared Services do they close it or keep it open? Did they provide a response as to why the issue was occurring?

Thank you,  
Stuart

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**From:** Abbott, Brenda X AVED:EX  
**Sent:** Monday, July 13, 2015 9:04 AM  
**To:** Timewell, Stuart AVED:EX  
**Cc:** Melin, Michelle C AVED:EX  
**Subject:** RE: 1-800

Stuart,

On Friday July 10 approximately 10:30 I was informed of a problem with the 1-800 phone line. I requested a ticket from shared services and contacted Voicenet.

Voicenet responded immediately. I found the delay for some reason had increased so it appeared calls were being dropped. This delay was when you first called the IVR and then again when you zeroed out. Voicenet informed me one of the servers were down so the program was being directed to the second server which was causing a 7 to 10 second delay. This causes dead air which clients report as the program not working. So when a client zero's out to speak with an agent the same delay happens. Liz from voice net fixed the problem by directing the IVR to the back-up server thus eliminating the delay.

During testing to ensure the delay was resolved I found that when I called 1-800 I getting through was intermitted. About 50% got through the balance I received a busy signal. Cause for concern and should never happen. Continued to engage Voicenet and around 1 pm it was agreed if the busy issue continued I would need to contact our 1-800 vendor to resolve the problem. Did not take this action as the problem seemed to disappear. I continued to call for the balance of the day but everything appeared to be working as it should.

Brenda

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**From:** Timewell, Stuart AVED:EX  
**Sent:** Monday, July 13, 2015 8:38 AM  
**To:** Abbott, Brenda X AVED:EX  
**Cc:** Melin, Michelle C AVED:EX  
**Subject:** RE: 1-800

Hi Brenda,  
Can you provide us with the outcome of the July 10<sup>th</sup> phone issue? Did Shared Services provide a summary of what the issue was?  
Thank you,  
Stuart

---

**From:** Abbott, Brenda X AVED:EX  
**Sent:** Friday, July 10, 2015 11:00 AM  
**To:** 77000 Shared Services BC Service Desk MTIC:EX  
**Cc:** Timewell, Stuart AVED:EX  
**Subject:** FW: 1-800  
**Importance:** High

Please open a ticket with Telus. This is an IVR issue and the contract is with OCIO.

SABC contact me @ 250-952-7411.

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**From:** Abbott, Brenda X AVED:EX  
**Sent:** Friday, July 10, 2015 10:58 AM  
**To:** 'Alton Harewood'  
**Subject:** FW: 1-800  
**Importance:** High

Sorry to interrupt you're day off.

Thank you

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**From:** Abbott, Brenda X AVED:EX  
**Sent:** Friday, July 10, 2015 10:44 AM

To: 'Jules Carney - Voicenet ([jcarney@voicenet.ca](mailto:jcarney@voicenet.ca))'  
Cc: 'Elizabeth Della Mora'  
Subject: 1-800  
Importance: High

Hi Jules, it appears the 1-800 transfer to D & H is working only intermittently. Can you have a look. The message states "please wait while I transfer you" and then goes dead. Now when I call there is approximately 7 to 10 seconds of dead air and appears to not be working.

I have called from 250-952-7411 and it works correctly only half the time.

***Brenda Abbott***

*Program Administrator  
Ministry of Advanced Education  
Phone: (250) 952-7411  
Fax: (250) 356-9455*

*email - [brenda.abbott@gov.bc.ca](mailto:brenda.abbott@gov.bc.ca)*

## Kendall, Janelle AVED:EX

---

**From:** Timewell, Stuart AVED:EX  
**Sent:** Monday, July 13, 2015 10:58 AM  
**To:** Abbott, Brenda X AVED:EX  
**Cc:** Melin, Michelle C AVED:EX  
**Subject:** RE: 1-800

Thank you Brenda – this was very helpful.

I do have a bit of a gap in my knowledge, when a ticket is opened with Shared Services do they close it or keep it open? Did they provide a response as to why the issue was occurring?

Thank you,  
Stuart

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**From:** Abbott, Brenda X AVED:EX  
**Sent:** Monday, July 13, 2015 9:04 AM  
**To:** Timewell, Stuart AVED:EX  
**Cc:** Melin, Michelle C AVED:EX  
**Subject:** RE: 1-800

Stuart,

On Friday July 10 approximately 10:30 I was informed of a problem with the 1-800 phone line. I requested a ticket from shared services and contacted Voicenet.

Voicenet responded immediately. I found the delay for some reason had increased so it appeared calls were being dropped. This delay was when you first called the IVR and then again when you zeroed out. Voicenet informed me one of the servers were down so the program was being directed to the second server which was causing a 7 to 10 second delay. This causes dead air which clients report as the program not working. So when a client zero's out to speak with an agent the same delay happens. Liz from voice net fixed the problem by directing the IVR to the back-up server thus elimination the delay.

During testing to ensure the delay was resolved I found that when I called 1-800 I getting through was intermitted. About 50% got through the balance I received a busy signal. Cause for concern and should never happen. Continued to engage Voicenet and around 1 pm it was agreed if the busy issue continued I would need to contact our 1-800 vendor to resolve the problem. Did no take this action as the problem seemed to disappear. I continued to call for the balance of the day but everything appeared to be working as it should.

Brenda

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**From:** Timewell, Stuart AVED:EX  
**Sent:** Monday, July 13, 2015 8:38 AM  
**To:** Abbott, Brenda X AVED:EX  
**Cc:** Melin, Michelle C AVED:EX  
**Subject:** RE: 1-800

Hi Brenda,

Can you provide us with the outcome of the July 10<sup>th</sup> phone issue? Did Shared Services provide a summary of what the issue was?

Thank you,  
Stuart

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**From:** Abbott, Brenda X AVED:EX  
**Sent:** Friday, July 10, 2015 11:00 AM  
**To:** 77000 Shared Services BC Service Desk MTIC:EX  
**Cc:** Timewell, Stuart AVED:EX  
**Subject:** FW: 1-800  
**Importance:** High

Please open a ticket with Telus. This is an IVR issue and the contract is with OCIO.

SABC contact me @ 250-952-7411.

---

**From:** Abbott, Brenda X AVED:EX  
**Sent:** Friday, July 10, 2015 10:58 AM  
**To:** 'Alton Harewood'  
**Subject:** FW: 1-800  
**Importance:** High

Sorry to interrupt s.22

Thank you

---

**From:** Abbott, Brenda X AVED:EX  
**Sent:** Friday, July 10, 2015 10:44 AM  
**To:** 'Jules Carney - Voicenet ([jcarney@voicenet.ca](mailto:jcarney@voicenet.ca))'  
**Cc:** 'Elizabeth Della Mora'  
**Subject:** 1-800  
**Importance:** High

Hi Jules, it appears the 1-800 transfer to D & H is working only intermittently. Can you have a look. The message states "please wait while I transfer you" and then goes dead. Now when I call there is approximately 7 to 10 seconds of dead air and appears to not be working.

I have called from 250-952-7411 and it works correctly only half the time.

**Brenda Abbott**  
*Program Administrator*  
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*email - [brenda.abbott@gov.bc.ca](mailto:brenda.abbott@gov.bc.ca)*

## Kendall, Janelle AVED:EX

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**From:** Jan McCann <jan.mccann@dh.com>  
**Sent:** Monday, July 13, 2015 9:17 AM  
**To:** Abbott, Brenda X AVED:EX  
**Cc:** Darche, Michael K AVED:EX  
**Subject:** RE: We are not able to transfer calls to SSU

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Brenda,

It seems to be working this morning, were you able to determine what the problem was?

**Jan McCann**  
Team Leader, Canadian Operations  
Student Lending Call Centre  
**D+H**

t: 905-306-2652  
[jan.mccann@dh.com](mailto:jan.mccann@dh.com)

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**From:** Abbott, Brenda X AVED:EX [<mailto:Brenda.Abbott@gov.bc.ca>]  
**Sent:** Friday, July 10, 2015 6:26 PM  
**To:** Jan McCann  
**Cc:** Darche, Michael K AVED:EX  
**Subject:** RE: We are not able to transfer calls to SSU

Thanks Jan.

Please have the agents continue to log the calls.

Brenda

---

**From:** Jan McCann [<mailto:jan.mccann@dh.com>]  
**Sent:** Friday, July 10, 2015 3:11 PM  
**To:** Abbott, Brenda X AVED:EX; Melin, Michelle C AVED:EX  
**Cc:** Bibi Manbodh; Mark Francis  
**Subject:** RE: We are not able to transfer calls to SSU

Hi  
I called , the agent transferred me....I heard what I call the bongo drum sound for a few seconds and then the line went dead.  
I should at least get into the queue shouldn't I ?

**Jan McCann**

Team Leader, Canadian Operations  
Student Lending Call Centre

**D+H**

t: 905-306-2652

[jan.mccann@dh.com](mailto:jan.mccann@dh.com)

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---

**From:** Jan McCann

**Sent:** Friday, July 10, 2015 6:08 PM

**To:** 'Abbott, Brenda X AVED:EX'; Melin, Michelle C AVED:EX

**Cc:** Bibi Manbodh; Mark Francis

**Subject:** RE: We are not able to transfer calls to SSU

Okay I am going to call the queue and ask the agent to try to transfer me.

**Jan McCann**

Team Leader, Canadian Operations  
Student Lending Call Centre

**D+H**

t: 905-306-2652

[jan.mccann@dh.com](mailto:jan.mccann@dh.com)

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**From:** Abbott, Brenda X AVED:EX [<mailto:Brenda.Abbott@gov.bc.ca>]

**Sent:** Friday, July 10, 2015 5:55 PM

**To:** Jan McCann; Melin, Michelle C AVED:EX

**Cc:** Bibi Manbodh; Mark Francis

**Subject:** RE: We are not able to transfer calls to SSU

Hi Jan, can I ask that you have one agent try to transfer so I can see what happens.

---

**From:** Jan McCann [<mailto:jan.mccann@dh.com>]

**Sent:** Friday, July 10, 2015 2:42 PM

**To:** Melin, Michelle C AVED:EX

**Cc:** Abbott, Brenda X AVED:EX; Bibi Manbodh; Mark Francis

**Subject:** We are not able to transfer calls to SSU

**Importance:** High

Hi Michelle,

The transfer function is not working. Agents are hearing the "transferring you to agent 2 now" message and then the line goes dead.

I have advised our agents to set up call backs and to indicate in their note that they are logging it due to transfer not working.

If you are on a special close and I missed the email – please let me know immediately.

Thanks,

Jan

**Jan McCann**

Team Leader, Canadian Operations

Student Lending Call Centre

**D+H**

t: 905-306-2652

[jan.mccann@dh.com](mailto:jan.mccann@dh.com)

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## Kendall, Janelle AVED:EX

---

**From:** Abbott, Brenda X AVED:EX  
**Sent:** Monday, July 13, 2015 9:04 AM  
**To:** Timewell, Stuart AVED:EX  
**Cc:** Melin, Michelle C AVED:EX  
**Subject:** RE: 1-800

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Stuart,

On Friday July 10 approximately 10:30 I was informed of a problem with the 1-800 phone line. I requested a ticket from shared services and contacted Voicenet.

Voicenet responded immediately. I found the delay for some reason had increased so it appeared calls were being dropped. This delay was when you first called the IVR and then again when you zeroed out. Voicenet informed me one of the servers were down so the program was being directed to the second server which was causing a 7 to 10 second delay. This causes dead air which clients report as the program not working. So when a client zero's out to speak with an agent the same delay happens. Liz from voice net fixed the problem by directing the IVR to the back-up server thus elimination the delay.

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Brenda

---

**From:** Timewell, Stuart AVED:EX  
**Sent:** Monday, July 13, 2015 8:38 AM  
**To:** Abbott, Brenda X AVED:EX  
**Cc:** Melin, Michelle C AVED:EX  
**Subject:** RE: 1-800

Hi Brenda,  
Can you provide us with the outcome of the July 10<sup>th</sup> phone issue? Did Shared Services provide a summary of what the issue was?  
Thank you,  
Stuart

---

**From:** Abbott, Brenda X AVED:EX  
**Sent:** Friday, July 10, 2015 11:00 AM  
**To:** 77000 Shared Services BC Service Desk MTIC:EX  
**Cc:** Timewell, Stuart AVED:EX  
**Subject:** FW: 1-800  
**Importance:** High

Please open a ticket with Telus. This is an IVR issue and the contract is with OCIO.

SABC contact me @ 250-952-7411.

---

**From:** Abbott, Brenda X AVED:EX  
**Sent:** Friday, July 10, 2015 10:58 AM  
**To:** 'Alton Harewood'  
**Subject:** FW: 1-800  
**Importance:** High

Sorry to interrupt s.22

Thank you

---

**From:** Abbott, Brenda X AVED:EX  
**Sent:** Friday, July 10, 2015 10:44 AM  
**To:** 'Jules Carney - Voicenet ([jcarney@voicenet.ca](mailto:jcarney@voicenet.ca))'  
**Cc:** 'Elizabeth Della Mora'  
**Subject:** 1-800  
**Importance:** High

Hi Jules, it appears the 1-800 transfer to D & H is working only intermittently. Can you have a look. The message states "please wait while I transfer you" and then goes dead. Now when I call there is approximately 7 to 10 seconds of dead air and appears to not be working.

I have called from 250-952-7411 and it works correctly only half the time.

***Brenda Abbott***

*Program Administrator  
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## Kendall, Janelle AVED:EX

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**From:** Abbott, Brenda X AVED:EX  
**Sent:** Friday, July 10, 2015 3:28 PM  
**To:** CSCHELP - SSBC TSD DSS Customer Service Centre MTIC:EX  
**Subject:** RE: Transfer to CC6 not working

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

This ticket can be closed. The problem is a full queue.

---

**From:** CSCHELP - SSBC TSD DSS Customer Service Centre MTIC:EX  
**Sent:** Friday, July 10, 2015 3:26 PM  
**To:** Abbott, Brenda X AVED:EX  
**Subject:** RE: Transfer to CC6 not working

Please call 250 387-7000, opt 3. We will need more info than provided in this email.

Thanks.

---

**From:** Abbott, Brenda X AVED:EX  
**Sent:** Friday, July 10, 2015 3:06 PM  
**To:** CSCHELP - SSBC TSD DSS Customer Service Centre MTIC:EX  
**Subject:** Transfer to CC6 not working  
**Importance:** High

Hello, I just received notification from our call centre they are unable to transfer calls to the service centre at SSB. Volume is high and calls are not getting through. Can you please have someone check into this problem. Volumes are high this afternoon.

**Brenda Abbott**  
*Program Administrator*  
*Ministry of Advanced Education*  
*Phone: (250) 952-7411*  
*Fax: (250) 356-9455*

*email - [brenda.abbott@gov.bc.ca](mailto:brenda.abbott@gov.bc.ca)*