

Patriarche, Kerry FIN:EX

From: Emery, Steven B FIN:EX
Sent: January 16, 2019 11:35 AM
To: Khaira, Kally FIN:EX; Graboski, Anne FIN:EX; Lambrick, Rick D FIN:EX
Subject: FW: Problems with Spec tax line 1-800 line

Can we look into this ASAP. Let me know.

Steven Emery
Executive Director, Property Taxation Branch

From: Goss, Jordan T FIN:EX
Sent: January 16, 2019 11:34 AM
To: Michell, Jennifer FIN:EX ; Emery, Steven B FIN:EX
Cc: Zoeller, Sonja GCPE:EX ; Wanamaker, Lori FIN:EX ; Khaira, Kally FIN:EX
Subject: RE: Problems with Spec tax line 1-800 line

We are on it.

Jordan Goss
250 387-0665

From: Michell, Jennifer FIN:EX
Sent: Wednesday, January 16, 2019 11:31 AM
To: Goss, Jordan T FIN:EX <Jordan.Goss@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>
Cc: Zoeller, Sonja GCPE:EX <Sonja.Zoeller@gov.bc.ca>; Wanamaker, Lori FIN:EX <Lori.Wanamaker@gov.bc.ca>
Subject: Problems with Spec tax line 1-800 line
Importance: High

MO and DMO are receiving multiple calls from persons with Spec Tax questions who are being referred back to the Minister's office and or the general inquiry line for Ministry of Finance by the persons the individuals are speaking to at the 1-833 number, which I don't believe is the correct course of action.

Can we please have this referral back to the Minister's Office and/or DMO (General inquiry line) amended so that calls could be handled by the line set up to handle spec tax calls?

Jennifer Michell
Director, Executive Operations & Strategic Initiatives
Office of the Deputy Minister | Ministry of Finance
Tel. 250-356-6696 | Email: Jennifer.Michell@gov.bc.ca

Patriarche, Kerry FIN:EX

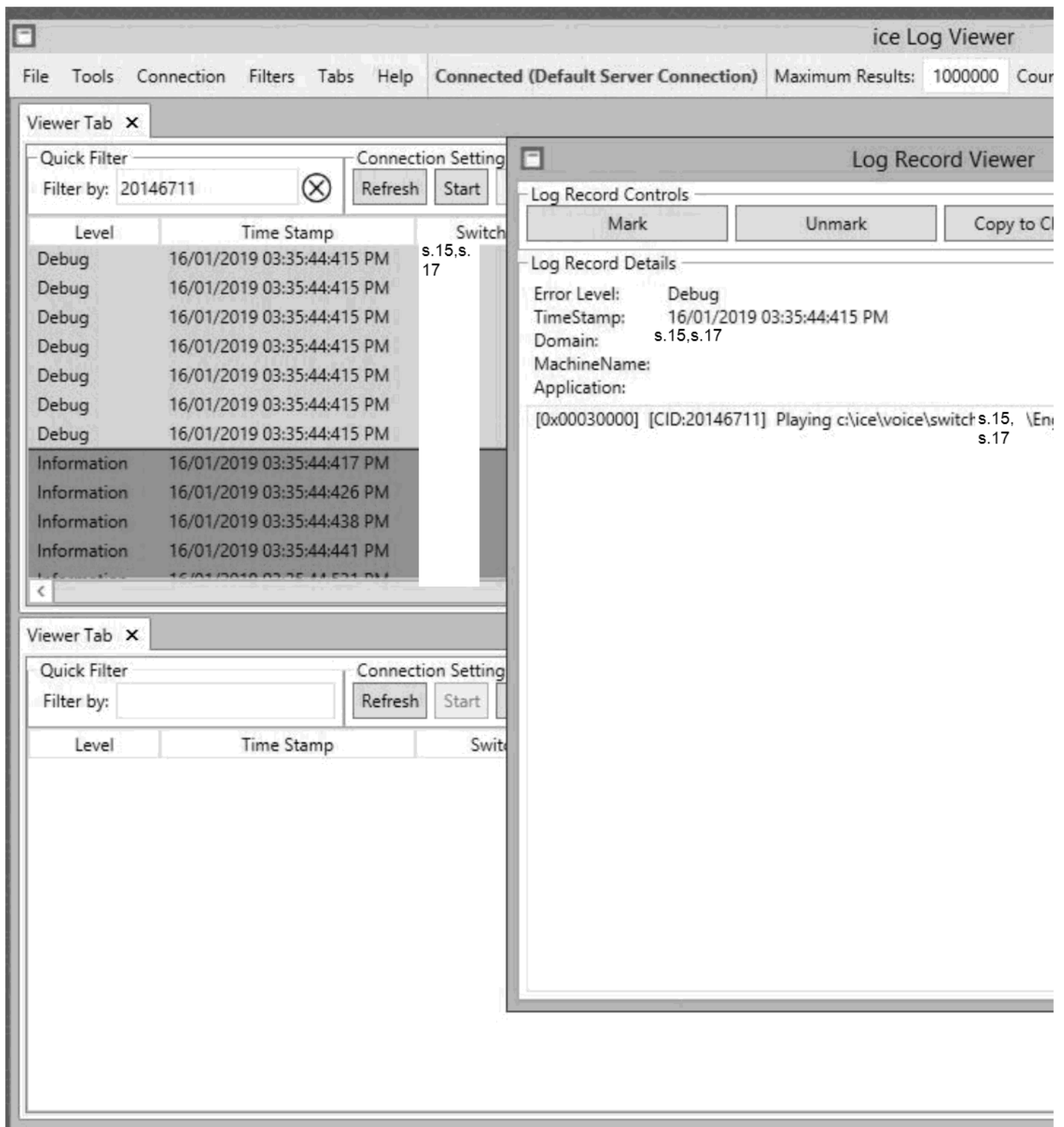
From: Lambrick, Rick D FIN:EX
Sent: January 16, 2019 3:41 PM
To: Prive, Linda D FIN:EX
Subject: FW: Queue 6400

From: Robert Luciani
Sent: January 16, 2019 3:41 PM
To: Louise Roth ; Lambrick, Rick D FIN:EX
Subject: RE: Queue 6400

Hello Rick,

As discussed, it looks like broadcast message 996400 is enabled for the queue broadcast messages and is playing before the call is put into queue.

Please disable this queue broadcast message from the sysadmin.



Robert Luciani

Customer Service Analyst & Technical Specialist

ComputerTalk | 1-800-563-4822 | 905-882-5500 | www.computer-talk.com

From: Louise Roth <lroth@computer-talk.com>

Sent: Wednesday, January 16, 2019 6:29 PM

To: Lambrick, Rick D FIN:EX (<Rick.Lambrick@gov.bc.ca>) <Rick.Lambrick@gov.bc.ca>; Robert Luciani <RLuciani@computer-talk.com>

Subject: Queue 6400

Hi Rick, Robert from our HD will work with you on this item.

Rick's number is 778 698 3887

Rick is indicating calls to Q6400 are not being presented to users.

Merci,

Louise Roth



ice, intelligent communications exchange, the only enterprise grade, native Lync/Skype-for-Business contact center product.

1-800-410-1051 | 905-882-5000 Say/Dites: "Louise" | C: 416-254-1882

"The content of this message is subject to our e-mail confidentiality policy."

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Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 16, 2019 3:55 PM
To: Prive, Linda D FIN:EX
Subject: FW: Queue 6400

Yes it looks like we setup a broadcast message for this instead of a queue message.

From: Louise Roth
Sent: January 16, 2019 3:50 PM
To: Robert Luciani ; Lambrick, Rick D FIN:EX
Subject: RE: Queue 6400

Thanks Robert, Rick, let us know if you continue to have challenges on this.

Merci,

Louise

From: Robert Luciani <RLuciani@computer-talk.com>
Sent: Wednesday, January 16, 2019 6:41 PM
To: Louise Roth <lroth@computer-talk.com>; Lambrick, Rick D FIN:EX (Rick.Lambrick@gov.bc.ca)
<Rick.Lambrick@gov.bc.ca>
Subject: RE: Queue 6400

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ice Log Viewer

FileToolsConnectionFiltersTabsHelp
Connected (Default Server Connection)
Maximum Results: 1000000
Cour

Viewer Tab X

Quick Filter

Filter by: 20146711

Refresh

Start

Level

Time Stamp

Switch

Debug	16/01/2019 03:35:44:415 PM	s.15,s.17
Debug	16/01/2019 03:35:44:415 PM	
Debug	16/01/2019 03:35:44:415 PM	
Debug	16/01/2019 03:35:44:415 PM	
Debug	16/01/2019 03:35:44:415 PM	
Debug	16/01/2019 03:35:44:415 PM	
Debug	16/01/2019 03:35:44:415 PM	
Information	16/01/2019 03:35:44:417 PM	
Information	16/01/2019 03:35:44:426 PM	
Information	16/01/2019 03:35:44:438 PM	
Information	16/01/2019 03:35:44:441 PM	

Log Record Viewer

Log Record Controls

Mark

Unmark

Copy to C

Log Record Details

Error Level: Debug

TimeStamp: 16/01/2019 03:35:44:415 PM

Domain: s.15,s.17

MachineName:

Application:

[0x00030000] [CID:20146711] Playing c:\ice\voice\switch s.15, \En s.17

Viewer Tab X

Quick Filter

Filter by:

Refresh

Start

Level

Time Stamp

Switch

Robert Luciani

Customer Service Analyst & Technical Specialist

ComputerTalk | 1-800-563-4822 | 905-882-5500 | www.computer-talk.com

From: Louise Roth <lroth@computer-talk.com>

Sent: Wednesday, January 16, 2019 6:29 PM

To: Lambrick, Rick D FIN:EX (Rick.Lambrick@gov.bc.ca) <Rick.Lambrick@gov.bc.ca>; Robert Luciani <RLuciani@computer-talk.com>

Subject: Queue 6400

Hi Rick, Robert from our HD will work with you on this item.

Rick's number is 778 698 3887

Rick is indicating calls to Q6400 are not being presented to users.

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Louise Roth



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1-800-410-1051 | 905-882-5000 Say/Dites: "Louise" | C: 416-254-1882

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Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 16, 2019 5:33 PM
To: 'Louise Roth'
Subject: RE: Queue 6400

Are you always working? You are a great support.

From: Louise Roth
Sent: January 16, 2019 5:32 PM
To: Lambrick, Rick D FIN:EX ; Robert Luciani
Cc: Prive, Linda D FIN:EX
Subject: Re: Queue 6400

Great, thanks for letting us know. Happy to help.

Merci,

Louise

From: Rick.Lambrick@gov.bc.ca
Sent: January 16, 2019 8:28 PM
To: lroth@computer-talk.com; RLuciani@computer-talk.com
Cc: Linda.Prive@gov.bc.ca
Subject: RE: Queue 6400

Hi Louise and Robert, thanks for your help, we did manage to remove the broadcast message and it appears to be working as it should now.

That was a big help identifying the issue as we would have never figured it out.

Rick Lambrick

Sr. Business Analyst

Property Taxation Branch
Ministry of Finance
phone: [778 698-3887](tel:7786983887)
email: Rick.Lambrick@gov.bc.ca

Please note: This communication is intended for the use of the recipient to which it is addressed and may contain confidential,

personal, and/or privileged information. Please contact me immediately if you are not the intended recipient of this communication and do not copy or distribute it. Any communication received in error should be deleted or destroyed.

From: Louise Roth <lroth@computer-talk.com>
Sent: January 16, 2019 3:50 PM
To: Robert Luciani <RLuciani@computer-talk.com>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: RE: Queue 6400

Thanks Robert, Rick, let us know if you continue to have challenges on this.

Merci,

Louise

From: Robert Luciani <RLuciani@computer-talk.com>
Sent: Wednesday, January 16, 2019 6:41 PM
To: Louise Roth <lroth@computer-talk.com>; Lambrick, Rick D FIN:EX (<Rick.Lambrick@gov.bc.ca>
<Rick.Lambrick@gov.bc.ca>
Subject: RE: Queue 6400

Hello Rick,

As discussed, it looks like broadcast message 996400 is enabled for the queue broadcast messages and is playing before the call is put into queue.

Please disable this queue broadcast message from the sysadmin.

The screenshot displays the 'ice Log Viewer' application interface. The main window has a menu bar (File, Tools, Connection, Filters, Tabs, Help) and a status bar showing 'Connected (Default Server Connection)' and 'Maximum Results: 1000000'. The 'Viewer Tab' is active, showing a 'Quick Filter' section with 'Filter by: 20146711' and 'Connection Settings' with 'Refresh' and 'Start' buttons. Below this is a table of log records:

Level	Time Stamp	Switch
Debug	16/01/2019 03:35:44:415 PM	s.15,s.17
Debug	16/01/2019 03:35:44:415 PM	s.15,s.17
Debug	16/01/2019 03:35:44:415 PM	s.15,s.17
Debug	16/01/2019 03:35:44:415 PM	s.15,s.17
Debug	16/01/2019 03:35:44:415 PM	s.15,s.17
Debug	16/01/2019 03:35:44:415 PM	s.15,s.17
Debug	16/01/2019 03:35:44:415 PM	s.15,s.17
Information	16/01/2019 03:35:44:417 PM	s.15,s.17
Information	16/01/2019 03:35:44:426 PM	s.15,s.17
Information	16/01/2019 03:35:44:438 PM	s.15,s.17
Information	16/01/2019 03:35:44:441 PM	s.15,s.17

Below the table is another 'Viewer Tab' section with a 'Quick Filter' and 'Connection Settings' buttons. To the right, the 'Log Record Viewer' panel shows 'Log Record Controls' (Mark, Unmark, Copy to Clipboard) and 'Log Record Details' for the selected record:

Log Record Details

Error Level: Debug
TimeStamp: 16/01/2019 03:35:44:415 PM
Domain: s.15,s.17
MachineName:
Application:
[0x00030000] [CID:20146711] Playing c:\ice\voice\switch s.15,s.17

Robert Luciani

Customer Service Analyst & Technical Specialist

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From: Louise Roth <lroth@computer-talk.com>

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To: Lambrick, Rick D FIN:EX (Rick.Lambrick@gov.bc.ca) <Rick.Lambrick@gov.bc.ca>; Robert Luciani <RLuciani@computer-talk.com>

Subject: Queue 6400

Hi Rick, Robert from our HD will work with you on this item.

Rick's number is [778 698 3887](tel:778-698-3887)

Rick is indicating calls to Q6400 are not being presented to users.

Merci,

Louise Roth



ice, intelligent communications exchange, the only enterprise grade, native Lync/Skype-for-Business contact center product.

[1-800-410-1051](tel:1-800-410-1051) | [905-882-5000](tel:905-882-5000) Say/Dites: "Louise" | C: [416-254-1882](tel:416-254-1882)

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Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 16, 2019 5:41 PM
To: 'Robert Luciani'
Cc: Kane, Trisha FIN:EX; Khaira, Kally FIN:EX
Subject: RE: Queue 6400

Hi Robert, I do have a question that came up today. We now have staff signed into a few different business areas (queues) and they would like to be able to identify which queue the call is coming through on so they know the type of call they will be dealing with. Is there any easy way for agents to determine that on the Ice Bar or any other way?

Thanks

Rick Lambrick

Sr. Business Analyst

Property Taxation Branch

Ministry of Finance

phone: 778 698-3887

email: Rick.Lambrick@gov.bc.ca

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From: Robert Luciani
Sent: January 16, 2019 5:31 PM
To: Lambrick, Rick D FIN:EX
Cc: Louise Roth ; Prive, Linda D FIN:EX
Subject: RE: Queue 6400

Hello Rick,

Feel free to reach out to me if you ever have any other urgent issues in the future.

Thank you,

Robert Luciani

ComputerTalk Technical Support Analyst

On Jan. 16, 2019 8:28 p.m., "Lambrick, Rick D FIN:EX" <Rick.Lambrick@gov.bc.ca> wrote:

Hi Louise and Robert, thanks for your help, we did manage to remove the broadcast message and it appears to be working as it should now.

That was a big help identifying the issue as we would have never figured it out.

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Property Taxation Branch

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Thanks Robert, Rick, let us know if you continue to have challenges on this.

Merci,

Louise

From: Robert Luciani <RLuciani@computer-talk.com>

Sent: Wednesday, January 16, 2019 6:41 PM

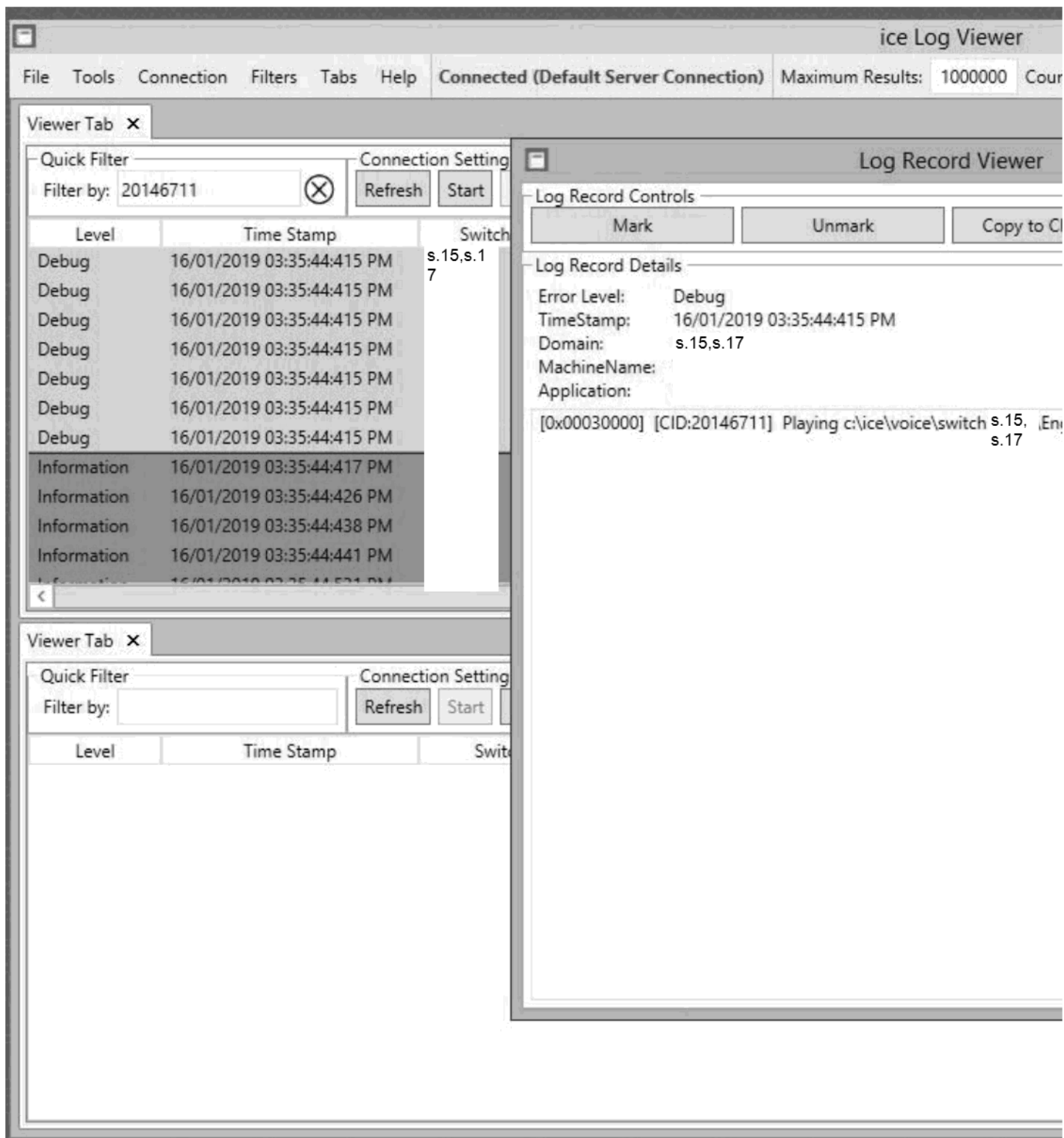
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Customer Service Analyst & Technical Specialist

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Patriarche, Kerry FIN:EX

From: Emery, Steven B FIN:EX
Sent: January 25, 2019 1:09 PM
To: Thyvold, Olav FIN:EX; Von Buchholz, Garth FIN:EX; Luzzi, Kristina M FIN:EX; Funk, Richelle GCPE:EX
Cc: Peters, Melissa GCPE:EX; Finn, Heather GCPE:EX; Thomas, Dianne L FIN:EX; Khaira, Kally FIN:EX
Subject: RE: Question: Notifying citizens - outages/call volume

I'm very concerned about call volumes. There's no point sending frustrated people to call us, and then find out we have long queues. Before we send this message, I want to make sure we're fully staffed to deal with calls.

Steven Emery

Executive Director, Property Taxation Branch

From: Thyvold, Olav FIN:EX
Sent: January 25, 2019 11:03 AM
To: Von Buchholz, Garth FIN:EX ; Luzzi, Kristina M FIN:EX ; Funk, Richelle GCPE:EX
Cc: Peters, Melissa GCPE:EX ; Finn, Heather GCPE:EX ; Thomas, Dianne L FIN:EX ; Khaira, Kally FIN:EX ; Emery, Steven B FIN:EX
Subject: Re: Question: Notifying citizens - outages/call volume

before this is implemented can we get Steve's approval to proceed.

The volumes of people going to the online direction are quite high relative to the phone lines. And the phone lines have a capacity limit. I'm worried that we will go from a problem due to an outage and add a problem of long phone wait times.

From: Von Buchholz, Garth FIN:EX
Sent: Friday, January 25, 2019 10:58 AM
To: Luzzi, Kristina M FIN:EX; Funk, Richelle GCPE:EX
Cc: Peters, Melissa GCPE:EX; Finn, Heather GCPE:EX; Thomas, Dianne L FIN:EX; Thyvold, Olav FIN:EX; Khaira, Kally FIN:EX; Emery, Steven B FIN:EX
Subject: RE: Question: Notifying citizens - outages/call volume

For outages, it looks like we can fit this abridged version:

s.13

From: Von Buchholz, Garth FIN:EX
Sent: January 25, 2019 10:20 AM
To: Luzzi, Kristina M FIN:EX <Kristina.Luzzi@gov.bc.ca>; Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>

Cc: Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>; Finn, Heather GCPE:EX <Heather.Finn@gov.bc.ca>; Thomas, Dianne L FIN:EX <Dianne.L.Thomas@gov.bc.ca>; Thyvold, Olav FIN:EX <Olav.Thyvold@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>
Subject: RE: Question: Notifying citizens - outages/call volume

The character limit prevents me from adding the whole message below. I can, however, add an abridged version:

s.13

From: Luzzi, Kristina M FIN:EX
Sent: January 25, 2019 10:04 AM
To: Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>; Von Buchholz, Garth FIN:EX <Garth.VonBuchholz@gov.bc.ca>
Cc: Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>; Finn, Heather GCPE:EX <Heather.Finn@gov.bc.ca>; Thomas, Dianne L FIN:EX <Dianne.L.Thomas@gov.bc.ca>; Thyvold, Olav FIN:EX <Olav.Thyvold@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>
Subject: RE: Question: Notifying citizens - outages/call volume

Let's try that again, and this time include Garth!

Kristina

From: Luzzi, Kristina M FIN:EX
Sent: January 25, 2019 10:03 AM
To: Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Cc: Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>; Finn, Heather GCPE:EX <Heather.Finn@gov.bc.ca>; Thomas, Dianne L FIN:EX <Dianne.L.Thomas@gov.bc.ca>; Thyvold, Olav FIN:EX <Olav.Thyvold@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>
Subject: RE: Question: Notifying citizens - outages/call volume

Hi Garth,

Please see below. Can you please test these messages in the alert function for our website to determine best formatting and to see if we hit character limits or formatting issues such as conflicts with the main page banner graphic? Thank you!

Kristina

From: Funk, Richelle GCPE:EX
Sent: January 25, 2019 9:41 AM
To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Thyvold, Olav FIN:EX <Olav.Thyvold@gov.bc.ca>; Luzzi, Kristina M FIN:EX <Kristina.Luzzi@gov.bc.ca>; Thomas, Dianne L FIN:EX <Dianne.L.Thomas@gov.bc.ca>
Cc: Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>; Finn, Heather GCPE:EX <Heather.Finn@gov.bc.ca>
Subject: Question: Notifying citizens - outages/call volume

Hi everyone,

Just problem solving on side of the pond.

We're wondering if this is possible:

s.13

If this is possible to add these messages automatically – I'm happy to take these messages up for urgent approval.

r

Patriarche, Kerry FIN:EX

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 25, 2019 2:00 PM
To: Emery, Steven B FIN:EX; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX
Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic; Duncan, Peggy CITZ:EX
Subject: RE: Update 2pm

Please see the update below:

Average Speed of Answer: 16:50
Received Calls: 1615
Abandonment Rate: 27.00%
AHT:4:55 (Drop due to transferring some calls to tier2)
Agents Logged in: 9.15

Notes:

- Currently 116 calls in queue and a wait time of 27:06 over the past 5 minutes (Lunch time impact)
- Access issues resolved
- In the process of sending calls to Tier 2
- Update coming at 2:30 regarding the thresholds.

From: Rajeev Purewal
Sent: Friday, January 25, 2019 12:37 PM
To: 'Emery, Steven B FIN:EX'; 'SBC Contact Centre Information CITZ:EX'; 'Graboski, Anne FIN:EX'
Cc: 'Hinshaw, Ron CITZ:EX'; 'Bell, Russell CITZ:EX'; Paul Simunkovic; Duncan, Peggy CITZ:EX (Peggy.Duncan@gov.bc.ca)
Subject: RE: Update 12:30 am

Please review the update below:

Average Speed of Answer: 13:49
Received Calls: 1103
Abandonment Rate: 23.66%
AHT:4:33 (Drop due to transferring some calls to tier2)
Agents Logged in: 9.15

Notes:

- Currently 85 calls in queue and a wait time of 20:189 over the past 5 minutes (Lunch time impact)
- Access issues still outstanding
- In the process of sending 25 calls to tier 2 – working closely with Anne to manage.
- Developers currently working on script for threshold in queue.

From: Rajeev Purewal
Sent: Friday, January 25, 2019 11:37 AM
To: 'Emery, Steven B FIN:EX'; 'SBC Contact Centre Information CITZ:EX'; 'Graboski, Anne FIN:EX'

Cc: 'Hinshaw, Ron CITZ:EX'; 'Bell, Russell CITZ:EX'; Paul Simunkovic

Subject: RE: Update 11:30 am

Please review the update below:

Average Speed of Answer: 17:07

Received Calls: 746

Abandonment Rate: 27.88%

AHT:4:54 (Drop due to transferring some calls to tier2)

Agents Logged in:s.15

Notes:

- Currently 40 calls in queue and a wait time of 6:40 over the past 5 minutes
- Access issues still outstanding
- Temporarily sent calls over to tier 2 – this is no longer happening. We are going work with Anne to balance when we do this.
- Developers currently working on script for threshold in queue.

From: Rajeev Purewal

Sent: Friday, January 25, 2019 10:32 AM

To: 'Emery, Steven B FIN:EX'; 'SBC Contact Centre Information CITZ:EX'; 'Graboski, Anne FIN:EX'

Cc: 'Hinshaw, Ron CITZ:EX'; 'Bell, Russell CITZ:EX'; Paul Simunkovic

Subject: RE: Update 10:30 am

Please review the update below:

Average Speed of Answer: 30:47

Received Calls: 425

Abandonment Rate: 38.12%

AHT:6:19

Agents Logged in: s.15

Notes:

- We have received the script and will start transferring in 5 minutes
- Currently 32 calls in queue and a wait time of 5:02 over the past 5 minutes
- Names of agents sent to Anne for access repair

From: Rajeev Purewal

Sent: Friday, January 25, 2019 10:10 AM

To: 'Emery, Steven B FIN:EX'; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX

Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic

Subject: RE: Update 9:30 am

Hi Steven,

We have **55** in queue, **377** calls received and our ASA over the past 5 minutes has been **23** minutes.

Anne will be sending a short script to our team shortly and we will start sending calls to your team immediately to help alleviate the queue pressure.

Thanks

From: Emery, Steven B FIN:EX [mailto:Steven.Emery@gov.bc.ca]
Sent: Friday, January 25, 2019 10:07 AM
To: Rajeev Purewal; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX
Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic
Subject: RE: Update 9:30 am

How's the queue now?

Steven Emery
Executive Director, Property Taxation Branch

From: Rajeev Purewal
Sent: January 25, 2019 9:44 AM
To: Emery, Steven B FIN:EX ; SBC Contact Centre Information CITZ:EX ; Graboski, Anne FIN:EX
Cc: Hinshaw, Ron CITZ:EX ; Bell, Russell CITZ:EX ; Paul Simunkovic
Subject: RE: Update 9:30 am

Absolutely!

From: Emery, Steven B FIN:EX [mailto:Steven.Emery@gov.bc.ca]
Sent: Friday, January 25, 2019 9:43 AM
To: Rajeev Purewal; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX
Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic
Subject: RE: Update 9:30 am

OK. Can you work with Anne on that right away?

Steven Emery
Executive Director, Property Taxation Branch

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 25, 2019 9:42 AM
To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; SBC Contact Centre Information CITZ:EX <SBContactCentreInfo@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>
Cc: Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>
Subject: RE: Update 9:30 am

Hi Steven,

We have not received instruction to do so yet. I would appreciate if the Province would provide a script if they feel that would be beneficial.

From: Emery, Steven B FIN:EX [mailto:Steven.Emery@gov.bc.ca]
Sent: Friday, January 25, 2019 9:41 AM
To: Rajeev Purewal; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX

Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic

Subject: RE: Update 9:30 am

Thanks Rajeev. Are we transferring calls to our branch now? Anne, are we ready?

Steven Emery

Executive Director, Property Taxation Branch

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>

Sent: January 25, 2019 9:37 AM

To: SBC Contact Centre Information CITZ:EX <SBCContactCentreInfo@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>

Cc: Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>

Subject: Update 9:30 am

Good Morning,

Please see the hourly update as requested below:

Average Speed of Answer: 31:23

Received Calls: 247

Abandonment Rate: 36.44%

AHT:6:34

Agents Logged in:^{s.1}₅ – 4 more logging in at 9:30am.

Notes:

- The callback feature is presenting in queue and those individuals who choose this option are automatically called back via the system in queue order.
- Our IT team is on a call with Ttech our telephony vendor to determine if the thresholds that determine a transfer is possible.
- As agents are logging in calls in queue are dropping we are now at 64 calls in queue.
- Gentax access issues are still outstanding.

Please feel free to reach out to me directly if you have any additional questions

Rajeev Purewal
Director, Service BC
MAXIMUS Canada
716 Yates St.
Victoria BC V8W 1L4
rajeev.purewal@maximusbc.ca
Phone: (250) 405-3715

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Patriarche, Kerry FIN:EX

From: Emery, Steven B FIN:EX
Sent: January 25, 2019 9:44 AM
To: XT:Purewal, Rajeev HLTH:IN; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX
Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic
Subject: RE: Update 9:30 am

Thanks Rajeev!!!!

Steven Emery
Executive Director, Property Taxation Branch

From: Rajeev Purewal
Sent: January 25, 2019 9:44 AM
To: Emery, Steven B FIN:EX ; SBC Contact Centre Information CITZ:EX ; Graboski, Anne FIN:EX
Cc: Hinshaw, Ron CITZ:EX ; Bell, Russell CITZ:EX ; Paul Simunkovic
Subject: RE: Update 9:30 am

Absolutely!

From: Emery, Steven B FIN:EX [<mailto:Steven.Emery@gov.bc.ca>]
Sent: Friday, January 25, 2019 9:43 AM
To: Rajeev Purewal; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX
Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic
Subject: RE: Update 9:30 am

OK. Can you work with Anne on that right away?

Steven Emery
Executive Director, Property Taxation Branch

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 25, 2019 9:42 AM
To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; SBC Contact Centre Information CITZ:EX <SBCContactCentreInfo@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>
Cc: Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>
Subject: RE: Update 9:30 am

Hi Steven,

We have not received instruction to do so yet. I would appreciate if the Province would provide a script if they feel that would be beneficial.

From: Emery, Steven B FIN:EX [<mailto:Steven.Emery@gov.bc.ca>]
Sent: Friday, January 25, 2019 9:41 AM
To: Rajeev Purewal; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX
Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic
Subject: RE: Update 9:30 am

Thanks Rajeev. Are we transferring calls to our branch now? Anne, are we ready?

Steven Emery

Executive Director, Property Taxation Branch

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>

Sent: January 25, 2019 9:37 AM

To: SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>

Cc: Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>

Subject: Update 9:30 am

Good Morning,

Please see the hourly update as requested below:

Average Speed of Answer: 31:23

Received Calls: 247

Abandonment Rate: 36.44%

AHT:6:34

Agents Logged in ^{s.15} 4 more logging in at 9:30am.

Notes:

- The callback feature is presenting in queue and those individuals who choose this option are automatically called back via the system in queue order.
- Our IT team is on a call with Ttech our telephony vendor to determine if the thresholds that determine a transfer is possible.
- As agents are logging in calls in queue are dropping we are now at 64 calls in queue.
- Gentax access issues are still outstanding.

Please feel free to reach out to me directly if you have any additional questions

Rajeev Purewal
Director, Service BC
MAXIMUS Canada
716 Yates St.
Victoria BC V8W 1L4
rajeev.purewal@maximusbc.ca
Phone: (250) 405-3715

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Patriarche, Kerry FIN:EX

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 25, 2019 1:55 PM
To: Emery, Steven B FIN:EX; Graboski, Anne FIN:EX; SBC Contact Centre Information CITZ:EX
Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic; Duncan, Peggy CITZ:EX
Subject: RE: Update 12:30 am

Hi Steven,

We have just tested it ourselves and it seems to be working fine.

From: Emery, Steven B FIN:EX [mailto:Steven.Emery@gov.bc.ca]
Sent: Friday, January 25, 2019 1:44 PM
To: Rajeev Purewal; Graboski, Anne FIN:EX; SBC Contact Centre Information CITZ:EX
Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic; Duncan, Peggy CITZ:EX
Subject: RE: Update 12:30 am

I just tried calling and no problems getting into the queue. Are you aware of any issues?

Steven Emery
Executive Director, Property Taxation Branch

From: Emery, Steven B FIN:EX
Sent: January 25, 2019 1:42 PM
To: XT:Purewal, Rajeev HLTH:IN ; Graboski, Anne FIN:EX ; SBC Contact Centre Information CITZ:EX
Cc: Hinshaw, Ron CITZ:EX ; Bell, Russell CITZ:EX ; Paul Simunkovic ; Duncan, Peggy CITZ:EX
Subject: RE: Update 12:30 am

I've just been advised there may be system issues in people phoning in? Rajeev can you confirm?

Thanks

Steven Emery
Executive Director, Property Taxation Branch

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 25, 2019 12:43 PM
To: Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>
Cc: Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>; Duncan, Peggy CITZ:EX <Peggy.Duncan@gov.bc.ca>
Subject: RE: Update 12:30 am

On it!

From: Graboski, Anne FIN:EX [mailto:Anne.Graboski@gov.bc.ca]
Sent: Friday, January 25, 2019 12:40 PM
To: Rajeev Purewal; Emery, Steven B FIN:EX; SBC Contact Centre Information CITZ:EX

Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic; Duncan, Peggy CITZ:EX

Subject: RE: Update 12:30 am

Hi, Rajeev

I was told the access issues were resolved.

Can you agents log out and then back in again?

a

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>

Sent: January 25, 2019 12:37 PM

To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; SBC Contact Centre Information CITZ:EX <SBCContactCentreInfo@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>

Cc: Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>; Duncan, Peggy CITZ:EX <Peggy.Duncan@gov.bc.ca>

Subject: RE: Update 12:30 am

Please review the update below:

Average Speed of Answer: 13:49

Received Calls: 1103

Abandonment Rate: 23.66%

AHT:4:33 (Drop due to transferring some calls to tier2)

Agents Logged in: s.15

Notes:

- Currently 85 calls in queue and a wait time of 20:189 over the past 5 minutes (Lunch time impact)
- Access issues still outstanding
- In the process of sending 25 calls to tier 2 – working closely with Anne to manage.
- Developers currently working on script for threshold in queue.

From: Rajeev Purewal

Sent: Friday, January 25, 2019 11:37 AM

To: 'Emery, Steven B FIN:EX'; 'SBC Contact Centre Information CITZ:EX'; 'Graboski, Anne FIN:EX'

Cc: 'Hinshaw, Ron CITZ:EX'; 'Bell, Russell CITZ:EX'; Paul Simunkovic

Subject: RE: Update 11:30 am

Please review the update below:

Average Speed of Answer: 17:07

Received Calls: 746

Abandonment Rate: 27.88%

AHT:4:54 (Drop due to transferring some calls to tier2)

Agents Logged in: s.15

Notes:

- Currently 40 calls in queue and a wait time of 6:40 over the past 5 minutes
- Access issues still outstanding

- Temporarily sent calls over to tier 2 – this is no longer happening. We are going work with Anne to balance when we do this.
- Developers currently working on script for threshold in queue.

From: Rajeev Purewal

Sent: Friday, January 25, 2019 10:32 AM

To: 'Emery, Steven B FIN:EX'; 'SBC Contact Centre Information CITZ:EX'; 'Graboski, Anne FIN:EX'

Cc: 'Hinshaw, Ron CITZ:EX'; 'Bell, Russell CITZ:EX'; Paul Simunkovic

Subject: RE: Update 10:30 am

Please review the update below:

Average Speed of Answer: 30:47

Received Calls: 425

Abandonment Rate: 38.12%

AHT:6:19

Agents Logged in: ^{s.15}

Notes:

- We have received the script and will start transferring in 5 minutes
- Currently 32 calls in queue and a wait time of 5:02 over the past 5 minutes
- Names of agents sent to Anne for access repair

From: Rajeev Purewal

Sent: Friday, January 25, 2019 10:10 AM

To: 'Emery, Steven B FIN:EX'; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX

Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic

Subject: RE: Update 9:30 am

Hi Steven,

We have **55** in queue, **377** calls received and our ASA over the past 5 minutes has been **23** minutes.

Anne will be sending a short script to our team shortly and we will start sending calls to your team immediately to help alleviate the queue pressure.

Thanks

From: Emery, Steven B FIN:EX [<mailto:Steven.Emery@gov.bc.ca>]

Sent: Friday, January 25, 2019 10:07 AM

To: Rajeev Purewal; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX

Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic

Subject: RE: Update 9:30 am

How's the queue now?

Steven Emery

Executive Director, Property Taxation Branch

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>

Sent: January 25, 2019 9:44 AM

To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>

Cc: Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>

Subject: RE: Update 9:30 am

Absolutely!

From: Emery, Steven B FIN:EX [<mailto:Steven.Emery@gov.bc.ca>]

Sent: Friday, January 25, 2019 9:43 AM

To: Rajeev Purewal; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX

Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic

Subject: RE: Update 9:30 am

OK. Can you work with Anne on that right away?

Steven Emery

Executive Director, Property Taxation Branch

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>

Sent: January 25, 2019 9:42 AM

To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>

Cc: Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>

Subject: RE: Update 9:30 am

Hi Steven,

We have not received instruction to do so yet. I would appreciate if the Province would provide a script if they feel that would be beneficial.

From: Emery, Steven B FIN:EX [<mailto:Steven.Emery@gov.bc.ca>]

Sent: Friday, January 25, 2019 9:41 AM

To: Rajeev Purewal; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX

Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic

Subject: RE: Update 9:30 am

Thanks Rajeev. Are we transferring calls to our branch now? Anne, are we ready?

Steven Emery

Executive Director, Property Taxation Branch

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>

Sent: January 25, 2019 9:37 AM

To: SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>

Cc: Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Paul Simunkovic

<paul.simunkovic@maximusbc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>

Subject: Update 9:30 am

Good Morning,

Please see the hourly update as requested below:

Average Speed of Answer: 31:23

Received Calls: 247

Abandonment Rate: 36.44%

AHT:6:34

Agents Logged in: ^{s.15} 4 more logging in at 9:30am.

Notes:

- The callback feature is presenting in queue and those individuals who choose this option are automatically called back via the system in queue order.
- Our IT team is on a call with Ttech our telephony vendor to determine if the thresholds that determine a transfer is possible.
- As agents are logging in calls in queue are dropping we are now at 64 calls in queue.
- Gentax access issues are still outstanding.

Please feel free to reach out to me directly if you have any additional questions

Rajeev Purewal
Director, Service BC
MAXIMUS Canada
716 Yates St.
Victoria BC V8W 1L4
rajeev.purewal@maximusbc.ca
Phone: (250) 405-3715

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Patriarche, Kerry FIN:EX

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 25, 2019 2:12 PM
To: Khaira, Kally FIN:EX; SBC Contact Centre Information CITZ:EX; Emery, Steven B FIN:EX
Cc: Duncan, Peggy CITZ:EX; Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Graboski, Anne FIN:EX
Subject: RE: URGENT - Service BC system problem?

Hi Kally,

I am not sure if that message was associated to our queue as we are not even close to our ^{s.15} limit but I have sent it off to our IT team to investigate and to particularly look into web calls such as SKYPE.

Thanks

Rajeev Purewal
Director, Service BC
MAXIMUS Canada
716 Yates St.
Victoria BC V8W 1L4
rajeev.purewal@maximusbc.ca
Phone: (250) 405-3715

From: Khaira, Kally FIN:EX [mailto:Kally.Khaira@gov.bc.ca]
Sent: Friday, January 25, 2019 2:09 PM
To: Rajeev Purewal; SBC Contact Centre Information CITZ:EX; Emery, Steven B FIN:EX
Cc: Duncan, Peggy CITZ:EX; Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Graboski, Anne FIN:EX
Subject: RE: URGENT - Service BC system problem?

Would it be possible to explore why that message may have come on?
ty

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Rajeev Purewal
Sent: January 25, 2019 2:02 PM
To: SBC Contact Centre Information CITZ:EX ; Emery, Steven B FIN:EX ; Khaira, Kally FIN:EX
Cc: Duncan, Peggy CITZ:EX ; Hinshaw, Ron CITZ:EX ; Bell, Russell CITZ:EX ; Graboski, Anne FIN:EX
Subject: RE: URGENT - Service BC system problem?

I have forwarded that you have had issues using Skype to the IT team.
Thanks Richard.

From: SBC Contact Centre Information CITZ:EX [mailto:SBCContactCentreInfo@gov.bc.ca]
Sent: Friday, January 25, 2019 1:57 PM

To: Emery, Steven B FIN:EX; Khaira, Kally FIN:EX; Rajeev Purewal; SBC Contact Centre Information CITZ:EX
Cc: Duncan, Peggy CITZ:EX; Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Graboski, Anne FIN:EX
Subject: RE: URGENT - Service BC system problem?

My results:

Cell phone: Good
Landline: Good
Digital call through skype = "system issues" – does not connect.

Perhaps the report came from someone using Skype?

Richard

From: Emery, Steven B FIN:EX
Sent: January 25, 2019 1:56 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>
Cc: Duncan, Peggy CITZ:EX <Peggy.Duncan@gov.bc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>
Subject: RE: URGENT - Service BC system problem?

I just tried calling, and I'm through as well.

Steven Emery
Executive Director, Property Taxation Branch

From: Khaira, Kally FIN:EX
Sent: January 25, 2019 1:55 PM
To: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>
Cc: Duncan, Peggy CITZ:EX <Peggy.Duncan@gov.bc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>
Subject: URGENT - Service BC system problem?
Importance: High

Please can you advise and confirm if this is the case?

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Peters, Melissa GCPE:EX
Sent: January 25, 2019 1:53 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Cc: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Subject: FYI - Service BC system problem?

Katie just called Service BC and immediate message was 'we are experiencing system problems, please call back later' – are you aware of this?

Melissa Peters
Ministry of Finance
250 356-5698

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Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 28, 2019 12:34 PM
To: FIN REV PTB - Property Taxation Branch Staff
Subject: Call quality on ICE

I understand some staff are having call quality issues. My guess is that it could be related to the call volume increase and potential capacity or it could be the headsets not performing well. In order for it to be investigated, I need a few examples to send to our vendor so they can investigate. If you have a call with poor call quality that you think is related to ICE or your headset (not to the callers phone) please sent me a screen shot of you call history and identify the call in question. I just need a few more examples so we can determine if it is the phone lines or the headsets.

Thanks
Rick

Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 28, 2019 11:22 AM
To: Plensky, Coral FIN:EX
Subject: FW: iceBar screenshot

Thanks it has being forwarded to Computertalk for review.

Let you know what they figure out.

Rick

From: Lambrick, Rick D FIN:EX
Sent: January 28, 2019 11:21 AM
To: 'Louise Roth'
Subject: RE: iceBar screenshot

Here is an example of one sent to me from staff.

Let me know what you find out.

Thanks
Rick

From: Plensky, Coral FIN:EX
Sent: January 28, 2019 11:19 AM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: ICE Lines

Good morning, I am providing a snip it of the last call I took to show the clarity in the conversation. The line cuts in and out, cannot hear most of what they are saying, and pretty much every call is like this.

Queued Call	2019-01-28 11:0...	tel: s.22	Province of BC	s.15	SVT	6400	00
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From: Louise Roth <lroth@computer-talk.com>
Sent: January 28, 2019 10:35 AM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: RE: iceBar screenshot

Hey Rick, that's possible – if you have specific examples, can you send the contact ID's over and we can review them. In the meantime, I have let our HD know that you are getting very high call volumes for awareness and vigilance.

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Monday, January 28, 2019 1:33 PM
To: Louise Roth <lroth@computer-talk.com>
Subject: RE: iceBar screenshot

Hi Louise,

We have some staff complaining of call quality could that be affected by call volume/capacity? We have that at times during our busy times in the summer as well but the rest of the year seems to be fine.

Thanks
Rick

From: Louise Roth <lroth@computer-talk.com>
Sent: January 28, 2019 6:41 AM
To: Kane, Trisha FIN:EX <Trisha.Kane@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Raymond Caille <rcaille@computer-talk.com>
Subject: RE: iceBar screenshot

Thank you for sending this over – did we want to schedule a 30 minute call to review some potential options? I will make myself available when you have time.

Merci,

Louise

From: Kane, Trisha FIN:EX <Trisha.Kane@gov.bc.ca>
Sent: Friday, January 25, 2019 3:58 PM
To: Louise Roth <lroth@computer-talk.com>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Raymond Caille <rcaille@computer-talk.com>
Subject: RE: iceBar screenshot

Hi Louise,

Server Profile

Connection Name:

ICE8

Server:

s.15,s.17

Server Port:

Switch ID:

User ID:

1503

Password:

User Type:

Remote

Address ID:

0

☐ Use Server Assigned Address ID

Roaming DN / Address:

☒ Use iceMA assigned remote DN / Address
☐ Use iceBAR assigned roaming DN / Address

ADFS Authority:

ADFS Resource URI:

ADFS Client ID:

ADFS Return URI:

OK

Cancel

Please let me know if you require anything further.

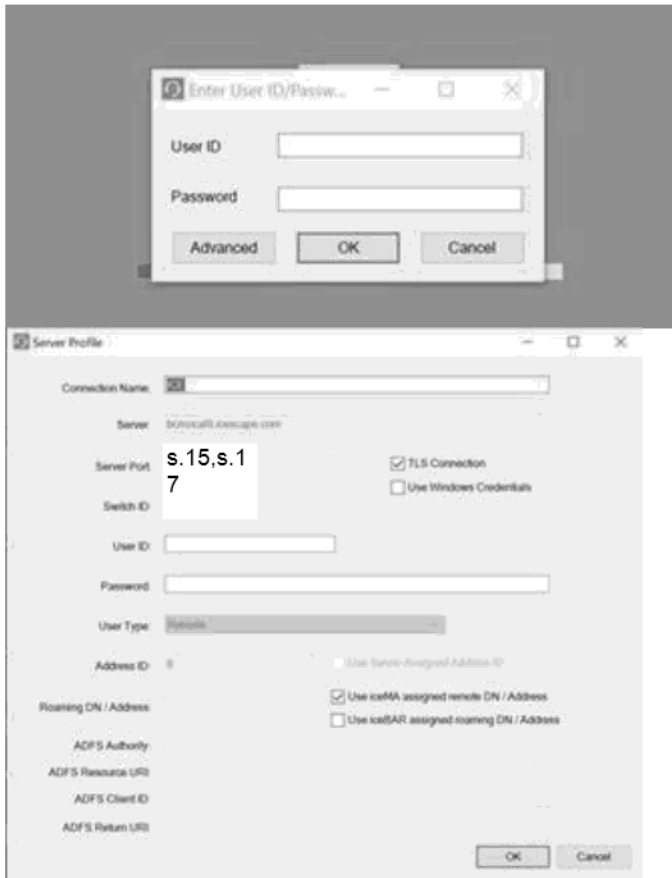
Thank you,



Trisha Kane
 Junior Business Analyst | Systems, Operations & Planning
Ministry of Finance | Property Taxation Branch
 Phone: 778 698-3870

From: Louise Roth <lrth@computer-talk.com>
Sent: January 25, 2019 12:56 PM
To: Kane, Trisha FIN:EX <Trisha.Kane@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Raymond Caille <rcaille@computer-talk.com>
Subject: iceBar screenshot

Could you please send me a screenshot of your iceBar by clicking on the advanced button, please . This is the starting point. 😊



Merci,

Louise Roth



ice, intelligent communications exchange, the only enterprise grade, native Lync/Skype-for-Business contact center product.

1-800-410-1051 | 905-882-5000 Say/Dites: "Louise" | C: 416-254-1882

"The content of this message is subject to our e-mail confidentiality policy."

"Le contenu de ce message est assujéti à notre politique de confidentialité de courriels."

Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 28, 2019 3:37 PM
To: 'Louise Roth'
Cc: Lee, Penny FIN:EX; Preston, Olivia C CITZ:EX; Khaira, Kally FIN:EX
Subject: Increase Agents and Call Capacity

Hi Louise, further to our phone conversation around our massive call increase relating to the Speculation Tax, we will need to increase our Agent Licences to ^{s.15} and call capacity for Queue 6400 and 9400 to ^{s.15}. We are currently training another ^{s.1}₅ agents from different branches to help support the call volume.

This as you know is a rush and I will ask through this email that Penny and Olivia process the i-store asap.

Let me know if you require any further information.

Thank you

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 28, 2019 10:34 AM
To: Khaira, Kally FIN:EX
Cc: Brouwer, Deborah FIN:EX; Kane, Trisha FIN:EX
Subject: Phones

Right now we have the capacity for 15^{s.} licences. That means we can have $\frac{s.1}{5}$ agents logged on at one time. The allows the system to have $\frac{s.15}{5}$ calls coming in and out. We do have a limit of $\frac{s.1}{5}$ calls waiting in the system at one time. As far as I know that doesn't include the calls sitting in the Call back queue but I am getting that verified. If you are the $\frac{s.15}{5}$ callers and we have $\frac{s.1}{5}$ waiting in the system ahead of you the system will provide a polite disconnect. In talking to Computertalk that seems to be an acceptable number as they do have the opportunity for a Call Back to be left if the wait time exceeds 10 minutes when they call in.

So we can increase our agent licences if we think we will have more than $\frac{s.1}{5}$ staff logged in at any one time. In doing that it also increase the number of calls you can have in the system. If you want the $\frac{s.1}{5}$ increased let me know but I am thinking $\frac{s.1}{5}$ at the most.

Rick

Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 28, 2019 2:09 PM
To: Khaira, Kally FIN:EX
Subject: RE: high volume

Do you want more agents than ^{s.15}

From: Khaira, Kally FIN:EX
Sent: January 28, 2019 2:00 PM
To: Lambrick, Rick D FIN:EX
Cc: Brouwer, Deborah FIN:EX ; Kane, Trisha FIN:EX
Subject: Re: high volume

Rick, can we please extend the lines so they drop off at ^{s.15}

Sent from my iPhone

On Jan 28, 2019, at 12:27 PM, Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca> wrote:

Fyi, if we want to increase the capacity for Spec Tax only let me know. So that is everyone on the line and ^{s.15} calls waiting to be answered.

From: Louise Roth <lroth@computer-talk.com>
Sent: January 28, 2019 12:03 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: high volume

Hi Rick, the high volume applies to voice Queues only.
VM and CB do not have this configured.

So your high volume threshold of ^{s.1}5 applies to each voice Queue.
If you wanted to increase the number for Q6400 only, we could do that.

Merci,

Louise Roth



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1-800-410-1051 | 905-882-5000 Say/Dites: "Louise" | C: 416-254-1882

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Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 28, 2019 10:43 AM
To: 'Louise Roth'
Subject: RE: iceBar screenshot

Maximus is expecting 10,000 calls today. They are apparently holding 75 calls in their queue and transferring the 76th over to us. I will see if I can get an example the staff are going at full capacity. Still waiting for numbers from the powers that be.

Rick

From: Louise Roth
Sent: January 28, 2019 10:35 AM
To: Lambrick, Rick D FIN:EX
Subject: RE: iceBar screenshot

Hey Rick, that's possible – if you have specific examples, can you send the contact ID's over and we can review them. In the meantime, I have let our HD know that you are getting very high call volumes for awareness and vigilance.

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Monday, January 28, 2019 1:33 PM
To: Louise Roth <lroth@computer-talk.com>
Subject: RE: iceBar screenshot

Hi Louise,

We have some staff complaining of call quality could that be affected by call volume/capacity? We have that at times during our busy times in the summer as well but the rest of the year seems to be fine.

Thanks
Rick

From: Louise Roth <lroth@computer-talk.com>
Sent: January 28, 2019 6:41 AM
To: Kane, Trisha FIN:EX <Trisha.Kane@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Raymond Caille <rcaille@computer-talk.com>
Subject: RE: iceBar screenshot

Thank you for sending this over – did we want to schedule a 30 minute call to review some potential options? I will make myself available when you have time.

Merci,

Louise

From: Kane, Trisha FIN:EX <Trisha.Kane@gov.bc.ca>

Sent: Friday, January 25, 2019 3:58 PM

To: Louise Roth <lroth@computer-talk.com>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>

Cc: Raymond Caille <rcaille@computer-talk.com>

Subject: RE: iceBar screenshot

Hi Louise,

Server Profile

Connection Name: ICE8

Server: s.15,s.17

Server Port:

Switch ID:

User ID: 1503

Password:

User Type: Remote

Address ID: 0 ☐ Use Server Assigned Address ID

Roaming DN / Address: ☒ Use iceMA assigned remote DN / Address
☐ Use iceBAR assigned roaming DN / Address

ADFS Authority:

ADFS Resource URI:

ADFS Client ID:

ADFS Return URI:

OK Cancel

Please let me know if you require anything further.

Thank you,

Trisha Kane

Junior Business Analyst | Systems, Operations & Planning

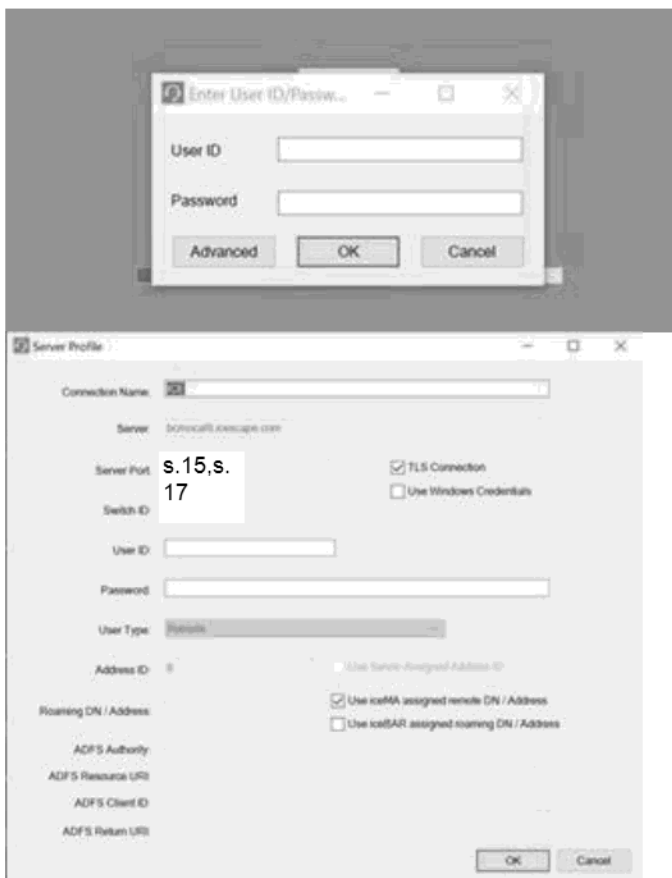
Ministry of Finance | Property Taxation Branch

Phone: 778 698-3870



From: Louise Roth <lroth@computer-talk.com>
Sent: January 25, 2019 12:56 PM
To: Kane, Trisha FIN:EX <Trisha.Kane@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Raymond Caille <rcaille@computer-talk.com>
Subject: iceBar screenshot

Could you please send me a screenshot of your iceBar by clicking on the advanced button, please . This is the starting point. 😊



Merci,

Louise Roth



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Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 28, 2019 9:07 AM
To: 'Louise Roth'
Cc: Raymond Caille; Kane, Trisha FIN:EX; Brouwer, Deborah FIN:EX
Subject: RE: iceBar screenshot

Hi Louise, let me know when you want to meet. I am going to be in a meeting with Deb for the next hour but this is a priority for us so feel free to call us in her office anytime in the next hour if you have time. 778 698-3969

Thanks

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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From: Louise Roth
Sent: January 28, 2019 6:41 AM
To: Kane, Trisha FIN:EX ; Lambrick, Rick D FIN:EX
Cc: Raymond Caille
Subject: RE: iceBar screenshot


Thank you for sending this over – did we want to schedule a 30 minute call to review some potential options? I will make myself available when you have time.

Merci,

Louise

From: Kane, Trisha FIN:EX <Trisha.Kane@gov.bc.ca>
Sent: Friday, January 25, 2019 3:58 PM
To: Louise Roth <lroth@computer-talk.com>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Raymond Caille <rcaille@computer-talk.com>
Subject: RE: iceBar screenshot

Hi Louise,


Server Profile
—
□
×

Connection Name:

Server:

Server Port:

Switch ID:

☒ TLS Connection
☐ Use Windows Credentials

User ID:

Password:

User Type:

Address ID:
☐ Use Server Assigned Address ID

Roaming DN / Address:
☒ Use iceMA assigned remote DN / Address
☐ Use iceBAR assigned roaming DN / Address

ADFS Authority:

ADFS Resource URI:

ADFS Client ID:

ADFS Return URI:

Please let me know if you require anything further.

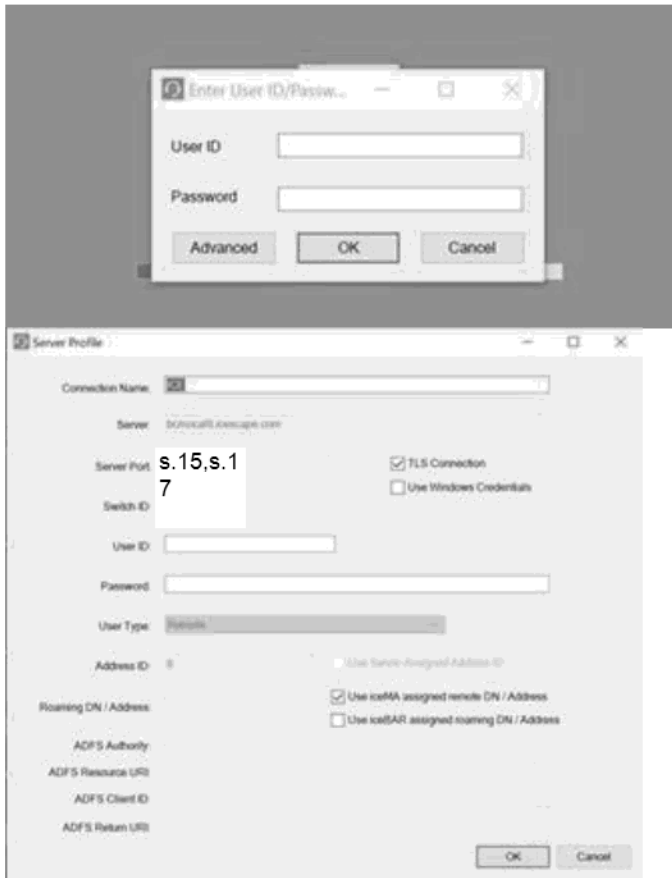
Thank you,



Trisha Kane
 Junior Business Analyst | Systems, Operations & Planning
Ministry of Finance | Property Taxation Branch
 Phone: 778 698-3870

From: Louise Roth <lroth@computer-talk.com>
Sent: January 25, 2019 12:56 PM
To: Kane, Trisha FIN:EX <Trisha.Kane@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Raymond Caille <rcaille@computer-talk.com>
Subject: iceBar screenshot

Could you please send me a screenshot of your iceBar by clicking on the advanced button, please . This is the starting point. 😊



Merci,

Louise Roth



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Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 28, 2019 12:43 PM
To: 'Louise Roth'
Subject: RE: iceBar screenshot

Thanks Louise, I have sent out an email to all staff for some examples. Send you what I get.

Rick

From: Louise Roth
Sent: January 28, 2019 11:52 AM
To: Lambrick, Rick D FIN:EX
Subject: RE: iceBar screenshot

Thanks Rick, I listed to the 9:02 call and it is clear throughout.
Please send over other examples if you have them.
Could it be a headset issue?

Regardless, if you send over contact id's, we will take a look.

I have also given our HD a heads up so if any tickets come in, they are aware of the background info.

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Monday, January 28, 2019 2:35 PM
To: Louise Roth <lroth@computer-talk.com>
Subject: RE: iceBar screenshot

Yes, that is fine.

Thanks

From: Louise Roth <lroth@computer-talk.com>
Sent: January 28, 2019 11:29 AM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: RE: iceBar screenshot

Hi Rick, in an effort to assist – are you ok if I listen to the call?

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Monday, January 28, 2019 2:21 PM
To: Louise Roth <lroth@computer-talk.com>
Subject: RE: iceBar screenshot

Here is an example of one sent to me from staff.

Let me know what you find out.

Thanks
Rick

From: Plensky, Coral FIN:EX
Sent: January 28, 2019 11:19 AM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: ICE Lines

Good morning, I am providing a snip it of the last call I took to show the clarity in the conversation. The line cuts in and out, cannot hear most of what they are saying, and pretty much every call is like this.

Queued Call	2019-01-28 11:0...	tel:+	s.22	Province of BC	s.15	.	SVT	6400	00
-------------	--------------------	-------	------	----------------	------	---	-----	------	----

From: Louise Roth <lroth@computer-talk.com>
Sent: January 28, 2019 10:35 AM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: RE: iceBar screenshot

Hey Rick, that's possible – if you have specific examples, can you send the contact ID's over and we can review them. In the meantime, I have let our HD know that you are getting very high call volumes for awareness and vigilance.

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Monday, January 28, 2019 1:33 PM
To: Louise Roth <lroth@computer-talk.com>
Subject: RE: iceBar screenshot

Hi Louise,

We have some staff complaining of call quality could that be affected by call volume/capacity? We have that at times during our busy times in the summer as well but the rest of the year seems to be fine.

Thanks
Rick

From: Louise Roth <lroth@computer-talk.com>
Sent: January 28, 2019 6:41 AM

To: Kane, Trisha FIN:EX <Trisha.Kane@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Raymond Caille <rcaille@computer-talk.com>
Subject: RE: iceBar screenshot


Thank you for sending this over – did we want to schedule a 30 minute call to review some potential options? I will make myself available when you have time.

Merci,

Louise

From: Kane, Trisha FIN:EX <Trisha.Kane@gov.bc.ca>
Sent: Friday, January 25, 2019 3:58 PM
To: Louise Roth <lroth@computer-talk.com>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Raymond Caille <rcaille@computer-talk.com>
Subject: RE: iceBar screenshot

Hi Louise,

 Server Profile— □ ×

Connection Name: ICE8

Server: s.15,s.17

Server Port: ☐

Switch ID: ☐

User ID: 1503

Password:

User Type: Remote

Address ID: 0

Roaming DN / Address:

ADFS Authority:

ADFS Resource URI:

ADFS Client ID:

ADFS Return URI:

☒ TLS Connection

☐ Use Windows Credentials

☐ Use Server Assigned Address ID

☒ Use iceMA assigned remote DN / Address

☐ Use iceBAR assigned roaming DN / Address

OK

Cancel

Please let me know if you require anything further.

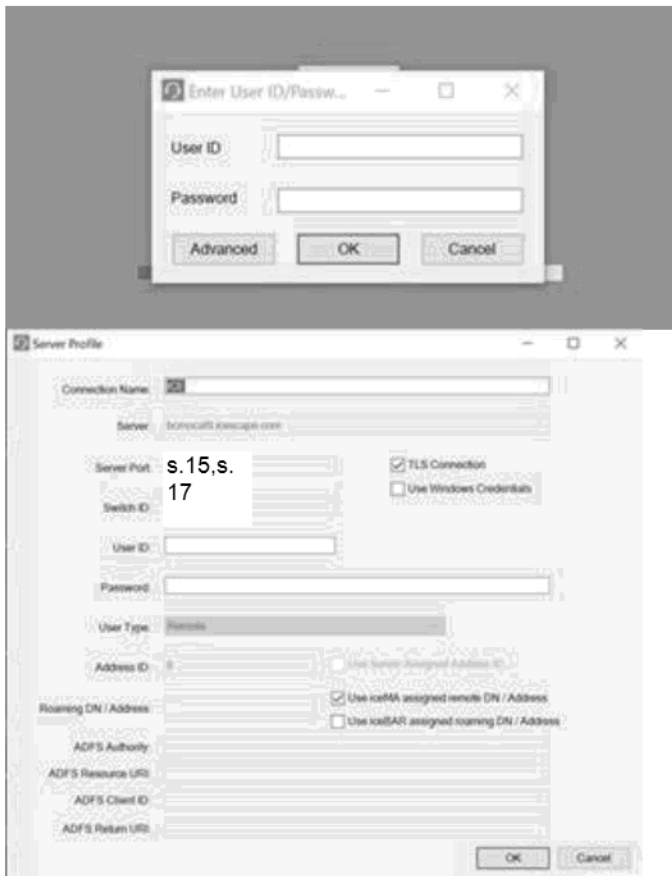
Thank you,



Trisha Kane
Junior Business Analyst | Systems, Operations & Planning
Ministry of Finance | Property Taxation Branch
Phone: 778 698-3870

From: Louise Roth <lroth@computer-talk.com>
Sent: January 25, 2019 12:56 PM
To: Kane, Trisha FIN:EX <Trisha.Kane@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Raymond Caille <rcaille@computer-talk.com>
Subject: iceBar screenshot

Could you please send me a screenshot of your iceBar by clicking on the advanced button, please . This is the starting point. ☺



Merci,

Louise Roth



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Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 28, 2019 11:40 AM
To: Khaira, Kally FIN:EX
Cc: Brouwer, Deborah FIN:EX
Subject: RE: Potential Schedule for Auxiliary Declaration Assistance

Of course. I just added some extra agents in the 1800 series just in case and got instruction from Computertalk how we can add them if they are from another branch. I am also looking into call quality as Coral has been saying that the quality is bad on many calls so have sent Computertalk an example and they are looking into it right now.

I have an open line with my contact at Computertalk right now so that is all good. Just let me know if you want to increase capacity at all over and above what I told you.

Rick

From: Khaira, Kally FIN:EX
Sent: January 28, 2019 11:25 AM
To: Lambrick, Rick D FIN:EX
Subject: RE: Potential Schedule for Auxiliary Declaration Assistance

Thanks. Will you be able to help in case they have issues?

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Lambrick, Rick D FIN:EX
Sent: January 28, 2019 11:11 AM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Subject: RE: Potential Schedule for Auxiliary Declaration Assistance

They have all been setup they just need to tick the box for 6400 8400 and 9400.

From: Khaira, Kally FIN:EX
Sent: January 28, 2019 10:53 AM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: FW: Potential Schedule for Auxiliary Declaration Assistance

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Pritchard, Lorna FIN:EX
Sent: January 28, 2019 9:36 AM
To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Mann, Dawn FIN:EX <Dawn.Mann@gov.bc.ca>
Cc: Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>
Subject: RE: Potential Schedule for Auxiliary Declaration Assistance

P.S. all in person – no sykke needed today

From: Pritchard, Lorna FIN:EX
Sent: January 28, 2019 9:35 AM
To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Mann, Dawn FIN:EX <Dawn.Mann@gov.bc.ca>
Cc: Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>
Subject: RE: Potential Schedule for Auxiliary Declaration Assistance

Yes, the confirmed list is:

Haileab Mehrete - confirmed
Loni Dutton - confirmed
Mohammed Mukhtar - confirmed
Hardave Lail - confirmed
Beth Mowatt confirmed
Matthew Jungclaus - confirmed
Lucas Assenza - confirmed
Heather Brost – confirmed s.22

We will need to schedule other training sessions for:

- Amelia (Amy) Bennett
- George Blaj

Is the training on the 7th floor?

From: Emery, Steven B FIN:EX
Sent: January 28, 2019 9:34 AM
To: Pritchard, Lorna FIN:EX <Lorna.Pritchard@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Mann, Dawn FIN:EX <Dawn.Mann@gov.bc.ca>
Cc: Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>
Subject: RE: Potential Schedule for Auxiliary Declaration Assistance

Is Mo training too?

Steven Emery
Executive Director, Property Taxation Branch

From: Pritchard, Lorna FIN:EX
Sent: January 28, 2019 9:19 AM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Mann, Dawn FIN:EX <Dawn.Mann@gov.bc.ca>
Cc: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>
Subject: RE: Potential Schedule for Auxiliary Declaration Assistance

Sure, Heather came in for the training specifically, so I will include here in today's session.

Loni is also attending this morning.

Is the training on the 7th floor or the training room downstairs?

From: Khaira, Kally FIN:EX

Sent: January 28, 2019 9:17 AM

To: Pritchard, Lorna FIN:EX <Lorna.Pritchard@gov.bc.ca>; Mann, Dawn FIN:EX <Dawn.Mann@gov.bc.ca>

Cc: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>

Subject: RE: Potential Schedule for Auxiliary Declaration Assistance

Hi Lorna, thank you very much for the prompt response. Dawn Mann is coordinating the training for all staff. If you can just ask your staff to head up to the 7th floor at 10am (should you not hear from Dawn by then), that would be awesome.

I believe at this time we need staff available during core work hours first, and there maybe OT. As to scheduling more staff, please pass along their names to Dawn and she will coordinate. ty

Kally Khaira

Director, Annual Property Tax

t: 778.698.9536 | c: 250.893.7102

From: Pritchard, Lorna FIN:EX

Sent: January 28, 2019 9:15 AM

To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>

Subject: RE: Potential Schedule for Auxillary Declaration Assistance

Good morning,

The following are ready to attend the training this morning, 10-noon, in the training room:

- Hardave
- Haileab
- Lucas
- Beth
- Matthew

Also, I invited Heather Brost – s.22

There are others interested in working overtime – do you have a specific session when you want to train them? Also, how will you schedule the overtime – maybe we can discuss at our 9:30 meeting

Lorna

From: Emery, Steven B FIN:EX

Sent: January 27, 2019 9:35 AM

To: Forest, Megan FIN:EX <Megan.Forest@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Nix, Bernice FIN:EX <Bernice.Nix@gov.bc.ca>; Pritchard, Lorna FIN:EX <Lorna.Pritchard@gov.bc.ca>; Forbes, Dennis G FIN:EX <Dennis.Forbes@gov.bc.ca>; Lee, Michelle FIN:EX <Michelle.Lee@gov.bc.ca>; Goss, Jordan T FIN:EX <Jordan.Goss@gov.bc.ca>; Mann, Dawn FIN:EX

<Dawn.Mann@gov.bc.ca>; Davies, Ann FIN:EX <Ann.Davies@gov.bc.ca>

Cc: Harbottle, Jennifer FIN:EX <Jennifer.Harbottle@gov.bc.ca>; Kapila, Divya FIN:EX <Divya.Kapila@gov.bc.ca>

Subject: RE: Potential Schedule for Auxillary Declaration Assistance

Good morning. Thanks Megan for getting us this schedule. This is great.

Lorna, I'm hoping we can have PTT staff that aren't flexing ready for the Monday morning session? Can you please confirm first thing Monday morning?

Dennis and Michelle, can you please coordinate with Dawn Mann which staff are to be trained and which sessions? Hopefully we can get some Monday afternoon with the rest ready for Tuesday afternoon.

Megan, if necessary, can we SKYPE people into training?

Thanks!

Steven Emery

Executive Director, Property Taxation Branch

From: Forest, Megan FIN:EX

Sent: January 25, 2019 4:53 PM

To: Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Nix, Bernice FIN:EX <Bernice.Nix@gov.bc.ca>

Cc: Harbottle, Jennifer FIN:EX <Jennifer.Harbottle@gov.bc.ca>; Kapila, Divya FIN:EX <Divya.Kapila@gov.bc.ca>

Subject: Potential Schedule for Auxillary Declaration Assistance

Hello;

We have put together a potential schedule for the available times in the training room next week to train staff that could be pulled in to assist with the declaration phone support. We've set out sessions that are 2 hours each, to provide them with a similar level of training to what Maximus and SPT staff will have received. (see objectives below) This of course, does not include any companion guide/ business process training they may have received, but focusses on the navigation and procedure within the TACS system. We recommend that they be e-mailed the companion guide for review.

If we're really proactive, we can squeeze in up to 6 sessions- however that's only going to be possible if you can provide us with a list of invitees very quickly, as the likelihood of users attending the first session Monday morning & afternoon gets smaller the longer we wait to send out invitations.

The training room is in use all day Wednesday, which is why you do not see it on the schedule, as well as some times during the week (as seen below) have been booked to deliver Employer Health Tax Training.

The sooner we hear back from you about who to invite, and to which sessions, the better chance we have of getting everyone trained in this short amount of time.

Speculation & Vacancy Tax Auxiliary Training Agenda

Monday- Session #1 & 2	
10:00 am- 10:15	Introduction to Speculation & Vacancy Tax
10:15 am -11:00 am	Lead Management/ Letter Management
11:00 am – 12:00 pm	Declaring as an Individual- Exempt and Non- Exempt
12:00 pm – 1:00 pm	Session #1 Complete- Lunch

1:00 pm – 1:15 pm	Introduction to Speculation & Vacancy Tax
1:15 pm – 2:00 pm	Lead Management/ Letter Management
2:00 pm – 3:00 pm	Declaring as an Individual- Exempt and Non- Exempt
4:00 pm	Session #2 Complete- End of Day

Tuesday- Session #3

9:00 am – 12:00 pm	TRAINING ROOM NOT AVAILABLE AT THIS TIME
12:00 pm – 1:00 pm	Session 3 Begins at 1:00 pm.
1:00 pm – 1:15 pm	Introduction to Speculation & Vacancy Tax
1:15 pm – 2:00 pm	Lead Management/ Letter Management
2:00 pm – 3:00 pm	Declaring as an Individual- Exempt and Non- Exempt
4:00 pm	Session #3 Complete- End of Day

Thursday- Session #4

9:00 am -12:00 pm	TRAINING ROOM NOT AVAILABLE AT THIS TIME
12:00 pm – 1:00 pm	Session #4 Begins at 1:00 pm
1:00 pm – 2:00 pm	Introduction to Speculation & Vacancy Tax
2:00 pm – 2:15 pm	Lead Management/ Letter Management
2:15 pm – 4:00 pm	Declaring as an Individual- Exempt and Non- Exempt
4:00 pm	Session #4 Complete- End of Day

Friday- Session #5 & 6

10:00 am – 10:15 am	Introduction to Speculation & Vacancy Tax
10:15 am -11:00 am	Lead Management/ Letter Management
10:30 am – 12:00 pm	Declaring as an Individual- Exempt and Non- Exempt
12:00 pm – 1:00 pm	Lunch- Session #5 Complete
1:00 pm – 1:15 pm	Introduction to Speculation & Vacancy Tax
1:15 pm – 2:00 pm	Lead Management/ Letter Management
2:00 pm – 3:00 pm	Declaring as an Individual- Exempt and Non- Exempt
4:00 pm	Session #6 Complete- End of Day

Looking forward to hearing from you;

FAST

Megan Forest · Training Coordinator- Team Lead
British Columbia TACS Project
Fast Canadian Enterprises, Ltd.
📞: 778-698-5168



Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 28, 2019 4:55 PM
To: Sullivan, Sean FIN:EX
Subject: RE: Speculation Tax Calls

We can't redirect into your system we need your staff to setup a separate profile that matches ours so they can access our queues. See attached email. I received these instruction from Computertalk. Hopefully we can make it work with Tyler tomorrow and then the rest can be set up. We have to set them up as agents in our system.



From: Sullivan, Sean FIN:EX
Sent: January 28, 2019 4:50 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Mann, Dawn FIN:EX <Dawn.Mann@gov.bc.ca>
Subject: Speculation Tax Calls

Hi Rick,

I had a chat with Dawn Mann earlier today. I was thinking that if Spec Tax calls could be routed from your end to the RMO Client Services queue **(2503876727)**, I could change the wording in the IVR recording to direct callers to option 2.

That said, I'd need to check with the supervisors in CSS to see if Option 2 makes the most sense, and whether all agents can field all calls.

RMO Tax Collection Menu	<p>If you know the extension of the person you are trying to reach, press 4 now.</p> <p>Otherwise - for PST, Hotel Tax, Motor Fuel Tax, Tobacco tax, or taxes due on purchases, press 1.</p> <p>For Speculation Tax, & Rural Property Tax, press 2.</p> <p>For Property Transfer Tax, Logging Tax, and Insurance Premium Tax, press 3</p>
-------------------------	--

Sean Sullivan • Business Support Analyst

Business Improvement Group

Receivables Management Office

MINISTRY OF FINANCE

PHONE: 250-387-3026

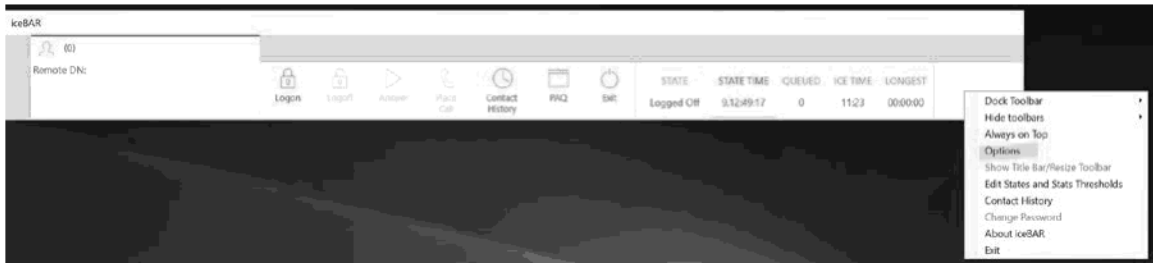
FAX: 250 356-5604

<< OLE Object: Picture (Device Independent Bitmap) >>

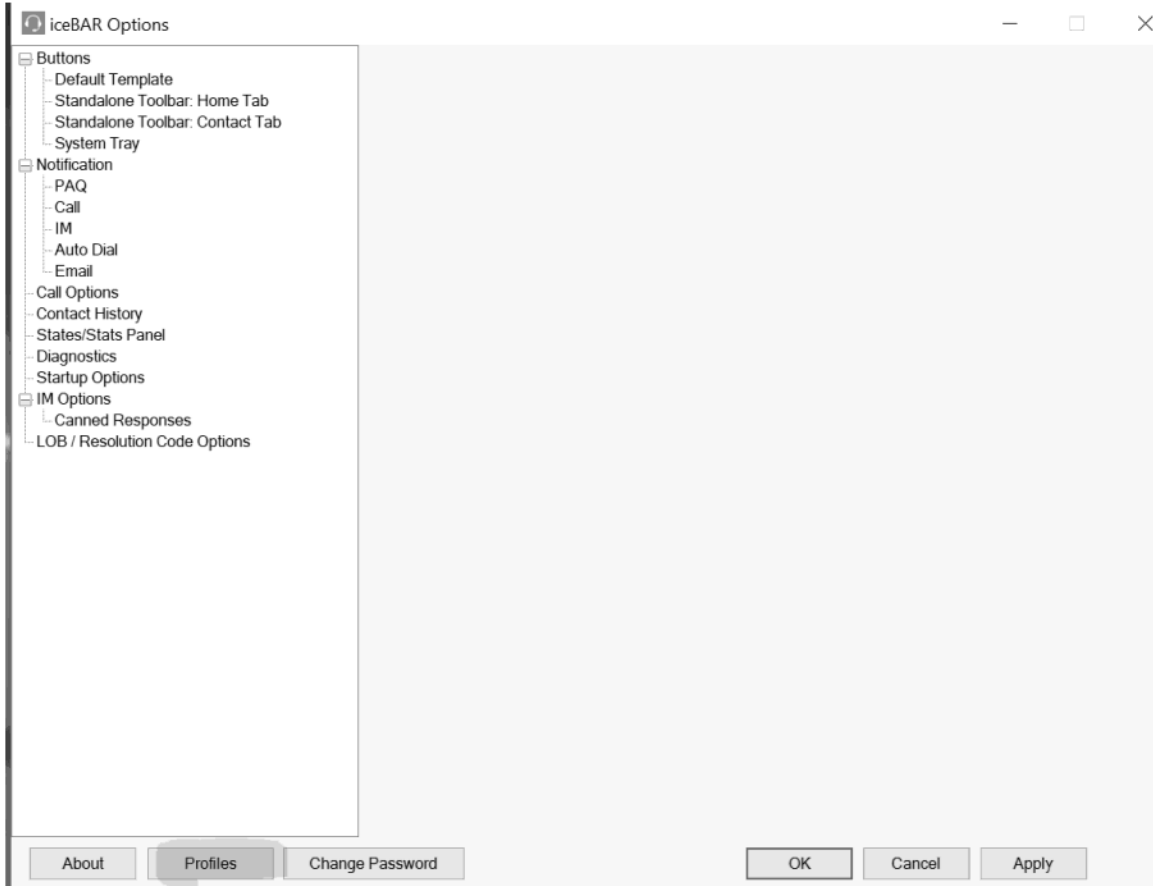
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How to create a new profile.

- 1- Launch iceBar 8.
- 2- Right in the grey zone and select Options



- 3- In the Options Window, click on Profiles
 - We will create a new profile s.15,s.17



4- In the Select Profile Window, click on new.

Select Profile

Name	Server Address	Port	Switch ID	User ID	AD	Address ID	Remote DN
ICE	s.15,s.17			9998		0	

☐ Log Out of Current Profile

New Edit Delete OK Cancel

5- Complete the profile with the information below. The user ID XXXX is the user created on the Property Tax server. In the roaming DN enter the phone on wich you will receive the call. (ex. 250-123-4567), and click on OK.

Server Profile

Connection Name: ICE8

Server: s.15,s.17

Server Port:

Switch ID:

User ID: 1503

Password: ***

User Type: Remote

Address ID: 0

Roaming DN / Address: s.15

ADFS Authority:

ADFS Resource URI:

ADFS Client ID:

ADFS Return URI:

OK Cancel

☐ TLS Connection

☐ Use Windows Credentials

☐ Use Server Assigned Address ID

☐ Use iceMA assigned remote DN / Address

☐ Use iceBAR assigned roaming DN / Address

- 6- Your iceBar will now have 2 profiles. ^{s.15,s.17} and the second will have your current profile.)

Select Profile

Name	Server Address	Port	Switch ID	User ID	AD	Address ID	Remote DN
ice	s.15,s.17			1503		0	s.15
ICE				9998		0	

☐ Log Out of Current Profile

New Edit Delete OK Cancel

- 7- Select the ^{s.15,s.17} profile and click on OK.
- iceBar will start and try to connect to the server.
 - If it works, this second profile can be created for any user that needs to assist you.

Patriarche, Kerry FIN:EX

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 28, 2019 10:11 AM
To: Emery, Steven B FIN:EX
Cc: Graboski, Anne FIN:EX; Khaira, Kally FIN:EX; Paul Simunkovic; Eason, Jeannette CITZ:EX; Bell, Russell CITZ:EX; Hinshaw, Ron CITZ:EX; Janine Roy
Subject: Threshold

Hi Steven,

Through our monitoring of the threshold this morning we discovered that it was not functioning properly. We discovered calls that were being transferred out of MAXIMUS' platform but were not reaching their destination. We are unsure of the exact number at this time. We have turned off the threshold and have the vendor investigating. Once we have resolved the issue and have it re-tested I will update this group.

Please let me know if you have any questions.

Rajeev Purewal
Director, Service BC
MAXIMUS Canada
716 Yates St.
Victoria BC V8W 1L4
rajeev.purewal@maximusbc.ca
Phone: (250) 405-3715

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Patriarche, Kerry FIN:EX

From: Emery, Steven B FIN:EX
Sent: January 29, 2019 1:05 PM
To: Sather, Kelly FIN:EX; Robb, Katie GCPE:EX; Zoeller, Sonja GCPE:EX; Goss, Jordan T FIN:EX
Subject: 12 pm SVT Update

Hi all. Status update for noon.

Received Calls: 2468**
Answered Calls: 968
Average Wait at Maximus: 13:36
Average Wait at PTB: 8:30

Declarations: 88,463

** Note that there were a bunch of abandoned calls first thing in the morning due to a systems glitch (about 550 calls). Still an issue with the automatic threshold.

Maximus is reporting their abandonment rate is actually at 25%, which is better than yesterday which was closer to 50%.

Maximus has a survey at the end of each of their calls, and they are reporting a 75% satisfaction rate, which is good news.

Mad rush seems to happen from 8 – 10 am each morning, so we are reviewing our resources to make sure we have all staff answering calls at that time. We will have about^{s.1}₅ staff trained by end of today. We have had a few issues getting staff that are not in the Property Tax Branch systems access, but I believe we have that resolved now. We are also working at getting staff working until 8 pm.

Maximus is going to provide us with an hour by hour abandonment rate analysis so we can see when and after how long people are abandoning.

Steven Emery MPA, CPA, CMA
Executive Director, Property Taxation Branch
Revenue Division, Ministry of Finance

Trusted financial and economic leadership for a prosperous province

Patriarche, Kerry FIN:EX

From: Peters, Melissa GCPE:EX
Sent: January 29, 2019 8:53 AM
To: Emery, Steven B FIN:EX
Cc: Khaira, Kally FIN:EX; Funk, Richelle GCPE:EX
Subject: For Review: IN - Call Wait Times
Attachments: IN_SVT_Wait_Times_29Jan19_draft3.doc

Steven,

Updated with this morning's stats. Can you review and approve?

Melissa Peters
Ministry of Finance
250 356-5698

From: Peters, Melissa GCPE:EX
Sent: January 28, 2019 9:04 AM
To: Emery, Steven B FIN:EX
Cc: Khaira, Kally FIN:EX ; Funk, Richelle GCPE:EX
Subject: For Review: IN - Call Wait Times

Steven,

We've prepped an Issue Note to speak to potential media questions about call wait times. Kally has already reviewed. Hoping to finalize this morning.

Please review and approve.

Thank you,

Melissa Peters
Senior Public Affairs Officer
Ministry of Finance
Desk: 250 356-5698
Cell: 250-213-1634
melissa.peters@gov.bc.ca

**CONFIDENTIAL
GCPE-FIN ISSUE NOTE**

Ministry of Finance
RECORD OPR: GCPE-FIN
Date: Jan. 29, 2019 DRAFT

Minister Responsible: Carole James

**Speculation and Vacancy
Tax: Call Wait Times**

RECOMMENDED RESPONSE:

- We are aware of the higher call wait times on the speculation and vacancy tax phone line and we are addressing it.
- I encourage homeowners to declare online at www.gov.bc.ca/spectax. It's fast, easy and secure.
- Anyone with questions, or requiring assistance in other languages can still call, and request a call-back from our agents.
- The call centre is open Monday to Sunday, 8am to 8pm; agents are available to assist you or email us.

s.13

- This is a new tax, and homeowners understandably have questions and want to ensure they declare by the deadline.
- We put the call centre in place to ensure people can get the help and answers they need to complete the declaration.

s.13

○

○

- We have increased our staffing and we've provided a call-back option so no one wait on the phone, they will not lose their place in queue.
- I encourage homeowners to declare online – it's fast, easy and secure.

BACKGROUND:

The speculation and vacancy tax call centre (Tier 1) has been experiencing higher than expected call volumes. Average wait times are above the service delivery standard of 4 mins.

24 more staff are being trained to support the call centre.

So far, approximately 560,000 letters (of 1.6 million total) have been delivered to Canada Post and have or will be in people's mailboxes inviting them to declare.

s.13

Commented [MP1]: What was yesterday's total?

The speculation and vacancy phone number is 1-833-554-2323. Call centre staff can answer questions, help people complete their declaration over the phone and provide support for non-English speakers. The call centre is open Monday to Sunday, 8am to 8pm.

Communications Contact: Melissa Peters 250 356-5698

Program Area Contact: Kally Khaira

Steven Emery

File Created:

File Updated:

File Location:

Program Area	Comm. Director	Deputy	Minister's Office
KK			

Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 29, 2019 2:29 PM
To: Emery, Steven B FIN:EX
Subject: FW: Increase Agents and Call Capacity

fyi

From: Louise Roth
Sent: January 29, 2019 2:22 PM
To: Lambrick, Rick D FIN:EX ; Preston, Olivia C CITZ:EX ; Lee, Penny FIN:EX
Cc: Khaira, Kally FIN:EX
Subject: RE: Increase Agents and Call Capacity

Good afternoon, confirming that these changes will be done tomorrow morning before your start of business.

I will send email confirming completion tomorrow.

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Tuesday, January 29, 2019 4:53 PM
To: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Lee, Penny FIN:EX <Penny.Lee@gov.bc.ca>
Cc: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Louise Roth <lroth@computer-talk.com>
Subject: RE: Increase Agents and Call Capacity

Just as an update, we have requested the capacity to be increased to ^{s.15} calls from ^{s.1} 5 for the two queues 6400 and 9400. Agent amounts will still be increased to ^{s.1} 1. Louise is aware and has made the adjustment on her side. I would assume the ticket needs to be adjusted to reflect the change.

Call volumes are increasing rapidly based on the 1.6 million letters going out to homeowners and our Tier 1 Service Provider is having to shift calls back to the Ministry to reduce call wait times and assist with large volumes of calls.

Thanks

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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From: Preston, Olivia C CITZ:EX
Sent: January 29, 2019 8:23 AM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; 'Louise Roth' <lroth@computer-talk.com>
Cc: Lee, Penny FIN:EX <Penny.Lee@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Subject: RE: Increase Agents and Call Capacity

Thanks Rick, I'll send the order as soon as I receive it.

Olivia

From: Lambrick, Rick D FIN:EX
Sent: Monday, January 28, 2019 3:37 PM
To: 'Louise Roth'
Cc: Lee, Penny FIN:EX; Preston, Olivia C CITZ:EX; Khaira, Kally FIN:EX
Subject: Increase Agents and Call Capacity

Hi Louise, further to our phone conversation around our massive call increase relating to the Speculation Tax, we will need to increase our Agent Licences to ^{s.15} and call capacity for Queue 6400 and 9400 to ^{s.15}. We are currently training another ^{s.1}₅ agents from different branches to help support the call volume.

This as you know is a rush and I will ask through this email that Penny and Olivia process the i-store asap.

Let me know if you require any further information.

Thank you

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 29, 2019 5:39 PM
To: Winker, Leah FIN:EX
Subject: FW: Spec Tax Phone update

Fyi

Rick

From: Lambrick, Rick D FIN:EX
Sent: January 29, 2019 5:38 PM
To: Khaira, Kally FIN:EX
Cc: Emery, Steven B FIN:EX ; Goss, Jordan T FIN:EX ; Mann, Dawn FIN:EX ; Brouwer, Deborah FIN:EX
Subject: RE: Spec Tax Phone update

We have one RMO agent up and running tonight answering Spec Tax calls (Joseph Gavidia). Trisha has set up all the identified RMO staff with Agent IDs and those along with the logon procedures have been sent to Dawn. Dawn will coordinate everything with Brian Morrison to get everyone up and running tomorrow. Leah would like to be around to support RMO staff when they first sign on to help triage any issue/questions they can't manage. So Dawn can tee that up with her in the morning.

CSS	TC	CLMG
Tyler Burton - Agent ID s.15	Michael Pires - Agent ID s.15	Kathleen Caldwell
Julie Xiong - Agent ID s.15	Nichole Williams - Agent ID s.15	Jason Dhillon - A
Catherine Zaitsoff - Agent ID s.15	Ezra Waugh - Agent ID s.15	Joseph Gavidia -
Lindsey Guthrie - Agent ID s.15	Jon Rielly - Agent ID s.15	Victoria Graham
Josh Fagan - Agent ID s.15	Tia Brajkovic - Agent ID s.15	Jennifer Lord - A
Glenn Harrington - Agent ID s.15	Iva Barisic - Agent ID s.15	Adrian Phillion -
Dorothy Newton - Agent ID s.15	Cindy Cathcart - Agent ID s.15	Charla Stromkin
Tammy Parsons - Agent ID s.15	Sonja Shaw - Agent ID s.15	
Mark Tarrant - Agent ID s.15	Eva Lai - Agent ID s.15	
Meghan Crowther - Agent ID s.15		
Andrea Jovellanos - Agent ID s.15		
Ezra Meyer - Agent ID s.15		
Tanis Miller - Agent ID s.15		
Jarred Ramage - Agent ID s.15		
Adam Vining - Agent ID s.15		
Tanya West - Agent ID s.15		

Rick

From: Khaira, Kally FIN:EX
Sent: January 29, 2019 3:01 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Goss,

Jordan T FIN:EX <Jordan.Goss@gov.bc.ca>; Mann, Dawn FIN:EX <Dawn.Mann@gov.bc.ca>

Subject: RE: Spec Tax Phone update

That is awesome Rick. I will advise SBC/Tier 1 that they can implement their ^{s.1}₅ threshold transfer tomorrow morning. Do you believe RMO will be set up tomorrow to take calls?

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Lambrick, Rick D FIN:EX

Sent: January 29, 2019 2:59 PM

To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Goss, Jordan T FIN:EX <Jordan.Goss@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Mann, Dawn FIN:EX <Dawn.Mann@gov.bc.ca>

Subject: Spec Tax Phone update

Just a quick phone update. We have found another option to setup outside branches through Web Ice Bar. So we have tested it with RMO and they can access what they need. Seems to work great and allows the staff to manage the queues themselves.

We are in the process of setting the RMO agents info up in our system and once that is done, Dawn will coordinated with RMO to get everyone setup and going that has had the training.

It has been confirmed that our increase in capacity for our phones will be live for the start of business tomorrow.

My wonderful contact at Computertalk Louise Roth has a counter on our queues and will be monitoring everything for capacity and she will let me know if any adjustments need to be made as volumes change.

So from our side, I think we have things under control.

Rick

Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 29, 2019 1:20 PM
To: 'Louise Roth'
Cc: Kane, Trisha FIN:EX
Subject: RE: Connection options

Yes the Ice Monitor option worked for Tyler so we are in the process of getting all the agents setup and instructions on how to logon through ICE Monitor. Do you have any instructions already setup on Web Ice Bar? If so can you send them my way.

We will take a look at the Star codes.

Thanks for all your help.

Rick

From: Louise Roth
Sent: January 29, 2019 12:37 PM
To: Lambrick, Rick D FIN:EX
Subject: Connection options

Hi Rick, so the second profile did not work due to port no being opened (we suspect)

You were successful at logging in a user through iceMonitor.

Were you able to test the Web iceBar? Did that work? I would be curious to know.

I am sending you the list of star codes and how they work, as an FYI.

Merci,

Louise Roth



ice, intelligent communications exchange, the only enterprise grade, native Lync/Skype-for-Business contact center product.

1-800-410-1051 | 905-882-5000 Say/Dites: "Louise" | C: 416-254-1882

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"Le contenu de ce message est assujetti à notre politique de confidentialité de courriels."

Patriarche, Kerry FIN:EX

From: Khaira, Kally FIN:EX
Sent: January 29, 2019 2:42 PM
To: Lambrick, Rick D FIN:EX
Subject: RE: Increase Agents and Call Capacity

Thanks Rick.

I am going to try not to panic and react anymore to the call volumes, they are normal...lol

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Lambrick, Rick D FIN:EX
Sent: January 29, 2019 1:53 PM
To: Preston, Olivia C CITZ:EX ; Lee, Penny FIN:EX
Cc: Khaira, Kally FIN:EX ; 'Louise Roth'
Subject: RE: Increase Agents and Call Capacity

Just as an update, we have requested the capacity to be increased to ^{s.15} calls from ^{s.}15 for the two queues 6400 and 9400. Agent amounts will still be increased to ^{s.}1 Louise is aware and has made the adjustment on her side. I would assume the ticket needs to be adjusted to reflect the change.

Call volumes are increasing rapidly based on the 1.6 million letters going out to homeowners and our Tier 1 Service Provider is having to shift calls back to the Ministry to reduce call wait times and assist with large volumes of calls.

Thanks

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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From: Preston, Olivia C CITZ:EX
Sent: January 29, 2019 8:23 AM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; 'Louise Roth' <lroth@computer-talk.com>
Cc: Lee, Penny FIN:EX <Penny.Lee@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Subject: RE: Increase Agents and Call Capacity

Thanks Rick, I'll send the order as soon as I receive it.

Olivia

From: Lambrick, Rick D FIN:EX
Sent: Monday, January 28, 2019 3:37 PM
To: 'Louise Roth'
Cc: Lee, Penny FIN:EX; Preston, Olivia C CITZ:EX; Khaira, Kally FIN:EX
Subject: Increase Agents and Call Capacity

Hi Louise, further to our phone conversation around our massive call increase relating to the Speculation Tax, we will need to increase our Agent Licences to s.15) and call capacity for Queue 6400 and 9400 to s.15 . We are currently training another s. agents from different branches to help support the call volume.
15

This as you know is a rush and I will ask through this email that Penny and Olivia process the i-store asap.

Let me know if you require any further information.

Thank you

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
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Patriarche, Kerry FIN:EX

From: Goss, Jordan T FIN:EX
Sent: January 29, 2019 7:48 AM
To: Emery, Steven B FIN:EX
Cc: Khaira, Kally FIN:EX
Subject: Re: Roll Up Stats - Monday Jan 28, 2019

We can talk more at our meeting.

Jordan Goss
Ministry of Finance
250 387-0665

On Jan 29, 2019, at 7:26 AM, Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca> wrote:

We're working to increase, but it shouldn't be a problem with ^{s.1}₅ staff now trained and more coming.
And Kally, correct me if I'm wrong, but if we hit ^{s.1}₅ then number ^{s.1}₅ and after get the call back feature.

Sent from my iPhone

On Jan 29, 2019, at 6:48 AM, Goss, Jordan T FIN:EX <Jordan.Goss@gov.bc.ca> wrote:

I see from the below that the auto-transfer won't work with our current ^{s.15} person queue limit. Do we have a fix in place for this?

Jordan Goss
250 387-0665

From: Dicks, Beverly J CITZ:EX
Sent: Tuesday, January 29, 2019 6:35 AM
To: Goss, Jordan T FIN:EX <Jordan.Goss@gov.bc.ca>
Subject: Fwd: Roll Up Stats - Monday Jan 28, 2019
Our stats from yesterday are really concerning Jordan. Over 50% abandonment rate.....and wait times of 15 minutes on average.

Bev Dicks
ADM
Service BC Division

Begin forwarded message:

From: "Eason, Jeannette CITZ:EX" <Jeannette.Eason@gov.bc.ca>
Date: January 28, 2019 at 9:39:31 PM PST
To: "Dicks, Beverly J CITZ:EX" <Beverly.Dicks@gov.bc.ca>
Cc: "Hinshaw, Ron CITZ:EX" <Ron.Hinshaw@gov.bc.ca>, "Bell, Russell CITZ:EX" <Russell.Bell@gov.bc.ca>
Subject: **Re: Roll Up Stats - Monday Jan 28, 2019**

Hi Bev,

Yes you're correct, all the other calls would have abandoned.

We are currently transferring calls to FIN which means a citizen has to get through to SBC and then be transferred.

Now that we know that there is a ^{s.1} call limit in the FIN queue, we can't send calls automatically. ⁵

I didn't hear from Rajeev about the timeframe to fix FIN's queue-I will send an email to Steven tonight.

Jeannette

Sent from my iPhone

On Jan 28, 2019, at 8:37 PM, Dicks, Beverly J CITZ:EX
<Beverly.Dicks@gov.bc.ca> wrote:

Hi there. I don't quite understand the stats. Did we have over 50% abandoned calls....5600 calls but only 2500 answered. What happened to the rest.....

Bev Dicks
ADM
Service BC Division

On Jan 28, 2019, at 8:22 PM, Eason, Jeannette CITZ:EX
<Jeannette.Eason@gov.bc.ca> wrote:

Hi All,
The contact centre finished the day at:
Average speed of answer: 19 minutes
32 seconds
Received calls: 5576
Answered calls: 2549
NOTE: Adriana put forward a great idea

s.13

s.13 I have
posed the question to MMS, and asked
if they have any concerns/technical
issues. I will hear back tomorrow.

Jeannette Eason

Director, Contact Centres
Service BC
Ministry of Citizen's Services
T: 778-698-2045 | M: 250-217-2543 |
Web: <http://www.servicebc.gov.bc.ca>
"Access to government services made
easy"

Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 29, 2019 3:14 PM
To: Emery, Steven B FIN:EX
Cc: Goss, Jordan T FIN:EX; Khaira, Kally FIN:EX; Mann, Dawn FIN:EX
Subject: RE: Spec Tax Phone update

Hi Steven,

s.15 agents can be logged on at any one point in time and ^{s.1} calls can be sitting in each of the Spec Tax queue (6400) and the Spec Tax Call back queue (9400) at any point in time before it goes to a polite disconnect. What we have seen is the abandoned calls are not because of the threshold amount but from people just hanging up themselves once they get into the queue.

Rick

From: Emery, Steven B FIN:EX
Sent: January 29, 2019 3:00 PM
To: Lambrick, Rick D FIN:EX ; Goss, Jordan T FIN:EX ; Khaira, Kally FIN:EX ; Mann, Dawn FIN:EX
Subject: RE: Spec Tax Phone update

Fantastic news Rick. Thanks so much for problem solving these important issues!

So how many will our queue be increased to?

Steven Emery
Executive Director, Property Taxation Branch

From: Lambrick, Rick D FIN:EX
Sent: January 29, 2019 2:59 PM
To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Goss, Jordan T FIN:EX <Jordan.Goss@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Mann, Dawn FIN:EX <Dawn.Mann@gov.bc.ca>
Subject: Spec Tax Phone update

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So from our side, I think we have things under control.

Rick

Patriarche, Kerry FIN:EX

From: Mann, Dawn FIN:EX
Sent: January 29, 2019 6:05 PM
To: Lambrick, Rick D FIN:EX
Cc: Emery, Steven B FIN:EX; Goss, Jordan T FIN:EX; Brouwer, Deborah FIN:EX; Khaira, Kally FIN:EX
Subject: Re: Spec Tax Phone update

Thank you Rick - this is great news!

I've passed this information along and have included Leah in my communication. Once we have the RMO team up and running, perhaps we can look at the statistics and provide everyone with an update.

Have a great evening,

Dawn

From: Lambrick, Rick D FIN:EX
Sent: January-29-19 5:38 PM
To: Khaira, Kally FIN:EX
Cc: Emery, Steven B FIN:EX; Goss, Jordan T FIN:EX; Mann, Dawn FIN:EX; Brouwer, Deborah FIN:EX
Subject: RE: Spec Tax Phone update

We have one RMO agent up and running tonight answering Spec Tax calls (Joseph Gavidia). Trisha has set up all the identified RMO staff with Agent IDs and those along with the logon procedures have been sent to Dawn. Dawn will coordinate everything with Brian Morrison to get everyone up and running tomorrow. Leah would like to be around to support RMO staff when they first sign on to help triage any issue/questions they can't manage. So Dawn can tee that up with her in the morning.

CSS	TC	CLMG
Tyler Burton - Agent ID s.15	Michael Pires - Agent ID s.15	Kathleen Caldwell
Julie Xiong - Agent ID s.1	Nichole Williams - Agent ID s.15	Jason Dhillon - A
Catherine Zaitsoff - Agent ID s.1	Ezra Waugh - Agent ID s.1	Joseph Gavidia -
Lindsey Guthrie - Agent ID s.15	Jon Rielly - Agent ID s.15	Victoria Graham
Josh Fagan - Agent ID s.15	Tia Brajkovic - Agent ID s.15	Jennifer Lord - A
Glenn Harrington - Agent ID s.1	Iva Barisic - Agent ID s.15	Adrian Phillion -
Dorothy Newton - Agent ID s.15	Cindy Cathcart - Agent ID s.15	Charla Stromkin
Tammy Parsons - Agent ID s.15	Sonja Shaw - Agent ID s.15	
Mark Tarrant - Agent ID s.15	Eva Lai - Agent ID s.15	
Meghan Crowther - Agent ID s.15		
Andrea Jovellanos - Agent ID s.1		
Ezra Meyer - Agent ID s.1		
Tanis Miller - Agent ID s.15		
Jarred Ramage - Agent ID s.15		
Adam Vining - Agent ID s.15		
Tanya West - Agent ID s.15		

Rick

From: Khaira, Kally FIN:EX

Sent: January 29, 2019 3:01 PM

To: Lambrick, Rick D FIN:EX ; Emery, Steven B FIN:EX ; Goss, Jordan T FIN:EX ; Mann, Dawn FIN:EX

Subject: RE: Spec Tax Phone update

That is awesome Rick. I will advise SBC/Tier 1 that they can implement their $\frac{s.1}{5}$ threshold transfer tomorrow morning. Do you believe RMO will be set up tomorrow to take calls?

Kally Khaira

Director, Annual Property Tax

t: 778.698.9536 | c: 250.893.7102

From: Lambrick, Rick D FIN:EX

Sent: January 29, 2019 2:59 PM

To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Goss, Jordan T FIN:EX <Jordan.Goss@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Mann, Dawn FIN:EX <Dawn.Mann@gov.bc.ca>

Subject: Spec Tax Phone update

Just a quick phone update. We have found another option to setup outside branches through Web Ice Bar. So we have tested it with RMO and they can access what they need. Seems to work great and allows the staff to manage the queues themselves.

We are in the process of setting the RMO agents info up in our system and once that is done, Dawn will coordinated with RMO to get everyone setup and going that has had the training.

It has been confirmed that our increase in capacity for our phones will be live for the start of business tomorrow.

My wonderful contact at Computertalk Louise Roth has a counter on our queues and will be monitoring everything for capacity and she will let me know if any adjustments need to be made as volumes change.

So from our side, I think we have things under control.

Rick

Patriarche, Kerry FIN:EX

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 29, 2019 10:22 AM
To: Khaira, Kally FIN:EX
Cc: Emery, Steven B FIN:EX; Hinshaw, Ron CITZ:EX; Eason, Jeannette CITZ:EX; Paul Simunkovic; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX; Bell, Russell CITZ:EX
Subject: RE: Threshold

Thanks Kally!

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

From: Khaira, Kally FIN:EX [mailto:Kally.Khaira@gov.bc.ca]
Sent: Tuesday, January 29, 2019 10:06 AM
To: Rajeev Purewal
Cc: Emery, Steven B FIN:EX; Hinshaw, Ron CITZ:EX; Eason, Jeannette CITZ:EX; Paul Simunkovic; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX; Bell, Russell CITZ:EX
Subject: Re: Threshold

We are asking for max possibly allowed!
For agents and queue. Will update you as soon as we are up and running.

Sent from my iPhone

On Jan 29, 2019, at 10:02 AM, Rajeev Purewal
<Rajeev.Purewal@maximusbc.ca<mailto:Rajeev.Purewal@maximusbc.ca>> wrote:

Thanks Steven. I am not sure ^{s.1}₅ is going to be sufficient given the volumes we are encountering. What is the max?

We have received 1392 calls this morning.

Thanks

From: Emery, Steven B FIN:EX [mailto:Steven.Emery@gov.bc.ca]
Sent: Tuesday, January 29, 2019 9:59 AM
To: Rajeev Purewal; Hinshaw, Ron CITZ:EX
Cc: Khaira, Kally FIN:EX; Eason, Jeannette CITZ:EX; Paul Simunkovic; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX; Bell, Russell CITZ:EX
Subject: RE: Threshold

Thanks Rajeev. Kally is looking into our queue threshold. We're going to get it increased to ^{s.15} Will let you know once that is done. I believe we have around ^{s.}₁₅ staff taking calls, and will get another bunch on once we get their systems set up.

How are call volumes this morning?

Steven Emery
Executive Director, Property Taxation Branch

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca<mailto:Rajeev.Purewal@maximusbc.ca>>

Sent: January 29, 2019 9:51 AM

To: Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca<mailto:Ron.Hinshaw@gov.bc.ca>>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca<mailto:Steven.Emery@gov.bc.ca>>
Cc: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca<mailto:Kally.Khaira@gov.bc.ca>>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca<mailto:Jeannette.Eason@gov.bc.ca>>; Paul Simunkovic <paul.simunkovic@maximusbc.ca<mailto:paul.simunkovic@maximusbc.ca>>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca<mailto:SBCCContactCentreInfo@gov.bc.ca>>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca<mailto:Anne.Graboski@gov.bc.ca>>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca<mailto:Russell.Bell@gov.bc.ca>>
Subject: RE: Threshold

Hi Ron,

This occurred this morning. We implemented the threshold and once it was exceeded calls were automatically sent to FIN but unfortunately their system has a cap of $\frac{5}{1}$ calls in queue. Once that cap was exceeded at FIN calls began to drop. We became aware of this at 8:40am and proceeded to shut off the threshold immediately and are no longer sending calls to FIN via our system.

Due to call volumes being the most excessive between 8am and 9:30am it is my suggestion that we do not utilize the threshold until FIN has trained all their agents and further has increased their capacity in the ICE system.

The courtesy callback option is on and it is being utilized by the public. When they select the callback option they are maintain their spot in queue but the system will automatically call them back and connect them with an agent. There is no callback pool or backlog. Callbacks are included in "answered calls"

Thanks

From: Hinshaw, Ron CITZ:EX [mailto:Ron.Hinshaw@gov.bc.ca]
Sent: Tuesday, January 29, 2019 9:06 AM
To: Rajeev Purewal; Emery, Steven B FIN:EX
Cc: Khaira, Kally FIN:EX; Eason, Jeannette CITZ:EX; Paul Simunkovic; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX; Bell, Russell CITZ:EX
Subject: RE: Threshold

Thanks for this Rajeev. Is this issue related to the number of calls received yesterday and the number of calls answered? Also, can you shed some light on what's happening with call backs. Are those included in calls not answered numbers? Do we have a backlog of calls that are awaiting call backs? Thanks

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca<mailto:Rajeev.Purewal@maximusbc.ca>>
Sent: January 29, 2019 8:57 AM
To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca<mailto:Steven.Emery@gov.bc.ca>>
Cc: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca<mailto:Kally.Khaira@gov.bc.ca>>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca<mailto:Jeannette.Eason@gov.bc.ca>>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca<mailto:Ron.Hinshaw@gov.bc.ca>>; Paul Simunkovic <paul.simunkovic@maximusbc.ca<mailto:paul.simunkovic@maximusbc.ca>>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca<mailto:SBCCContactCentreInfo@gov.bc.ca>>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca<mailto:Anne.Graboski@gov.bc.ca>>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca<mailto:Russell.Bell@gov.bc.ca>>
Subject: Threshold

Good Morning,

We successfully deployed the $\frac{s.1}{5}$ "Call Threshold" this morning at 8am. Unfortunately due to the ICE system being capped at $\frac{s.1}{5}$ calls in queue our logs indicated that the calls were being dropped and the citizens disconnected in the FIN system. Once Kally and team have confirmation that ICE can accommodate more calls we will turn this function on again.

I will send out the number of calls that were shifted to FIN through the threshold shortly so Kally and Anne can determine staffing and queue needs.

Thanks

Rajeev Purewal
Director, Service BC
MAXIMUS Canada
716 Yates St.
Victoria BC V8W 1L4
rajeev.purewal@maximusbc.ca<mailto:rajeev.purewal@maximusbc.ca>
Phone: (250) 405-3715

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Patriarche, Kerry FIN:EX

From: Emery, Steven B FIN:EX
Sent: January 29, 2019 10:11 PM
To: Goss, Jordan T FIN:EX; Sather, Kelly FIN:EX; Robb, Katie GCPE:EX; Zoeller, Sonja GCPE:EX
Subject: SVT update Jan 29

Update from today:

Calls Received: 6087
Calls Answered: 2654
Average Wait: 20:21

Declarations: 113,000

Our branch will double the number of staff on phones from yesterday as^{s.1} 5 more staff have been trained today and yesterday, and some systems issues getting certain staff set up has been solved late today. So tomorrow morning, we should have lots of staff to take calls.

Most challenging times of the day are 8-10 am and 4 – 8 pm. Maximus anticipates about 400 calls in the first hour tomorrow morning, and today there were about 1500 calls from 4-8 pm. We will work to ensure appropriate staffing for those times.

Thanks.

Steven Emery MPA, CPA, CMA
Executive Director, Property Taxation Branch
Revenue Division, Ministry of Finance

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Patriarche, Kerry FIN:EX

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 29, 2019 7:18 PM
To: Emery, Steven B FIN:EX
Cc: Hinshaw, Ron CITZ:EX; Paul Simunkovic; Eason, Jeannette CITZ:EX; Khaira, Kally FIN:EX
Subject: ***System Technical Difficulties Message*** UPDATE

Hi Steven,

We are currently working through the issues and the current plan is as follows:

1. s.15 to try and clear some of the issues after the contact centre closes;
 2. Look to see if we need to add additional s.15
- s.15

We are also assessing if it is sheer volumes driving the issues.

I will update you around 8:30 unless I get info sooner.

From: Rajeev Purewal
Sent: Tuesday, January 29, 2019 4:34 PM
To: Steven.Emery@gov.bc.ca
Cc: Ron MTIC:EX Hinshaw; Paul Simunkovic; Jeannette MTIC:EX Eason (Jeannette.Eason@gov.bc.ca); Kally FIN:EX Khaira
Subject: Fwd: ***System Technical Difficulties Message***

FYI

We are working on this as a high priority.

Sent from my iPhone

Begin forwarded message:

From: Janine Roy <janine.roy@maximuscanada.ca>
Date: January 29, 2019 at 4:32:07 PM PST
To: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Cc: Chris Nel <chris.nel@maximuscanada.ca>, Janine Roy <janine.roy@maximuscanada.ca>
Subject: ***System Technical Difficulties Message***

Hello Rajeev;

We have tested both the Speculation Tax 1-833-554-2323 and the 604-342-1015 numbers that are programmed and are getting the following message intermittently (every 3rd or 4th call): I'm sorry we are experiencing system problems and are unable to process your call. Please try your call again later".

This is not a Contact Centre recorded message. We suspect this is an AllStream issue. We have opened a high priority ticket and all of our internal network people are working with them to resolve this issue.

I will keep you updated as I get more information.

Sorry for the inconvenience

Janine

Janine Roy

Director – Shared Applications

MAXIMUS Canada

716 Yates Street

Victoria, BC V8W 1L4

Office: 250.405.3822

Mobile: 250.686.1051

janine.roy@maximuscanda.ca

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Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 30, 2019 3:35 PM
To: FIN REV PTB - Property Taxation Branch Staff
Subject: Dropped calls

I know many of you are experiencing dropped calls. We are in the process of further increasing our capacity to handle the large increase in call volume. We have a meeting first thing tomorrow morning with Computertalk to discuss all our options around the phone issues we are experiencing. We have also been talking to Maximus and Service BC on how we can work together to solution out ideas on managing the large volume of calls.

So we know calls are being dropped and that is likely related to capacity and possible hang-ups but we are working on solutions.

It is impressive to see all staff in the branch coming together (plus now other branches) and doing there part in supporting all the work that is coming through the door for Spec Tax.

Thanks
Rick

Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 30, 2019 12:34 PM
To: Mann, Dawn FIN:EX
Subject: FW: Capacity

fyi

From: Lambrick, Rick D FIN:EX
Sent: January 30, 2019 12:03 PM
To: 'Louise Roth' <lroth@computer-talk.com>
Cc: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Lindsay Aitken <laitken@computer-talk.com>; Lee, Penny FIN:EX <Penny.Lee@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>

Subject: RE: Capacity

Yes^{s.15} at a minimum and agents at^{s.15} I just had a meeting with Maximus, Service BC and ourselves to try and triage the issues. As you can see by our call volume it seems to be highest first thing in the morning. I believe Maximus had over 1600 calls in the first two hours. We haven't sent out the emails to Vancouver homeowners yet so that will further increase the volumes.

As calls with likely be automatically directed to our system at a certain threshold point from Maximus and a large portion of calls relate to completing the declaration I would like to look at the possibility of providing two option (queues), we have 6400 for Spec Tax (main calls), is it possible to set up another Queue 6401 Spec Tax Declaration and a call back queue attached to that 6401 queue. The new queue could have all the same specs as all of our other queues currently have.

Maybe we can have another conversation around that option.

Thanks

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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From: Louise Roth <lroth@computer-talk.com>
Sent: January 30, 2019 11:16 AM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Lindsay Aitken <laitken@computer-talk.com>
Subject: Capacity

Hi Rick, as per our chat earlier, we will look at some numbers from a capacity perspective to see what could be delivered and when.

You mentioned increasing Agent count to^{s.1}₅ and increasing Q capacity to^{s.15}

I just want to ensure everyone is aware and we are taking a look.

Merci,

Louise Roth



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"Le contenu de ce message est assujetti à notre politique de confidentialité de courriels."

Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 30, 2019 12:51 PM
To: Mann, Dawn FIN:EX
Cc: Emery, Steven B FIN:EX; Khaira, Kally FIN:EX
Subject: FW: phone staff

Hi Dawn, as our external branch organizer are you organizing this?

Rick

From: Goss, Jordan T FIN:EX
Sent: January 30, 2019 10:46 AM
To: Camilleri, Francis FIN:EX
Cc: Emery, Steven B FIN:EX ; Mann, Dawn FIN:EX ; Lambrick, Rick D FIN:EX
Subject: Re: phone staff

Great.

Steven or one of his team can reach out to get some training scheduled

Jordan Goss
Ministry of Finance
250 387-0665

On Jan 30, 2019, at 10:22 AM, Camilleri, Francis FIN:EX <Francis.Camilleri@gov.bc.ca> wrote:

I have mostly new staff in Operations, still being trained on GenTax, Ice, EHT... I have 2 or three experienced staff who may be interested in OT.

Francis Camilleri
778-698-1793

From: Goss, Jordan T FIN:EX
Sent: January 30, 2019 10:05 AM
To: Camilleri, Francis FIN:EX <Francis.Camilleri@gov.bc.ca>
Subject: RE: phone staff

It is if it is over and above their regular hours. We can do shift changes but then they wouldn't have as much time to support ITB work.

Jordan Goss
250 387-0665

From: Camilleri, Francis FIN:EX
Sent: Wednesday, January 30, 2019 10:04 AM

To: Goss, Jordan T FIN:EX <Jordan.Goss@gov.bc.ca>

Subject: RE: phone staff

Is Evening Coverage on OT?

Francis Camilleri

778-698-1793

From: Goss, Jordan T FIN:EX

Sent: January 30, 2019 10:02 AM

To: Camilleri, Francis FIN:EX <Francis.Camilleri@gov.bc.ca>

Subject: phone staff

Importance: High

Francis

Do you think you might have people interested in providing coverage for the SVT phones (some during core hours but primarily in the evenings)? We are starting to look to ramp up coverage even more and I hadn't yet turned to you.

Jordan Goss

Assistant Deputy Minister

Revenue Division, Ministry of Finance

250 387-0665

Patriarche, Kerry FIN:EX

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 30, 2019 4:53 PM
To: Emery, Steven B FIN:EX
Cc: Khaira, Kally FIN:EX; Graboski, Anne FIN:EX; Eason, Jeannette CITZ:EX; Hinshaw, Ron CITZ:EX; Paul Simunkovic
Subject: FW: Telephony Issues

Please see the note below from our Incident Manager Justin Leger:

An issue was identified today where calls were not being picked up by the call centre. Based on **limited internal testing**, approximately 20% of calls would result in a caller receiving "dead air." It would appear to the citizen that they had likely not hit the call button on their phone or made an error, prompting them to try again. To our knowledge there have not been any complaints regarding this issue; this is expected as the amount of irritation to the citizen is limited.

There is a related issue where calls transferred to HIBC or RSBC may be dropped.

The root cause is related to the unanticipated influx of SVT calls. Capacity is being increased within our systems to accommodate the high volume of calls. A fix will be put in place by this evening. Further effort is required to resolve the dropped calls on transfers but it is anticipated that it will be resolved tomorrow morning.

Justin Leger
Manager, Business Performance

MAXIMUS Canada
716 Yates Street
Victoria, BC V8W 1L4
Office: 250.405.3949
Mobile: 778.350.9120
justin.leger@maximuscanada.ca

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Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 30, 2019 12:33 PM
To: Lee, Penny FIN:EX
Subject: RE: Capacity

Probably wait until I talk to Louise about the option.
Let you know.
Thanks
Rick

From: Lee, Penny FIN:EX
Sent: January 30, 2019 12:22 PM
To: Lambrick, Rick D FIN:EX
Subject: RE: Capacity

Rick, did you want me too submit a new istore order to ask about creating a second queue? Or wait?
Please advise. Thanks. Penny

From: Lambrick, Rick D FIN:EX
Sent: January 30, 2019 12:03 PM
To: 'Louise Roth' <lroth@computer-talk.com>
Cc: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Lindsay Aitken <laitken@computer-talk.com>; Lee, Penny FIN:EX <Penny.Lee@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Subject: RE: Capacity

Yes, s.15 at a minimum and agents at $\frac{s.1}{5}$. I just had a meeting with Maximus, Service BC and ourselves to try and triage the issues. As you can see by our call volume it seems to be highest first thing in the morning. I believe Maximus had over 1600 calls in the first two hours. We haven't sent out the emails to Vancouver homeowners yet so that will further increase the volumes.

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Maybe we can have another conversation around that option.

Thanks
Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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From: Louise Roth <lroth@computer-talk.com>
Sent: January 30, 2019 11:16 AM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>;

Lindsay Aitken <laitken@computer-talk.com>

Subject: Capacity

Hi Rick, as per our chat earlier, we will look at some numbers from a capacity perspective to see what could be delivered and when.

You mentioned increasing Agent count to $\frac{s.1}{5}$ and increasing Q capacity to $s.15$

I just want to ensure everyone is aware and we are taking a look.

Merci,

Louise Roth



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"Le contenu de ce message est assujetti à notre politique de confidentialité de courriels."

Patriarche, Kerry FIN:EX

From: Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>
Sent: January 30, 2019 4:46 PM
To: Khaira, Kally FIN:EX; Lambrick, Rick D FIN:EX; 'Louise Roth'
Cc: Preston, Olivia C CITZ:EX; Lindsay Aitken; Lee, Penny FIN:EX
Subject: RE: Capacity

I'd like to be on this call if someone can send me the dial in details.

Thanks

Nari

From: Khaira, Kally FIN:EX [mailto:Kally.Khaira@gov.bc.ca]
Sent: January 30, 2019 02:36 PM
To: Lambrick, Rick D FIN:EX ; 'Louise Roth'
Cc: Preston, Olivia C CITZ:EX ; Nari Rampersad-Maharaj ; Lindsay Aitken ; Lee, Penny FIN:EX
Subject: RE: Capacity

Ok awesome.

Kally Khaira

Director, Annual Property Tax

t: 778.698.9536 | c: 250.893.7102

From: Lambrick, Rick D FIN:EX
Sent: January 30, 2019 2:36 PM
To: 'Louise Roth' <lroth@computer-talk.com>
Cc: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Lindsay Aitken <laitken@computer-talk.com>; Lee, Penny FIN:EX <Penny.Lee@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Subject: RE: Capacity

Hi Louise,

Yes, we can meet at 8:00 am our time. Did you want to set up a conference call and invite Kally and myself? Not sure if Penny and Olivia want to be included but they can let us know if they do.

Thanks

Rick Lambrick

Sr. Business Analyst

Property Taxation Branch

Ministry of Finance

phone: 778 698-3887

email: Rick.Lambrick@gov.bc.ca

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From: Louise Roth <lroth@computer-talk.com>
Sent: January 30, 2019 2:29 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Lindsay Aitken <laitken@computer-talk.com>; Lee, Penny FIN:EX <Penny.Lee@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Subject: RE: Capacity

Hi Rick, we have been looking at all options for you to address this need.

Can I suggest we have a call first thing in the morning to discuss options?

Merci,
Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>

Sent: Wednesday, January 30, 2019 3:03 PM

To: Louise Roth <lroth@computer-talk.com>

Cc: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Lindsay Aitken <laitken@computer-talk.com>; Lee, Penny FIN:EX <Penny.Lee@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>

Subject: RE: Capacity

Yes, ^{s.15} at a minimum and agents at ^{s.15} I just had a meeting with Maximus, Service BC and ourselves to try and triage the issues. As you can see by our call volume it seems to be highest first thing in the morning. I believe Maximus had over 1600 calls in the first two hours. We haven't sent out the emails to Vancouver homeowners yet so that will further increase the volumes.

As calls will likely be automatically directed to our system at a certain threshold point from Maximus and a large portion of calls relate to completing the declaration I would like to look at the possibility of providing two option (queues), we have 6400 for Spec Tax (main calls), is it possible to set up another Queue 6401 Spec Tax Declaration and a call back queue attached to that 6401 queue. The new queue could have all the same specs as all of our other queues currently have.

Maybe we can have another conversation around that option.

Thanks

Rick Lambrick

Sr. Business Analyst

Property Taxation Branch

Ministry of Finance

phone: 778 698-3887

email: Rick.Lambrick@gov.bc.ca

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From: Louise Roth <lroth@computer-talk.com>

Sent: January 30, 2019 11:16 AM

To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>

Cc: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Lindsay Aitken <laitken@computer-talk.com>

Subject: Capacity

Hi Rick, as per our chat earlier, we will look at some numbers from a capacity perspective to see what could be delivered and when.

You mentioned increasing Agent count to ^{s.15} and increasing Q capacity to ^{s.15}

I just want to ensure everyone is aware and we are taking a look.

Merci,

Louise Roth



ice, intelligent communications exchange, the only enterprise grade, native Lync/Skype-for-Business contact center product.

1-800-410-1051 | 905-882-5000 Say/Dites: "Louise" | C: 416-254-1882

"The content of this message is subject to our e-mail confidentiality policy."

"Le contenu de ce message est assujéti à notre politique de confidentialité de courriels."

Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 30, 2019 8:54 AM
To: 'Louise Roth'
Cc: Khaira, Kally FIN:EX
Subject: RE: RUSH: IT Lead

Hi Louise, further to the voicemail I just left. The contact for Maximus is Janine Roy 250 686-1051.

The issue appears to be a busy signal with calls coming from the Maximus line through to our Queue 6400 through s.15, s.15, s.17. I believe they have it set up to automatically send calls to our line once the threshold of s.15 in their queue has been hit.

They are wanting to speak to someone at Computertalk to assist in resolving the issue.

Thanks

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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From: Khaira, Kally FIN:EX
Sent: January 30, 2019 8:28 AM
To: Lambrick, Rick D FIN:EX
Cc: Graboski, Anne FIN:EX
Subject: RUSH: IT Lead
Importance: High

Rick, we need to figure out why Tier1 is receiving a busy signal when trying to transfer to us. Can computertalk and their tech people please talk ASAP?

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 30, 2019 8:23 AM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Cc: Janine Roy <janine.roy@maximuscana.ca>
Subject: IT Lead

Hi Kally,

Please see our IT lead's contact info copied:

Her telephone number is 250 686 1051

Rajeev Purewal
Director, Service BC
MAXIMUS Canada
716 Yates St.
Victoria BC V8W 1L4
rajeev.purewal@maximusbc.ca
Phone: (250) 405-3715

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Patriarche, Kerry FIN:EX

From: Emery, Steven B FIN:EX
Sent: January 30, 2019 10:14 PM
To: Goss, Jordan T FIN:EX; Sather, Kelly FIN:EX; Robb, Katie GCPE:EX; Zoeller, Sonja GCPE:EX
Subject: SVT Update Jan 30

Update from today:

Received Calls: 7640
Answered Calls: 3398
Average Wait (Maximus): 16:52
Average Wait (Finance): 12:21

Declarations: 152,337

750 more calls answered today than yesterday and average wait dropped by 3.5 minutes. Combined with Maximus, there are over ^{s.15} staff trained to answer calls. Training will continue tomorrow with another 10-15 staff scheduled. Approximately ^{s.1} more staff to be trained next week. Weekend shifts are filling up fast, so Maximus and the Ministry will be much better prepared to answer calls and help with declarations. Evening shifts are also filling up → 16 ministry staff worked to 8 pm tonight. Maximus management reported that there were at least three incidents of racism experienced by their staff. We confirmed our support for their staff that they do not need to tolerate any forms of racism and can hang up the call if and when these incidents happen.

Steven Emery MPA, CPA, CMA
Executive Director, Property Taxation Branch
Revenue Division, Ministry of Finance

Trusted financial and economic leadership for a prosperous province

From: [Lambrick, Rick D FIN:EX](#) on behalf of [Louise Roth](#)
To: [Khaira, Kally FIN:EX](#); [Lindsay Aitken](#); [Derek Mapplebeck](#); [Nari Rampersad](#); [Lee, Penny FIN:EX](#); [Preston, Olivia C CITZ:EX](#); [Lambrick, Rick D FIN:EX](#)
Subject: FW: Capacity discussion

-----Original Appointment-----

From: Louise Roth
Sent: January 30, 2019 5:04 PM
To: Louise Roth; Lindsay Aitken; Derek Mapplebeck; Nari Rampersad; Lee, Penny FIN:EX; Preston, Olivia C CITZ:EX; Lambrick, Rick D FIN:EX
Subject: Capacity discussion
When: January 31, 2019 11:00 AM-11:30 AM (UTC-05:00) Eastern Time (US & Canada).
Where: Skype Meeting

.....
Join Skype Meeting **s.15,s.17**

Trouble Joining? Try Skype Web App <**s.15,s.17**>

Join by phone

s.15,s.17 (Dial-in Number) English (United States)
(Dial-in Number) English (United States)

Find a local number <**s.15,s.17**>

Conference ID: **s.15,s.17**

Forgot your dial-in PIN? <**s.15,s.17**
LinkId=389737>

· [!Help <http://go.microsoft.com/fwlink/?](http://go.microsoft.com/fwlink/?)

[!OC([1033])!]
.....

Patriarche, Kerry FIN:EX

Subject: FW: Capacity discussion
Location: Skype Meeting

Start: Thu 2019-01-31 8:00 AM
End: Thu 2019-01-31 8:30 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Louise Roth

-----Original Appointment-----

From: Louise Roth
Sent: January 30, 2019 5:04 PM
To: Louise Roth; Lindsay Aitken; Derek Mapplebeck; Nari Rampersad; Lee, Penny FIN:EX; Preston, Olivia C CITZ:EX; Lambrick, Rick D FIN:EX
Subject: Capacity discussion
When: January 31, 2019 11:00 AM-11:30 AM (UTC-05:00) Eastern Time (US & Canada).
Where: Skype Meeting

Join Skype Meeting

Trouble Joining? [Try Skype Web App](#)

Join by phone

s.15,s.17 (Dial-in Number) English (United States)
(Dial-in Number) English (United States)

[Find a local number](#)

Conference ID: s.15,s.17

[Forgot your dial-in PIN?](#) | [Help](#)

Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 31, 2019 12:06 PM
To: Khaira, Kally FIN:EX
Subject: FW: Contact at ESIT-AS

Fyi not sure how are going to make this work but will give it a shot. I need to get back to Computertalk on what we want. Increase capacity to 5 calls and set two queues up with call back? Confirm. You will need to work on the wording for those two queues so we are ready to get when they get setup.

Rick

From: Lambrick, Rick D FIN:EX
Sent: January 31, 2019 12:04 PM
To: Goss, Jordan T FIN:EX
Cc: Emery, Steven B FIN:EX ; Brouwer, Deborah FIN:EX
Subject: RE: Contact at ESIT-AS

Hi Jordan, I have reached out to Aaron and waiting for a call back. We will see what we can tee-up and how we can make it work. We did have a meeting with Computertalk this morning about increasing our capacity to 5 calls and also looking at our UC transfer number and the worry that may have a capacity issue. OCIO is looking into that and Computertalk needs to have their vendor provide more capacity to their system and then to us. So everything is being rushed along. We are also looking at having queue options when they come into our system so callers could for example press 1 for help with basic Declarations and press 2 for everything else. That way we can assign staff with specific duties based on training to specific queues. That will hopefully reduce misinformation and streamline the declaration calls which seem to be quite high in volume. We also met with Service BC and Maximus yesterday to continue working on the game plan for call management.

Thanks
Rick

From: Goss, Jordan T FIN:EX
Sent: January 30, 2019 6:59 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>
Subject: Contact at ESIT-AS

Rick

I was provided the contact at ESIT-AS who can help us determine how it might work if speculation and vacancy tax calls were to also go to ESIT-AS staff from a technical perspective given that their staff are on a different telephony system. Please contact Aaron tomorrow (Thursday) once you have finished addressing the auto transfer issue with Maximus. You may actually want to have a discussion with both ESIT and Maximus to determine how best a work flow might work. For example, would it be possible to have overflow calls from Maximus to both RevDiv and ESIT or would the overflow calls have to come to RevDiv and then flow to ESIT. I am open to whatever solutions would make sense.

Thanks.

Aaron.Senick@dxcas.com;

Jordan Goss

Assistant Deputy Minister

Revenue Division, Ministry of Finance

250 387-0665

Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 31, 2019 4:48 PM
To: Emery, Steven B FIN:EX; Khaira, Kally FIN:EX
Subject: FW: FIN - Property Tax - R1182565 (istore # 929761)

If all goes well, capacity will hopefully be increased tonight to 81 inbound lines. Then to 81 early next week. I will work with Louise tomorrow to get the configuration of the two queues we want set up (declaration calls) (other). That should be in place first thing Monday morning. We will need wording and then to record the message by Monday morning. It will also need to be tested.

s.22

Rick

From: Louise Roth
Sent: January 31, 2019 4:45 PM
To: Preston, Olivia C CITZ:EX
Cc: Lambrick, Rick D FIN:EX ; Lindsay Aitken ; Nari Rampersad-Maharaj
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Thank you, we will move forward with the activities and I will send an email tomorrow indicating what was completed.

Merci,

Louise

From: Preston, Olivia C CITZ:EX
Sent: January 31, 2019 4:35 PM
To: Louise Roth
Cc: Lambrick, Rick D FIN:EX ; Lindsay Aitken ; Nari Rampersad-Maharaj
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Yes this is approve to proceed.

Thanks,
olivia

From: Louise Roth [<mailto:lroth@computer-talk.com>]
Sent: Thursday, January 31, 2019 4:33 PM
To: Preston, Olivia C CITZ:EX
Cc: Lambrick, Rick D FIN:EX; Lindsay Aitken; Nari Rampersad-Maharaj
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Olivia, if we can get approval for the Phase 1 effort to move forward tonight, we will do our very best to accommodate those 2 extra line items prior to start of business tomorrow.

Before we can do anything, we do need approval to proceed.

I can then send email updates on what has been completed as I engage different resources tomorrow morning.

Merci,

Louise

From: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>
Sent: Thursday, January 31, 2019 7:30 PM
To: Louise Roth <lroth@computer-talk.com>
Cc: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Louise,

Can you please comment on the request below.

Thanks,
Olivia

From: Lambrick, Rick D FIN:EX
Sent: Thursday, January 31, 2019 4:28 PM
To: Preston, Olivia C CITZ:EX
Cc: 'Louise Roth'
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Olivia, can we add the new requirements as noted below from Louise for implementation tonight. It was requested by the Ex-Director as he is expecting Vancouver calls to start to flow into the system tomorrow.

Thanks
Rick

From: Louise Roth <lroth@computer-talk.com>
Sent: January 31, 2019 4:13 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

If we can get approval for the following and ask that those 2 lines items also be accommodated for tonight, we will do our best to deliver. Would we change the high volume to maybe s.15

- Phase 1 can occur tonight. It will consist of

- o s.15
 - o
 - o
 - o

*** it will require a restart but we can plan it for after close of business 8pm ***

- Phase 2 can occur by Monday which would be:

- o Add additional phone line capacity – for a new capacity of s.10 inbound lines
 - o Add new agent capacity – for a new capacity of s.1

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Thursday, January 31, 2019 7:07 PM
To: Louise Roth <lroth@computer-talk.com>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Yes for now and we may need to reallocate Monday when we design the queues.

From: Louise Roth <lroth@computer-talk.com>
Sent: January 31, 2019 3:56 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Are you saying you would like to have the s.15 inbound capacity for tomorrow?
What would the high limit be on s.15

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Thursday, January 31, 2019 6:46 PM
To: Louise Roth <lroth@computer-talk.com>
Subject: FW: FIN - Property Tax - R1182565 (istore # 929761)
Importance: High

The request below isn't possible correct. Just need to reply to the ex Director.

Thanks
Rick

From: Khaira, Kally FIN:EX
Sent: January 31, 2019 3:38 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: FW: FIN - Property Tax - R1182565 (istore # 929761)
Importance: High

Rick, I know Steven wants to the capacity of lines in effective for tomorrow.

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Lambrick, Rick D FIN:EX
Sent: January 31, 2019 3:19 PM
To: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Cc: Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Cobby, Mike

CITZ:EX <Mike.Cobby@gov.bc.ca>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca>; Strobl, Lou CITZ:EX <Lou.Strobl@gov.bc.ca>; lu, Jose CITZ:EX <Jose.lu@gov.bc.ca>; Zukiwsky, Sherry L CITZ:EX <Sherry.Zukiwsky@gov.bc.ca>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Olivia, that all sounds good to me and I have touched base with Louise on the additional queues and we will finalize that with her tomorrow.

Thanks for your help.

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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From: Preston, Olivia C CITZ:EX
Sent: January 31, 2019 2:36 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Cobby, Mike CITZ:EX <Mike.Cobby@gov.bc.ca>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca>; Strobl, Lou CITZ:EX <Lou.Strobl@gov.bc.ca>; lu, Jose CITZ:EX <Jose.lu@gov.bc.ca>; Zukiwsky, Sherry L CITZ:EX <Sherry.Zukiwsky@gov.bc.ca>
Subject: FIN - Property Tax - R1182565 (istore # 929761)
Importance: High

Hi Rick & Kally,

Can you please take a look at the plan below from Computertalk and let us know if you are okay to proceed.

Thanks,
Olivia

From: Lindsay Aitken [<mailto:laitken@computer-talk.com>]
Sent: Thursday, January 31, 2019 1:11 PM
To: Preston, Olivia C CITZ:EX; Nari Rampersad-Maharaj
Cc: Louise Roth
Subject: RE: FIN - Property Tax - R1182565
Importance: High

Hey Olivia,

It looks like we will be able to expand capacity for MOF by Monday. This will need to be completed in phases:

- Phase 1 can occur tonight. It will consist of

*** it will require a restart but we can plan it for after close of business 8pm ***

- Phase 2 can occur by Monday which would be:
 - o Add additional phone line capacity – for a new capacity of s.1.1 inbound lines
 - o Add new agent capacity – for a new capacity of
 - o Any call flow changes needed (Louise will be writing a note on this)
- Phase 3 can occur by next Wednesday which would be
 - o Add s.1.1 more lines for a total of s.1.1 inbound

Olivia Preston

Lead – UC Consulting Team

Network Communications and Collaboration Services

OCIO Enterprise Services, Office of the Government Chief Information Officer

PO Box 9412, Stn Prov Gov, Victoria BC V8W 9V1

Olivia.Preston@gov.bc.ca

(250) 356-8275



Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 31, 2019 4:30 PM
To: Preston, Olivia C CITZ:EX
Cc: 'Louise Roth'
Subject: FW: FIN - Property Tax - R1182565 (istore # 929761)

Olivia can we get this approved for implementation tonight?

Thanks
Rick

From: Louise Roth
Sent: January 31, 2019 4:28 PM
To: Lambrick, Rick D FIN:EX
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

We need approval to do Phase 1 for tonight, this has not been received yet.

Without that, I cannot do anything about increasing capacity.

If we get approval, and all goes well, we should be able to make the increase to s.1 inbound tomorrow morning. If we do this, then we should up the high volume from s.15 to start with to ensure the other Q's have capacity.

I would need to engage the resource for this change in the morning, so I cannot confirm 100%, but very best effort.

Hope that helps.

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Thursday, January 31, 2019 7:23 PM
To: Louise Roth <lroth@computer-talk.com>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

As high as possible and then we will have to determine tomorrow how we s.15
Let me know what you can do and I will send the request.

Thanks
Rick

From: Louise Roth <lroth@computer-talk.com>
Sent: January 31, 2019 4:13 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

If we can get approval for the following and ask that those 2 lines items also be accommodated for tonight, we will do our best to deliver. Would we change the high volume to maybe s.15

- Phase 1 can occur tonight. It will consist of s.15

- Phase 2 can occur by Monday which would be:
 - o Add additional phone line capacity – for a new capacity of s.15 inbound lines
 - o Add new agent capacity – for a new capacity of

Merci,

Louise

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Sent: Thursday, January 31, 2019 7:07 PM
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Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

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Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Are you saying you would like to have the s.1 inbound capacity for tomorrow?
What would the high limit be on s.15

Merci,

Louise

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Importance: High

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Rick

From: Khaira, Kally FIN:EX
Sent: January 31, 2019 3:38 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>

Subject: FW: FIN - Property Tax - R1182565 (istore # 929761)

Importance: High

Rick, I know Steven wants to the capacity of lines in effective for tomorrow.

Kally Khaira

Director, Annual Property Tax

t: 778.698.9536 | c: 250.893.7102

From: Lambrick, Rick D FIN:EX

Sent: January 31, 2019 3:19 PM

To: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>

Cc: Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Cobby, Mike CITZ:EX <Mike.Cobby@gov.bc.ca>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca>; Strobl, Lou CITZ:EX

<Lou.Strobl@gov.bc.ca>; lu, Jose CITZ:EX <Jose.lu@gov.bc.ca>; Zukiwsky, Sherry L CITZ:EX <Sherry.Zukiwsky@gov.bc.ca>

Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Olivia, that all sounds good to me and I have touched base with Louise on the additional queues and we will finalize that with her tomorrow.

Thanks for your help.

Rick Lambrick

Sr. Business Analyst

Property Taxation Branch

Ministry of Finance

phone: 778 698-3887

email: Rick.Lambrick@gov.bc.ca

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From: Preston, Olivia C CITZ:EX

Sent: January 31, 2019 2:36 PM

To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>

Cc: Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Cobby, Mike CITZ:EX <Mike.Cobby@gov.bc.ca>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca>; Strobl, Lou CITZ:EX

<Lou.Strobl@gov.bc.ca>; lu, Jose CITZ:EX <Jose.lu@gov.bc.ca>; Zukiwsky, Sherry L CITZ:EX <Sherry.Zukiwsky@gov.bc.ca>

Subject: FIN - Property Tax - R1182565 (istore # 929761)

Importance: High

Hi Rick & Kally,

Can you please take a look at the plan below from Computertalk and let us know if you are okay to proceed.

Thanks,

Olivia

From: Lindsay Aitken [<mailto:laitken@computer-talk.com>]
Sent: Thursday, January 31, 2019 1:11 PM
To: Preston, Olivia C CITZ:EX; Nari Rampersad-Maharaj
Cc: Louise Roth
Subject: RE: FIN - Property Tax - R1182565
Importance: High

Hey Olivia,

It looks like we will be able to expand capacity for MOF by Monday. This will need to be completed in phases:

- Phase 1 can occur tonight. It will consist of
s.15

*** it will require a restart but we can plan it for after close of business 8pm ***

- Phase 2 can occur by Monday which would be:
 - o Add additional phone line capacity – for a new capacity of s.15 inbound lines
 - o Add new agent capacity – for a new capacity of
 - o Any call flow changes needed (Louise will be writing a note on this)
- Phase 3 can occur by next Wednesday which would be
 - o Add s.15 more lines for a total of s.15 inbound

Olivia Preston

Lead – UC Consulting Team

Network Communications and Collaboration Services

OCIO Enterprise Services, Office of the Government Chief Information Officer

PO Box 9412, Stn Prov Gov, Victoria BC V8W 9V1

Olivia.Preston@gov.bc.ca

(250) 356-8275



Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 31, 2019 4:35 PM
To: Khaira, Kally FIN:EX
Subject: FW: FIN - Property Tax - R1182565 (istore # 929761)

fyi

From: Louise Roth
Sent: January 31, 2019 4:33 PM
To: Preston, Olivia C CITZ:EX
Cc: Lambrick, Rick D FIN:EX ; Lindsay Aitken ; Nari Rampersad-Maharaj
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Olivia, if we can get approval for the Phase 1 effort to move forward tonight, we will do our very best to accommodate those 2 extra line items prior to start of business tomorrow.

Before we can do anything, we do need approval to proceed.

I can then send email updates on what has been completed as I engage different resources tomorrow morning.

Merci,

Louise

From: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>
Sent: Thursday, January 31, 2019 7:30 PM
To: Louise Roth <lroth@computer-talk.com>
Cc: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Louise,

Can you please comment on the request below.

Thanks,
Olivia

From: Lambrick, Rick D FIN:EX
Sent: Thursday, January 31, 2019 4:28 PM
To: Preston, Olivia C CITZ:EX
Cc: 'Louise Roth'
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Olivia, can we add the new requirements as noted below from Louise for implementation tonight. It was requested by the Ex-Director as he is expecting Vancouver calls to start to flow into the system tomorrow.

Thanks

Rick

From: Louise Roth <lroth@computer-talk.com>
Sent: January 31, 2019 4:13 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

If we can get approval for the following and ask that those 2 lines items also be accommodated for tonight, we will do our best to deliver. Would we change the high volume to maybe s.15

- Phase 1 can occur tonight. It will consist of

- o s.15

- o

- o

- o

*** it will require a restart but we can plan it for after close of business 8pm ***

- Phase 2 can occur by Monday which would be:

- o Add additional phone line capacity – for a new capacity of s.1 inbound lines

- o Add new agent capacity – for a new capacity of s.1

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Thursday, January 31, 2019 7:07 PM
To: Louise Roth <lroth@computer-talk.com>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Yes for now and we may need to reallocate Monday when we design the queues.

From: Louise Roth <lroth@computer-talk.com>
Sent: January 31, 2019 3:56 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Are you saying you would like to have the s.1 inbound capacity for tomorrow?
What would the high limit be on s.15

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Thursday, January 31, 2019 6:46 PM
To: Louise Roth <lroth@computer-talk.com>
Subject: FW: FIN - Property Tax - R1182565 (istore # 929761)
Importance: High

The request below isn't possible correct. Just need to reply to the ex Director.

Thanks
Rick

From: Khaira, Kally FIN:EX
Sent: January 31, 2019 3:38 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: FW: FIN - Property Tax - R1182565 (istore # 929761)
Importance: High

Rick, I know Steven wants to the capacity of lines in effective for tomorrow.

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Lambrick, Rick D FIN:EX
Sent: January 31, 2019 3:19 PM
To: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Cc: Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Cobby, Mike CITZ:EX <Mike.Cobby@gov.bc.ca>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca>; Strobl, Lou CITZ:EX <Lou.Strobl@gov.bc.ca>; lu, Jose CITZ:EX <Jose.lu@gov.bc.ca>; Zukiwsky, Sherry L CITZ:EX <Sherry.Zukiwsky@gov.bc.ca>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Olivia, that all sounds good to me and I have touched base with Louise on the additional queues and we will finalize that with her tomorrow.

Thanks for your help.

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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From: Preston, Olivia C CITZ:EX
Sent: January 31, 2019 2:36 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Cobby, Mike CITZ:EX <Mike.Cobby@gov.bc.ca>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca>; Strobl, Lou CITZ:EX <Lou.Strobl@gov.bc.ca>; lu, Jose CITZ:EX <Jose.lu@gov.bc.ca>; Zukiwsky, Sherry L CITZ:EX <Sherry.Zukiwsky@gov.bc.ca>

Subject: FIN - Property Tax - R1182565 (istore # 929761)

Importance: High

Hi Rick & Kally,

Can you please take a look at the plan below from Computertalk and let us know if you are okay to proceed.

Thanks,

Olivia

From: Lindsay Aitken [<mailto:laitken@computer-talk.com>]

Sent: Thursday, January 31, 2019 1:11 PM

To: Preston, Olivia C CITZ:EX; Nari Rampersad-Maharaj

Cc: Louise Roth

Subject: RE: FIN - Property Tax - R1182565

Importance: High

Hey Olivia,

It looks like we will be able to expand capacity for MOF by Monday. This will need to be completed in phases:

- Phase 1 can occur tonight. It will consist of

- o s.15

- o

- o

- o

- *** it will require a restart but we can plan it for after close of business 8pm ***

- Phase 2 can occur by Monday which would be:

- o Add additional phone line capacity – for a new capacity of s.1.0 inbound lines

- o Add new agent capacity – for a new capacity of

- o Any call flow changes needed (Louise will be writing a note on this)

- Phase 3 can occur by next Wednesday which would be

- o Add s.1.0 more lines for a total of s.1.0 inbound

Olivia Preston

Lead – UC Consulting Team

Network Communications and Collaboration Services

OCIO Enterprise Services, Office of the Government Chief Information Officer

PO Box 9412, Stn Prov Gov, Victoria BC V8W 9V1

Olivia.Preston@gov.bc.ca

(250) 356-8275



OCIO

Office of the
Chief Information Officer

Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 31, 2019 2:11 PM
To: Khaira, Kally FIN:EX
Cc: Goss, Jordan T FIN:EX
Subject: FW: Our transfer number appears to be down s.15,s.17

Importance: High

fyi

From: Preston, Olivia C CITZ:EX
Sent: January 31, 2019 2:08 PM
To: Lambrick, Rick D FIN:EX ; Lee, Penny FIN:EX
Cc: Zukiwsky, Sherry L CITZ:EX ; Cobby, Mike CITZ:EX ; Jovellanos, Lawrence CITZ:EX ; Leskiw, Aaron O CITZ:EX
Subject: RE: Our transfer number appears to be down s.15,s.17
Importance: High

Thank you for the heads-up. We have our technical folks working on a solution to resolve this.

Thanks,
Olivia

From: Lambrick, Rick D FIN:EX
Sent: Thursday, January 31, 2019 2:01 PM
To: Preston, Olivia C CITZ:EX; Lee, Penny FIN:EX
Cc: Zukiwsky, Sherry L CITZ:EX
Subject: Our transfer number appears to be down s.15,s.17
Importance: High

The transfer number appears to be down at times. Getting a 2UV1 all circuits are busy message. It seems to be hit and miss.

Can we have that looked at asap.

Thanks

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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Patriarche, Kerry FIN:EX

Subject: Meeting Forward Notification: Capacity discussion

Start: Thu 2019-01-31 8:00 AM

End: Thu 2019-01-31 8:30 AM

Recurrence: (none)

Organizer: Lambrick, Rick D FIN:EX

Your meeting was forwarded

Lambrick, Rick D FIN:EX has forwarded your meeting request to additional people.

Meeting

Capacity discussion

Meeting Time

January 31, 2019 8:00 AM - January 31, 2019 8:30 AM

Recipients

Khaira, Kally FIN:EX

All times listed are in the following time zone: (UTC-08:00) Pacific Time (US & Canada)

Patriarche, Kerry FIN:EX

From: Goss, Jordan T FIN:EX
Sent: January 31, 2019 1:49 PM
To: Emery, Steven B FIN:EX; Khaira, Kally FIN:EX; Graboski, Anne FIN:EX
Subject: RE: call back

Thanks. Also see if their call back option is offered only once or whether it repeats while a person is waiting.

Jordan Goss
250 387-0665

From: Emery, Steven B FIN:EX
Sent: Thursday, January 31, 2019 1:45 PM
To: Goss, Jordan T FIN:EX ; Khaira, Kally FIN:EX ; Graboski, Anne FIN:EX
Subject: call back

Issue might be the limit set at Maximus. Seems like they have a limit of 3 call backs. Rejeev is just getting clarification on what that limit means, but in the meantime, they are also going to increase that number so we don't have issues.

Thanks.

Steven Emery MPA, CPA, CMA
Executive Director, Property Taxation Branch
Revenue Division, Ministry of Finance

Trusted financial and economic leadership for a prosperous province

Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 31, 2019 3:54 PM
To: Khaira, Kally FIN:EX
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

I don't think that is possible as it needs to be done one step at time. They already have a team in place for 11:00 tonight to make the first set of changes and that is without all the paperwork processes being done. We will have a capacity of ≈ 1 by Monday morning and queues setup. We will need to get a plan in place of who will answer what calls. By the sound of it most calls are just help with completing the declaration.

I have asked Louise about increasing capacity as part of the work tonight. Let you know what she says.

Rick

From: Khaira, Kally FIN:EX
Sent: January 31, 2019 3:38 PM
To: Lambrick, Rick D FIN:EX
Subject: FW: FIN - Property Tax - R1182565 (istore # 929761)
Importance: High

Rick, I know Steven wants to the capacity of lines in effective for tomorrow.

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Lambrick, Rick D FIN:EX
Sent: January 31, 2019 3:19 PM
To: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Cc: Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Cobby, Mike CITZ:EX <Mike.Cobby@gov.bc.ca>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca>; Strobl, Lou CITZ:EX <Lou.Strobl@gov.bc.ca>; lu, Jose CITZ:EX <Jose.lu@gov.bc.ca>; Zukiwsky, Sherry L CITZ:EX <Sherry.Zukiwsky@gov.bc.ca>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Olivia, that all sounds good to me and I have touched base with Louise on the additional queues and we will finalize that with her tomorrow.

Thanks for your help.

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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From: Preston, Olivia C CITZ:EX
Sent: January 31, 2019 2:36 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Cobby, Mike CITZ:EX <Mike.Cobby@gov.bc.ca>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca>; Strobl, Lou CITZ:EX <Lou.Strobl@gov.bc.ca>; lu, Jose CITZ:EX <Jose.lu@gov.bc.ca>; Zukiwsky, Sherry L CITZ:EX <Sherry.Zukiwsky@gov.bc.ca>
Subject: FIN - Property Tax - R1182565 (istore # 929761)
Importance: High

Hi Rick & Kally,

Can you please take a look at the plan below from Computertalk and let us know if you are okay to proceed.

Thanks,
Olivia

From: Lindsay Aitken [<mailto:laitken@computer-talk.com>]
Sent: Thursday, January 31, 2019 1:11 PM
To: Preston, Olivia C CITZ:EX; Nari Rampersad-Maharaj
Cc: Louise Roth
Subject: RE: FIN - Property Tax - R1182565
Importance: High

Hey Olivia,

It looks like we will be able to expand capacity for MOF by Monday. This will need to be completed in phases:

- Phase 1 can occur tonight. It will consist of
 - s.15
 -
 -
 -
- *** it will require a restart but we can plan it for after close of business 8pm ***
- Phase 2 can occur by Monday which would be:
 - Add additional phone line capacity – for a new capacity of s.1.1 inbound lines
 - Add new agent capacity – for a new capacity of
 - Any call flow changes needed (Louise will be writing a note on this)
- Phase 3 can occur by next Wednesday which would be
 - Add s.1.1 more lines for a total of s.1.1 inbound

Olivia Preston
Lead – UC Consulting Team
Network Communications and Collaboration Services

OCIO Enterprise Services, Office of the Government Chief Information Officer
PO Box 9412, Stn Prov Gov, Victoria BC V8W 9V1
Olivia.Preston@gov.bc.ca
(250) 356-8275



Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: January 31, 2019 2:42 PM
To: Preston, Olivia C CITZ:EX
Cc: Lee, Penny FIN:EX; Khaira, Kally FIN:EX
Subject: RE: Our transfer number appears to be down s.15,s.17

Possibly, Maximus would likely have to do a change after hours and of course we would need to test it. Is a difference on how capacity is handled between the two numbers? Just want to provide the reasoning if we need to do it.

Thanks
Rick

From: Preston, Olivia C CITZ:EX
Sent: January 31, 2019 2:36 PM
To: Lambrick, Rick D FIN:EX
Cc: Lee, Penny FIN:EX ; Khaira, Kally FIN:EX
Subject: RE: Our transfer number appears to be down s.15,s.17

Would it be possible to have them transfer to the Computertalk Conversion # instead? s.15,s.17

From: Lambrick, Rick D FIN:EX
Sent: Thursday, January 31, 2019 2:29 PM
To: Preston, Olivia C CITZ:EX
Cc: Lee, Penny FIN:EX; Khaira, Kally FIN:EX
Subject: RE: Our transfer number appears to be down s.15,s.17

Thank you. It is strictly a transfer number for agents or potentially there system if they have a threshold turned on for their capacity. Not a public number.

Rick

From: Preston, Olivia C CITZ:EX
Sent: January 31, 2019 2:27 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Lee, Penny FIN:EX <Penny.Lee@gov.bc.ca>
Subject: RE: Our transfer number appears to be down s.15,s.17
Importance: High

Hi,

We have made some changes and callers should no longer be getting that message.

How are calls getting to s.15,s.17 Is it just Maximus agents that are transferring calls or is that number published?

Thanks,
Olivia

From: Khaira, Kally FIN:EX
Sent: Thursday, January 31, 2019 2:16 PM
To: Lambrick, Rick D FIN:EX; Preston, Olivia C CITZ:EX
Cc: Lee, Penny FIN:EX
Subject: RE: Our transfer number appears to be down s.15,s.17

Thanks for the prompt attention! The MO and ADM at FIN are aware of this issue.

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Lambrick, Rick D FIN:EX
Sent: January 31, 2019 2:12 PM
To: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>
Cc: Lee, Penny FIN:EX <Penny.Lee@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Subject: RE: Our transfer number appears to be down s.15,s.17

Thanks Olivia, please let me know when it is fixed so I can report out.

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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From: Preston, Olivia C CITZ:EX
Sent: January 31, 2019 2:08 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; Lee, Penny FIN:EX <Penny.Lee@gov.bc.ca>
Cc: Zukiwsky, Sherry L CITZ:EX <Sherry.Zukiwsky@gov.bc.ca>; Cobby, Mike CITZ:EX <Mike.Cobby@gov.bc.ca>; Jovellanos, Lawrence CITZ:EX <Lawrence.Jovellanos@gov.bc.ca>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca>
Subject: RE: Our transfer number appears to be down s.15,s.17
Importance: High

Thank you for the heads-up. We have our technical folks working on a solution to resolve this.

Thanks,
Olivia

From: Lambrick, Rick D FIN:EX
Sent: Thursday, January 31, 2019 2:01 PM

To: Preston, Olivia C CITZ:EX; Lee, Penny FIN:EX

Cc: Zukiwsky, Sherry L CITZ:EX

Subject: Our transfer number appears to be down s.15,s.17

Importance: High

The transfer number appears to be down at times. Getting a 2UV1 all circuits are busy message. It seems to be hit and miss.

Can we have that looked at asap.

Thanks

Rick Lambrick

Sr. Business Analyst

Property Taxation Branch

Ministry of Finance

phone: 778 698-3887

email: Rick.Lambrick@gov.bc.ca

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Patriarche, Kerry FIN:EX

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 31, 2019 10:22 PM
To: Khaira, Kally FIN:EX
Cc: Janine Roy; Lambrick, Rick D FIN:EX; Usman Farooqi; Singaravel Gunasekaran; XT: Nel, Chris CITZ:IN; Preston, Olivia C CITZ:EX; louise.roth@gov.bc.ca; Emery, Steven B FIN:EX; Eason, Jeannette CITZ:EX
Subject: Re: s.15 lines for Spec Tax

Good Evening,

I high suggest we wait until after 9am to turn the threshold on. The first hour of that day has extremely high call volumes. If there is an issue or the call volumes exceed FINs queue limit citizens will drop off the line and be negatively impacted. Let's try it at 9am with the team actively monitoring. If we see an issue we can turn it off immediately and have a minimal impact to the citizen experience. I would like to personally give the go ahead for this once I analyze volumes in the morning.

Thanks

Sent from my iPhone

> On Jan 31, 2019, at 9:55 PM, Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca> wrote:

>

> Thanks very much.

>

> Sent from my iPhone

>

> On Jan 31, 2019, at 9:16 PM, Janine Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>> wrote:

>

> Hello Kally and Rick;

>

> I have been lucky enough to get the technical team together and they were able to swap the phone numbers (no routing change was required). We have turned the threshold of s back on and are all set for tomorrow morning. I tested the number through our SBC contact centre and was able to reach the Finance SVT menu.

>

> We will make test calls to Finance SVT again at 8:00 a.m. tomorrow and will continue to monitor throughout the day.

>

> Thanks and have a good evening.

>

> Janine

>

> Janine Roy

> Director – Shared Applications

> MAXIMUS Canada

> 716 Yates Street

> Victoria, BC V8W 1L4

> Office: 250.405.3822

> Mobile: 250.686.1051

> janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>

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>
>
> From: Khaira, Kally FIN:EX [mailto:Kally.Khaira@gov.bc.ca]
> Sent: Thursday, January 31, 2019 8:51 PM
> To: Janine Roy; Lambrick, Rick D FIN:EX
> Cc: Rajeev Purewal; Usman Farooqi; Singaravel Gunasekaran; Chris Nel; Preston, Olivia C CITZ:EX; 'louise.roth@gov.bc.ca'<mailto:louise.roth@gov.bc.ca>; Emery, Steven B FIN:EX
> Subject: RE: s.15 lines for Spec Tax

>
> Excellent. Ty

>
>
> Kally Khaira
> Director, Annual Property Tax
> t: 778.698.9536 | c: 250.893.7102

>
> From: Janine Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>>
> Sent: January 31, 2019 8:50 PM
> To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca<mailto:Kally.Khaira@gov.bc.ca>>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca<mailto:Rick.Lambrick@gov.bc.ca>>
> Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca<mailto:Rajeev.purewal@maximusbc.ca>>; Usman Farooqi <usman.farooqi@maximusbc.ca<mailto:usman.farooqi@maximusbc.ca>>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca<mailto:singaravel.gunasekaran@maximusbc.ca>>; XT: Nel, Chris CITZ:IN <Chris.Nel@maximuscanada.ca<mailto:Chris.Nel@maximuscanada.ca>>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca<mailto:Olivia.Preston@gov.bc.ca>>; 'louise.roth@gov.bc.ca'<mailto:louise.roth@gov.bc.ca>' <louise.roth@gov.bc.ca<mailto:louise.roth@gov.bc.ca>>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca<mailto:Steven.Emery@gov.bc.ca>>; Janine Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>>
> Subject: RE: s.15 lines for Spec Tax

>
> Hi Kally;

>
> Thanks for the quick response. Let me see if I can get our tech team back on a conference bridge to set this up this evening. I will respond to this email if I can get the team together and if we can get it prepared prior to tomorrow's start up.

>
> Thanks very much

>
> Janine
>
> Janine Roy
> Director – Shared Applications
> MAXIMUS Canada
> 716 Yates Street
> Victoria, BC V8W 1L4
> Office: 250.405.3822
> Mobile: 250.686.1051

> janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>
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>
>
> From: Khaira, Kally FIN:EX [mailto:Kally.Khaira@gov.bc.ca]
> Sent: Thursday, January 31, 2019 8:47 PM
> To: Janine Roy; Lambrick, Rick D FIN:EX
> Cc: Rajeev Purewal; Usman Farooqi; Singaravel Gunasekaran; Chris Nel; Preston, Olivia C CITZ:EX; 'louise.roth@gov.bc.ca<mailto:louise.roth@gov.bc.ca>'; Emery, Steven B FIN:EX
> Subject: RE: s.15 lines for Spec Tax
>
> Hi Janine,
>
> See below for a response to your questions.
>
> Kally Khaira
> Director, Annual Property Tax
> t: 778.698.9536 | c: 250.893.7102
>
> From: Janine Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>>
> Sent: January 31, 2019 8:44 PM
> To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca<mailto:Rick.Lambrick@gov.bc.ca>>
> Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca<mailto:Rajeev.purewal@maximusbc.ca>>; Janine Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>>; Usman Farooqi <usman.farooqi@maximusbc.ca<mailto:usman.farooqi@maximusbc.ca>>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca<mailto:singaravel.gunasekaran@maximusbc.ca>>; XT: Nel, Chris CITZ:IN <Chris.Nel@maximuscanada.ca<mailto:Chris.Nel@maximuscanada.ca>>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca<mailto:Kally.Khaira@gov.bc.ca>>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca<mailto:Olivia.Preston@gov.bc.ca>>; 'louise.roth@gov.bc.ca<mailto:louise.roth@gov.bc.ca>' <louise.roth@gov.bc.ca<mailto:louise.roth@gov.bc.ca>>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca<mailto:Steven.Emery@gov.bc.ca>>
> Subject: RE: s.15 lines for Spec Tax
>
> Hi Rick;
>
> Rajeev forwarded me your request below. We can certainly re-point to another number at any time. We would need about 3 hours to set it up with a new routing pattern, test it and roll it in.
>
> Did you want this done this evening so that we are transferring calls to you tomorrow? Yes, please if we can.
>
> A couple of questions:
>
> 1. Can you please let me know if your queue limit has increased beyond s.15 Yes, we went to s.1 and will monitor and increase as needed.
> * Is so, please provide your queue threshold? s.15 can go up to s.1
> * If not, we would flood your queue right away and lose the rest of the calls

> 2. Based on item 1., I am not sure if there is a way to control the number of calls we would be sending to you. We have been getting up to 300 calls in the first few minutes of each day. Can we start at 8 – caller 8 comes thru to us and you maintain your 8 call volume?

>

> Let me know your thoughts and we can go from there.

>

> Thanks very much

>

> Janine

>

> Janine Roy

> Director – Shared Applications

> MAXIMUS Canada

> 716 Yates Street

> Victoria, BC V8W 1L4

> Office: 250.405.3822

> Mobile: 250.686.1051

> janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>

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>

>

> From: Rajeev Purewal

> Sent: Thursday, January 31, 2019 8:21 PM

> To: Janine Roy

> Subject: FW: s.15 lines for Spec Tax

>

> Hi Janine,

>

> Please see the request below: How much work would this be? Can I leave it to you to link up with Rick on this?

> Thanks

>

> From: Lambrick, Rick D FIN:EX [mailto:Rick.Lambrick@gov.bc.ca]

> Sent: Thursday, January 31, 2019 5:38 PM

> To: Rajeev Purewal

> Cc: Khaira, Kally FIN:EX; Preston, Olivia C CITZ:EX; 'Louise Roth'; Emery, Steven B FIN:EX

> Subject: s.15 lines for Spec Tax

>

> Hi Rajeev, further to our conversation OCIO has suggested that we move from transfer line s.15,s.17 to s.15,s.17

s.15, From my understanding the s.15 number is s.15

s.15,s.17

s.13,s.15

s.13,s.15

s.13,s.15,s.17

>

> So we are obviously working as it stands now but if we can setup a time outside of business hours to set this up in your system and test it out that would be great.

>

> Let me know if you require any further information. I have cc'd both our Computertalk and OCIO support just in case there are question you have that they may need to answer.

>

> Thanks

>

>

> Rick Lambrick

> Sr. Business Analyst

> Property Taxation Branch

> Ministry of Finance

> phone: 778 698-3887

> email: Rick.Lambrick@gov.bc.ca<mailto:Rick.Lambrick@gov.bc.ca>

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>

>

>

>

>

>

>

Patriarche, Kerry FIN:EX

From: Emery, Steven B FIN:EX
Sent: January 31, 2019 9:32 PM
To: Goss, Jordan T FIN:EX; Sather, Kelly FIN:EX; Robb, Katie GCPE:EX; Zoeller, Sonja GCPE:EX; Gillezeau, Rob FIN:EX
Subject: SVT Update Jan 31

Updates from today:

Received Calls: 9296 (22% increase from yesterday)
Answered Calls: 4515 (33% increase from yesterday)
Average Wait (Maximus): 21:56
Average Wait (Finance): 8:30

Total Letters Expected to be Mailed by mid-February = 1,580,342

Letters mailed out as of today = 988,040 (**62%** of total)

Total Declarations as of 9pm = 195,151 (**12%** of total)

We were able to answer 33% more calls than yesterday, but there is still a large abandonment rate. Approximately 12 more staff to be trained tomorrow, and a further 30 next week. Also in discussions with ESIT Advanced Solutions for more call centre support. Automatic transfer solution being confirmed this evening, ready for a 9 am start with Maximus. This will free up approx. 3 more staff at Maximus to answer calls, and will ensure a steadier flow of calls to the Ministry while maintaining a smaller caller queue at Maximus. This should make the average wait times more comparable and lower.

SVT Assessments to Date (note that while BC Credits are applied automatically, no “non-BC” tax credits have been applied for yet, which will lower the net assessed)

Total Assessed to date: \$2,132,377 633 taxpayers (613 individual; 19 Corporations; 1 other)

#s Assessed Credit Net Assessed

BC Residents	162	\$315,337	(\$168,601)	\$146,736
Other Canadian	157	\$716,393	\$716,393	
Satellite Families	314	\$1,100,647	\$1,100,647	
TOTAL	633	\$2,132,377	(\$168,601)	\$1,963,776

Steven Emery MPA, CPA, CMA
Executive Director, Property Taxation Branch
Revenue Division, Ministry of Finance

Trusted financial and economic leadership for a prosperous province

Patriarche, Kerry FIN:EX

From: Graboski, Anne FIN:EX
Sent: February 1, 2019 11:55 AM
To: Khaira, Kally FIN:EX; Emery, Steven B FIN:EX; Lambrick, Rick D FIN:EX
Subject: another caller cut off

Lady I just spoke with said she was cut off twice in phone queue :(



Anne Graboski, MBA, CSM

Manager, Annual Property Tax

Property Taxation Branch | Annual Property Tax Services | Ministry of Finance

Phone: 778-698-2065 | Fax: 250 356-5347

Website: [Annual Property Tax Website](#)

Innovative, Collaborative, Transparent

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Patriarche, Kerry FIN:EX

From: Emery, Steven B FIN:EX
Sent: February 1, 2019 2:37 PM
To: Lambrick, Rick D FIN:EX; Khaira, Kally FIN:EX
Cc: Graboski, Anne FIN:EX; Pritchard, Lorna FIN:EX; Abbott, Judy FIN:EX
Subject: FW: dropped calls

Rick/Kally, see Judy's email below. Judy, do you have specific numbers and times you can give Rick? It might be able to help them.

Steven Emery
Executive Director, Property Taxation Branch

From: Abbott, Judy FIN:EX
Sent: February 1, 2019 2:35 PM
To: Graboski, Anne FIN:EX
Cc: Pritchard, Lorna FIN:EX ; Emery, Steven B FIN:EX
Subject: dropped calls

FYI....I am getting a lot of dropped calls. I hear them say hello and then I can't hear them anymore. What I have been doing is looking at the originating number and trying to call them back , which sometimes works. But in order to call them back, I have to exit out of ICE...and that is sometimes hard to do when the phone is constantly ringing.

Let me know if you want me to do something different.

Judy

Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: February 1, 2019 8:30 AM
To: XT:Purewal, Rajeev HLTH:IN; Janine Roy
Cc: Khaira, Kally FIN:EX; Graboski, Anne FIN:EX
Subject: FW: FIN - Property Tax - R1182565 (istore # 929761)

Hi Rajeev and Janine, we successfully pushed out the changes below and now have increased our capacity to ^{s.1} 5 calls, ^{s.15} for Spec Tax queue. Rajeev, I know we talked about putting the threshold back in at 9:00 am today so we can give it a try and watch the ICE Monitor to see the calls coming in. We should be increasing our capacity early next week to ^{s.1} 5 calls.

How is your volume this morning?

Thanks

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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From: Louise Roth
Sent: February 1, 2019 5:23 AM
To: Preston, Olivia C CITZ:EX
Cc: Lambrick, Rick D FIN:EX ; Lindsay Aitken ; Nari Rampersad-Maharaj
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Good morning everyone, here are the changes successfully completed as of this morning:

- Phase 1 can occur tonight. It will consist of

- ^{s.15} - completed
- ^{s.15} - completed
- ^{s.15} - completed – now at ^{s.1}
- ^{s.15} - completed

*** it will require a restart but we can plan it for after close of business 8pm ***

- Phase 2 can occur by Monday which would be:

- Add additional phone line capacity – for a new capacity of ^{s.1} inbound lines - completed
- Add new agent capacity – for a new capacity of ^{s.1} – completed

- Increase high volume threshold for s.15 – completed – increased to s.1

This leaves us with:

- Any call flow changes needed
- Add s.1 more lines for a total of s.1 inbound

Please let me know if there are any questions.

Merci,

Louise

From: Louise Roth
Sent: Thursday, January 31, 2019 7:45 PM
To: 'Preston, Olivia C CITZ:EX' <Olivia.Preston@gov.bc.ca>
Cc: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Thank you, we will move forward with the activities and I will send an email tomorrow indicating what was completed.

Merci,

Louise

From: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>
Sent: Thursday, January 31, 2019 7:35 PM
To: Louise Roth <lroth@computer-talk.com>
Cc: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Yes this is approve to proceed.

Thanks,
 olivia

From: Louise Roth [<mailto:lroth@computer-talk.com>]
Sent: Thursday, January 31, 2019 4:33 PM
To: Preston, Olivia C CITZ:EX
Cc: Lambrick, Rick D FIN:EX; Lindsay Aitken; Nari Rampersad-Maharaj
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Olivia, if we can get approval for the Phase 1 effort to move forward tonight, we will do our very best to accommodate those 2 extra line items prior to start of business tomorrow.

Before we can do anything, we do need approval to proceed.

I can then send email updates on what has been completed as I engage different resources tomorrow morning.

Merci,

Louise

From: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>
Sent: Thursday, January 31, 2019 7:30 PM
To: Louise Roth <lroth@computer-talk.com>
Cc: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Louise,

Can you please comment on the request below.

Thanks,
Olivia

From: Lambrick, Rick D FIN:EX
Sent: Thursday, January 31, 2019 4:28 PM
To: Preston, Olivia C CITZ:EX
Cc: 'Louise Roth'
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Olivia, can we add the new requirements as noted below from Louise for implementation tonight. It was requested by the Ex-Director as he is expecting Vancouver calls to start to flow into the system tomorrow.

Thanks
Rick

From: Louise Roth <lroth@computer-talk.com>
Sent: January 31, 2019 4:13 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

If we can get approval for the following and ask that those 2 lines items also be accommodated for tonight, we will do our best to deliver. Would we change the high volume to maybe s.15

- Phase 1 can occur tonight. It will consist of

 c.s.15

 c

 c

 c

 *** it will require a restart but we can plan it for after close of business 8pm ***

- Phase 2 can occur by Monday which would be:

 o Add additional phone line capacity – for a new capacity of s.1.1 inbound lines

 o Add new agent capacity – for a new capacity of s.1

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Thursday, January 31, 2019 7:07 PM
To: Louise Roth <lroth@computer-talk.com>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Yes for now and we may need to reallocate Monday when we design the queues.

From: Louise Roth <lroth@computer-talk.com>
Sent: January 31, 2019 3:56 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Are you saying you would like to have the s.1 inbound capacity for tomorrow?
What would the high limit be on s.15

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Thursday, January 31, 2019 6:46 PM
To: Louise Roth <lroth@computer-talk.com>
Subject: FW: FIN - Property Tax - R1182565 (istore # 929761)
Importance: High

The request below isn't possible correct. Just need to reply to the ex Director.

Thanks
Rick

From: Khaira, Kally FIN:EX
Sent: January 31, 2019 3:38 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: FW: FIN - Property Tax - R1182565 (istore # 929761)
Importance: High

Rick, I know Steven wants to the capacity of lines in effective for tomorrow.

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Lambrick, Rick D FIN:EX
Sent: January 31, 2019 3:19 PM
To: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Cc: Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Cobby, Mike CITZ:EX <Mike.Cobby@gov.bc.ca>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca>; Strobl, Lou CITZ:EX <Lou.Strobl@gov.bc.ca>; lu, Jose CITZ:EX <Jose.lu@gov.bc.ca>; Zukiwsky, Sherry L CITZ:EX <Sherry.Zukiwsky@gov.bc.ca>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Olivia, that all sounds good to me and I have touched base with Louise on the additional queues and we will finalize that with her tomorrow.

Thanks for your help.

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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From: Preston, Olivia C CITZ:EX
Sent: January 31, 2019 2:36 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Cobby, Mike CITZ:EX <Mike.Cobby@gov.bc.ca>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca>; Strobl, Lou CITZ:EX <Lou.Strobl@gov.bc.ca>; lu, Jose CITZ:EX <Jose.lu@gov.bc.ca>; Zukiwsky, Sherry L CITZ:EX <Sherry.Zukiwsky@gov.bc.ca>
Subject: FIN - Property Tax - R1182565 (istore # 929761)
Importance: High

Hi Rick & Kally,

Can you please take a look at the plan below from Computertalk and let us know if you are okay to proceed.

Thanks,
Olivia

From: Lindsay Aitken [<mailto:laitken@computer-talk.com>]
Sent: Thursday, January 31, 2019 1:11 PM
To: Preston, Olivia C CITZ:EX; Nari Rampersad-Maharaj
Cc: Louise Roth
Subject: RE: FIN - Property Tax - R1182565
Importance: High

Hey Olivia,

It looks like we will be able to expand capacity for MOF by Monday. This will need to be completed in phases:

- Phase 1 can occur tonight. It will consist of
 - s.15
 -
 -

*** it will require a restart but we can plan it for after close of business 8pm ***

- Phase 2 can occur by Monday which would be:
 - o Add additional phone line capacity – for a new capacity of s.1.1 inbound lines
 - o Add new agent capacity – for a new capacity of
 - o Any call flow changes needed (Louise will be writing a note on this)
- Phase 3 can occur by next Wednesday which would be
 - o Add s.1.1 more lines for a total of s.1.1 inbound

Olivia Preston

Lead – UC Consulting Team

Network Communications and Collaboration Services

OCIO Enterprise Services, Office of the Government Chief Information Officer

PO Box 9412, Stn Prov Gov, Victoria BC V8W 9V1

Olivia.Preston@gov.bc.ca

(250) 356-8275



Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: February 1, 2019 9:05 AM
To: Preston, Olivia C CITZ:EX
Subject: FW: s.15 lines for Spec Tax

Sorry Olivia you are right it was done so it would be Computertalk issue.

Just getting through all my emails.

Crazy days.

I will touch base with Louise on the issue.

From: Emery, Steven B FIN:EX
Sent: January 31, 2019 9:34 PM
To: 'Janine Roy' ; Khaira, Kally FIN:EX ; Lambrick, Rick D FIN:EX
Cc: XT:Purewal, Rajeev HLTH:IN ; Usman Farooqi ; Singaravel Gunasekaran ; XT: Nel, Chris CITZ:IN ; Preston, Olivia C CITZ:EX ; 'louise.roth@gov.bc.ca'
Subject: RE: s.15 lines for Spec Tax

Thank you Janine!

Steven Emery
Executive Director, Property Taxation Branch

From: Janine Roy <janine.roy@maximuscanada.ca>
Sent: January 31, 2019 9:16 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Usman Farooqi <usman.farooqi@maximusbc.ca>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca>; XT: Nel, Chris CITZ:IN <Chris.Nel@maximuscanada.ca>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; 'louise.roth@gov.bc.ca' <louise.roth@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Janine Roy <janine.roy@maximuscanada.ca>
Subject: RE: s.15 lines for Spec Tax

Hello Kally and Rick;

I have been lucky enough to get the technical team together and they were able to swap the phone numbers (no routing change was required). We have turned the threshold of s back on and are all set for tomorrow morning. I tested the number through our SBC contact centre and was able to reach the Finance SVT menu.

We will make test calls to Finance SVT again at 8:00 a.m. tomorrow and will continue to monitor throughout the day.

Thanks and have a good evening.

Janine

Janine Roy

Director – Shared Applications

MAXIMUS Canada

716 Yates Street
Victoria, BC V8W 1L4
Office: 250.405.3822
Mobile: 250.686.1051
janine.roy@maximuscanada.ca

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From: Khaira, Kally FIN:EX [<mailto:Kally.Khaira@gov.bc.ca>]
Sent: Thursday, January 31, 2019 8:51 PM
To: Janine Roy; Lambrick, Rick D FIN:EX
Cc: Rajeev Purewal; Usman Farooqi; Singaravel Gunasekaran; Chris Nel; Preston, Olivia C CITZ:EX; 'louise.roth@gov.bc.ca'; Emery, Steven B FIN:EX
Subject: RE: s.15 lines for Spec Tax

Excellent. Ty

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Janine Roy <janine.roy@maximuscanada.ca>
Sent: January 31, 2019 8:50 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Usman Farooqi <usman.farooqi@maximusbc.ca>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca>; XT: Nel, Chris CITZ:IN <Chris.Nel@maximuscanada.ca>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; 'louise.roth@gov.bc.ca' <louise.roth@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Janine Roy <janine.roy@maximuscanada.ca>
Subject: RE: s.15 lines for Spec Tax

Hi Kally;

Thanks for the quick response. Let me see if I can get our tech team back on a conference bridge to set this up this evening. I will respond to this email if I can get the team together and if we can get it prepared prior to tomorrow's start up.

Thanks very much

Janine

Janine Roy
Director – Shared Applications

MAXIMUS Canada

716 Yates Street
Victoria, BC V8W 1L4

Office: 250.405.3822
Mobile: 250.686.1051
janine.roy@maximuscandada.ca

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From: Khaira, Kally FIN:EX [<mailto:Kally.Khaira@gov.bc.ca>]
Sent: Thursday, January 31, 2019 8:47 PM
To: Janine Roy; Lambrick, Rick D FIN:EX
Cc: Rajeev Purewal; Usman Farooqi; Singaravel Gunasekaran; Chris Nel; Preston, Olivia C CITZ:EX; 'louise.roth@gov.bc.ca'; Emery, Steven B FIN:EX
Subject: RE: s.15 lines for Spec Tax

Hi Janine,

See below for a response to your questions.

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Janine Roy <janine.roy@maximuscandada.ca>
Sent: January 31, 2019 8:44 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbcc.ca>; Janine Roy <janine.roy@maximuscandada.ca>; Usman Farooqi <usman.farooqi@maximusbcc.ca>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbcc.ca>; XT: Nel, Chris CITZ:IN <Chris.Nel@maximuscandada.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; 'louise.roth@gov.bc.ca' <louise.roth@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>
Subject: RE: s.15 lines for Spec Tax

Hi Rick;

Rajeev forwarded me your request below. We can certainly re-point to another number at any time. We would need about 3 hours to set it up with a new routing pattern, test it and roll it in.

Did you want this done this evening so that we are transferring calls to you tomorrow? Yes, please if we can.

A couple of questions:

1. Can you please let me know if your queue limit has increased beyond s.15 Yes, we went to s.1 and will monitor and increase as needed.
 - a. Is so, please provide your queue threshold? s.15 can go up to s.1
 - b. If not, we would flood your queue right away and lose the rest of the calls
2. Based on item 1., I am not sure if there is a way to control the number of calls we would be sending to you. We have been getting up to s.1 calls in the first few minutes of each day. Can we start a s.15 – caller s. comes thru to us and you maintain your s. call volume?

Let me know your thoughts and we can go from there.

Thanks very much

Janine

Janine Roy
Director – Shared Applications

MAXIMUS Canada
716 Yates Street
Victoria, BC V8W 1L4
Office: 250.405.3822
Mobile: 250.686.1051
janine.roy@maximuscanda.ca

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From: Rajeev Purewal
Sent: Thursday, January 31, 2019 8:21 PM
To: Janine Roy
Subject: FW: s.15 lines for Spec Tax

Hi Janine,

Please see the request below: How much work would this be? Can I leave it to you to link up with Rick on this?
Thanks

From: Lambrick, Rick D FIN:EX [<mailto:Rick.Lambrick@gov.bc.ca>]
Sent: Thursday, January 31, 2019 5:38 PM
To: Rajeev Purewal
Cc: Khaira, Kally FIN:EX; Preston, Olivia C CITZ:EX; 'Louise Roth'; Emery, Steven B FIN:EX
Subject: s.15 lines for Spec Tax

Hi Rajeev, further to our conversation OCIO has suggested that we move from transfer line s.15,s.17 to s.15,s.17
s.15. From my understanding the s.15 s.15
s.15 s.15 s.15 s.15
s.15 s.15,s.17

So we are obviously working as it stands now but if we can setup a time outside of business hours to set this up in your system and test it out that would be great.

Let me know if you require any further information. I have cc'd both our Computertalk and OCIO support just in case there are question you have that they may need to answer.

Thanks

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887

email: Rick.Lambrick@gov.bc.ca

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Patriarche, Kerry FIN:EX

From: Khaira, Kally FIN:EX
Sent: February 1, 2019 2:33 PM
To: Kane, Trisha FIN:EX
Subject: FW: Immediate need - conf re phone issues
Attachments: Immediate need - conf re phone issues.ics

Importance: High

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: [Khaira, Kally FIN:EX](#)
To: [XT:Purewal, Rajeev HLTH:IN](#); [Louise Roth](#); [Janine Roy](#); [Preston, Olivia C CITZ:EX](#)
Subject: Immediate need - conf re phone issues
Start: February 1, 2019 12:15:00 PM
End: February 1, 2019 12:45:00 PM
Location: conf call
Importance: High

--> Join Skype Meeting <[s.15,s.17](#)>

Trouble Joining? Try Skype Web App <[s.15,s.17](#)>

Join by phone

Local - Victoria: [s.15,s.17](#) l# (BC, Canada) English (United States)

Local - Vancouver: [s.15,s.17](#) # (BC, Canada) English (United States)

Toll-Free [s.15,s.17](#) (BC, Canada) English (United States)

Find a local number <[s.15,s.17](#)>

Conference ID: [s.15,s.17](#)

Forgot your dial-in PIN? <[s.15,s.17](#)> > lHelp <<https://o15.officeredir.microsoft.com/r/rlidLync15?clid=1033&p1=5&p2=2009>>

[!OC([1033])!]

Patriarche, Kerry FIN:EX

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: February 1, 2019 12:19 PM
To: Graboski, Anne FIN:EX
Subject: RE: calls being dropped?

I am not hearing anything from the floor at this point.

From: Graboski, Anne FIN:EX [mailto:Anne.Graboski@gov.bc.ca]
Sent: Friday, February 01, 2019 11:48 AM
To: Rajeev Purewal
Subject: calls being dropped?

Hi, Rajeev

What's your sense of calls coming through – any being dropped?

a



Anne Graboski, MBA, CSM

Manager, Annual Property Tax

Property Taxation Branch | Annual Property Tax Services | Ministry of Finance

Phone: 778-698-2065 | Fax: 250 356-5347

Website: [Annual Property Tax Website](#)

Innovative, Collaborative, Transparent

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Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: February 1, 2019 9:12 AM
To: 'Louise Roth'
Cc: Preston, Olivia C CITZ:EX
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Thanks, I will be in interviews most of the day today but will send you a meeting request when I have a break to discuss the queue setup.

Thanks
Rick

From: Louise Roth
Sent: February 1, 2019 8:52 AM
To: Lambrick, Rick D FIN:EX ; Preston, Olivia C CITZ:EX
Cc: Lindsay Aitken ; Nari Rampersad-Maharaj ; Khaira, Kally FIN:EX ; Emery, Steven B FIN:EX
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Thanks Rick, I see it is pretty busy in there already.

I will be monitoring as much as I can today, please reach out to discuss potential call flow changes when you have a chance.

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Friday, February 1, 2019 11:22 AM
To: Louise Roth <lrth@computer-talk.com>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>
Cc: Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Thanks you all for rushing this along and making it happen. Maximus had 8400 calls yesterday and this will allow us to continue to take overflow. Maximus plans on pushing everything to us over their ☞ call limit at 9:00 am this morning so we should see a spike at that time and see how it goes.

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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From: Louise Roth <lroth@computer-talk.com>

Sent: February 1, 2019 5:23 AM

To: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>

Cc: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>

Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Good morning everyone, here are the changes successfully completed as of this morning:

- Phase 1 can occur tonight. It will consist of

- o s.15 - completed
- o s.15 - completed
- o s.15 - completed – now at s.1
- o s.15 - completed

*** it will require a restart but we can plan it for after close of business 8pm ***

- Phase 2 can occur by Monday which would be:

- o Add additional phone line capacity – for a new capacity of s.1 inbound lines - completed
- Add new agent capacity – for a new capacity of s.1 – completed
- Increase high volume threshold for s.15 – completed – increased to s.1

This leaves us with:

- o Any call flow changes needed
- o Add s.1 more lines for a total of s.1 inbound

Please let me know if there are any questions.

Merci,

Louise

From: Louise Roth

Sent: Thursday, January 31, 2019 7:45 PM

To: 'Preston, Olivia C CITZ:EX' <Olivia.Preston@gov.bc.ca>

Cc: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>

Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Thank you, we will move forward with the activities and I will send an email tomorrow indicating what was completed.

Merci,

Louise

From: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>
Sent: Thursday, January 31, 2019 7:35 PM
To: Louise Roth <lroth@computer-talk.com>
Cc: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Yes this is approve to proceed.

Thanks,
olivia

From: Louise Roth [<mailto:lroth@computer-talk.com>]
Sent: Thursday, January 31, 2019 4:33 PM
To: Preston, Olivia C CITZ:EX
Cc: Lambrick, Rick D FIN:EX; Lindsay Aitken; Nari Rampersad-Maharaj
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Olivia, if we can get approval for the Phase 1 effort to move forward tonight, we will do our very best to accommodate those 2 extra line items prior to start of business tomorrow.

Before we can do anything, we do need approval to proceed.

I can then send email updates on what has been completed as I engage different resources tomorrow morning.

Merci,

Louise

From: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>
Sent: Thursday, January 31, 2019 7:30 PM
To: Louise Roth <lroth@computer-talk.com>
Cc: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Louise,

Can you please comment on the request below.

Thanks,
Olivia

From: Lambrick, Rick D FIN:EX
Sent: Thursday, January 31, 2019 4:28 PM
To: Preston, Olivia C CITZ:EX
Cc: 'Louise Roth'
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Olivia, can we add the new requirements as noted below from Louise for implementation tonight. It was requested by the Ex-Director as he is expecting Vancouver calls to start to flow into the system tomorrow.

Thanks
Rick

From: Louise Roth <lroth@computer-talk.com>
Sent: January 31, 2019 4:13 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

If we can get approval for the following and ask that those 2 lines items also be accommodated for tonight, we will do our best to deliver. Would we change the high volume to maybe s.15

- Phase 1 can occur tonight. It will consist of

- o s.15
 - o
 - o
 - o

*** it will require a restart but we can plan it for after close of business 8pm ***

- Phase 2 can occur by Monday which would be:

- o Add additional phone line capacity – for a new capacity of s.1 inbound lines
 - o Add new agent capacity – for a new capacity of s.1

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Thursday, January 31, 2019 7:07 PM
To: Louise Roth <lroth@computer-talk.com>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Yes for now and we may need to reallocate Monday when we design the queues.

From: Louise Roth <lroth@computer-talk.com>
Sent: January 31, 2019 3:56 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Are you saying you would like to have the s.1 inbound capacity for tomorrow?
What would the high limit be on s.15

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Thursday, January 31, 2019 6:46 PM
To: Louise Roth <lroth@computer-talk.com>
Subject: FW: FIN - Property Tax - R1182565 (istore # 929761)
Importance: High

The request below isn't possible correct. Just need to reply to the ex Director.

Thanks
Rick

From: Khaira, Kally FIN:EX
Sent: January 31, 2019 3:38 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: FW: FIN - Property Tax - R1182565 (istore # 929761)
Importance: High

Rick, I know Steven wants to the capacity of lines in effective for tomorrow.

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Lambrick, Rick D FIN:EX
Sent: January 31, 2019 3:19 PM
To: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Cc: Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Cobby, Mike CITZ:EX <Mike.Cobby@gov.bc.ca>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca>; Strobl, Lou CITZ:EX <Lou.Strobl@gov.bc.ca>; lu, Jose CITZ:EX <Jose.lu@gov.bc.ca>; Zukiwsky, Sherry L CITZ:EX <Sherry.Zukiwsky@gov.bc.ca>
Subject: RE: FIN - Property Tax - R1182565 (istore # 929761)

Hi Olivia, that all sounds good to me and I have touched base with Louise on the additional queues and we will finalize that with her tomorrow.

Thanks for your help.

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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From: Preston, Olivia C CITZ:EX
Sent: January 31, 2019 2:36 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Lindsay Aitken <laitken@computer-talk.com>; Nari Rampersad-Maharaj <Nari.Rampersad@telus.com>; Cobby, Mike CITZ:EX <Mike.Cobby@gov.bc.ca>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca>; Strobl, Lou CITZ:EX <Lou.Strobl@gov.bc.ca>; lu, Jose CITZ:EX <Jose.lu@gov.bc.ca>; Zukiwsky, Sherry L CITZ:EX <Sherry.Zukiwsky@gov.bc.ca>

Subject: FIN - Property Tax - R1182565 (istore # 929761)

Importance: High

Hi Rick & Kally,

Can you please take a look at the plan below from Computertalk and let us know if you are okay to proceed.

Thanks,

Olivia

From: Lindsay Aitken [<mailto:laitken@computer-talk.com>]

Sent: Thursday, January 31, 2019 1:11 PM

To: Preston, Olivia C CITZ:EX; Nari Rampersad-Maharaj

Cc: Louise Roth

Subject: RE: FIN - Property Tax - R1182565

Importance: High

Hey Olivia,

It looks like we will be able to expand capacity for MOF by Monday. This will need to be completed in phases:

- Phase 1 can occur tonight. It will consist of

- s.15

-

-

-

- *** it will require a restart but we can plan it for after close of business 8pm ***

- Phase 2 can occur by Monday which would be:

- Add additional phone line capacity – for a new capacity of s.1.0 inbound lines

- Add new agent capacity – for a new capacity of

- Any call flow changes needed (Louise will be writing a note on this)

- Phase 3 can occur by next Wednesday which would be

- Add s.1.0 more lines for a total of s.1.0 inbound

Olivia Preston

Lead – UC Consulting Team

Network Communications and Collaboration Services

OCIO Enterprise Services, Office of the Government Chief Information Officer

PO Box 9412, Stn Prov Gov, Victoria BC V8W 9V1

Olivia.Preston@gov.bc.ca

(250) 356-8275



OCIO

Office of the
Chief Information Officer

Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: February 1, 2019 9:00 AM
To: Preston, Olivia C CITZ:EX
Subject: RE: Maximus issues again with transfer line for Spec Tax

No, we haven't had a chance to do it as they we only notified last night and we have to do it outside of business hours. We plan on doing that tonight. We need to set it up and test it.

Rick

From: Preston, Olivia C CITZ:EX
Sent: February 1, 2019 8:58 AM
To: Lambrick, Rick D FIN:EX
Cc: Zukiwsky, Sherry L CITZ:EX ; Khaira, Kally FIN:EX ; 'Louise Roth'
Subject: RE: Maximus issues again with transfer line for Spec Tax

I thought Maximus changed the transfer to go direct to Computertalk s.15,s.17

From: Lambrick, Rick D FIN:EX
Sent: Friday, February 1, 2019 8:56 AM
To: Preston, Olivia C CITZ:EX
Cc: Zukiwsky, Sherry L CITZ:EX; Khaira, Kally FIN:EX; 'Louise Roth'
Subject: Maximus issues again with transfer line for Spec Tax
Importance: High

We appear to be having a similar issue to yesterday with Maximus not able to complete the transfer of calls on an intermittent basis. Some coming through and some not. Can we have this look at asap. s.15,s.17

Thank you

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: February 1, 2019 9:16 AM
To: 'Louise Roth'
Subject: RE: s.15 lines for Spec Tax

We dropped over 200 calls today.

Thanks
Rick

From: Louise Roth
Sent: February 1, 2019 9:15 AM
To: Lambrick, Rick D FIN:EX
Cc: Preston, Olivia C CITZ:EX
Subject: RE: s.15 lines for Spec Tax

We will take a look.
If I call the s.15, I am still reaching SVT.

I will send an update by email.

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Friday, February 1, 2019 12:10 PM
To: Louise Roth <lroth@computer-talk.com>
Cc: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>
Subject: FW: s.15 lines for Spec Tax

Hi Louise, I didn't see this email before I contacted Olivia. We have transferred the number so calls are routed through the Computertalk conversion number and there are some issue with calls not coming through this morning tjhat are being transferred from maximus to us on s.15,s.17

Can you take a look into the issue.

Thanks
Rick

From: Emery, Steven B FIN:EX
Sent: January 31, 2019 9:34 PM
To: 'Janine Roy' <janine.roy@maximuscanada.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Usman Farooqi <usman.farooqi@maximusbc.ca>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca>; XT: Nel, Chris CITZ:IN <Chris.Nel@maximuscanada.ca>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; 'louise.roth@gov.bc.ca'

<louise.roth@gov.bc.ca>

Subject: RE: s.15 lines for Spec Tax

Thank you Janine!

Steven Emery

Executive Director, Property Taxation Branch

From: Janine Roy <janine.roy@maximuscanada.ca>

Sent: January 31, 2019 9:16 PM

To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>

Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Usman Farooqi <usman.farooqi@maximusbc.ca>;

Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca>; XT: Nel, Chris CITZ:IN

<Chris.Nel@maximuscanada.ca>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; 'louise.roth@gov.bc.ca'

<louise.roth@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Janine Roy

<janine.roy@maximuscanada.ca>

Subject: RE: s.15 lines for Spec Tax

Hello Kally and Rick;

I have been lucky enough to get the technical team together and they were able to swap the phone numbers (no routing change was required). We have turned the threshold of ₹ back on and are all set for tomorrow morning. I tested the number through our SBC contact centre and was able to reach the Finance SVT menu.

We will make test calls to Finance SVT again at 8:00 a.m. tomorrow and will continue to monitor throughout the day.

Thanks and have a good evening.

Janine

Janine Roy

Director – Shared Applications

MAXIMUS Canada

716 Yates Street

Victoria, BC V8W 1L4

Office: 250.405.3822

Mobile: 250.686.1051

janine.roy@maximuscanada.ca

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From: Khaira, Kally FIN:EX [<mailto:Kally.Khaira@gov.bc.ca>]

Sent: Thursday, January 31, 2019 8:51 PM

To: Janine Roy; Lambrick, Rick D FIN:EX

Cc: Rajeev Purewal; Usman Farooqi; Singaravel Gunasekaran; Chris Nel; Preston, Olivia C CITZ:EX;

'louise.roth@gov.bc.ca'; Emery, Steven B FIN:EX

Subject: RE: s.15 lines for Spec Tax

Excellent. Ty

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Janine Roy <janine.roy@maximuscanada.ca>
Sent: January 31, 2019 8:50 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Usman Farooqi <usman.farooqi@maximusbc.ca>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca>; XT: Nel, Chris CITZ:IN <Chris.Nel@maximuscanada.ca>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; 'louise.roth@gov.bc.ca' <louise.roth@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Janine Roy <janine.roy@maximuscanada.ca>
Subject: RE: s.15 lines for Spec Tax

Hi Kally;

Thanks for the quick response. Let me see if I can get our tech team back on a conference bridge to set this up this evening. I will respond to this email if I can get the team together and if we can get it prepared prior to tomorrow's start up.

Thanks very much

Janine

Janine Roy
Director – Shared Applications

MAXIMUS Canada
716 Yates Street
Victoria, BC V8W 1L4
Office: 250.405.3822
Mobile: 250.686.1051
janine.roy@maximuscanada.ca

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From: Khaira, Kally FIN:EX [<mailto:Kally.Khaira@gov.bc.ca>]
Sent: Thursday, January 31, 2019 8:47 PM
To: Janine Roy; Lambrick, Rick D FIN:EX
Cc: Rajeev Purewal; Usman Farooqi; Singaravel Gunasekaran; Chris Nel; Preston, Olivia C CITZ:EX; 'louise.roth@gov.bc.ca'; Emery, Steven B FIN:EX
Subject: RE: s.15 lines for Spec Tax

Hi Janine,

See below for a response to your questions.

Kally Khaira
Director, Annual Property Tax

From: Janine Roy <janine.roy@maximuscanada.ca>
Sent: January 31, 2019 8:44 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Janine Roy <janine.roy@maximuscanada.ca>; Usman Farooqi <usman.farooqi@maximusbc.ca>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca>; XT: Nel, Chris CITZ:IN <Chris.Nel@maximuscanada.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; 'louise.roth@gov.bc.ca' <louise.roth@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>
Subject: RE: s.15 lines for Spec Tax

Hi Rick;

Rajeev forwarded me your request below. We can certainly repoint to another number at any time. We would need about 3 hours to set it up with a new routing pattern, test it and roll it in.

Did you want this done this evening so that we are transferring calls to you tomorrow? Yes, please if we can.

A couple of questions:

1. Can you please let me know if your queue limit has increased beyond s.15 Yes, we went to s.1 and will monitor and increase as needed.
 - a. Is so, please provide your queue threshold? s.15 can go up to s.1
 - b. If not, we would flood your queue right away and lose the rest of the calls
2. Based on item 1., I am not sure if there is a way to control the number of calls we would be sending to you. We have been getting up to 300 calls in the first few minutes of each day. Can we start at s. – caller s. comes thru to us and you maintain your s. call volume?

Let me know your thoughts and we can go from there.

Thanks very much

Janine

Janine Roy
Director – Shared Applications

MAXIMUS Canada
716 Yates Street
Victoria, BC V8W 1L4
Office: 250.405.3822
Mobile: 250.686.1051
janine.roy@maximuscanada.ca

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From: Rajeev Purewal
Sent: Thursday, January 31, 2019 8:21 PM
To: Janine Roy
Subject: FW: s.15 lines for Spec Tax

Hi Janine,

Please see the request below: How much work would this be? Can I leave it to you to link up with Rick on this?
Thanks

From: Lambrick, Rick D FIN:EX [<mailto:Rick.Lambrick@gov.bc.ca>]

Sent: Thursday, January 31, 2019 5:38 PM

To: Rajeev Purewal

Cc: Khaira, Kally FIN:EX; Preston, Olivia C CITZ:EX; 'Louise Roth'; Emery, Steven B FIN:EX

Subject: s.15 lines for Spec Tax

Hi Rajeev, further to our conversation OCIO has suggested that we move from transfer line s.15,s.17 to s.15,s.17
s.15. From my understanding the s.15 s.15
s.15 s.15 s.15 s.15
s.15 s.15,s.17

So we are obviously working as it stands now but if we can setup a time outside of business hours to set this up in your system and test it out that would be great.

Let me know if you require any further information. I have cc'd both our Computertalk and OCIO support just in case there are question you have that they may need to answer.

Thanks

Rick Lambrick

Sr. Business Analyst

Property Taxation Branch

Ministry of Finance

phone: 778 698-3887

email: Rick.Lambrick@gov.bc.ca

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Patriarche, Kerry FIN:EX

From: Lambrick, Rick D FIN:EX
Sent: February 1, 2019 9:35 AM
To: XT:Purewal, Rajeev HLTH:IN; Janine Roy
Cc: 'Iroth@computer-talk.com'; Preston, Olivia C CITZ:EX; Kane, Trisha FIN:EX; Khaira, Kally FIN:EX
Subject: RE: s.15 lines for Spec Tax

Hi Rajeev and Janine, I am in interviews for most of the day so if you could contact Louise Roth and cc Olivia Preston, Kally and Tisha Kane with any phone issues we should be able to figure out what is going on.

If Kally needs me she knows where I am.

Thanks
Rick

From: Rajeev Purewal
Sent: February 1, 2019 9:30 AM
To: Janine Roy
Cc: Lambrick, Rick D FIN:EX
Subject: FW: s.15 lines for Spec Tax

Hi Janine,

Any info your team can provide Rick?

From: Lambrick, Rick D FIN:EX [<mailto:Rick.Lambrick@gov.bc.ca>]
Sent: Friday, February 01, 2019 9:28 AM
To: Rajeev Purewal
Cc: 'Iroth@computer-talk.com'; Preston, Olivia C CITZ:EX
Subject: FW: s.15 lines for Spec Tax

Hi Rajeev, Computertalk is looking for more specifics on the dropped calls. Do you have anything you can provide.

Thanks

Rick Lambrick
Sr. Business Analyst
Property Taxation Branch
Ministry of Finance
phone: 778 698-3887
email: Rick.Lambrick@gov.bc.ca

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From: Louise Roth <lroth@computer-talk.com>
Sent: February 1, 2019 9:25 AM
To: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Subject: RE: s.15 lines for Spec Tax

We have taken a look and see lots of capacity available – no errors.

Not sure if specific examples could be sent that show far end (meaning s.15, is where the error is?

We have been monitoring and all looks normal – have placed back to back calls with no issues.

Merci,

Louise

From: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>
Sent: Friday, February 1, 2019 12:20 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; Louise Roth <lroth@computer-talk.com>
Subject: RE: s.15 lines for Spec Tax

Yes that DID is still active s.15,s.17 but as Rick said Maximus is redirecting now to s.15,s.17

Olivia

From: Lambrick, Rick D FIN:EX
Sent: Friday, February 1, 2019 9:19 AM
To: 'Louise Roth'
Cc: Preston, Olivia C CITZ:EX
Subject: RE: s.15 lines for Spec Tax

I would assume it because we haven't disabled that number so they both reach the same source. Olivia may be able to advise on the UC number. Maximus just redirected there phone system to the conversion number rather than using the UC.

Rick

From: Louise Roth <lroth@computer-talk.com>
Sent: February 1, 2019 9:15 AM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>
Subject: RE: s.15 lines for Spec Tax

We will take a look.
If I call the s.15, I am still reaching SVT.

I will send an update by email.

Merci,

Louise

From: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Sent: Friday, February 1, 2019 12:10 PM
To: Louise Roth <lroth@computer-talk.com>
Cc: Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>
Subject: FW: s.15 lines for Spec Tax

Hi Louise, I didn't see this email before I contacted Olivia. We have transferred the number so calls are routed through the Computertalk conversion number and there are some issue with calls not coming through this morning tjhat are being transferred from maximus to us on s.15.s.17

Can you take a look into the issue.

Thanks
Rick

From: Emery, Steven B FIN:EX
Sent: January 31, 2019 9:34 PM
To: 'Janine Roy' <janine.roy@maximuscanada.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Usman Farooqi <usman.farooqi@maximusbc.ca>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca>; XT: Nel, Chris CITZ:IN <Chris.Nel@maximuscanada.ca>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; 'louise.roth@gov.bc.ca' <louise.roth@gov.bc.ca>
Subject: RE: s.15 lines for Spec Tax

Thank you Janine!

Steven Emery
Executive Director, Property Taxation Branch

From: Janine Roy <janine.roy@maximuscanada.ca>
Sent: January 31, 2019 9:16 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Usman Farooqi <usman.farooqi@maximusbc.ca>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca>; XT: Nel, Chris CITZ:IN <Chris.Nel@maximuscanada.ca>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; 'louise.roth@gov.bc.ca' <louise.roth@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Janine Roy <janine.roy@maximuscanada.ca>
Subject: RE: s.15 lines for Spec Tax

Hello Kally and Rick;

I have been lucky enough to get the technical team together and they were able to swap the phone numbers (no routing change was required). We have turned the threshold of s back on and are all set for tomorrow morning. I tested the number through our SBC contact centre and was able to reach the Finance SVT menu.

We will make test calls to Finance SVT again at 8:00 a.m. tomorrow and will continue to monitor throughout the day.

Thanks and have a good evening.

Janine

Janine Roy
Director – Shared Applications

MAXIMUS Canada
716 Yates Street
Victoria, BC V8W 1L4
Office: 250.405.3822
Mobile: 250.686.1051
janine.roy@maximuscandada.ca

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From: Khaira, Kally FIN:EX [<mailto:Kally.Khaira@gov.bc.ca>]
Sent: Thursday, January 31, 2019 8:51 PM
To: Janine Roy; Lambrick, Rick D FIN:EX
Cc: Rajeev Purewal; Usman Farooqi; Singaravel Gunasekaran; Chris Nel; Preston, Olivia C CITZ:EX; 'louise.roth@gov.bc.ca'; Emery, Steven B FIN:EX
Subject: RE: s.15 lines for Spec Tax

Excellent. Ty

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Janine Roy <janine.roy@maximuscandada.ca>
Sent: January 31, 2019 8:50 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Usman Farooqi <usman.farooqi@maximusbc.ca>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca>; XT: Nel, Chris CITZ:IN <Chris.Nel@maximuscandada.ca>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; 'louise.roth@gov.bc.ca' <louise.roth@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Janine Roy <janine.roy@maximuscandada.ca>
Subject: RE: s.15 lines for Spec Tax

Hi Kally;

Thanks for the quick response. Let me see if I can get our tech team back on a conference bridge to set this up this evening. I will respond to this email if I can get the team together and if we can get it prepared prior to tomorrow's start up.

Thanks very much

Janine

Janine Roy
Director – Shared Applications

MAXIMUS Canada
716 Yates Street
Victoria, BC V8W 1L4
Office: 250.405.3822
Mobile: 250.686.1051
janine.roy@maximuscanada.ca

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From: Khaira, Kally FIN:EX [<mailto:Kally.Khaira@gov.bc.ca>]
Sent: Thursday, January 31, 2019 8:47 PM
To: Janine Roy; Lambrick, Rick D FIN:EX
Cc: Rajeev Purewal; Usman Farooqi; Singaravel Gunasekaran; Chris Nel; Preston, Olivia C CITZ:EX; 'louise.roth@gov.bc.ca'; Emery, Steven B FIN:EX
Subject: RE: s.15 lines for Spec Tax

Hi Janine,

See below for a response to your questions.

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Janine Roy <janine.roy@maximuscanada.ca>
Sent: January 31, 2019 8:44 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>
Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Janine Roy <janine.roy@maximuscanada.ca>; Usman Farooqi <usman.farooqi@maximusbc.ca>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca>; XT: Nel, Chris CITZ:IN <Chris.Nel@maximuscanada.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; 'louise.roth@gov.bc.ca' <louise.roth@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>
Subject: RE: s.15 lines for Spec Tax

Hi Rick;

Rajeev forwarded me your request below. We can certainly repoint to another number at any time. We would need about 3 hours to set it up with a new routing pattern, test it and roll it in.

Did you want this done this evening so that we are transferring calls to you tomorrow? Yes, please if we can.

A couple of questions:

1. Can you please let me know if your queue limit has increased beyond s.15 Yes, we went to s.1 and will monitor and increase as needed.
 - a. Is so, please provide your queue threshold? s.15 can go up to s.1
 - b. If not, we would flood your queue right away and lose the rest of the calls
2. Based on item 1., I am not sure if there is a way to control the number of calls we would be sending to you. We have been getting up to 300 calls in the first few minutes of each day. Can we start at s – caller s comes thru to us and you maintain your s call volume?

Let me know your thoughts and we can go from there.

Thanks very much

Janine

Janine Roy

Director – Shared Applications

MAXIMUS Canada

716 Yates Street

Victoria, BC V8W 1L4

Office: 250.405.3822

Mobile: 250.686.1051

janine.roy@maximuscand.ca

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To: Janine Roy

Subject: FW: s.15 lines for Spec Tax

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Sent: Thursday, January 31, 2019 5:38 PM

To: Rajeev Purewal

Cc: Khaira, Kally FIN:EX; Preston, Olivia C CITZ:EX; 'Louise Roth'; Emery, Steven B FIN:EX

Subject: s.15 lines for Spec Tax

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s.15. From my understanding the s.15 s.15
s.15 s.15 s.15
s.15 s.15,s.17

So we are obviously working as it stands now but if we can setup a time outside of business hours to set this up in your system and test it out that would be great.

Let me know if you require any further information. I have cc'd both our Computertalk and OCIO support just in case there are question you have that they may need to answer.

Thanks

Rick Lambrick

Sr. Business Analyst

Property Taxation Branch

Ministry of Finance

phone: 778 698-3887

email: Rick.Lambrick@gov.bc.ca

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Patriarche, Kerry FIN:EX

From: Louise Roth <lroth@computer-talk.com>
Sent: February 1, 2019 1:23 PM
To: Khaira, Kally FIN:EX; Janine Roy; XT:Purewal, Rajeev HLTH:IN
Cc: Lambrick, Rick D FIN:EX; Kane, Trisha FIN:EX
Subject: RE: complaint regarding phone wait list over one hour and tape has run out

I will need to listen to message 60050 to hear what it says – that is the message being played if EWT is >15min

You don't happen to have an example of the Callback reported issue?

Merci,

Louise

From: Khaira, Kally FIN:EX
Sent: Friday, February 1, 2019 3:33 PM
To: Louise Roth ; Janine Roy ; XT:Purewal, Rajeev HLTH:IN
Cc: Lambrick, Rick D FIN:EX ; Kane, Trisha FIN:EX
Subject: FW: complaint regarding phone wait list over one hour and tape has run out

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Graboski, Anne FIN:EX
Sent: February 1, 2019 12:31 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Subject: RE: complaint regarding phone wait list over one hour and tape has run out

Another call issue from our finance team:

So many people being told 15 minute wait and then it ends up being over 40 minutes and in addition they are entering their call back #'s and the system is telling them their telephone #'s are invalid...even though they ultimately got a call backl.

From: Khaira, Kally FIN:EX
Sent: February 1, 2019 12:24 PM
To: Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>
Cc: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Morrison, Brian G FIN:EX <Brian.G.Morrison@gov.bc.ca>
Subject: RE: complaint regarding phone wait list over one hour and tape has run out

We are actively working to identify where these issues are occurring...I know that the caller is probably already upset, but if we can dig a little more that would be extremely beneficial.

Where in the process is the caller being disconnected, a call history log would be helpful.
ty

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Graboski, Anne FIN:EX
Sent: February 1, 2019 12:06 PM
To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>
Cc: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Morrison, Brian G FIN:EX <Brian.G.Morrison@gov.bc.ca>
Subject: FW: complaint regarding phone wait list over one hour and tape has run out

Feedback on call quality

From: Morrison, Brian G FIN:EX
Sent: February 1, 2019 12:03 PM
To: Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>
Subject: FW: complaint regarding phone wait list over one hour and tape has run out

Hi Anne,

Not sure if you are interested in TP feedback.

Thank you,

Brian Morrison
Manager, Client Services
Receivables Management Office
Ministry of Finance

Tel: 250-387-8623 | Fax: 250-356-5604 | Toll Free: 1-866-566-3066
Email: Brian.G.Morrison@gov.bc.ca



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From: Newton, Dorothy FIN:EX
Sent: February 1, 2019 11:18 AM
To: Morrison, Brian G FIN:EX <Brian.G.Morrison@gov.bc.ca>
Subject: RE: complaint regarding phone wait list over one hour and tape has run out

Further complaint message machine breaking up very static fear of cutting of from the client She waited and from 10:15 to 10:40 holding but finally got a call back 11:03 by me

Confirmation number ~~s.22 (3)(e), S.79, SVTA s.120(10)~~

Thanks

Dorothy Newton / Collections Analyst, Client Services

Receivables Management Office
Revenue Division | Ministry of Finance
Toll free 1 866-566-3066 Option 4 Extn 1103, If outside of Canada dial 1-250-387-6727 Option 4 Extn 1103, Fax 250-356-6445

E-mail: Dorothy.newton@gov.bc.ca

Website: <http://www.fin.gov.bc.ca/rev.htm>

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From: Morrison, Brian G FIN:EX
Sent: February 1, 2019 10:25 AM
To: Newton, Dorothy FIN:EX <Dorothy.Newton@gov.bc.ca>
Subject: RE: complaint regarding phone wait list over one hour and tape has run out

Thank you Dorothy I passed this on.

Brian Morrison

Manager, Client Services
Receivables Management Office
Ministry of Finance

Tel: 250-387-8623 | Fax: 250-356-5604 | Toll Free: 1-866-566-3066
Email: Brian.G.Morrison@gov.bc.ca



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From: Newton, Dorothy FIN:EX
Sent: February 1, 2019 10:22 AM
To: Morrison, Brian G FIN:EX <Brian.G.Morrison@gov.bc.ca>
Subject: complaint regarding phone wait list over one hour and tape has run out

Hi

I got the complaint the tape said 15 min after one hour so not sure of what it says

Dorothy Newton / Collections Analyst, Client Services

Receivables Management Office

Revenue Division | Ministry of Finance

Toll free 1 866-566-3066 Option 4 Extn 1103, If outside of Canada dial 1-250-387-6727 Option 4 Extn 1103, Fax 250-356-6445

E-mail: Dorothy.newton@gov.bc.ca

Website: <http://www.fin.gov.bc.ca/rev.htm>

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Patriarche, Kerry FIN:EX

From: Janine Roy <janine.roy@maximuscanada.ca>
Sent: February 1, 2019 9:57 PM
To: Khaira, Kally FIN:EX
Cc: Leskiw, Aaron O CITZ:EX; Lambrick, Rick D FIN:EX; Louise Roth; Eason, Jeannette CITZ:EX; Strobl, Lou CITZ:EX; XT:Purewal, Rajeev HLTH:IN; john.kappos@allstream.com; Singaravel Gunasekaran; dmapplebeck@computer-talk.com; Usman Farooqi; Preston, Olivia C CITZ:EX; XT: Nel, Chris CITZ:IN
Subject: RE: Issues with SBC Transfers to FIN Spec Tax

No problem! Have a great weekend!

Janine

Janine Roy
Director – Shared Applications
MAXIMUS Canada
716 Yates Street
Victoria, BC V8W 1L4
Office: 250.405.3822
Mobile: 250.686.1051
janine.roy@maximuscanada.ca

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

From: Khaira, Kally FIN:EX [mailto:Kally.Khaira@gov.bc.ca]
Sent: Friday, February 01, 2019 8:05 PM
To: Janine Roy
Cc: Leskiw, Aaron O CITZ:EX; Lambrick, Rick D FIN:EX; Louise Roth; Eason, Jeannette CITZ:EX; Strobl, Lou CITZ:EX; Rajeev Purewal; john.kappos@allstream.com; Singaravel Gunasekaran; dmapplebeck@computer-talk.com; Usman Farooqi; Preston, Olivia C CITZ:EX; Chris Nel
Subject: Re: Issues with SBC Transfers to FIN Spec Tax

Excellent. Thank you Janine for handling this and everyone for really making this a priority to resolve the issue. Ty.

Sent from my iPhone

On Feb 1, 2019, at 6:26 PM, Janine Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>> wrote:

Please be advised that we have found the issues with why the transfers to FIN Spec Tax line were being sent to s.15,s.17 s.15. This phone number was embedded in the agent directory and they were auto transferring the calls, not manually dialing. We have now updated the Agent Directory with the correct number s.15,s.17 to rectify this issue.

As well, we have instructed the agents to ensure that if they receive a call from a Citizen complaining that, on transfer, they heard an error message such as "I am sorry we are experiencing technical difficulties and are unable to process your call. Please try your call again later" and the call drops, that they are to request the Citizen's phone number and the time (or close to the approximate time) that they heard the message. The agents should then warm transfer Citizen's thereafter and stay with them on the call until they reach the FIN Spec Tax queue. Should they hear the error message, the agent will immediately press the send error report button which will alert MAXIMUS Technical resources to the problem so we can investigate.

MAXIMUS IT resources will continue to monitor throughout the weekend and throughout next week. Agents have been asked to forward to their supervisor any issues of this nature who will send it on to IT.

I will be releasing the bridge at this point and will be monitoring via email and watching the queue for any signs of issues.

My cell number is in my signature block below so please call me if you have any concerns.

Thanks very much

Janine

Janine Roy
Director – Shared Applications
MAXIMUS Canada
716 Yates Street
Victoria, BC V8W 1L4
Office: 250.405.3822
Mobile: 250.686.1051
janine.roy@maximuscana.ca<mailto:janine.roy@maximuscana.ca>

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Sent: Friday, February 01, 2019 5:11 PM
To: Khaira, Kally FIN:EX; Janine Roy; Lambrick, Rick D FIN:EX; Louise Roth; Eason, Jeannette CITZ:EX; Strobl, Lou CITZ:EX; Rajeev Purewal; john.kappos@allstream.com<mailto:john.kappos@allstream.com>; Singaravel Gunasekaran; dmapplebeck@computer-talk.com<mailto:dmapplebeck@computer-talk.com>; Usman Farooqi; Preston, Olivia C CITZ:EX
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If OCIO support needed please call me:
Aaron Leskiw 250-818-6774

From: Khaira, Kally FIN:EX
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To: Janine Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca<mailto:Rick.Lambrick@gov.bc.ca>>; Louise Roth <lroth@computer-talk.com<mailto:lroth@computer-talk.com>>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca<mailto:Jeannette.Eason@gov.bc.ca>>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca<mailto:Aaron.Leskiw@gov.bc.ca>>; Strobl, Lou CITZ:EX <Lou.Strobl@gov.bc.ca<mailto:Lou.Strobl@gov.bc.ca>>; XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca<mailto:Rajeev.purewal@maximusbc.ca>>; john.kappos@allstream.com<mailto:john.kappos@allstream.com>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca<mailto:singaravel.gunasekaran@maximusbc.ca>>; dmapplebeck@computer-talk.com<mailto:dmapplebeck@computer-talk.com>; Usman Farooqi <usman.farooqi@maximusbc.ca<mailto:usman.farooqi@maximusbc.ca>>
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Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Khaira, Kally FIN:EX
Sent: February 1, 2019 4:45 PM
To: Janine Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca<mailto:Rick.Lambrick@gov.bc.ca>>; Louise Roth <lroth@computer-talk.com<mailto:lroth@computer-talk.com>>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca<mailto:Jeannette.Eason@gov.bc.ca>>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca<mailto:Aaron.Leskiw@gov.bc.ca>>; Strobl, Lou CITZ:EX <Lou.Strobl@gov.bc.ca<mailto:Lou.Strobl@gov.bc.ca>>; Rajeev Purewal <Rajeev.purewal@maximusbc.ca<mailto:Rajeev.purewal@maximusbc.ca>>; usman.farooqui@maximusbc.ca<mailto:usman.farooqui@maximusbc.ca>; john.kappos@allstream.com<mailto:john.kappos@allstream.com>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca<mailto:singaravel.gunasekaran@maximusbc.ca>>; dmapplebeck@computer-talk.com<mailto:dmapplebeck@computer-talk.com>
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Kally Khaira
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t: 778.698.9536 | c: 250.893.7102