

3847 Joyce Street  
Vancouver, BC, V5R 4W9

December 18<sup>th</sup>, 2019

Jacquie Feichtinger  
4535 Canada Way  
Burnaby, BC V5G 1J9

Dear Mrs. Feichtinger,

Overcoming the increased number of CCTS complaints filed by Teus customers has been a continuous struggle in the Burnaby call centre for the past year. In order to help reduce the number of CCTS complaints, please consider this formal report. This formal report investigates issues with the current call centre procedure and recommends various implementations to the current call handling procedure.

This formal report contains data collected directly from the CCTS 2018 annual report and surveys completed by Burnaby front line agents and managers. The outcome of the data collected and survey results suggest gaps in the current call centre procedure and recommendations for bridging this gap between Telus customers and call centre agents. The formal report will also highlight the expected outcomes and overall impact on the call centre.

Thank you for taking the time to consider this formal report. If you have any questions or concerns regarding this formal report, please do not hesitate to contact me at [lisaliang@alumni.ubc.ca](mailto:lisaliang@alumni.ubc.ca).

Kind regards,

Lisa Liang