

BC One Call – New Service Provider FAQ

Why did BC One Call change its vendor?

BC One Call had used the same service provider – AccuLink – for over 12 years and proved itself to be a capable contact centre operator. However, over that period other organizations had developed capabilities in the damage prevention sector that went beyond just processing tickets. Therefore, rather than renewing its contract with AccuLink, this year BC One Call instead decided to issue a Request for Proposal and assess what other options may be available. Alberta One Call was selected through that process.

Why did BC One Call select Alberta One Call?

Alberta One Call has developed a comprehensive business focused solely on damage prevention. Beyond operating a contact centre to process locate requests, Alberta One Call also offers expanded services to members and the contracting community that can also be offered to members and contractors in British Columbia.

In addition, BC One Call was faced with a need to invest to renew its telephone and online ticket processing systems. We believed there could be cost savings achieved through ‘economies of scale’ by using Alberta One Call’s existing systems rather than making investments on its own.

Alberta One Call is based in Calgary. Are requests going to be processed from Alberta or BC?

The Burnaby office will continue to house the primary processing centre, with additional support and after-hours operations handled by staff in Alberta or remote agents which may be located in either province.

Is Alberta One Call retaining existing BC employees?

The BC One Call Board of Directors and Alberta One Call are making every effort to preserve the current BC One Call staff. Alberta One Call values of the experience those employees bring and the relationships they have built with the BC damage prevention community.

Are locate ticket prices changing?

No. Members will continued to be charged at a rate of \$2.25 per ticket.

When does the change over take place?

Alberta One Call takes over contact centre operations on December 21, 2016.

Is BC ONE CALL merging with Alberta One Call?

No. Alberta One Call is being retained as a service provider under contract. BC One Call will continue to have its own board and Executive Director, to which Alberta One Call will report as a service provider. Similarly, Alberta One Call will continue to be an independent not-for-profit that will report to its board.

Over time, it is possible that BC One Call and Alberta One Call could move to become more integrated. However, any such direction will require considerable review and discussion by the boards of both organizations, with input from their members. Pursuing this integration is not currently a priority and no discussions are underway.

Why are fax requests being eliminated?

Requests submitted by fax require outdated legacy equipment, additional transmission queue

monitoring time, additional archiving processes to keep historical data, and considerable manual labour to process in the contact centre – increasing the frequency of transcribing/processing errors, and increasing the cost of operating the contact centre. In order to meet our objective of keeping the cost of damage prevention affordable for BC One Call members, it makes the most sense to take advantage of newer technologies that allow for electronic communications that decrease costs and processing times.

The new web portal allows current fax users to submit their locate requests in almost the same fashion as they do with fax machines now.

What immediate changes will members and requestors enjoy?

Most of the process for users and members will remain unchanged when the transition takes place. Some significant features and changes that will be rolled out almost immediately are:

Web Ticket Entry: Launch of the new “Web Portal” will replace the old “E-Ticket” technology. There will be no change to the website address or access point, but things may look a little different to those familiar with E-ticket pages and forms. Existing user log in information will be transferred automatically to the new system.

User Training: Online documentation, videos and Live Webinars will be available to assist users with the transition to placing requests online.

Chat Support: Online chat support will be available for web users if they have questions while trying to enter an online locate request.

Hours of Operation: The hours of operation for placing Routine locate requests by phone will be changed to 8:00 am to 4:00 pm. Web Portal requests and Emergency requests will be accepted 24/7 as usual.

Emergency Request Callouts: When an Emergency Locate Request is placed outside of business hours, the information on the ticket is called out to any affected members on the ticket to ensure they have received the critical, time-sensitive information. During regular business hours, members whose office hours indicate their offices are open will not receive a phone call to advise them of an emergency transmission. With almost no exceptions, daytime call outs result in a simple confirmation that the ticket was received. It is operationally more efficient to have contact centre agents available to process incoming requests and serve customers. Members whose offices are open will be responsible for making sure incoming transmissions are sufficiently monitored for incoming Emergencies. Emails and FTP transmissions of Emergencies are flagged as “Urgent” for easy identification.

Interactive Voice IVR: There will be new menu options when you call BC One Call. The 1-800 number will be a single access point into the contact centre. We can better serve customers by getting them to the right place faster and keeping agents available for incoming locate requests.

Social Media Presence: BC One Call will be engaging stakeholders on whatever their preferred channels are. Our support team is available to respond to questions and concerns whether they come through info@ email, by phone, by Twitter or via Facebook post.