



Veterans Affairs
Canada

Deputy Minister

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28 April 2022

John Williamson, M.P.
Chair, Standing Committee on Public Accounts
Sixth Floor, 131 Queen Street
House of Commons
Ottawa ON K1A 0A6

Dear Mr. Williamson,

Thank you for your letter dated 4 April 2022 seeking clarification on our June 2021 response to Recommendation 3 of the Report of the Auditor General of Canada and, in particular, the inquiry as to whether our Department accounts for telephone calls where the caller disconnects after being placed on hold.

Veterans Affairs Canada includes all abandoned calls (no matter the wait time in queue) in the calculation of its overall performance results. As such, our service standard tracks how many calls are answered within two minutes. For 2021-2022, our performance against the service standard was 78.5%, noting 95.4% of all incoming calls were answered, with an overall average wait time of 1 minute and 15 seconds.

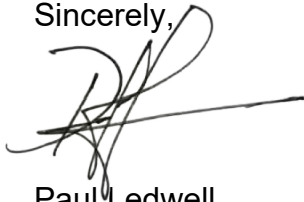
Veterans Affairs Canada does not track the number of calls that are abandoned where a caller decides to disconnect the call when it is already being handled by an agent (for example, the analyst puts a Veteran on hold to ensure the correct information is provided or is in the process of transferring the call to the proper area). A Veteran may decide to terminate a call for various reasons that are out of the control for the agent handling the call.

We do not believe this impacts the assessment of call centre performance metrics as it is likely to be a small percentage of calls abandoned relative to the overall call volumes. We use quality assurance processes to train staff and monitor performance to limit time a caller may spend on hold.

Canada 

We hope this clarifies this point but please contact us if any more information is required. Thank you for your continued involvement and advocacy on behalf of Canadian Veterans and their families.

Sincerely,

A handwritten signature in black ink, appearing to be 'PL', with a long horizontal stroke extending to the right.

Paul Ledwell
Deputy Minister