MCMPS Ticket Tracker

User Guide
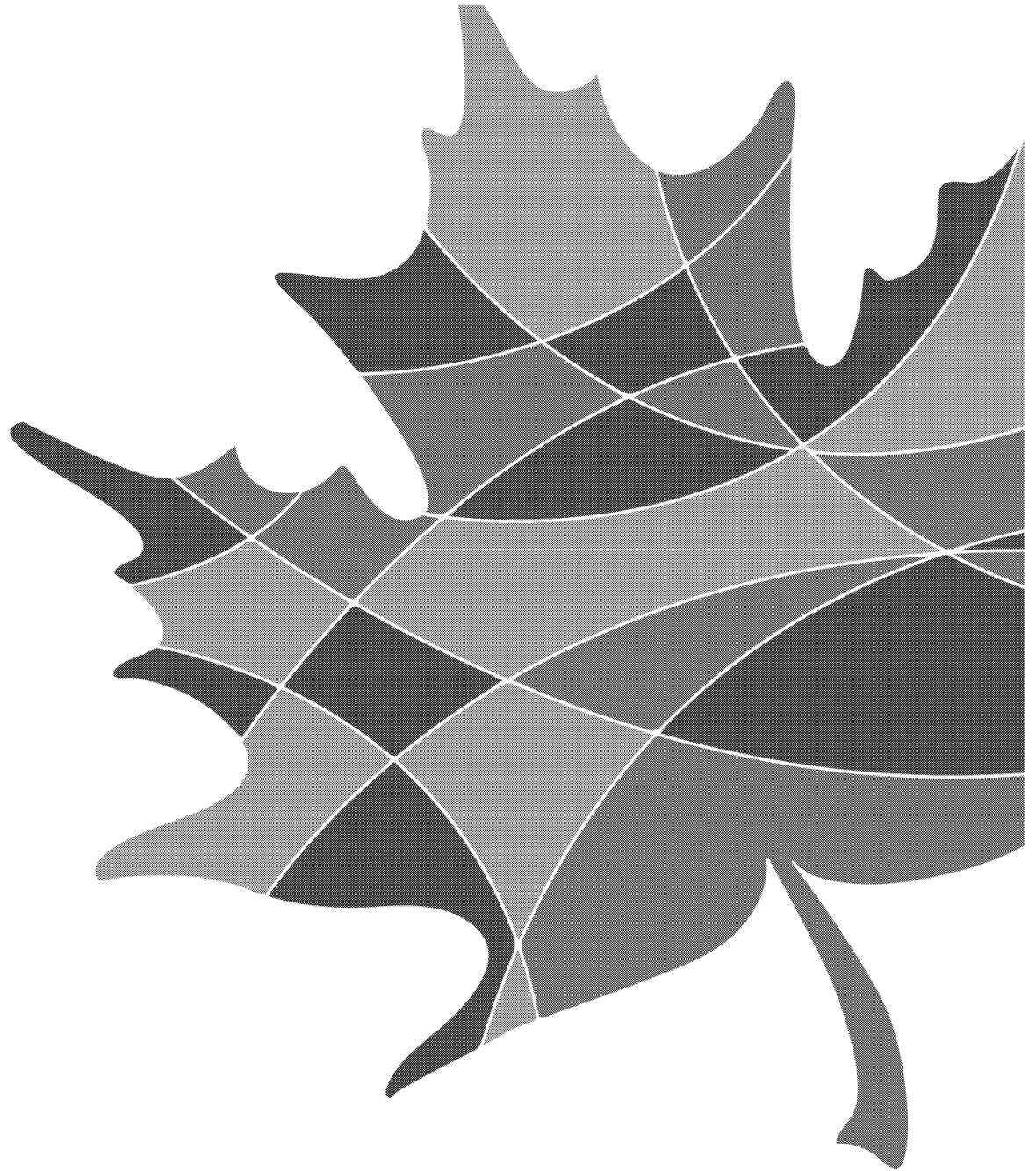
Date: August 2020

Version: 0.1
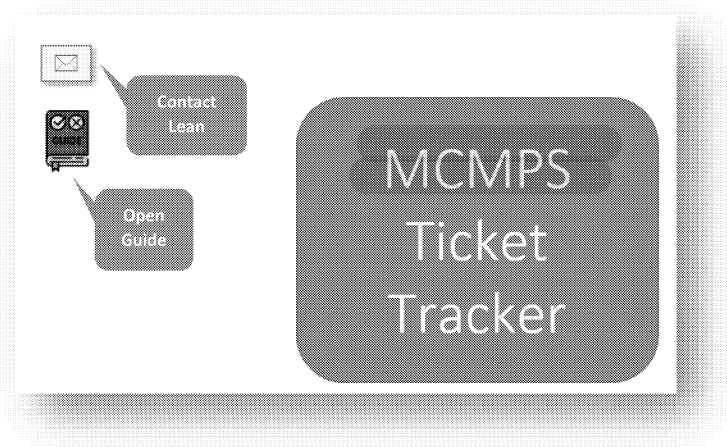
Table of contents

Tool overview

This tool allows MCMPS agents to track their exchanges with MPs' offices.

When you click on **MCMPS Ticket Tracker** on the tool's home page, you will see the interface below.

Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

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1. Search

Search of interaction

The search can be done either with:

- The number of the interaction (*with the MP's office*)
- The ticket number
- The application number
- UCI: unique customer identification

✦ To copy-paste the above numbers, use the keyboard shortcuts ***Ctrl + C and Ctrl + V***. Do not use the mouse to copy and paste.

Press **Enter** on your keyboard to start the search.

More than one ticket may correspond to the same application number or UCI. If so, just double-click on the ticket you need in the list of tickets found.
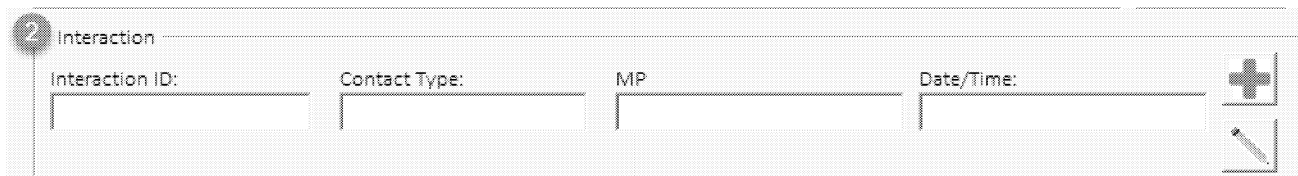
Controls

In the **Control** section, you can:

- Change the language of the tool by clicking on   FR
    - o _**Note:**_ _this icon will also erase all the information displayed in the original language._

- Change to Ottawa interface by clicking on   Ottawa
    - o _Only MCMPS agent at Ottawa should use this interface!!!_

- Generate a follow-up report for a given period of time by clicking on

- Access the Quick Tool by clicking on
    - o You can work on both the Quick Tool and Ticket Tracking simultaneously.

2. New Interaction

Add an interaction
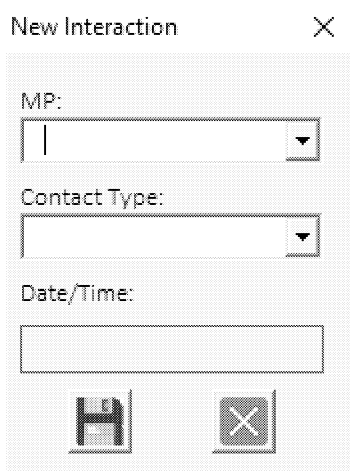
To add a new interaction, click on

2 Interaction				
Interaction ID:	Contact Type:	MP	Date/Time:	

Then, fill in the information in the **New Interaction** form.

New Interaction ✕

MP:

Contact Type:

Date/Time:

MP: choose the MP's office with which the officer has interacted.
If the interaction was with someone other than the MP's assistant, select N/A in the list of choices.

Type of contact: contact with the MPs' offices can be made either by voice message, email or phone.

- o   *If you choose the option **by email**, this message below will pop up.*

Microsoft Excel   ✕

Please select the Email then press OK

OK

1. *Select the corresponding email in the **CE CSC MP Question inbox***
2. *Return to the tool to click **OK**. The date of reception of the email will be directly recorded in the tool.*

Date/Time: Today's date is displayed by default.
Click on the date if you want to change the date or time of the interaction.
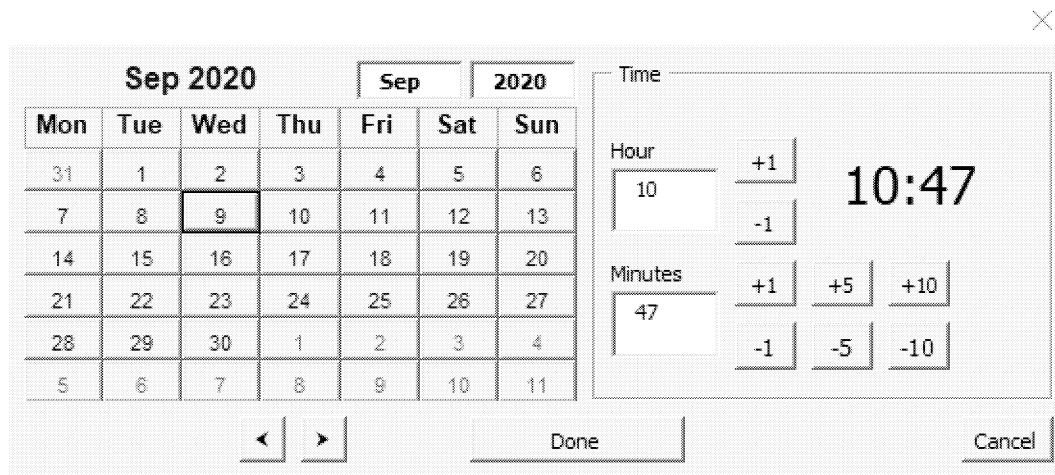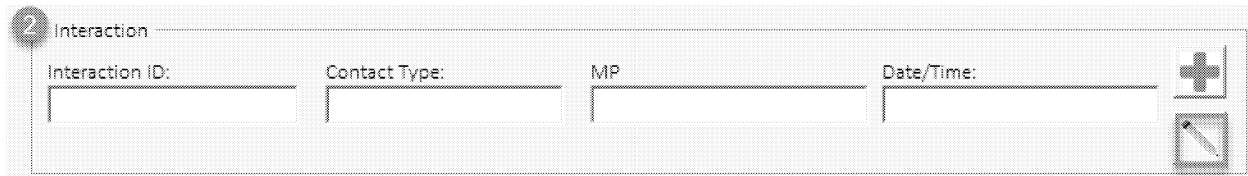
When you click 💾 to save, the **New Interaction** window will be automatically closed. You can also choose to close the window without saving by clicking ⊠.

Modify an interaction

In the **Search** section, find the interaction to be modified and then click on the red framed icon.
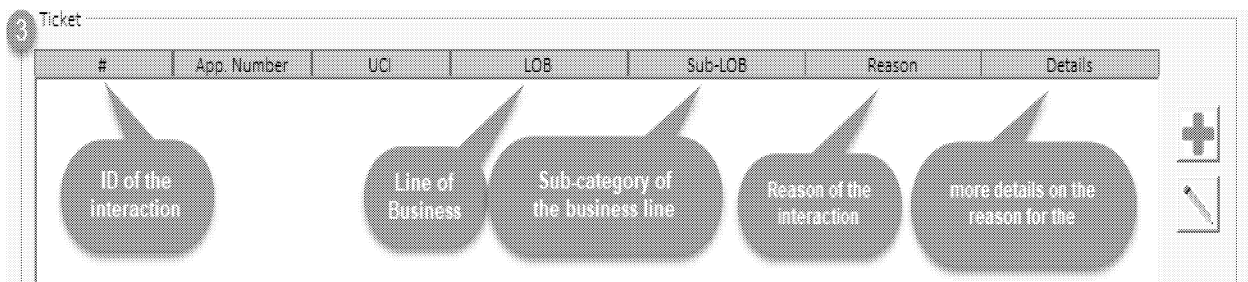
You will then be able to modify all the information of the interaction (PM, Contact Type and Date/Time).

Save the changes made by clicking on 💾 .

3. Ticket:

This section allows you to display the information related to a ticket:

Add a new ticket

To add a new ticket, click on ➕ and complete the required information:

New Ticket ✕

Application Number: [|]

UCI

LOB: [▼]

Sub-LOB: [▼]

Reason: [▼]

Reason Detail: [▼]

Region: [▼]

Source Office: [▼]

Comment

Date de Création: [7/13/2021 11:05:22 AM]

Note that you need to choose or create an interaction first before creating a ticket otherwise the following error message will appear.

Microsoft Excel ✕

You must first select or create an interaction.

[OK]
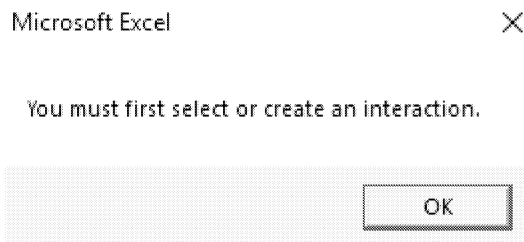
Modify a ticket

To change the information related to a ticket, click on ✎ window below will be opened.

Once you have modified the information in the window below, click on you're the option bellow :

I. to save 💾
II. to save and create a *close* event 🔳
III. to save and create a *referral sent* event 🔳
IV. to save and create an *incoming correspondence* event 📩
V. to close the window without saving. ❌

Billet # 3508

Num de demande: A123456789

IUC: 123456789

LOB: CdI-TVR

Sub-LOB: Réf. Doc de voyage

Raison: Informations au dossier

Détail Raison: Info général

Région: MED

Bureau Source:

Commentaire

Date de Création: 8/09/2020 18:53

Please note that the date of the ticket cannot be changed

*** Note that the comments section is associated with the event, not the ticket. If you save the ticket without creating an event you would lose your comment.***

4. Event
When you select a ticket in the **Ticket** section, information about the action taken will be displayed in the **Event** section.

Event

Date/Time	Event Type	Employee	Comment

Add a new event
First, choose the ticket for which you want to add an event and click on [+]. If you click on [+] without having selected a ticket in the **Ticket** section, the following message will pop up:

Microsoft Excel ✕

⚠ Please select a ticket to edit.

OK
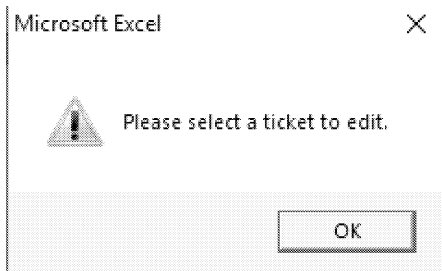
Then fill in the information related to the new event in this form:

New Event ✕

Common Events

Contacted MP	Follow up by MP
Incoming Corresp.	Update Received
Referral	Escalation
No Action Required	Case Closed

The most common actions taken

Event List: [▼]

The complete list of actions can be found

Comment

[   ]

10/09/2020 14:55

click on the date to change it

10
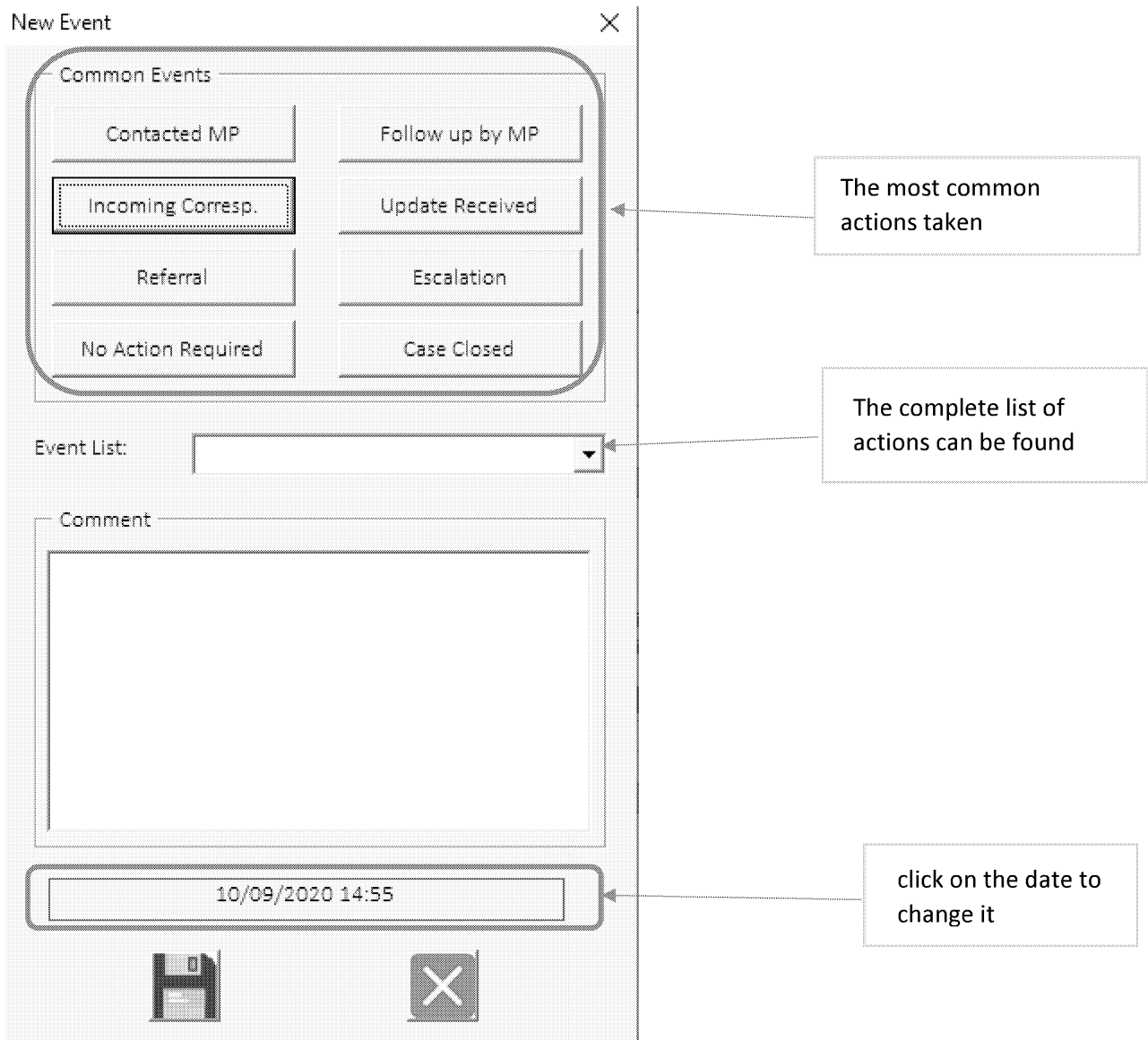
Modify an event

Select an event in the **Event** section, click on ✎ and make the necessary changes in the form below.

Note that you cannot delete an event. If you don't want to keep an event anymore for any reason, you can select it in the **Event** section, click on ✎ I choose **Case Closed**. However, if you change your mind, the same event can be re-opened. To do this, simply select the event and choose a new event type.

GCMS Note

Click on the yellow framed icon.

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This form will then be displayed with a suggested note for GCMS according to the type of event chosen. You can edit or delete this note.

Then click ⊞ for the note to be copied to the clipboard or close the window without saving by clicking on ⊠.

GCMS   ✕

Here is a suggested note for GCMS, based on what you've selected:

Received reply from CIO-Sydney: OFFICER. Called/Emailed NAMEofASSISTANT from the office of   to provide response. FMO
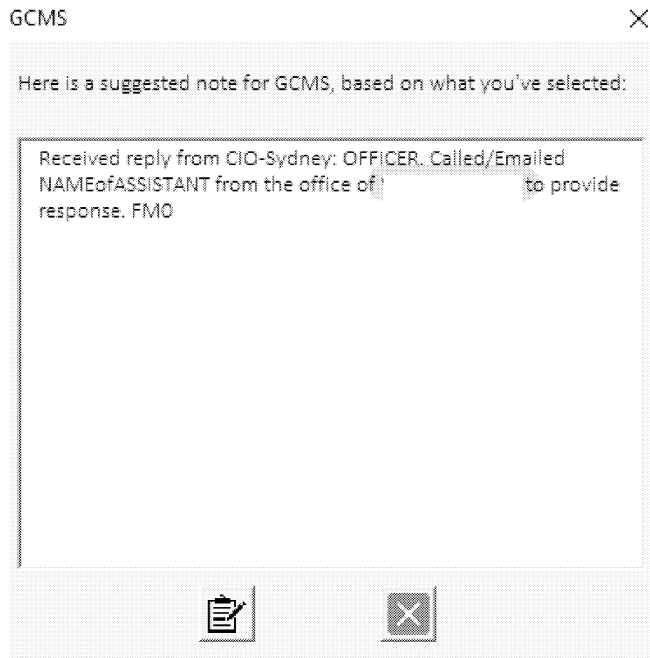
5. Report

To generate a report of your ticket tracking for a specific period of time, click on the yellow framed icon.

Search
Interaction ID: Ticket Number: Application Number: UCI

Controls
Ottawa   FR
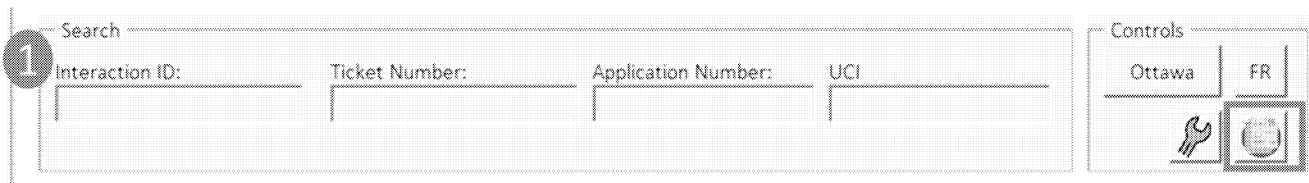
Then complete the **Settings** section and choose if you want to get a report for all your tickets (open and closed) or only for your open tickets or those that have been closed.

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Report ✕

Description

This report allows you to retrieve information about interactions (tickets and events) between the start and end dates selected.

It is possible to display all tickets, only the open ones or only closed ones.

Settings

Start date   4/09/2020

End Date   4/11/2020

☐ Show for all employees

☐ Cancel automatic format

Delete choices

** for management purposes only**

Agents are not able to see each other's reports.

Reserved for the Statistics team

Choose **the start and end date** of the report and click ▭ to generate the report.

Example of a Report

Interaction				Ticket										Event		
Interactio	MP	Contact typ	Date	Ticke	app Numbe	UCI	LOB	Sub LOB	Reason	Detail	Regio	Source Offic	Employee	Date	Event Type	Employee
				474		0	TR	TRP	Urgent Case			IPRMS		1/09/2020	Closed	
														1/09/2020	Contacted MP	
														1/09/2020	Update Rec'd	
														4/09/2020	Contacted MP	
														1/09/2020	Contacted MP	
														1/09/2020	Contacted MP	

Use the filters to get more precise information

The report can be generated without the format pre-set by the tool by ticking the *Cancel automatic format* checkbox. The report cells will not be merged and will appear as follows:

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Interaction				Ticket										Event		
Interaction	MP	Contact type	Date	Ticket	app Number	UCI	LOB	Sub LOB	Reason	Detail	Region	Source Office	Employee	Date	Event Type	Employee
101		Voicemail	9-09-2020	3515		123	COI-RTD	Cert. of Ident.	Information on file	General info	Local	Calgary	Name	44083	Contacted MP	Name
101		Voicemail	9-09-2020	3515		123	COI-RTD	Cert. of Ident.	Information on file	General info	Local	Calgary	Name	44083	Follow up by MP	Name
101		Voicemail	9-09-2020	3515		123	COI-RTD	Cert. of Ident.	Information on file	General info	Local	Calgary	Name	44083	Closed	Name

If you choose to leave the report with the automatic format, it will appear as follows:

Interaction				Ticket										Event		
Interaction	MP	Contact type	Date	Ticket	app Number	UCI	LOB	Sub LOB	Reason	Detail	Region	Source Office	Employee	Date	Event Type	Employee
101		Voicemail	9-09-2020	3515		123	COI-RTD	Cert. of Ident.	Information on file	General info	Local	Calgary	Name	9-09-2020	Contacted MP	Name
														9-09-2020	Follow up by MP	Name
														9-09-2020	Closed	Name

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A3239237_14-000096
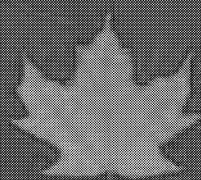
IRCC Call Centre

Participant's guide

Information Centre for Members of Parliament and Senators (ICMPS) Line

August 2018

Course Objectives

First of all, I would like to take a minute to welcome you all!

The objective of this training is to provide you with the knowledge and tools you will need in order to provide correct information to Members of Parliament/Senators.

In order to achieve these objectives you will learn about the Information Centre for the Members of Parliament and Senators (ICMPS) line. You will have an introduction to these lines of business and their related procedures and work tools.

Topics that will be covered in this module include the following:

★ Information Centre for the Members of Parliament and Senators (ICMPS) line
★ Working tools
★ Call centre and ICMPS CHD
★ Best practices

The participants guide includes exercises as well as blank pages at the end so that you may take notes.
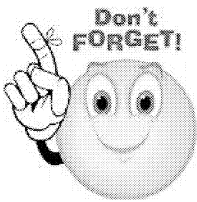
Remember, this training is for YOU so feel free to ask questions!

The **only** stupid question is the one that's not asked.

Instructions

In order to make sure that you are all comfortable with the information being provided, we have created some exercises to help you put it all into practice.

For all of the following exercises you will need to access some or all of the following working tools:

★ WebCart – including ICMPS section
★ National Web site
★ GCMS
★ Parliament of Canada Website
★ MP Ticketing System

Where are my ICMPS tools?

Procedures
★ WebCart > Procedures > ICMPS

MP Tracker
★ G:\Outils_Partagés\ICMPS \Tracking tools\MP Ticket Tracker
★ Procedures> ICMPS> Job Aids > Filling out the ticket tracker

You will be given access to the following:

★ From IT:
  ○ IRCC.CECSCMPQuestion-QuestionDeputeCSCEC.IRCC@cic.gc.ca
  ○   @cic.gc.ca
  ○ GC Docs
★ From VCC: MP skills sets including outbound
★ From Procedure: Info-Client 'super user' box
★ From Stats: access to ICMPS tracker
★ RMSD for all accesses

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MP Enquiry

File at:
CPR
Local CIC
Visa office

Political/Media related

Non-IRCC

General Question

Case Specific

Refer to Ministerial Enquiries Division (MED)

InfoClient

Refer to concerned office/ministry

Provide Info

InfoClient

Info is available

Action required

Provide info

InfoClient

Send referral to appropriate contact

Organization on Connexion: http://cicintranet.ci.gc.ca/connexion/about-apropos/org/index-eng.aspx

Regions
Centralized Processing Region (CPR)
Other:
    International (IR)
    Eastern region
    Ontario region
    Western region

Non-IRCC
Examples include:
    Healthcare, CBSA, DFAIT, ESDC, Passport Canada

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Procedures for MP

WebCart/ Procedures/ ICMPS/

INFORMATION CENTRE FOR MEMBERS OF PARLIAMENT AND SENATORS (ICMPS)

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MP/Senator Ticketing

System

Ticketing System: G:\Outils_Partagés\ICMPS\Tracking tools\ MP Ticket Tracker
Guide: G:\Outils_Partagés\ ICMPS\Tracking tools\ MP Ticket Tracker - Guide

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To make an MP call with IC
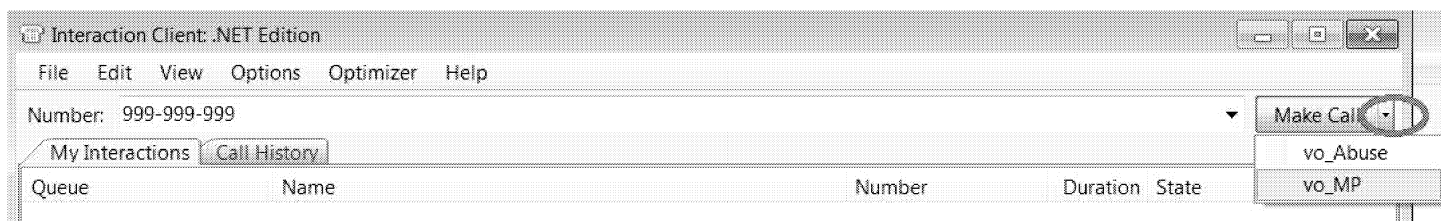
How can the MPs contact us at ICMPS?

Telephone:	1-844-804-4371
Email:	CIC-Question-MP@cic.gc.ca
(New)	IRCC.CECSCMPQuestion-QuestionDeputeCSCEC.IRCC@cic.gc.ca
Fax:	1-844-267-0932

Ministerial Enquiries Division (MED)

Reference Document for Members of Parliament and Senators

Telephone:	613-948-8777
Email:	IRCC.MPEnquiries-DemandesdesDeputes.IRCC@cic.gc.ca
Fax:	613-952-5533

Quality

Quality Assurance Material

- Quality Assessment Form - ICMPS calls
- Description of the Quality Assessment Form – ICMPS calls
- Quality Assessment Form - ICMPS Emails
- Description of the Quality Assessment Form - ICMPS Emails

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MP Privacy Exercise

1. How do you confirm that you are speaking with a Federal MP assistant?

_____

_____

_____

2. How do you confirm that you are not breaching a client's privacy?

_____

_____

_____

3. How does a constituent give consent to his MP and assistants?

_____

_____

_____

MP Judgment and Procedural Exercises

For the following scenarios; think of what procedure this falls under. What tools you will consult. What you would advise a client in the same scenario. Does an exception need to be made? If so, why? How will you present this information or solution to the MP assistant?

Scenario 1

MP office is requesting a status update on a Citizenship Proof that was transferred to PS. The MP office wants to know why it's taking longer than the posted processing times and why it was transferred to PS.

_____

_____

_____

Scenario 2

MP office is requesting a status update on a sponsorship. Notes indicate that the applicant will be called for an interview but there is no indication of when. In the notes you see that some documents provided with the application may be fraudulent and the sponsor is being investigated for misrepresentation.

_____

_____

_____

Scenario 3

An MP assistant is requesting an update on an application for which a CC agent already sent a referral following an enquiry from the client. Can you send a referral on behalf of the MP?

_____

_____

_____

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Scenario 4

MP office is requesting urgent processing of a PRC but with no proof of travel. The client is very sick and his dying wish is to return to his country to be with family when he passes. He must travel to India but there is no return. He requires the PRC in order to obtain a transit visa to pass through England.

_____

_____

_____

Scenario 5

MP office is requesting consideration to have the client's dependent's file reopened. The client has applied for APR under LCP, is claiming that neither her dependents nor herself received the request for additional documents that was sent by the visa office. How do you handle the call?

_____

_____

_____

Scenario 6

MP office is requesting for consideration to expedite the processing of an Inland Spousal Sponsorship. The applicant is now 6 months pregnant. She is here as a visitor and is awaiting the Approval in Principal in order to obtain provincial healthcare. The delays have now increased and she will not receive the AIP before the child's birth. The MP is requesting H&C consideration to alleviate the financial hardship this will incur.

_____

_____

_____

Conclusion

This concludes the ICMPS modules. Hopefully it was useful to you!

Thank you very much for your participation!

Notes — Notes — Notes — Notes — Notes — Notes — Notes — Notes — Notes

Notes — Notes — Notes — Notes — Notes — Notes — Notes — Notes — Notes

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Notes — Notes — Notes — Notes — Notes — Notes — Notes — Notes — Notes

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Need to know" topics:

- Webcart (reading)
- Mandate of agents on phone/emails
- Privacy (MP office, Geds, how to share info for MP assistant, email signature parl.gc.ca)
- Dead air, ghost calls and hold time
- How to navigate in our inbox – what is MCMPS-M ? MCMPS-O
- Mentors
- Checking their own files or colleagues (integrity and fairness)
- ICMPS / MCMPS
- Understanding of high profile/urgent and MCMPS-O – calibrate
- Referrals / IC : timeframe and context (ex: Reg Ops already took action etc..)
- Emails: email format – scribens

Do agent GREETING

PRIVACY - GIVE MP ASSISTANT NAME AND OFFICE THEY WORK FOR. Ask for email extension code of assistant.

Take number if private – in case call drops

FOR CLIENT – COMPLETE NAME INCLUDING MIDDLE NAMES

Can give PA info if SPR info provided/ can give PA info if CDA-PA info given

Can take action when reg ops cant, can take same action that reg ops takes – ask mp and if they want action to can take.

If mp insists, take action but check with the mentor first before confirming that you will take action.

If no one on line, wait 5 mins if don't see number, 3 mins if see number.

STAY PROFESSIONAL, ENGAGE IN SMALL TALK IF MP INITIATES, I.E. HOW IS THE WEATHER, DID YOU WATCH THE GAME etc,…

DON'T HESITATE TO ASK MP TO REPEAT THEIR NAME, MP OFFICE, IF YOU ARE NOT SURE. TAKE EMAIL CODE UPFRONT, IN CASE YOU NEED TO SEND THEM INFO CLIENT OR TAKE ACTION ON A FILE (SHOW HOW TO INPUT IN REFERAL AND IC)

STATE 'HOW MAY I HELP YOU IN THIS FILE' FOR EVERY FILE/APP.

IF INTERUPT, SAY SORRY FOR INTERUPTING. DO NOT INTERUPT TOO MUCH AND WHEN YOU DO IT SHOULD BE TO RE-DIRECT OR CLARIFY

STRUCTURE YOUR REPLY AND PREPARE FOR FOLLOW UP QUESTIONS, CORRESPONDACE WAS SENT, ITEM NOT RECEIVED, MAYBE EMAIL ADDRESS IS NOT CORRECT, IE.

DON'T SPEAK OF REMOVAL ORDERS TOO MUCH – IF IT SAYS CLIENT IS TO BE REMOVED, SAY THIS IS NOT OUR MANDATE AND WE SUGGEST NOT TO INFORM CLIENT -

DO NOT READ NOTES WORD FOR WORD

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CAN DIVULGE INFO THAT CLIENT IS NOT AWARE OF YET, IE CTZ TEST SEEMS TO BE SCHEDULED FOR X DATE BUT IF AN INVITE IS NOT SENT, TELL MP NOT TO TELL CLIENT

SAME FOR IF A POTENTIAL ELIGIBILITY INTERVIEW- TELL MP BUT TELL THEM NOT TO TELL CLIENT

DON'T TALK IN DETAIL ABOUT THINGS OUT OF MANDATE, REF CLAIM, ENFORCEMENT, PROHIBITIONS, -

REFER TO MED FOR CASES – SHOW list of cases to refer to MED in webcart.

DON'T MENTION BF DATE UNLESS MP ASKS

IF SOMETHING IS DO NOT DISCLOSE, DO NOT DISCLOSE

DO NOT GIVE OPINION OR ACT AS A CONSULTANT, IE GIVE OPTIONS FOR CLIENT, CAN SPEAK OF AVAIALBLE PROGRAMS IN GENERAL BUT REFER TO COME TO CANADA TOOL. DON'T SAY CLIENT SHOULD DO THIS…

TRY AND TRACK CASES WHILE MP ON HOLD, FOR STRAIGHT FORWARD CASES, IE REFUSAL REASONS, STATUS, CAN SAVE TIME. DON'T WORY TOO MUCH NOW ABOUT IT BECAUSE IT IS ALL NEW, BUT TRY AND KEEP IT IN MIND.

BE PROACTIVE – I.E IF PR CARD ABOUT TO BE SENT, CHECK CLIENT'S ADDRESS WITH MP, SEND INFO CLIENTS, ETC

SHOW MP CHD – WHERE TO FIND IMPORTANT THINGS. – show taking action

REFER TO REG CHD FOR WHAT ACTION TO TAKE, BUT USE OUR CHD FOR SPECIFICS CONCERNING WHAT REFERAL TO SEND, HOW TO MAKE IC, DUE DATES,

DUE TO COVID, WE DON'T REALLY SEND PROCESSING TIMES PASSED UNLESS ESSENTIAL WORKER TO PASSPORT WAS SENT (SEE MP CHD)

FOR IC SHOW HOW TO PUT MP NAME – SHOW CHD- FOR DUE DATES AND IF MP NAME NOT THERE

FOR REFERALS SHOW PAGE OF ADDRESSES FOR LOCAL/CPC'S AND INT

INPUT NOTES – SHOW FORMATS – REG NOTE Home > Procedures > MCMPS > MP offices enquiries – Guidelines

CREATE IC TO LOCAL OFFICE Home > Procedures > Tools and Job Aids > GCMS > General> Creating an Incoming Correspondence

FIND MP EMAILS, IF FOUND AND GIVE REPLY VERBALLY, ASK IF IT OK THAT WE DO NOT SEND IN WRITING – IF OK, THEN CLOSE THE TICKET, AND LEAVE NOTE SAYING PROVIDED RESPONSE.

SHOW TRACKER

SHOW PAGES I OPEN

CAN MENTION YOU HAVE A BREAK/LUNCH/END SHIFT COMING – USE JUDGMENT – AND WAIT TO SEE IF MP HAS MORE THAN ONE CASE – GIVE 15-20 MINS HEADS UP

SPEAK IN MP LANGUAGE, DO NOT SWITCH UNLESS THEY DO, DON'T USE WORDS IN ENGLISH IF TALKING FRENCH, VIS

REFER TO EMAIL TEAM IF MP WANTS TO SEND DOCS –

SHOW GENERAL INFO OF EMAIL BOXES – QUICKTOOL, MP REPLIES, HOW TO FIND AN EMAIL FROM MP, GC DOCS,

SHOW COVID CHD

GREETINGS:

> *« Bonjour, you have reached the Information Centre for Members of Parliament and Senators, my name is .... How may I help you? Comment puis-je vous aider? »*
>
> *« Good day, vous avez joint le Centre de renseignements pour députés et sénateurs, mon nom est... Comment puis-je vous aider? How may I help you? »*

Show DAA

Show how to find emails. Show email boxes.

Superuser, email box, signatures, skill set changed to MP