

SME-1

Interview Transcript

1 fact per point
1 key quote per point
1 customer thought per point
1 challenge/opportunity per point

more regular updates are required from IRCC

What is GCMS?

How do you connect IRCC

Generally I call the call center

What challenges have you seen people face when applying for PR

more regular updates are required from IRCC

describe a recent event you had with the client in which you had to call CSC

Which question is being repeated more by the clients to you

GCMS

Researcher Reflections

Raised Questions

Insights

Quotes

Portal is not being updated in real-time, causing clients to call CSC for confirmation (especially in case of biometrics)

Lack of information from Agents at Call centre

Insights

Quotes

Agents lack the information regarding the flow and the process of the application as they pass on the officers' information who handles the flow

Accessible and easily available information

Insights

Quotes

SME-2

Interview Transcript

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So you don't email the customer service center?

No, it's a customer representative mail box. It's not the call center.

transparency is important.

anything you would like the CSC to change or add

Not very user friendly

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Researcher Notes

Researcher Reflections

Raised Questions

DONE

SME-3

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Researcher Notes