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TRADE Commissioner SERVICE

international

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*The quarterly
newsletter for
employees
of the Trade
Commissioner
Service.*

Our e-services on the Web

Did you know you are in the e-service business? Every time you receive and reply to e-mail you are providing a type of e-service to our clients. But often e-mail requests are vague and unstructured and can be difficult to reply to.

We are definitely moving towards the e-services business.

The Canadian Trade Commissioner Service is online at www.infoexport.gc.ca for Canadian business clients.

This is why on October 15, the TCS presence on the Web will be better organised to manage client needs and expectations. Plus, it will reinforce what information clients' e-mail requests should include.

And you thought the fax revolutionised the way we did business?

A recent study by the Canadian Federation of Independent Business (1999) tells us that 61% of Canadian business already have access to the Internet.



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