

Ontario Lottery and
Gaming Corporation
Société des loteries et
des jeux de l'Ontario

CONTACT CENTRE DAILY NEWS

ET # 28.

ONTARIO LOTTERY AND GAMING CORPORATION

September 25, 2001

Monday 24-Sep-01

Queue	Total Calls Answered		Speed of Answer		Service Factor		Calls Entered vs Planned	
	day	wk to date	day	wk to date	day	wk to date	day	wk to date
consumer	776	1,456	0:00:19	0:00:18	83%	85%	92%	100%
retailer	1,068	1,449	0:00:16	0:00:16	84%	85%	98%	99%
combined	1,844	2,905	0:00:17	0:00:17	84%	85%	95%	100%

SuperStar Bingo

Roving "H" - \$ 650.00 ball 32 (estimate based on percentage of net sales)

Progressive - \$ 55500.00 ball 45 (estimate based on percentage of net sales)

Super Daily Ball - \$ 3000.00

PRO*LINE Independent Retailer Promotion

Beginning September 30th, this promotion is designed to reward the Independent Retailer that increases October sales by the largest margin over the same period last year. The increase in sales must be 5% or greater and the contest is open to the top 2,000 Independent Pro*Line lottery retailers based on October 2000 Pro*Line sales.

Contest Details

- Retailers will be grouped into 4 equal categories.
- Each category will have 500 retailers and will go from highest to lowest based on their October 2000 Pro*Line sales.
- Their Sales target will be last year's sales plus 5%. Retailers who achieve the highest percentage increase within their category would win prizes
- Top prize winner will be provided with travel expenses and accommodations if not within reasonable travel distance of the Leaf Game (3 hour drive or an alternative prize would be to substitute Leaf Prize if travel distance is an issue)
- Winning retailers will be announce week of November 5, 2001

Prizes to be won in each category

Grand Prize

- 4 Toronto Maple Leaf Platinum Hockey tickets
- \$100 Keg Steakhouse gift certificate
- \$500 Cash
- One Prize per category

Second Prize

\$250 Cash and \$100 Keg Steakhouse gift certificate

- Two Prizes per category

Third Prize


- \$100 Keg Steakhouse gift certificate
- Five Prizes per category

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ONYX Reminder

Please ensure that you have enabled the **MERGE TASK work notes function**. Using this function saves you from duplicating your work notes in both the task and incident. Anytime you enter information into a task the worknotes automatically are copied to the incident. If you have any questions see a Team Leader.

You can enable this function by:

1. Select from the Menu Options/Customize/Preferences.
2. Click on the Preferences Tab.
3. Place a  **MERGE TASK WORK NOTES ON INCIDENT FORM.**
4. Press OK.

Complaints Re: Prize Payouts

Our Investigations Department has reminded us that all **Consumer** calls to the Contact Centre regarding complaints on prize payouts from retailers are to be sent to Rob Zufelt's queue in Onyx.

(ie. Retailer X only paid me \$5.00 when I should have won \$10.00)

If a consumer calls with a retailer complaint log the call as follows:

1. Display the Retailer Location profile in ONYX.
2. Open the Security incident and assign to Rob Zufelt, leave the incident OPEN.
3. Enter the details of the complaint, including the consumer name, address & phone number. Also, note if the consumer requires a call back.

If the Consumer does not provide their name etc.:

1. Update the Retailer Location profile as above.

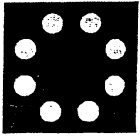
If the Consumer wants to be updated on the status of the complaint, you:

1. Create a consumer record in ONYX.
2. Open the consumer Prize Office incident and enter the details of the complaint including the RL ID, Name etc.
3. Leave the incident OPEN (assign to Rob Zufelt).

Over the past while, there seem to be a reduced number of these incidents being reported. Please report any future complaints from consumers about retailers in this way. If there are any questions, please see a Team Leader. (lc)

Customer Service Representative Postings

The recent posting for CSR positions in the Contact Centre are short term contracts with an end date. If you have any questions see Bev.



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CONTACT CENTRE DAILY NEWS



ONTARIO LOTTERY AND GAMING CORPORATION Sunday, August 13, 2000

Saturday 12-Aug-00

Queue	Total Calls Answered		Speed of Answer		Service Factor		Calls Entered vs Planned	
	day	wk to date	day	wk to date	day	wk to date	day	wk to date
consumer	396	2,692	0:00:39	0:00:34	62%	67%	86%	78%
retailer	513	3,929	0:00:48	0:00:36	56%	63%	102%	82%
combined	909	6,621	0:00:44	0:00:35	59%	65%	94%	80%

REVISION - PLEASE MAKE THIS HAPPEN!

In the past, Investigation was notified when a consumer called to complain about retailer concerns, such as retailers not paying out correct prize amounts. Presently, this information is not being forwarded.

"We'd (Rob Zufelt) like to be notified of these types of retailer integrity issues. A copy of the Onyx call report would be sufficient for our purposes."

Effective immediately, please forward to Rob Zufelt, via lotus notes mail, any ONYX reports about retailer concerns. **PLEASE SEND ROB A COPY OF INCIDENT FOR INDIVIDUAL (CUSTOMER) AND INCIDENT LOGGED ON RETAIL FILE.**

Thank you.(bf)

SUPERSTAR BINGO – AUGUST 12, 2000

The SuperStar Bingo game for August 12th, 2000 was cancelled due to technical difficulties.(rb/bf)

POWER INTERRUPTION- Saturday, August 12, 2000

At 8:00pm on Saturday, August 12, 2000 OLC Foster Drive experienced a power outage. The Contact Centre continued to operate on emergency power supply. Shirley Nolan immediately paged team leader on call (Bev). Wendy Eadie contacted draws and initiated receiving all draw results by telephone because fax machines were not supported by emergency power supply. The team of frontline CSRs worked together to ensure service continued during the power interruption. **EXCELLENT TEAM WORK!** (bf)

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