

State Lottery Application

State sanctioned gaming has become a recognized revenue source. Since the inception of this offering to the public, the primary goals have been to maximize revenues from a variety of games offered, while controlling administrative costs through efficient communications with game players. This application does not require the use of any ID or PIN numbers.

How does it work?

With Centurion, Inc. **Interactive Voice Response (IVR)** technology in place, information is available by touch tone phone, 24 hours a day, 7 days a week. Callers are guided through menu selections via touch-tone responses with pre-recorded phrases speaking pertinent dates, winning numbers, jackpot amounts, etc. for each lottery game. Lottery values are managed within a database that is accessed by the **Administrative Hotline** application with pre-recorded phrases prompting for entry of game variables. Options are provided to repeat the information, or return to the previous menu. When finished, the call disconnects.

The Players Hot Line provides all players timely information on winning numbers and estimates of upcoming jackpots. Available features include:

- Hear the winning lottery numbers for all games, or for a specific game and date.
- Hear the winning numbers for the last drawing, the last 7 drawings, the past 180 days, or for a specific game and date.
- Hear general lottery rules and regulations, plus where and how to claim winning prizes.

The Administrative Hot Line enables authorized staff to access the lottery data base to:

- Update game data and dates.
- Update winning numbers for a selected game and date.
- Update number of winners by location identifier and game categories.
- Update the estimated amount of the next jackpot.

The Media Hot Line provides winning lottery detail not available in the Players Hot Line. With limited menu selections or game options, the script is designed to speak the detail for each game offered. Information presented includes:

- Winning lottery numbers for the latest drawing.
- Number of winning tickets sold by location.
- Winning jackpot amount and estimated jackpot for the next drawing.