

## *Lottery winning information system serves the DC community*

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*Efficiently and effectively meeting the DC Lottery and Charitable Games Control Board's technology and operational requirements*



### **Solutions That Produce Results**

Prior to *Lot-line*, DC Lottery players were forced to wait for lottery drawing results through the news media.

With *Lot-line*, lottery players have the convenience of calling anytime via telephone to obtain up-to-date lottery results, while keeping overall administrative costs down to 4% for the Charitable Games Control Board.

## Situation

Prior to the introduction of *Lot-line*, DC Lottery participants had to wait for lottery results to be presented by the news media.

## Challenge

Develop an easy-to-use fully automated telephone solution to provide up-to-date lottery results for lottery participants on a 24x7x365 basis. The new solution must interface with the DC Lottery and Charitable Games Control Board's existing automated business systems and keep administrative costs low.

## Response

*Lot-line* is the fastest way to access the winning numbers using a touch-tone telephone. Access to the *Lot-line* is provided 24 hours a day, 7 days a week. By calling the *Lot-line* at (202)678-3333, information can be obtained for Lucky-Numbers, DC-4, Quick Cash, Hot Five, Powerball, PowerPlay and for various TV game shows and draw schedules.

MS Technologies Corporation designed, developed, implemented and continues to maintain the DC *Lot-line* service for the Charitable Games Control Board, which continues to serve as a lottery management model for the Nation's Capital. This "open systems" solution fully integrates with the existing PC voice/data server and Novell Local Area Network. MS Technologies provided the integrated lottery database, Interactive Voice Response (IVR), and Computer Telephony Integration (CTI) solutions in the following areas:

- *Lot-Line* & Auto-Attendant application development
- Performance & call monitoring development
- Voice response transaction historical development
- Conversion of historical data (i.e., winning numbers) to database
- Procedures for current winning numbers data transfer and backup
- Procedures for transfer from LAN to the *Lot-line* system

## Technology

- Voice Network: Central Office
- Network Server: Microsoft Windows 2003
- Database: SQL 2000
- Communication: IPX/SPX, TCP/IP, Telnet
- Workstations: Microsoft Windows 2000/XP

## Getting Results

The DC Lottery and Charitable Games Control Board is highly satisfied with the *Lot-line* system. Since the Lottery's inception in 1982, over \$1 billion has been contributed to education, recreation and parks, public safety, housing, and senior and child services. By helping to keep administrative costs at an incredibly low 4%, the *Lot-line* has helped fulfill the revenue-generating goals of the District of Columbia.

The technology behind the *Lot-line* system is also readily applicable to any state lottery process. This permits application development time to be substantially reduced while customization can be performed quickly within a proven solution framework.

## Contact

**MS Technologies Corporation**  
18572 Office Park Drive  
Montgomery Village, MD 20886 USA

info@mstechnologies.com  
301 258 8166

For additional information, go to  
[www.mstechnologies.com](http://www.mstechnologies.com)