

All Networks | Effective October 1, 2020

# Lottery Hotline – Retailer Survey

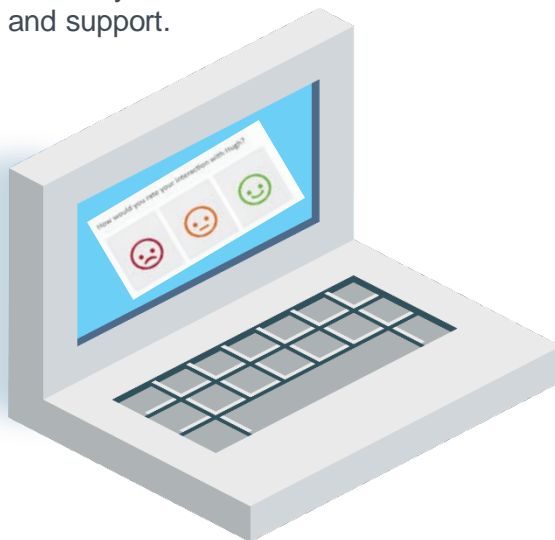


## Lottery Hotline wants to know how they are doing!

Lottery Hotline values the relationship with each and every Retailer who calls into Hotline for support and they strive for excellence on every call.

Starting **October 1, 2020**, following a call into Hotline, Retailers may receive an email with a link to a survey asking for feedback on that call.

Feedback from the surveys will be used for Training and Quality & Assurance purposes. Your feedback will be used to train individual Hotline agents, targeted groups or the whole Hotline team in an effort to provide Lottery Retailers with consistent and helpful customer service and support.



### WHEN, AND TO WHO, IS A SURVEY SENT?

Hotline sends the survey as a follow up email after incoming support calls. When on the call, the agent will ask who they are speaking to and select the email address on file for that contact. In the case of staff, the email survey will go to a key lottery contact at the location and mention the recent call & staff name.

### HOW OFTEN WILL SURVEYS BE SENT OUT?

A survey will be sent to 1st time callers within a 90 day period.

### WHAT EMAIL ADDRESS IS THE SURVEY FROM?

The email address displayed in the From field in your Inbox will be: **LHCustomerExperience@bclc.com** (LH stands for Lottery Hotline)

### IS THE SURVEY MANDATORY?

It is not mandatory to complete the survey, however, your feedback is appreciated so Hotline knows how they are doing and where they can improve. Retailers may delete the email if need be.

### HOW WILL MY ANSWERS BE USED?

The information provided will only be used to support training Hotline agents, to improve our service and to ensure issues are resolved as efficiently as possible.

All Networks | Effective October 1, 2020



# Lottery Hotline – Retailer Survey SAMPLE

From: LHCustomerExperience@bclc.com

To: \_\_\_\_\_

Cc: \_\_\_\_\_

Subject: How did we do?

**bclc**

Hello, |

Our records indicate that SARAH from your site contacted Lottery Hotline for assistance on Thu, Oct 1. We are interested in feedback on the experience and any suggestions on how we can improve.

If you are SARAH, please click below to take the survey.

If you are not SARAH, please forward this email to them.

Thank you,  
BCLC Lottery Hotline

Did we resolve your issue or question?

Select an answer and the online survey will open.

