

January 31, 1986

Major accomplishments achieved by January 1986 included:

- Setting up an electronic ticket sales system for credit card telephone sales. The program automatically tallied the ticket order in U.S. or Canadian funds through analysis of credit card numbers.
- Automatic tallies of inquiries by type.
- Computer storage and analysis of inquiries by location and/or dates (See Item #2 Area of Dominant Influence Report).
- Established a computer based paragraph library for generation of letters in response to frequently asked questions.
- In conjunction with the editorial department all brochures for inquiry response information packages were redesigned and updated to ensure the public was fully apprised in the current state of the Exposition's development.
- Telephone equipment customization was completed to increase efficiency of service to the public. A "speed call" key was added to all telephone sets for high speed transfers of calls to Expo related agencies, such as the British Columbia government, Ministry of Tourism and Expo's official accommodation agency, ResWest, as well as frequently called departments within the corporation, such as Group Sales.