

DEVELOPMENT

JUNE 1984

- An operating supervisor and 3 information officers hired.
- Three '187' telephones (a phone with 3 incoming lines) were installed.
- Data base consists of corporate structure chart and participant roster.
- Marketing of the EXPO INFO system began with publication of the number in all promotional brochures.

JULY 1984

- ACD (Automatic Call Distribution) system installed.
- Data base grows based on questions asked.
- Personnel calls screened by EXPO INFO and application procedures given.

AUGUST 1984

- EXPO INFO provides public with information on tendering process for construction contracts, including bid opening results.
- Screening of Retail Operations calls, providing application procedures.

OCTOBER 1984

- Expo Display Centre opens for public viewings. Public reservation service offered via EXPO INFO through IBM 36 terminal.

DECEMBER 1984

- Electronic data base development begins (includes label creation for information kits, subscription list management for 7 periodicals, and Events Management System.)

FEBRUARY 1985

- Charge-by-phone ticket sales begin using a manual system.

APRIL 1985

- 10 Information Officers hired.
- Electronic data base implemented.

MAY 1985

- Expo Centre opens.
- Electronic Comments System put into use.