



From Classroom to Cloud

How Learning Wizard Is Redefining Training for Retailers

© 2024 IGT. The trademarks and/or service marks used herein are either trademarks or registered trademarks of IGT, its affiliates or its licensors. Artwork, descriptions, game play, photographs, videos, and other product details depicted are subject to change. IGT is committed to socially responsible gaming. Our business solutions empower customers to choose parameters and practices that become the foundation of their Responsible Gaming programs.



Key Takeaways

- Learning Wizard provides retailers the flexibility to access lottery training anytime, allowing them to learn at their own pace, avoiding scheduling conflicts or travel constraints.
- The web-based platform can be easily accessed, ensuring a uniform learning experience for all retailers.
- The New Jersey Lottery's recent pilot of Learning Wizard to onboard new retailers garnered positive feedback, leading to a statewide launch.

By the Numbers

17

Number of lotteries that have utilized Learning Wizard.

21

Number of courses developed for the New Jersey Lottery.

298

Number of new lottery retailers in New Jersey that completed Learning Wizard training curriculum.*

*As of November 2023

95.6%

Percentage of new retailers scoring course content as "Excellent" or "Good" in New Jersey.*

*April-November 2023

Overview

For lotteries, there is a constant challenge to ensure that retailers and their employees are well-versed on lottery equipment and practices.

Learning Wizard is IGT's easy-to-use, highly interactive, web-based training solution that can be accessed at any time, freeing users to learn on their own.

With multimedia capabilities, unlimited hands-on virtual practice, knowledge checks, and custom exercises, Learning Wizard keeps learners actively engaged, teaching them about lottery equipment, games, and business procedures – all without the need to take time away from their store to travel to a training location.

The benefits of Learning Wizard are numerous. It's available on-demand, meaning that retailers can take courses on selling lottery at any time. With onboarding being a constant hurdle for retailers, Learning Wizard allows current employees and new hires to take lottery eLearning courses in tandem with their existing training processes. Unlike in-person training, where not all employees are trained in the same manner, eLearning ensures learning consistency across the retailer base. With distance learning becoming a norm globally, virtual options provide a safer, more sustainable method for retailer trainings.

Planting Learning Wizard in the Garden State

The New Jersey Lottery consistently finds ways to be innovative, including optimization of retailer training. IGT partnered with the Lottery to customize a full new retailer training program of interactive eLearning content on Learning Wizard as part of a pilot that launched in February 2023.

The course content includes wide-ranging information about how to operate, maintain, and troubleshoot lottery hardware, how to navigate the terminal application, gameplay and validation of instant and draw games, lottery policies and procedures, and more. This content is designed to be interactive and teach retailers how to successfully sell lottery and engage with customers in their locations.

Prior to the pilot, new retailers in New Jersey were required to attend live virtual trainings that had to be scheduled in advance. In other jurisdictions, these trainings could include time- and travel-costly in-person options, away from their establishment, or on-site trainings that may take place during busy store hours. Learning Wizard allowed for New Jersey retailers to take trainings on their own schedule and at their own pace.

“The Learning Wizard online training program is a valuable addition to New Jersey’s portfolio. The material is well-organized, and all the information is explained thoroughly.”

“The program’s most significant advantage is that retailers can complete the course at their own pace and convenience. They can also use it to train new employees or review one or more modules for a refresher.”

Mary Dallal, Instant Ticket Manager, IGT New Jersey



IGT's Technology Training Support Services (TTSS) team worked together with Northstar New Jersey to develop scripts for each of the 21 learning modules. From development and design to full review, the content development process took about 18 weeks.

“By comparison, instructor-led live training generally takes the same amount of time to author and approve a training script. Instructor-led training requires multiple deliveries each month, and each of those requires time and effort. Learning Wizard eliminates the per-delivery effort for the small investment of eLearning content creation.”

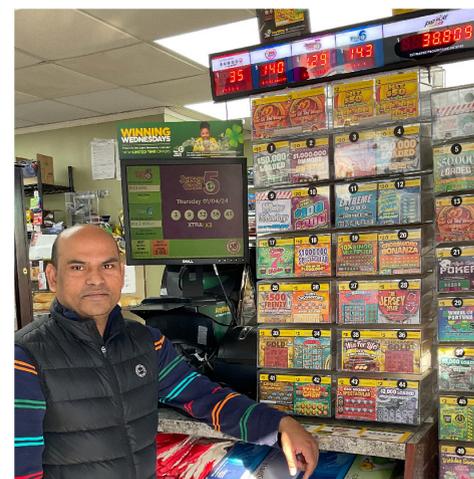
David DeAngelis, Senior Director TTSS, IGT

Options for course content are flexible based on jurisdictional needs, and can be developed by the Lottery, IGT, or a third-party vendor.

The New Jersey pilot was well-received, with 55 new retailers in the Garden State completing the onboarding training from February to May 2023. Due to the program's initial success, the Lottery then transitioned from pilot to statewide launch, onboarding nearly 250 new retailers in the next six months.

In a post-completion survey, all retailers were asked about the quality of the content in the courses they completed, on a scale from 1 to 4, where 1: Poor; 2: Fair; 3: Good; 4: Excellent. Of the 276 respondents, the average score was 3.68, with 95.6% of retailers giving an “Excellent” or “Good” score.

The retailers also had an option to leave comments, where many of them lauded Learning Wizard for its value and ease of use.



Very engaging and informative, very well made to teach the lessons that need to be taught to operate a lottery machine and giving other resources to help you with tracking sales, managing your machine, cleaning it, etc.

Uddin Ahsan, Vikings Deli & Grill, North Arlington, NJ



[Learning Wizard] is perfect to train any new retailer or employee from beginning, and gives you very detailed information about equipment, procedure, and functionality.

Chetan Bijawe, Vape Central, Cape May Court House, NJ



For more information about Learning Wizard, contact Mariana Tzitzouris at mariana.tzitzouris@igt.com.