

TOP 50 hráčů dle počtu výher

Statistika obsahuje statistická zjištění ohledně prvních padesáti hráčů seřazených dle počtu výher. Data jsou uvedena souhrnně za období od 1/10/2017 do 31/8/2019.

| TOP 50 hráčů dle počtu výher | |
|------------------------------|-------------|
| Pořadí | Počet výher |
| 1 | 121 |
| 2 | 111 |
| 3 | 111 |
| 4 | 95 |
| 5 | 89 |
| 6 | 85 |
| 7 | 83 |
| 8 | 82 |
| 9 | 80 |
| 10 | 72 |
| 11 | 70 |
| 12 | 69 |
| 13 | 67 |
| 14 | 63 |
| 15 | 60 |
| 16 | 58 |
| 17 | 56 |
| 18 | 56 |
| 19 | 55 |
| 20 | 55 |
| 21 | 55 |
| 22 | 55 |
| 23 | 55 |
| 24 | 54 |
| 25 | 49 |
| 26 | 47 |
| 27 | 47 |
| 28 | 45 |
| 29 | 44 |
| 30 | 44 |

| | |
|----|----|
| 31 | 44 |
| 32 | 44 |
| 33 | 44 |
| 34 | 43 |
| 35 | 42 |
| 36 | 42 |
| 37 | 41 |
| 38 | 41 |
| 39 | 41 |
| 40 | 41 |
| 41 | 41 |
| 42 | 40 |
| 43 | 40 |
| 44 | 40 |
| 45 | 40 |
| 46 | 39 |
| 47 | 39 |
| 48 | 39 |
| 49 | 38 |
| 50 | 38 |

5. Statistika o losování ve formátu počet zúčastněných hráčů a jejich zaregistrovaných účtenek za časové období odpovídající jednotlivým losováním (anonymní TOP 50 hráčů dle počtu registrovaných účtenek jednoho hráče za dané losování a souhrnně za dobu provozu loterie).

Statistika o losování – počet zúčastněných hráčů a počet účtenek zařazených do slosování

Statistika o losování obsahuje počet zúčastněných hráčů a počet účtenek zařazených do slosování. Počet aktivních hráčů zahrnuje všechny hráče, kteří v daném měsíci úspěšně zaregistrovali (tzn. jejich účtenka byla zařazena do slosování) alespoň jednu účtenku. Počet účtenek zařazených do slosování obsahuje informaci, kolik účtenek splnilo všechna pravidla stanovená v Herním plánu ÚL (čl. 4) a bylo zařazeno do slosování. Data jsou uvedena za jednotlivá slosování.

| Statistika o losování - počet zúčastněných hráčů a počet účtenek zařazených do slosování | | | | | |
|--|------------|-------------|-------------|------------|------------|
| | říjen 17 | listopad 17 | prosinec 17 | leden 18 | únor 18 |
| Počet aktivních hráčů | 452 691 | 477 952 | 446 890 | 425 765 | 422 793 |
| Počet účtenek zařazených do slosování | 11 137 598 | 14 564 956 | 14 861 223 | 13 792 381 | 13 620 304 |

| březen 18 | duben 18 | květen 18 | červen 18 | červenec 18 | srpen 18 | září 18 | říjen 18 |
|------------|------------|------------|------------|-------------|------------|------------|------------|
| 420 979 | 407 777 | 394 476 | 379 450 | 361 837 | 357 045 | 346 873 | 352 023 |
| 15 871 430 | 14 831 880 | 15 164 421 | 14 078 198 | 13 218 011 | 13 782 147 | 12 687 152 | 14 022 118 |

| listopad 18 | prosinec 18 | leden 19 | únor 19 | březen 19 | duben 19 | květen 19 |
|-------------|-------------|------------|------------|------------|------------|------------|
| 352 248 | 350 003 | 345 175 | 343 475 | 341 331 | 345 654 | 356 294 |
| 14 313 527 | 13 670 910 | 13 009 039 | 12 783 019 | 14 356 929 | 14 250 734 | 14 666 914 |

| červen 19 | červenec 19 | srpen 19 |
|------------|-------------|------------|
| 349 936 | 351 449 | 346 599 |
| 13 916 776 | 14 250 195 | 14 213 200 |

Top 50 hráčů dle počtu registrovaných účtenek jednoho hráče za dané losování

Statistika zjišťuje prvních 50 hráčů dle počtu zaregistrovaných účtenek do účtenkové loterie za jednotlivá slosování.

| TOP 50 hráčů dle počtu registrovaných účtenek jednoho hráče za dané losování | | | | | | | |
|--|---------------|----------|-------------|-------------|----------|---------|-----------|
| Pořadí | Počet účtenek | říjen 17 | listopad 17 | prosinec 17 | leden 18 | únor 18 | březen 18 |
| 1 | | 1 648 | 1 129 | 1 885 | 3 333 | 2 426 | 3 526 |
| 2 | | 924 | 1 037 | 1 651 | 1 905 | 2 060 | 2 755 |
| 3 | | 848 | 1 035 | 1 336 | 1 807 | 2 058 | 2 597 |
| 4 | | 731 | 893 | 1 168 | 1 466 | 2 049 | 2 446 |
| 5 | | 680 | 835 | 1 105 | 1 446 | 1 896 | 2 342 |
| 6 | | 648 | 799 | 998 | 1 340 | 1 852 | 2 307 |
| 7 | | 647 | 776 | 966 | 1 211 | 1 723 | 2 113 |
| 8 | | 641 | 761 | 842 | 1 158 | 1 667 | 2 074 |
| 9 | | 634 | 750 | 819 | 1 153 | 1 615 | 2 065 |
| 10 | | 623 | 735 | 799 | 1 139 | 1 609 | 2 020 |
| 11 | | 621 | 725 | 798 | 1 116 | 1 589 | 1 976 |
| 12 | | 618 | 721 | 793 | 1 112 | 1 551 | 1 958 |
| 13 | | 614 | 705 | 782 | 1 104 | 1 543 | 1 931 |
| 14 | | 608 | 703 | 768 | 1 097 | 1 524 | 1 922 |
| 15 | | 597 | 689 | 753 | 1 092 | 1 487 | 1 797 |
| 16 | | 596 | 674 | 727 | 1 075 | 1 484 | 1 738 |
| 17 | | 590 | 666 | 725 | 1 073 | 1 476 | 1 729 |
| 18 | | 586 | 660 | 722 | 1 059 | 1 326 | 1 718 |
| 19 | | 572 | 640 | 720 | 1 045 | 1 325 | 1 704 |
| 20 | | 568 | 639 | 715 | 973 | 1 307 | 1 691 |
| 21 | | 558 | 638 | 696 | 929 | 1 306 | 1 680 |
| 22 | | 553 | 629 | 690 | 918 | 1 283 | 1 670 |
| 23 | | 550 | 628 | 678 | 902 | 1 255 | 1 634 |
| 24 | | 549 | 627 | 677 | 892 | 1 246 | 1 623 |
| 25 | | 547 | 622 | 676 | 888 | 1 235 | 1 582 |
| 26 | | 545 | 621 | 672 | 888 | 1 232 | 1 542 |
| 27 | | 542 | 611 | 671 | 886 | 1 201 | 1 508 |
| 28 | | 537 | 606 | 667 | 884 | 1 182 | 1 485 |
| 29 | | 522 | 602 | 657 | 881 | 1 172 | 1 469 |
| 30 | | 515 | 588 | 651 | 876 | 1 134 | 1 467 |
| 31 | | 515 | 587 | 649 | 872 | 1 125 | 1 357 |
| 32 | | 514 | 583 | 645 | 838 | 1 120 | 1 354 |
| 33 | | 500 | 583 | 645 | 834 | 1 120 | 1 331 |
| 34 | | 491 | 575 | 638 | 827 | 1 103 | 1 305 |
| 35 | | 490 | 570 | 637 | 826 | 1 093 | 1 302 |
| 36 | | 487 | 569 | 630 | 817 | 1 084 | 1 271 |
| 37 | | 485 | 568 | 629 | 811 | 1 081 | 1 260 |
| 38 | | 483 | 564 | 626 | 808 | 1 058 | 1 259 |
| 39 | | 481 | 559 | 626 | 797 | 1 053 | 1 258 |
| 40 | | 480 | 559 | 623 | 795 | 1 031 | 1 255 |
| 41 | | 473 | 558 | 621 | 778 | 1 022 | 1 246 |
| 42 | | 471 | 556 | 617 | 775 | 990 | 1 242 |
| 43 | | 466 | 556 | 607 | 763 | 988 | 1 208 |
| 44 | | 457 | 556 | 605 | 740 | 981 | 1 196 |
| 45 | | 453 | 544 | 604 | 735 | 969 | 1 195 |
| 46 | | 450 | 542 | 603 | 733 | 960 | 1 184 |
| 47 | | 450 | 535 | 600 | 729 | 947 | 1 164 |
| 48 | | 448 | 534 | 586 | 722 | 926 | 1 160 |
| 49 | | 446 | 533 | 586 | 713 | 919 | 1 146 |
| 50 | | 446 | 530 | 583 | 712 | 907 | 1 129 |

| duben 18 | květen 18 | červen 18 | červenec 18 | srpen 18 | září 18 | říjen 18 |
|----------|-----------|-----------|-------------|----------|---------|----------|
| 4 690 | 5 950 | 3 523 | 3 848 | 4 519 | 5 526 | 8 260 |
| 3 395 | 4 929 | 3 453 | 3 412 | 3 965 | 5 419 | 7 211 |
| 2 871 | 3 988 | 3 355 | 2 794 | 3 522 | 5 198 | 6 889 |
| 2 570 | 3 603 | 3 245 | 2 654 | 3 219 | 5 106 | 5 323 |
| 2 302 | 3 196 | 3 226 | 2 531 | 3 136 | 4 559 | 5 206 |
| 2 220 | 3 027 | 3 115 | 2 467 | 3 122 | 4 459 | 5 087 |
| 1 969 | 2 578 | 2 838 | 2 450 | 3 000 | 4 217 | 5 025 |
| 1 932 | 2 519 | 2 463 | 2 435 | 2 953 | 4 154 | 4 729 |
| 1 923 | 2 421 | 2 452 | 2 418 | 2 883 | 3 956 | 4 712 |
| 1 904 | 2 393 | 2 445 | 2 385 | 2 813 | 3 730 | 4 704 |
| 1 771 | 2 374 | 2 436 | 2 352 | 2 800 | 3 283 | 4 344 |
| 1 743 | 2 355 | 2 310 | 2 306 | 2 747 | 2 914 | 4 159 |
| 1 730 | 2 351 | 2 258 | 2 211 | 2 622 | 2 878 | 4 003 |
| 1 723 | 2 326 | 2 257 | 2 107 | 2 578 | 2 744 | 3 960 |
| 1 716 | 2 110 | 2 120 | 2 015 | 2 529 | 2 705 | 3 851 |
| 1 706 | 2 077 | 2 112 | 1 963 | 2 463 | 2 660 | 3 359 |
| 1 694 | 1 996 | 2 018 | 1 908 | 2 446 | 2 537 | 3 320 |
| 1 674 | 1 938 | 1 997 | 1 789 | 2 313 | 2 480 | 3 254 |
| 1 619 | 1 910 | 1 997 | 1 765 | 2 312 | 2 446 | 3 114 |
| 1 600 | 1 887 | 1 989 | 1 739 | 2 235 | 2 404 | 3 016 |
| 1 577 | 1 883 | 1 985 | 1 689 | 2 234 | 2 336 | 2 961 |
| 1 486 | 1 812 | 1 984 | 1 688 | 2 231 | 2 328 | 2 875 |
| 1 485 | 1 760 | 1 895 | 1 684 | 2 208 | 2 302 | 2 840 |
| 1 472 | 1 673 | 1 838 | 1 682 | 2 202 | 2 271 | 2 802 |
| 1 453 | 1 659 | 1 812 | 1 656 | 2 201 | 2 240 | 2 727 |
| 1 382 | 1 650 | 1 799 | 1 648 | 2 145 | 2 202 | 2 700 |
| 1 330 | 1 589 | 1 783 | 1 580 | 2 140 | 2 144 | 2 687 |
| 1 324 | 1 582 | 1 689 | 1 557 | 2 116 | 2 112 | 2 666 |
| 1 320 | 1 477 | 1 676 | 1 537 | 2 040 | 2 096 | 2 642 |
| 1 298 | 1 477 | 1 654 | 1 513 | 2 012 | 2 055 | 2 635 |
| 1 298 | 1 466 | 1 651 | 1 501 | 1 993 | 2 031 | 2 605 |
| 1 288 | 1 452 | 1 651 | 1 472 | 1 960 | 2 027 | 2 600 |
| 1 284 | 1 416 | 1 630 | 1 469 | 1 953 | 2 018 | 2 486 |
| 1 270 | 1 380 | 1 620 | 1 454 | 1 942 | 2 017 | 2 461 |
| 1 266 | 1 373 | 1 617 | 1 435 | 1 910 | 2 010 | 2 418 |
| 1 245 | 1 348 | 1 613 | 1 423 | 1 851 | 1 973 | 2 414 |
| 1 234 | 1 327 | 1 577 | 1 420 | 1 845 | 1 960 | 2 403 |
| 1 215 | 1 326 | 1 569 | 1 406 | 1 844 | 1 944 | 2 392 |
| 1 210 | 1 317 | 1 537 | 1 395 | 1 838 | 1 915 | 2 368 |
| 1 194 | 1 307 | 1 479 | 1 390 | 1 820 | 1 910 | 2 367 |
| 1 187 | 1 283 | 1 434 | 1 390 | 1 811 | 1 906 | 2 335 |
| 1 165 | 1 255 | 1 425 | 1 364 | 1 807 | 1 905 | 2 334 |
| 1 157 | 1 252 | 1 405 | 1 346 | 1 780 | 1 892 | 2 325 |
| 1 153 | 1 244 | 1 350 | 1 345 | 1 731 | 1 891 | 2 313 |
| 1 145 | 1 214 | 1 336 | 1 333 | 1 718 | 1 883 | 2 300 |
| 1 143 | 1 191 | 1 303 | 1 318 | 1 707 | 1 848 | 2 270 |
| 1 141 | 1 178 | 1 299 | 1 314 | 1 707 | 1 830 | 2 238 |
| 1 135 | 1 151 | 1 248 | 1 308 | 1 690 | 1 828 | 2 192 |
| 1 134 | 1 141 | 1 232 | 1 305 | 1 686 | 1 807 | 2 191 |
| 1 130 | 1 138 | 1 232 | 1 301 | 1 678 | 1 803 | 2 177 |

| listopad 18 | prosinec 18 | leden 19 | únor 19 | březen 19 | duben 19 | květen 19 |
|-------------|-------------|----------|---------|-----------|----------|-----------|
| 7 852 | 7 723 | 8 034 | 8 791 | 12 001 | 12 491 | 11 221 |
| 7 095 | 6 790 | 6 963 | 7 694 | 10 252 | 10 423 | 9 542 |
| 6 513 | 5 691 | 5 940 | 7 688 | 9 524 | 8 894 | 8 785 |
| 6 269 | 5 615 | 5 496 | 7 473 | 8 517 | 8 474 | 8 776 |
| 6 004 | 5 288 | 5 196 | 7 105 | 7 592 | 8 372 | 8 186 |
| 5 930 | 5 190 | 4 635 | 7 031 | 7 510 | 8 202 | 8 099 |
| 5 352 | 4 906 | 4 244 | 6 705 | 7 268 | 7 847 | 7 718 |
| 5 243 | 4 891 | 4 165 | 6 589 | 7 267 | 7 439 | 7 374 |
| 4 639 | 4 520 | 4 034 | 6 581 | 7 024 | 7 273 | 7 301 |
| 4 477 | 4 390 | 4 020 | 6 301 | 6 900 | 7 043 | 7 231 |
| 4 439 | 4 058 | 4 020 | 6 292 | 6 561 | 6 957 | 7 143 |
| 4 081 | 3 932 | 3 963 | 6 046 | 6 348 | 6 933 | 6 878 |
| 3 704 | 3 887 | 3 944 | 5 882 | 6 209 | 6 790 | 6 744 |
| 3 701 | 3 522 | 3 920 | 5 655 | 6 174 | 6 531 | 6 727 |
| 3 331 | 3 495 | 3 917 | 5 355 | 5 973 | 6 119 | 6 563 |
| 3 313 | 3 127 | 3 880 | 5 197 | 5 586 | 5 958 | 6 410 |
| 3 301 | 3 125 | 3 807 | 4 998 | 5 403 | 5 861 | 6 397 |
| 3 248 | 3 089 | 3 800 | 4 703 | 5 342 | 5 770 | 6 381 |
| 3 226 | 2 941 | 3 673 | 4 616 | 5 340 | 5 735 | 6 073 |
| 3 144 | 2 935 | 3 637 | 4 595 | 5 321 | 5 705 | 5 929 |
| 3 135 | 2 931 | 3 611 | 4 564 | 5 227 | 5 598 | 5 730 |
| 3 120 | 2 927 | 3 563 | 4 555 | 5 200 | 5 598 | 5 614 |
| 3 060 | 2 920 | 3 536 | 4 551 | 5 200 | 5 582 | 5 527 |
| 3 003 | 2 893 | 3 526 | 4 425 | 5 083 | 5 488 | 5 414 |
| 2 963 | 2 885 | 3 445 | 4 329 | 5 039 | 5 202 | 5 377 |
| 2 955 | 2 789 | 3 350 | 4 109 | 4 951 | 5 108 | 5 370 |
| 2 877 | 2 776 | 3 334 | 4 106 | 4 935 | 5 067 | 5 367 |
| 2 805 | 2 761 | 3 333 | 4 091 | 4 916 | 5 036 | 5 293 |
| 2 793 | 2 747 | 3 330 | 4 073 | 4 905 | 4 995 | 5 219 |
| 2 792 | 2 728 | 3 318 | 3 943 | 4 856 | 4 951 | 5 138 |
| 2 747 | 2 694 | 3 313 | 3 870 | 4 816 | 4 822 | 5 081 |
| 2 740 | 2 664 | 3 273 | 3 784 | 4 805 | 4 820 | 4 943 |
| 2 730 | 2 602 | 3 216 | 3 771 | 4 796 | 4 820 | 4 931 |
| 2 701 | 2 591 | 3 198 | 3 720 | 4 612 | 4 795 | 4 883 |
| 2 691 | 2 586 | 3 180 | 3 709 | 4 531 | 4 790 | 4 825 |
| 2 573 | 2 511 | 3 164 | 3 668 | 4 464 | 4 753 | 4 676 |
| 2 540 | 2 443 | 3 151 | 3 658 | 4 393 | 4 730 | 4 674 |
| 2 534 | 2 436 | 3 150 | 3 609 | 4 365 | 4 612 | 4 667 |
| 2 533 | 2 430 | 3 141 | 3 382 | 4 355 | 4 580 | 4 615 |
| 2 526 | 2 406 | 3 122 | 3 316 | 4 337 | 4 357 | 4 608 |
| 2 518 | 2 318 | 3 108 | 3 310 | 4 273 | 4 340 | 4 575 |
| 2 516 | 2 247 | 3 106 | 3 280 | 4 233 | 4 327 | 4 511 |
| 2 511 | 2 213 | 3 057 | 3 246 | 4 146 | 4 255 | 4 469 |
| 2 497 | 2 190 | 3 031 | 3 236 | 4 125 | 4 217 | 4 453 |
| 2 491 | 2 180 | 3 028 | 3 218 | 4 066 | 4 207 | 4 364 |
| 2 472 | 2 100 | 3 026 | 3 211 | 4 005 | 4 152 | 4 363 |
| 2 400 | 2 088 | 2 949 | 3 180 | 4 005 | 4 062 | 4 320 |
| 2 380 | 2 061 | 2 947 | 3 081 | 3 994 | 4 036 | 4 281 |
| 2 326 | 2 058 | 2 945 | 3 075 | 3 857 | 4 000 | 4 266 |
| 2 308 | 2 039 | 2 904 | 3 070 | 3 796 | 3 995 | 4 265 |

| červen 19 | červenec 19 | srpen 19 |
|-----------|-------------|----------|
| 8 818 | 11 086 | 11 128 |
| 8 804 | 9 672 | 11 097 |
| 8 232 | 9 495 | 10 815 |
| 8 113 | 9 368 | 10 240 |
| 7 975 | 9 291 | 9 503 |
| 7 672 | 8 732 | 8 997 |
| 7 646 | 8 180 | 8 847 |
| 7 463 | 8 141 | 8 248 |
| 7 397 | 7 992 | 8 096 |
| 7 246 | 7 869 | 8 012 |
| 7 005 | 7 641 | 7 795 |
| 6 872 | 7 234 | 7 777 |
| 6 418 | 7 141 | 7 292 |
| 6 283 | 6 755 | 7 174 |
| 6 179 | 6 677 | 6 970 |
| 6 104 | 6 574 | 6 738 |
| 5 982 | 6 305 | 6 658 |
| 5 964 | 6 231 | 6 616 |
| 5 687 | 6 191 | 6 469 |
| 5 458 | 6 143 | 6 464 |
| 5 432 | 5 801 | 6 423 |
| 5 201 | 5 777 | 6 393 |
| 5 116 | 5 734 | 6 371 |
| 5 040 | 5 650 | 6 325 |
| 5 039 | 5 604 | 6 003 |
| 4 998 | 5 602 | 5 925 |
| 4 943 | 5 595 | 5 803 |
| 4 877 | 5 501 | 5 645 |
| 4 861 | 5 407 | 5 598 |
| 4 853 | 5 357 | 5 547 |
| 4 826 | 5 293 | 5 538 |
| 4 795 | 5 173 | 5 515 |
| 4 693 | 5 149 | 5 484 |
| 4 646 | 5 071 | 5 484 |
| 4 593 | 5 065 | 5 401 |
| 4 591 | 5 038 | 5 396 |
| 4 574 | 4 974 | 5 233 |
| 4 561 | 4 940 | 5 175 |
| 4 385 | 4 929 | 5 023 |
| 4 380 | 4 854 | 4 917 |
| 4 350 | 4 836 | 4 829 |
| 4 342 | 4 816 | 4 812 |
| 4 320 | 4 787 | 4 683 |
| 4 291 | 4 770 | 4 671 |
| 4 246 | 4 709 | 4 658 |
| 4 235 | 4 558 | 4 639 |
| 4 201 | 4 537 | 4 592 |
| 4 167 | 4 486 | 4 570 |
| 4 152 | 4 470 | 4 534 |
| 4 135 | 4 376 | 4 517 |

Top 50 hráčů dle počtu účtenek registrovaných jedním hráčem za dobu provozu účtenkové loterie

Statistika obsahuje statistická zjištění ohledně prvních padesáti hráčích seřazených dle počtu výher. Data jsou uvedena souhrnně za období od 1/10/2017 do 31/8/2019.

| TOP 50 hráčů dle počtu účtenek registrovaných jedním hráčem za dobu provozu účtenkové loterie | |
|---|---------------|
| Pořadí | Počet účtenek |
| 1 | 95 960 |
| 2 | 89 828 |
| 3 | 75 491 |
| 4 | 75 128 |
| 5 | 66 257 |
| 6 | 63 024 |
| 7 | 62 223 |
| 8 | 59 642 |
| 9 | 58 813 |
| 10 | 58 780 |
| 11 | 58 669 |
| 12 | 58 186 |
| 13 | 56 463 |
| 14 | 52 969 |
| 15 | 49 723 |
| 16 | 49 622 |
| 17 | 46 757 |
| 18 | 43 401 |
| 19 | 42 109 |
| 20 | 41 146 |
| 21 | 40 997 |
| 22 | 40 782 |
| 23 | 40 688 |
| 24 | 39 845 |
| 25 | 39 655 |
| 26 | 38 426 |
| 27 | 36 910 |
| 28 | 36 869 |
| 29 | 36 764 |
| 30 | 36 205 |
| 31 | 35 479 |
| 32 | 34 945 |
| 33 | 34 526 |
| 34 | 33 417 |
| 35 | 32 409 |
| 36 | 32 349 |
| 37 | 31 523 |
| 38 | 31 024 |
| 39 | 30 839 |
| 40 | 30 583 |
| 41 | 30 009 |
| 42 | 29 869 |
| 43 | 27 962 |
| 44 | 27 609 |
| 45 | 26 848 |
| 46 | 26 668 |
| 47 | 26 529 |
| 48 | 26 452 |
| 49 | 26 142 |
| 50 | 26 039 |

Přihlášení do hráčského účtu

Statistika počtu přístupů k hráčskému účtu dle registračního kanálu zobrazuje informace o počtu hráčů, kteří se přihlašují do Hráčského účtu (Hráčský účet ve smyslu čl. 6 odst. 2 Herního plánu ÚL) prostřednictvím webového formuláře a počtu hráčů, kteří se přihlašují prostřednictvím mobilní aplikace. Data jsou uvedena za jednotlivá slosování.

| Počet přístupů k hráčskému účtu dle registračního kanálu | | | | | | |
|--|----------|-------------|-------------|-----------|-----------|-----------|
| Registrační kanál | říjen 17 | listopad 17 | prosinec 17 | leden 18 | únor 18 | březen 18 |
| Web | | 2 960 853 | 4 656 141 | 5 066 217 | 4 838 891 | 5 098 458 |
| Mobilní aplikace | | 1 535 450 | 2 109 189 | 1 879 521 | 1 600 684 | 1 691 500 |

| duben 18 | květen 18 | červen 18 | červenec 18 | srpen 18 | září 18 | říjen 18 | listopad 18 |
|-----------|-----------|-----------|-------------|-----------|-----------|-----------|-------------|
| 4 438 403 | 4 501 612 | 4 128 219 | 3 754 284 | 3 946 834 | 3 752 095 | 4 087 190 | 4 121 108 |
| 1 396 113 | 1 385 489 | 1 262 666 | 1 146 068 | 1 136 775 | 1 035 281 | 1 115 136 | 1 092 110 |

| prosinec 18 | leden 19 | únor 19 | březen 19 | duben 19 | květen 19 | červen 19 | červenec 19 | srpen 19 |
|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-------------|-----------|
| 4 052 050 | 4 027 556 | 3 869 002 | 4 412 421 | 4 260 339 | 4 482 299 | 3 961 547 | 3 239 691 | 3 166 674 |
| 1 043 795 | 1 057 577 | 977 073 | 1 103 308 | 997 455 | 1 087 104 | 957 191 | 778 116 | 764 678 |

Registrace účtenky

Statistika obsahuje informace o počtu účtenek zaregistrovaných prostřednictvím webového formuláře, mobilní aplikace, případně prostřednictvím API. API umožňuje využít k registraci hráčů a účtenek tzv. rozhraní pro 3. strany. Zapojení třetích stran do účtenkové loterie prostřednictvím API je možné od listopadu 2018, nicméně první účtenky byly zaregistrovány prostřednictvím API až v červnu 2019. Data jsou uvedena za jednotlivá slosování.

| Statistika o počtu účtenek dle použitých registračních kanálů | | | |
|---|------------|------------------|-----|
| měsíc | Web | Mobilní aplikace | Api |
| říjen 17 | 9 368 441 | 4 603 007 | |
| listopad 17 | 12 149 611 | 5 048 402 | |
| prosinec 17 | 12 633 838 | 4 731 433 | |
| leden 18 | 11 917 020 | 4 016 903 | |
| únor 18 | 11 850 726 | 3 691 704 | |
| březen 18 | 14 118 907 | 4 276 087 | |
| duben 18 | 13 035 678 | 3 934 288 | |
| květen 18 | 13 393 112 | 3 919 452 | |
| červen 18 | 12 441 478 | 3 597 575 | |
| červenec 18 | 11 672 609 | 3 391 706 | |
| srpen 18 | 12 196 083 | 3 484 313 | |
| září 18 | 11 183 200 | 3 270 048 | |
| říjen 18 | 12 350 729 | 3 591 553 | |
| listopad 18 | 12 574 554 | 3 674 542 | |
| prosinec 18 | 12 055 128 | 3 518 935 | |
| leden 19 | 11 286 311 | 3 403 017 | |
| únor 19 | 11 016 280 | 3 419 364 | |
| březen 19 | 12 349 814 | 3 945 535 | |
| duben 19 | 12 209 388 | 3 916 878 | |
| květen 19 | 12 452 492 | 4 150 860 | |
| červen 19 | 11 832 113 | 3 986 945 | 3 |
| červenec 19 | 12 174 595 | 4 051 956 | 41 |
| srpen 19 | 12 100 998 | 4 088 559 | 112 |

7. Statistika o zákaznické podpoře ve formátu podle počtu požadavků a dotazů, jejich kategorií (okruhů), způsobu jejich podání (přijetí) a způsobu jejich vyřízení, průměrná a maximální doba řešení požadavků a dotazů podle komunikačních kanálů zákaznické podpory.

Ministerstvo financí nedisponuje údaji o průměrné a maximální době řešení požadavků a dotazů podle komunikačních kanálů zákaznické podpory, požadavek evidování takových údajů by vedl k neefektivnímu zvýšení zátěže na straně podpory.

Počet požadavků dle dnů

Níže uvedená tabulka je rozdělena na jednotlivé dny a počty přijatých požadavků.

| Počet požadavků dle dnů | |
|-------------------------|-------|
| Den | Počet |
| October 1st 2017 | 570 |
| October 2nd 2017 | 1 025 |
| October 3rd 2017 | 1 798 |
| October 4th 2017 | 1 656 |
| October 5th 2017 | 1 490 |
| October 6th 2017 | 950 |
| October 7th 2017 | 650 |
| October 8th 2017 | 615 |
| October 9th 2017 | 783 |
| October 10th 2017 | 743 |
| October 11th 2017 | 892 |
| October 12th 2017 | 750 |
| October 13th 2017 | 715 |
| October 14th 2017 | 415 |
| October 15th 2017 | 428 |
| October 16th 2017 | 566 |
| October 17th 2017 | 582 |
| October 18th 2017 | 570 |
| October 19th 2017 | 466 |
| October 20th 2017 | 353 |
| October 21st 2017 | 260 |
| October 22nd 2017 | 418 |
| October 23rd 2017 | 534 |
| October 24th 2017 | 457 |
| October 25th 2017 | 430 |
| October 26th 2017 | 385 |
| October 27th 2017 | 445 |
| October 28th 2017 | 207 |
| October 29th 2017 | 224 |
| October 30th 2017 | 436 |
| October 31st 2017 | 413 |

| | |
|--------------------|-------|
| November 1st 2017 | 630 |
| November 2nd 2017 | 838 |
| November 3rd 2017 | 640 |
| November 4th 2017 | 241 |
| November 5th 2017 | 280 |
| November 6th 2017 | 445 |
| November 7th 2017 | 419 |
| November 8th 2017 | 391 |
| November 9th 2017 | 406 |
| November 10th 2017 | 353 |
| November 11th 2017 | 231 |
| November 12th 2017 | 387 |
| November 13th 2017 | 415 |
| November 14th 2017 | 429 |
| November 15th 2017 | 510 |
| November 16th 2017 | 1 280 |
| November 17th 2017 | 521 |
| November 18th 2017 | 327 |
| November 19th 2017 | 363 |
| November 20th 2017 | 626 |
| November 21st 2017 | 558 |
| November 22nd 2017 | 406 |
| November 23rd 2017 | 380 |
| November 24th 2017 | 360 |
| November 25th 2017 | 226 |
| November 26th 2017 | 212 |
| November 27th 2017 | 332 |
| November 28th 2017 | 359 |
| November 29th 2017 | 299 |
| November 30th 2017 | 332 |

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|--------------------|-----|
| December 1st 2017 | 286 |
| December 2nd 2017 | 212 |
| December 3rd 2017 | 194 |
| December 4th 2017 | 379 |
| December 5th 2017 | 328 |
| December 6th 2017 | 280 |
| December 7th 2017 | 282 |
| December 8th 2017 | 226 |
| December 9th 2017 | 377 |
| December 10th 2017 | 233 |
| December 11th 2017 | 328 |
| December 12th 2017 | 300 |
| December 13th 2017 | 330 |
| December 14th 2017 | 268 |
| December 15th 2017 | 405 |
| December 16th 2017 | 304 |
| December 17th 2017 | 229 |
| December 18th 2017 | 376 |
| December 19th 2017 | 326 |
| December 20th 2017 | 216 |
| December 21st 2017 | 229 |
| December 22nd 2017 | 167 |
| December 23rd 2017 | 80 |
| December 24th 2017 | 46 |
| December 25th 2017 | 51 |
| December 26th 2017 | 53 |
| December 27th 2017 | 134 |
| December 28th 2017 | 144 |
| December 29th 2017 | 162 |
| December 30th 2017 | 125 |
| December 31st 2017 | 71 |
| January 1st 2018 | 57 |
| January 2nd 2018 | 177 |
| January 3rd 2018 | 213 |
| January 4th 2018 | 224 |
| January 5th 2018 | 196 |
| January 6th 2018 | 104 |
| January 7th 2018 | 97 |
| January 8th 2018 | 181 |
| January 9th 2018 | 214 |
| January 10th 2018 | 173 |
| January 11th 2018 | 199 |
| January 12th 2018 | 157 |
| January 13th 2018 | 170 |
| January 14th 2018 | 155 |
| January 15th 2018 | 282 |

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| January 16th 2018 | 341 |
| January 17th 2018 | 313 |
| January 18th 2018 | 230 |
| January 19th 2018 | 213 |
| January 20th 2018 | 107 |
| January 21st 2018 | 99 |
| January 22nd 2018 | 191 |
| January 23rd 2018 | 145 |
| January 24th 2018 | 118 |
| January 25th 2018 | 137 |
| January 26th 2018 | 109 |
| January 27th 2018 | 64 |
| January 28th 2018 | 73 |
| January 29th 2018 | 148 |
| January 30th 2018 | 121 |
| January 31st 2018 | 154 |
| February 1st 2018 | 110 |
| February 2nd 2018 | 100 |
| February 3rd 2018 | 82 |
| February 4th 2018 | 80 |
| February 5th 2018 | 126 |
| February 6th 2018 | 145 |
| February 7th 2018 | 126 |
| February 8th 2018 | 145 |
| February 9th 2018 | 106 |
| February 10th 2018 | 84 |
| February 11th 2018 | 84 |
| February 12th 2018 | 190 |
| February 13th 2018 | 189 |
| February 14th 2018 | 172 |
| February 15th 2018 | 234 |
| February 16th 2018 | 239 |
| February 17th 2018 | 102 |
| February 18th 2018 | 89 |
| February 19th 2018 | 168 |
| February 20th 2018 | 170 |
| February 21st 2018 | 143 |
| February 22nd 2018 | 129 |
| February 23rd 2018 | 112 |
| February 24th 2018 | 67 |
| February 25th 2018 | 72 |
| February 26th 2018 | 131 |
| February 27th 2018 | 113 |
| February 28th 2018 | 116 |

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| March 1st 2018 | 208 |
| March 2nd 2018 | 184 |
| March 3rd 2018 | 128 |
| March 4th 2018 | 111 |
| March 5th 2018 | 123 |
| March 6th 2018 | 165 |
| March 7th 2018 | 157 |
| March 8th 2018 | 137 |
| March 9th 2018 | 140 |
| March 10th 2018 | 75 |
| March 11th 2018 | 73 |
| March 12th 2018 | 136 |
| March 13th 2018 | 158 |
| March 14th 2018 | 143 |
| March 15th 2018 | 213 |
| March 16th 2018 | 223 |
| March 17th 2018 | 105 |
| March 18th 2018 | 95 |
| March 19th 2018 | 166 |
| March 20th 2018 | 143 |
| March 21st 2018 | 119 |
| March 22nd 2018 | 117 |
| March 23rd 2018 | 94 |
| March 24th 2018 | 39 |
| March 25th 2018 | 70 |
| March 26th 2018 | 110 |
| March 27th 2018 | 116 |
| March 28th 2018 | 144 |
| March 29th 2018 | 152 |
| March 30th 2018 | 109 |
| March 31st 2018 | 105 |
| April 1st 2018 | 94 |
| April 2nd 2018 | 106 |
| April 3rd 2018 | 146 |
| April 4th 2018 | 141 |
| April 5th 2018 | 124 |
| April 6th 2018 | 95 |
| April 7th 2018 | 55 |
| April 8th 2018 | 71 |
| April 9th 2018 | 93 |
| April 10th 2018 | 95 |
| April 11th 2018 | 91 |
| April 12th 2018 | 101 |
| April 13th 2018 | 160 |
| April 14th 2018 | 63 |
| April 15th 2018 | 125 |

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| April 16th 2018 | 209 |
| April 17th 2018 | 132 |
| April 18th 2018 | 87 |
| April 19th 2018 | 87 |
| April 20th 2018 | 87 |
| April 21st 2018 | 39 |
| April 22nd 2018 | 42 |
| April 23rd 2018 | 59 |
| April 24th 2018 | 80 |
| April 25th 2018 | 63 |
| April 26th 2018 | 57 |
| April 27th 2018 | 65 |
| April 28th 2018 | 45 |
| April 29th 2018 | 35 |
| April 30th 2018 | 72 |
| May 1st 2018 | 43 |
| May 2nd 2018 | 80 |
| May 3rd 2018 | 50 |
| May 4th 2018 | 81 |
| May 5th 2018 | 45 |
| May 6th 2018 | 37 |
| May 7th 2018 | 62 |
| May 8th 2018 | 34 |
| May 9th 2018 | 70 |
| May 10th 2018 | 52 |
| May 11th 2018 | 43 |
| May 12th 2018 | 31 |
| May 13th 2018 | 61 |
| May 14th 2018 | 81 |
| May 15th 2018 | 101 |
| May 16th 2018 | 100 |
| May 17th 2018 | 68 |
| May 18th 2018 | 62 |
| May 19th 2018 | 25 |
| May 20th 2018 | 26 |
| May 21st 2018 | 76 |
| May 22nd 2018 | 67 |
| May 23rd 2018 | 64 |
| May 24th 2018 | 53 |
| May 25th 2018 | 68 |
| May 26th 2018 | 28 |
| May 27th 2018 | 27 |
| May 28th 2018 | 63 |
| May 29th 2018 | 46 |
| May 30th 2018 | 52 |
| May 31st 2018 | 69 |

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| June 1st 2018 | 33 |
| June 2nd 2018 | 19 |
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| June 4th 2018 | 69 |
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| June 7th 2018 | 43 |
| June 8th 2018 | 25 |
| June 9th 2018 | 18 |
| June 10th 2018 | 36 |
| June 11th 2018 | 36 |
| June 12th 2018 | 60 |
| June 13th 2018 | 99 |
| June 14th 2018 | 60 |
| June 15th 2018 | 86 |
| June 16th 2018 | 46 |
| June 17th 2018 | 42 |
| June 18th 2018 | 78 |
| June 19th 2018 | 57 |
| June 20th 2018 | 43 |
| June 21st 2018 | 43 |
| June 22nd 2018 | 38 |
| June 23rd 2018 | 18 |
| June 24th 2018 | 24 |
| June 25th 2018 | 37 |
| June 26th 2018 | 29 |
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| June 30th 2018 | 31 |
| July 1st 2018 | 27 |
| July 2nd 2018 | 38 |
| July 3rd 2018 | 35 |
| July 4th 2018 | 57 |
| July 5th 2018 | 33 |
| July 6th 2018 | 17 |
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| July 8th 2018 | 27 |
| July 9th 2018 | 62 |
| July 10th 2018 | 41 |
| July 11th 2018 | 48 |
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| July 16th 2018 | 99 |
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| July 30th 2018 | 49 |
| July 31st 2018 | 44 |
| August 1st 2018 | 51 |
| August 2nd 2018 | 27 |
| August 3rd 2018 | 33 |
| August 4th 2018 | 28 |
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| August 6th 2018 | 45 |
| August 7th 2018 | 45 |
| August 8th 2018 | 36 |
| August 9th 2018 | 35 |
| August 10th 2018 | 39 |
| August 11th 2018 | 25 |
| August 12th 2018 | 31 |
| August 13th 2018 | 82 |
| August 14th 2018 | 74 |
| August 15th 2018 | 81 |
| August 16th 2018 | 89 |
| August 17th 2018 | 93 |
| August 18th 2018 | 44 |
| August 19th 2018 | 41 |
| August 20th 2018 | 75 |
| August 21st 2018 | 85 |
| August 22nd 2018 | 67 |
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| August 24th 2018 | 48 |
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| September 16th 2018 | 38 |
| September 17th 2018 | 84 |
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| February 21st 2019 | 33 |
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| February 27th 2019 | 14 |
| February 28th 2019 | 35 |

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| March 4th 2019 | 27 |
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| April 24th 2019 | 28 |
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| June 1st 2019 | 8 |
| June 2nd 2019 | 6 |
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| June 15th 2019 | 43 |
| June 16th 2019 | 29 |
| June 17th 2019 | 42 |
| June 18th 2019 | 36 |
| June 19th 2019 | 28 |
| June 20th 2019 | 20 |
| June 21st 2019 | 15 |
| June 22nd 2019 | 12 |
| June 23rd 2019 | 12 |
| June 24th 2019 | 30 |
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| June 30th 2019 | 17 |
| July 1st 2019 | 33 |
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| July 9th 2019 | 36 |
| July 10th 2019 | 29 |
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| July 14th 2019 | 36 |
| July 15th 2019 | 63 |

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| July 16th 2019 | 54 |
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| July 19th 2019 | 43 |
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| August 2nd 2019 | 27 |
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| August 11th 2019 | 17 |
| August 12th 2019 | 30 |
| August 13th 2019 | 71 |
| August 14th 2019 | 52 |
| August 15th 2019 | 49 |
| August 16th 2019 | 62 |
| August 17th 2019 | 30 |
| August 18th 2019 | 15 |
| August 19th 2019 | 50 |
| August 20th 2019 | 41 |
| August 21st 2019 | 41 |
| August 22nd 2019 | 30 |
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| August 25th 2019 | 14 |
| August 26th 2019 | 39 |
| August 27th 2019 | 34 |
| August 28th 2019 | 23 |
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| August 30th 2019 | 23 |
| August 31st 2019 | 16 |

Rozdělení požadavků dle typu

V následující tabulce jsou zaznamenány typy a počty požadavků. Data jsou uvedena souhrnně za období od 1/10/2017 do 31/8/2019.

| Rozdělení požadavků dle typu | |
|------------------------------|-----------------|
| Typ požadavku | Počet požadavků |
| Uctenky - registrace | 22 309 |
| Uctenky - obecne | 9 624 |
| Hraci - obecne | 6 905 |
| Uctenky - overeni | 6 458 |
| Hraci - registrace uzivatele | 5 592 |
| Vyhry - obecne | 5 015 |
| Hraci - zapomenute heslo | 3 084 |
| Hraci - nastaveni uzivatele | 2 918 |
| Obecne | 2 817 |
| Moje ID | 1 953 |
| Slosovani - obecne dotazy | 1 944 |
| Vyhry - prevod | 1 465 |
| Evidence trzeb | 601 |
| Mobil - technicky dotaz | 393 |
| Vyhry - hotovost | 357 |
| Web - uzivatelsky dotaz | 357 |
| Mobil - apple | 325 |
| Web - technicky dotaz | 300 |
| Mobil - uzivatelsky dotaz | 167 |
| Vylepseni | 146 |

Rozdělení požadavků dle způsobu podání

V této tabulce jsou rozděleny požadavky dle způsobu jejich podání a počet požadavků. Způsob podání je možný buď prostřednictvím e-mailu (kdy je podnět následně zpracován operátorem zákaznické podpory) nebo telefonicky. Data jsou uvedena souhrnně za období od 1/10/2017 do 31/8/2019.

| Rozdělení požadavků dle způsobu podání | |
|---|------------------------|
| Způsob podání | Počet požadavků |
| E-mailem | 68 855 |
| Telefonicky | 3 875 |

Rozdělení požadavků dle způsobu jejich vyřízení

V této statistice je uvedeno rozdělení požadavků dle způsobu jejich vyřízení. Požadavky jsou řešeny prostřednictvím e-mailu, telefonicky nebo jsou vyřízeny písemně. Data jsou uvedena souhrnně za období od 1/10/2017 do 31/8/2019.

| Rozdělení požadavků dle způsobu jejich vyřízení | |
|--|------------------------|
| Způsob řešení | Počet požadavků |
| Zodpovězeno e-mailem | 66 547 |
| Zodpovězeno telefonicky | 6 166 |
| Zodpovězeno písemně | 17 |

Komentář MF:

Na závěr je nutné upozornit na skutečnost, že některá data, která jsou využívána čistě pro statistické účely, mohou teoreticky vykazovat drobné odchylky z důvodu práce s rozsáhlými databázemi a využití statistických nástrojů a metod tomu odpovídajících.

