

Slot Floor Monitor System

- *Real Time Customer Service Monitoring, Reporting and Dispatching*
- *Real Time Employee Status and Activity Monitoring and Reporting*
- *VIP, Hot Player and Beverage Request Status*
- *Wireless PDA support - Real Time Information at your fingertips*

Know Right Now how well your Customers are being Served on the Slot Floor

Customer Service: the Holy Grail

Do you really know how long your customers are waiting for service? Does your current reporting give you real time information concerning where and how many customers are waiting for service *right now*?

In today's highly competitive Gaming environment, Customer Service is key. Consider this: how long is a five minute wait to your customers on the slot floor?

If you are sitting in front of a slot machine for just five minutes, unable to play because of a problem with the machine, doesn't it feel like an hour? And after you've done that a time or two, might you consider going somewhere else - or at least, not returning again? Five minutes is a long time to sit and wait. Do YOU know how long your customers are waiting for service?

...Our SFMS customers *know, right now*, and they are pleased to offer an excellent customer service environment as a result.

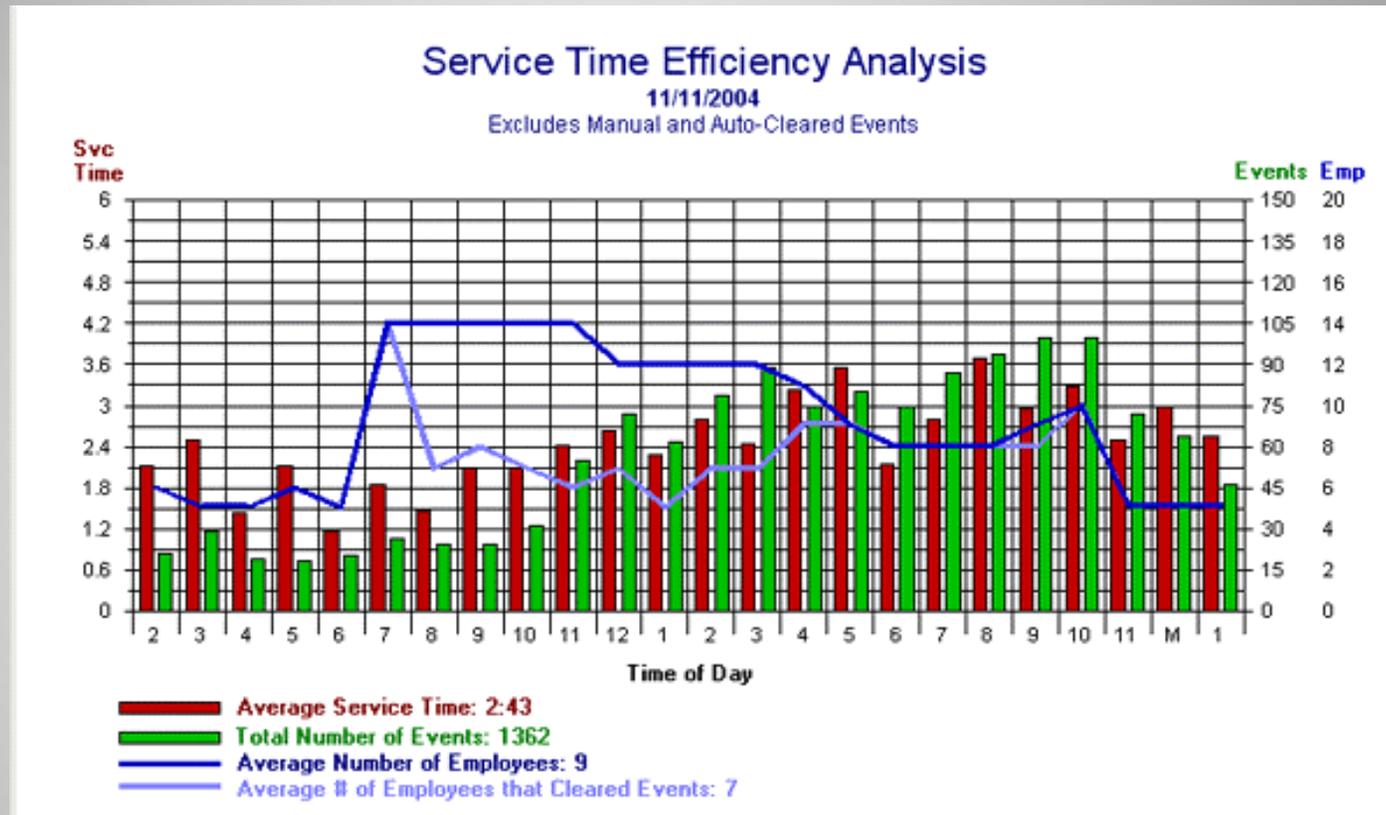
Know how good your Customer Service is right now...minute by minute

With our sophisticated Slot Floor Monitoring System, you can easily see, at a glance, how well your Customers are being served by the slot floor staff. You can identify “bottlenecks” as they begin to build, and manage your floor personnel in a pro-active manner to address issues as they arise.

Using the SFMS means...”Now you will know...”

Using “Timing Plans” to define the schedule of the display of colored Alert Icons, you can customize the User Interface to give you instant, highly visual information on the current status of all outstanding Customer Service Requests. Requests such as jackpots, machine tilts including bill validator and printer faults, as well as change lights. We also can provide VIP requests, Hot Player, and Beverage requests depending upon the on-line floor system in use at your casino.

Service Time Efficiency Analysis



Are you overstaffed at times? Understaffed at others? Do you have unexpected spikes in Events that are not being handled in a timely fashion? Study this chart: it will tell you all that and more. How effective is your resource allocation? By comparing the number of personnel with the average number of events and average service times, this chart provides a wealth of valuable information.

How it Works

Service Request Groups

The heart of the system is the Service Request Group. Up to six Groups can be defined, associating selected events together.

For example, you may define a “Machine Tilt” Group, that consists of the various machine, reel, hopper, bill validator errors, etc. Other Groups may have only a single slot floor event associated, for example, a jackpot event or a beverage request.

Closing the Loop

The SFMS makes sure every player request is kept “open” until one of your slot attendants arrives to assist that customer.

Every single event shown on an SFMS request display represents a customer that is waiting for service. And the event stays on the screen until floor personnel have “cleared” the event, thus “closing the loop” and telling the SFMS that the customer has been served.

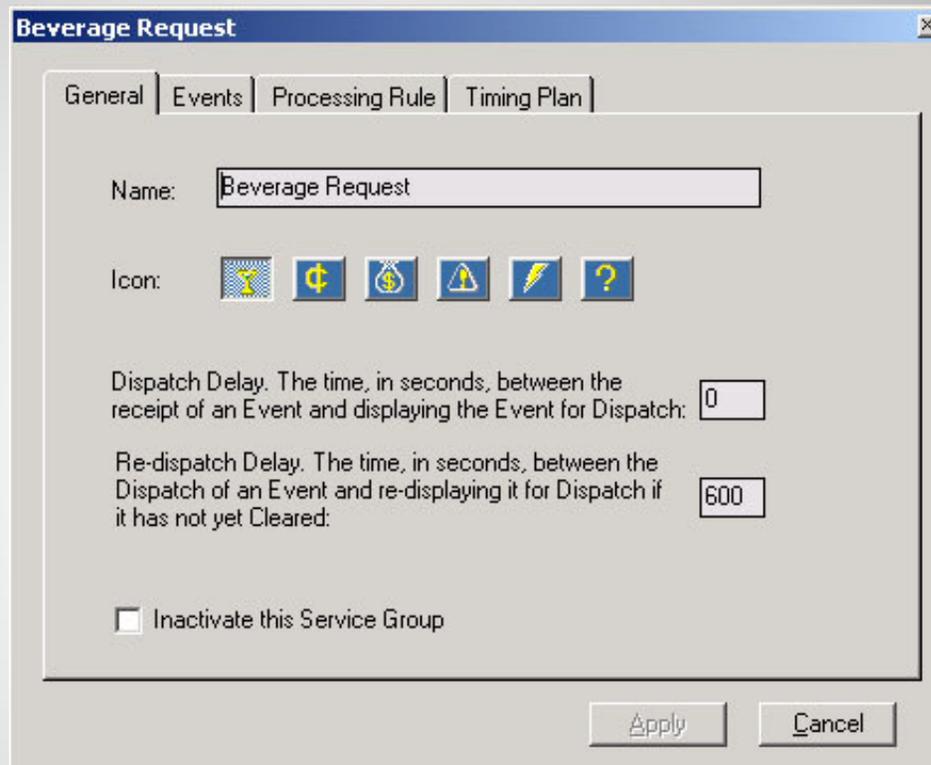
All of the information about the event – received, dispatched and cleared timestamps, the employee that cleared the event and other important information -- is stored in the SFMS Data Warehouse for reporting and analysis purposes.

Service Request Groups

The screenshot shows the 'Floor Monitor Administration' application window. The title bar includes the application name and a close button. Below the title bar are 'File' and 'View' menus. A vertical navigation pane on the left contains several options, each with a red diamond icon containing a white 'i': 'Configuration', 'Service Groups', 'Timing Plans', 'Reports', 'Settings', and 'Manually Clear Events'. The 'Service Groups' option is currently selected. The main content area features a blue header box with a grid icon and the text: 'Service Request Groups contain a list of events to monitor, the processing rule used to clear the events and the timing plan for displaying the alert colors on the Manager windows.' Below this header is a list of six service request groups, with the first one, 'Beverage Request', highlighted. The list includes the group name and its status. At the bottom of the list are three buttons: 'New...', 'Properties', and 'Close'. The status bar at the very bottom of the window displays 'CAPS NUM 12:56 PM 8/19/2004'.

Group Name	Status
1 Beverage Request	Active
2 Change Request (keypad)	Active
3 Jackpot	Active
4 Machine/Reel Tilt	Active
5 Hot Player	Inactive
6 Machine Change Light	Active

Request Group Properties



The screenshot shows a dialog box titled "Beverage Request" with a close button (X) in the top right corner. The dialog has four tabs: "General", "Events", "Processing Rule", and "Timing Plan". The "General" tab is selected. Inside the dialog, there is a "Name:" label followed by a text box containing "Beverage Request". Below that is an "Icon:" label followed by six icons: a yellow clock, a blue coin, a blue dollar sign, a blue triangle with an exclamation mark, a blue lightning bolt, and a blue question mark. Further down, there are two delay settings: "Dispatch Delay. The time, in seconds, between the receipt of an Event and displaying the Event for Dispatch:" with a text box containing "0", and "Re-dispatch Delay. The time, in seconds, between the Dispatch of an Event and re-displaying it for Dispatch if it has not yet Cleared:" with a text box containing "600". At the bottom left, there is a checkbox labeled "Inactivate this Service Group" which is currently unchecked. At the bottom right, there are "Apply" and "Cancel" buttons.

Define the Name, select the Icon, and most importantly, determine the Dispatch and Redispach Delays. It is not always necessary to immediately dispatch an event: allow the floor personnel time to respond as usual, and only dispatch if the event has not been serviced in a short time.

Section Status

See, at a glance, all sections with pending Service Requests – and how long your customers have been waiting.

Seeing Red means that a player has been waiting for service longer than you want them to. You can display detailed information by double clicking on the Section header to display a popup window containing all events for that section and the associated detail.

The screenshot displays the 'Section Status' application window. It features a grid of section status cards for sections 03, 04, 06, 07, 10, 11, 14, and 15. Each card shows a set of icons representing different machine statuses and a colored dot indicating the current status (Yellow for normal, Red for long wait). A popup window titled 'All Events for Section 14' is open, showing a hierarchical tree of events:

- Machine/Reel Tilt (Green dot)
- Bank S14 B06 (Green dot)
 - Slot 64 - (59) Hopper Can't F (Green dot)
 - Received 08/30 07:34:45 PM
 - Dispatched 08/30 07:34:51 P
- Machine Change Light (Yellow dot)
 - Bank S14 B11 (Yellow dot)
 - Slot 3219 - (4) Service Requ (Yellow dot)
 - Received 08/30 07:34:05 PM
 - Dispatched 08/30 07:34:51 P
 - Bank S14 B13 (Green dot)
 - Slot 4068 - (4) Service Requ (Green dot)
 - Received 08/30 07:34:45 PM
 - Dispatched 08/30 07:34:53 P

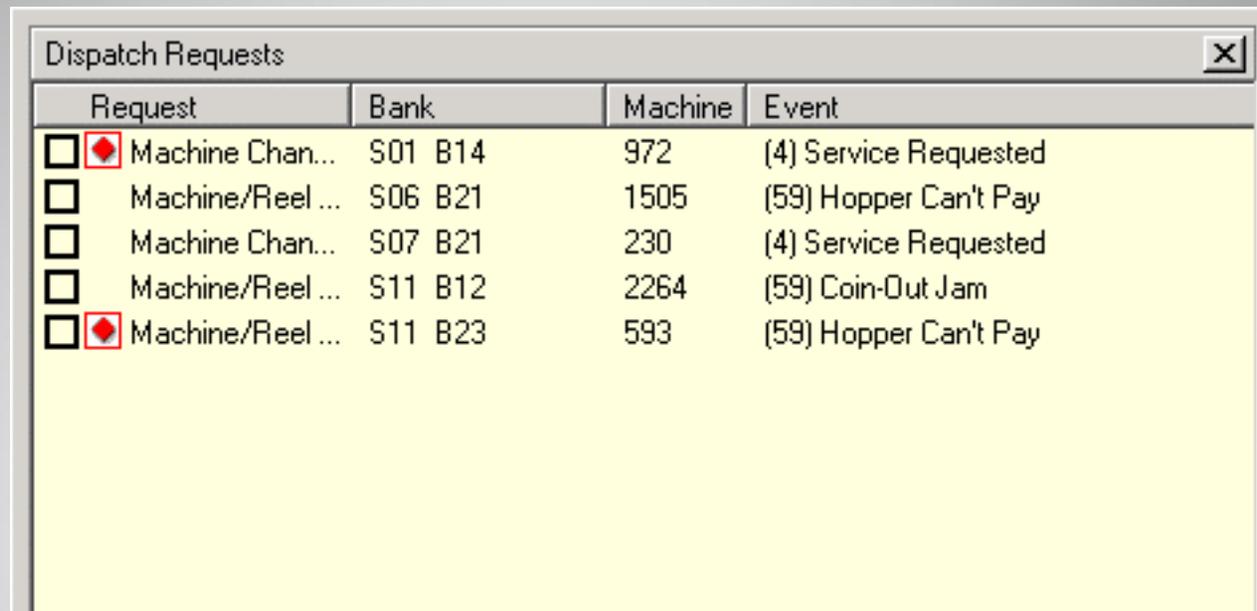
Request Status

Request Status

- Beverage Request
- Change Request (keypad)
- Jackpot (1)
 - Bank S05 B05
 - Slot 2157 - (10) Hand Paid Jackpot
 - Received 08/30 07:15:37 PM
- Machine/Reel Tilt (8)
 - Bank S05 B05
 - Bank S06 B29
 - Bank S07 B33
 - Bank S09 B09
 - Bank S14 B23
 - Slot 549 - (59) Hopper Can't Pay
 - Received 08/30 07:15:53 PM
 - Dispatched 08/30 07:16:03 PM
 - Redispatched 08/30 07:16:29 PM
 - Bank S14 B26
 - Bank S15 B01
 - Bank S15 B04
- Machine Change Light (3)
 - Bank S05 B05
 - Slot 2158 - (4) Machine Change Light
 - Received 08/30 07:15:32 PM
 - Dispatched 08/30 07:16:01 PM
 - Redispatched 08/30 07:16:07 PM
 - Bank S09 B02
 - Bank S11 B02

Details, Details. As a manager concerned with Customer Service, this window tells you everything your Customers are thinking about your service. As usual, Red is not good. The red diamond, in particular, means that a customer has been waiting a long, long time.

Dispatch



Request	Bank	Machine	Event
<input type="checkbox"/>  Machine Chan...	S01 B14	972	(4) Service Requested
<input type="checkbox"/> Machine/Reel ...	S06 B21	1505	(59) Hopper Can't Pay
<input type="checkbox"/> Machine Chan...	S07 B21	230	(4) Service Requested
<input type="checkbox"/> Machine/Reel ...	S11 B12	2264	(59) Coin-Out Jam
<input type="checkbox"/>  Machine/Reel ...	S11 B23	593	(59) Hopper Can't Pay

We strive to make the dispatch task (if our dispatching module is in use) a simple activity. The dispatcher is trained to call out the event. When the floor attendant acknowledges the event, the dispatcher checks the box so that it will drop off of the Dispatch Request screen. If the floor attendant “clears” the event in a timely manner, the event drops off the Section Status screen and the dispatcher doesn’t see that event again. However, if the Floor attendant does not reach that Service Request in a configurable period of time, the event will redisplay in the dispatch window with the overtime icon - a signal to re-dispatch the event.

Cleared Request History

Once the event is cleared, it can be viewed in the Cleared Request History window. This window shows all the details you need to better understand how the Slot Floor is being serviced. Look at the items in any given row to see what level of detail that is provided for reference. The last one hundred cleared events are displayed for your review.

Request	Location	Machine	Event	Received	Dispatched	Cleared	Svc Time
Machine Tilt	S06 B29	197	(59) Hopper Can't Pay	10:34:53 AM		10:37:18 AM Avery, John	2:25
Change Light	S09 B02	4119	(4) Service Requested	10:34:48 AM	10:37:05 AM Rivera, Amadeo	10:37:24 AM Alabo, Eric	2:36
Jackpot	S10 B03	9500	(10) Jackpot \$1250	10:34:37 AM	10:36:50 AM Puyaoan Jr, Amante	10:43:29 AM Manual Clear	8:52
Machine Tilt	S07 B14	4169	(59) Hopper Can't Pay	4:53:39 PM		4:53:45 PM Manual Clear	0:06
Change Light	S08 B05	2045	(4) Service Requested	12:52:56 PM		12:53:09 PM Manual Clear...	0:13

Double clicking on an event displayed in any window shows detailed information, such as this cleared event.

[10] Jackpot \$1250	
Location :	S10 B03
Machine :	9500
Received :	10:47:41 AM
Dispatched :	
Cleared :	10:49:30 AM Alabo, Eric
Total Service Time :	1:49
Employee Svc Time :	1:49

Task Completion & Employee Status

With the use of additional modules, a casino can also have real time information on such things as Task Completion. Know right now how long it is taking to process a jackpot event, a printer fault, a bill validator issue or other similar events.

Request	Location	Machine	Event	Received	In Task
Jackpot	S10 B08	9119	(10)Jackpot \$1000	9:06:49 AM	9:07:13 AM Bhattarai, Dilli
Jackpot	S10 B03	9500	(10)Jackpot \$1250	9:02:34 AM	9:06:59 AM Alabo, Eric

Employee	Status	Event	Location	Machine	Last Activity
FLOOR ATTENDANT					
Alabo, Eric	In Task	(10)Jackpot \$1250	S10 B03	9500	07/28 09:06:59 AM Cleared Event for Machine 9500
Avery, John	Available				07/28 09:06:54 AM Cleared Event for Machine 4169
Bhattarai, Dilli	In Task	(10)Jackpot \$1000	S10 B08	9119	07/28 09:07:13 AM Cleared Event for Machine 9119
Cortez, Gloria	Available				07/27 10:37:01 AM Dispatched
Cruz, Manuel Dela	Available				03/26 06:03:03 PM Dispatched
Dihn, Sue	Available				03/28 10:00:22 AM Cleared Event for Machine 9500
Gapuz, Romeo	Available				03/25 01:56:23 PM Dispatched
Gasca, Manuel	Available				07/27 10:36:58 AM Dispatched
Haroon, Mohammed	Available				03/27 07:14:02 PM Dispatched

VIP Requests



Many casinos are interested in opportunities to better serve their high end players. A great deal of time, money and energy is spent attracting these players, and casino hosts sometimes struggle in staying ahead of their high-end player's gaming needs. The SFMS can assist in providing that extra level of quick response if needed.

Supervisor PDA

With the use of the PDA module, your management team can be more mobile and available where they are needed. Designed for use by the Slot Director, Shift Managers and perhaps the Shift Supervisors, the PDA functions as a quick connection to the issues needing attention most. On the PDA, you have the Request Status (including requests such as Hot Player), VIP Request, Cleared Event History and Employee Status displays, and we will work with you to bring Beverage Request or other types of events - depending on your Floor System - to the PDA.



Reporting

In addition to Real Time information, the SFMS also has various reports, organized by a date or a range of dates, to provide historical analysis of customer service and team activity.

Examples of Reports:

- Service Times charted by date ranges
- Service Times by Section
- Service Times by Employee
- Service Times by Service Group
- Completion Times by Employee
- Cleared Event History on the last 100 events

Average Service Time Report

Preview Average Service Time Report

File

Close

Average Service Time Report

8/30/2004-9/1/2004

Excludes Manual and Auto-Cleared Events

Graveyard

<u>Section</u>	<u>Jackpot</u>	<u>Machine/Reel Tilt</u>	<u>Machine Change Light</u>
01			14 - 10:51
02		4 - 3:14	4 - 6:17
03			18 - 15:14
04		1 - 2:27	17 - 10:05
05		3 - 3:22	2 - 8:33
06	1 - 8:17	7 - 3:22	13 - 6:05
07	2 - 1:48	2 - 1:09	9 - 4:18
08	2 - 1:27	3 - 6:00	10 - 14:36
09		6 - 2:42	9 - 4:23
10	4 - 1:04	8 - 4:02	1 - 1:31
11	3 - 1:25	5 - 4:48	2 - 5:02
14		15 - 3:08	2 - 3:00
15		2 - 2:57	4 - 2:36
Totals	23 - 1:46	162 - 6:26	298 - 7:29

Day

<u>Section</u>	<u>Jackpot</u>	<u>Machine/Reel Tilt</u>	<u>Machine Change Light</u>
01		2 - 1:50	16 - 4:44
02	1 - 4:34	1 - 5:57	8 - 2:47
03			13 - 3:37
04	1 - 4:15	5 - 3:43	18 - 3:10
05		4 - 3:51	2 - 4:09
06	2 - 2:49	30 - 2:34	27 - 4:07

If you really want to know about your Customer Service, take a look at this report. Initially, you may not like what it has to say. The objective, over time, is to show just how *good* your Customer Service is, rather than where improvement is needed.

Service Time Detail Report

Need more detail? Click on any bar on the Efficiency Analysis chart to display detailed information by Employee and Service Group. See exactly what happened during the hour in question.

Service Time Efficiency Analysis for Eldorado Hotel & Casino

File

Close

Average Service Time Detail by Employee

12/1/2004 for 19:00 to 20:00
Excludes Manual and Auto-Cleared Events

<u>Employee</u>	<u>Jackpot</u>	<u>Machine Tilt</u>	<u>Change Light</u>
Player Cleared			2 - 6:48
Avery, John	1 - 0:46	1 - 1:28	3 - 1:42
Belcher, Leland		1 - 0:28	
Dihn, Sue		1 - 0:54	2 - 0:41
Esposia, Iluminada	3 - 1:32	2 - 0:56	1 - 2:22
Hicks, Jie		1 - 1:04	2 - 2:35
Miller, Virginia		2 - 1:16	2 - 15:32
Newsham, Moui			3 - 5:57
Rahman, Md Rezaur			1 - 3:10
Rivera, Amadeo		1 - 1:10	1 - 3:43
Santos, Ernesto	1 - 1:37		12 - 3:40
Santos, Joven	2 - 0:54	3 - 1:39	2 - 5:15
Shaik, Miskat		2 - 2:27	5 - 2:38
Unknown Card			1 - 0:37
Vigilla, Florenda		4 - 1:22	1 - 9:18
Totals	7 - 1:15	18 - 1:22	38 - 4:14

Total Average Employee Service Time for 63 Events is 3:05.

Note: Employee Service Time consists of the interval from the time the event was dispatched (or the time it was received, if not dispatched) to the time it was cleared by the Employee.

Average Service Time Report By Employee

Preview Average Service Time Report by Employee for Eldorado Hotel & Casino

File

Close

Average Service Time Report by Employee

12/1/2004

Excludes Manual and Auto-Cleared Events

Grave

<u>Employee</u>	<u>Jackpot</u>	<u>Machine Tilt</u>	<u>Change Light</u>	<u>Hot Player</u>	<u>Summary</u>
Player Cleared			2 - 1:07		2 - 1:07
Alip, Moises	1 - 2:31	4 - 1:43	4 - 2:19		9 - 2:05
Aquilar, Jose	3 - 1:28	1 - 1:45	8 - 2:33		12 - 2:13
Forrest, Tom		1 - 2:18	3 - 2:40		4 - 2:34
Ganguly, Manju	3 - 2:11	6 - 1:32	27 - 1:37		36 - 1:39
Gasca, Manuel	2 - 1:06	4 - 1:01	6 - 4:19		12 - 2:41
Grewal, Devinder			1 - 5:07		1 - 5:07
Krueger, Richard			5 - 2:21		5 - 2:21
Mendoza, Leticia	1 - 0:52	1 - 2:31	4 - 0:54		6 - 1:10
Miah, Karim		2 - 0:22	4 - 0:28		6 - 0:26
Oliveras, Calixto	3 - 0:52	11 - 1:20	25 - 1:44		39 - 1:33
Rahman, Saidur		2 - 3:03	5 - 2:01		7 - 2:19
Randecker, Rolf			3 - 1:12		3 - 1:12
Santos, Marlou	1 - 1:51		4 - 2:32		5 - 2:24
Spring, Ted		1 - 1:19			1 - 1:19
Tenner, James			1 - 9:34		1 - 9:34
Unknown Card		15 - 0:54	22 - 0:34		37 - 0:43
Villamar, Maria Fe		4 - 3:24	1 - 1:22		5 - 3:00
Waldkirch, Merle			4 - 1:10		4 - 1:10
Shift Totals	14 - 1:30	52 - 1:29	129 - 1:46		195 - 1:40

This report shows the Service (reaction) times by each employee. It can be a helpful activity report as part of the overall evaluation of any given employee when compared to the rest of the shift or full roster.

Return on Investment

Increase Slot Machine “up” time.

A faster response by your team means returning a slot machine to service in a shorter period of time. More “up” time equals more coin in.

Reduction in Slot Floor Personnel

Today, a fairly large number of personnel are on the slot floor at any one time to attempt to respond to service requests in a timely fashion. Many of those personnel are idle much of the time. A Dispatcher using the Slot Floor Monitor System, however, knows where personnel are needed, can allocate resources as necessary and provide excellent customer service with fewer personnel.

Key Benefits

- Very strong ROI
- Dramatically improved Customer Service
- Improved Slot Machine “up” time
- Real-time observation of Slot Floor events and Service bottlenecks
- Detailed Service Time reports and charts for immediate and historical Customer Service analysis

30 Day Trial of the SFMS

Let us prove our claims...we offer a trial of the software. We train you and your staff and let you work with the SFMS to see if it makes a difference.

If you don't feel it has made a positive impact, give it back to us. No strings attached.

Thus far, in all the trials we have been asked to do, not one casino has returned the SFMS. In fact, most have recommended us to colleagues at other locations.

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