



REAL TIME ALERTS USER MANUAL

For use in Queensland



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Overview

What is the Real Time Alerts Application?

The Real Time Alerts application enables you to:

- Configure, monitor and action alerts in real time
- Identify and reward players
- Drive new membership through monitoring un-carded players
- Build powerful campaigns through gaming, kiosk and membership data
- Award printed vouchers, bonus points and virtual draw entries.

The application consists of the following modules:

- (a) Alert Management
- (b) Alert Monitor



Alert Management

The Alert Management module enables you to:

- View Active, Inactive, Scheduled and Expired Alerts
- Add, Edit and Delete Alerts

This module was intended for the marketing or management teams, to setup and maintain the promotional alerts.

Alert Monitor

The Alert Monitor module enables you to:

- View alerts which have been triggered
- View and re-print vouchers rewarded
- View bonus points and virtual draw entries rewarded

This module was intended for the gaming host, as it allows them to actively engage with the players.


User Access

Overview

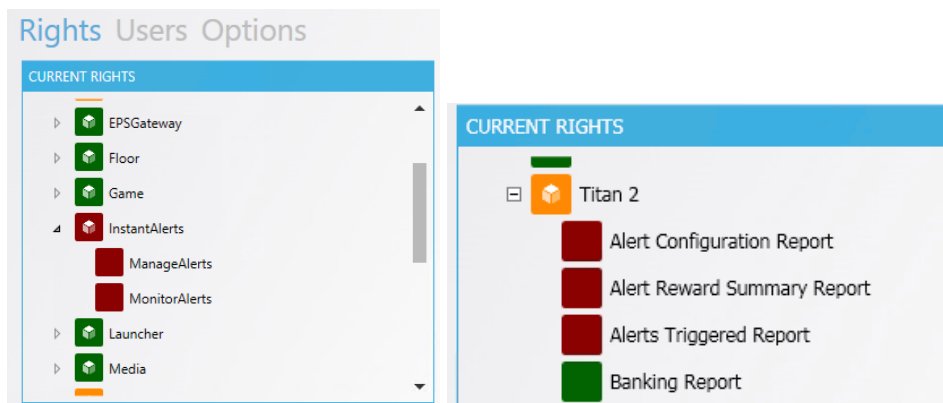
If the operator has the correct permission configured in the Arc Administration application, the Real Time Alerts application can be launched through one of the following methods:

- (a) Metro Shell application
- (b) Web Browser

Arc Administration

1. Log into the Metro Shell application
2. Select **Arc Administration** 
3. Select **Role Management**
4. The following new permissions will be available:

Permission	Description
Instant Alerts – Manage Alerts	This will provide the operator with full control of the Alerts module.
Instant Alerts – Monitor Alerts	This will provide the operator with full control of the Monitor module.
Titan 2 – Alert Configuration Report	A report available in Titan 2 to view all alerts configured.
Titan 2 – Alert Reward Summary Report	A report available in Titan 2 to view all rewards triggered.
Titan 2 – Alerts Triggered Report	A report available in Titan 2 to view all alerts triggered.



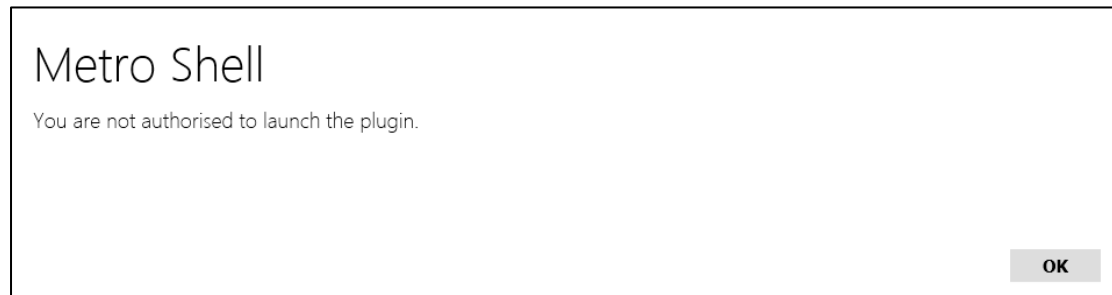
5. Edit the permissions as required
6. Select **Save**
7. Select **Close**.
8. Close the Metro Shell application.

Metro Shell Application

To launch the Real Time Alerts application from Metro Shell:

1. Log into the Metro Shell application
2. Select **Real Time Alerts** 
3. The Real Time Alerts application will be launched.

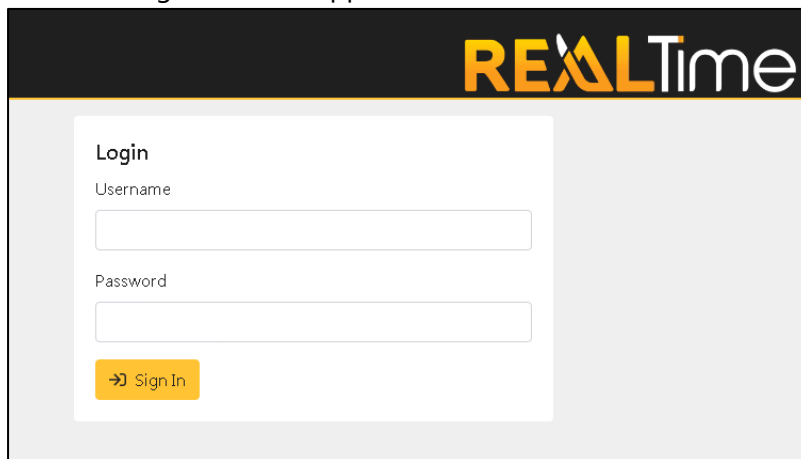
If the following error occurs, the operator logged into Metro Shell does not have the correct permissions to access Real Time Alerts.



Web Browser

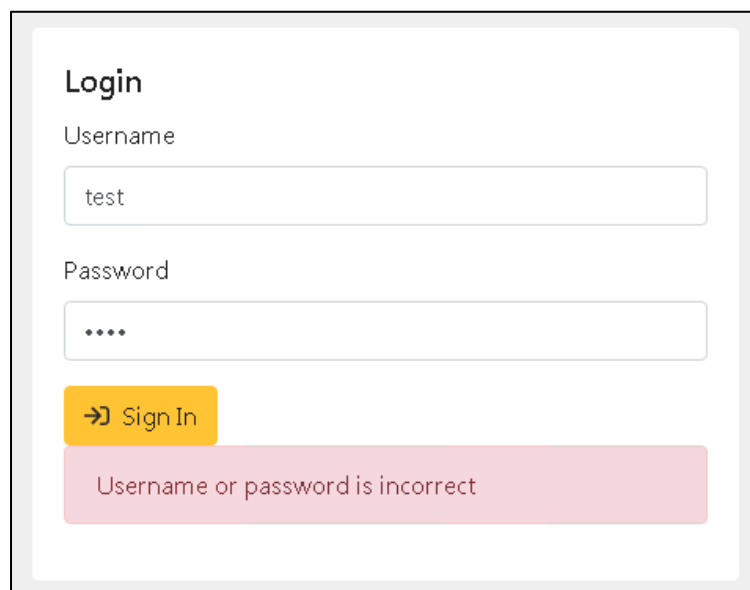
To launch the Real Time Alerts application from a Web Browser:

1. Open Chrome or Internet Explorer
2. Browse to the following URL:
<https://realtime.odyssey.cloud/>
3. The following screen will appear:



4. Enter the **Username** and **Password** of the operator.
5. The Real Time Alerts application will be launched.
6. Select the **Logout** link up the top right of the screen to log out of the application.

If the following error occurs and the operator has entered the correct credentials, the operator does not have the correct credentials for Real Time Alerts.










Alert Management

Overview

If the operator logged in has 'Manage Alerts' enabled in the Arc Administration, the Alerts Management (Alerts) module is launched by default.

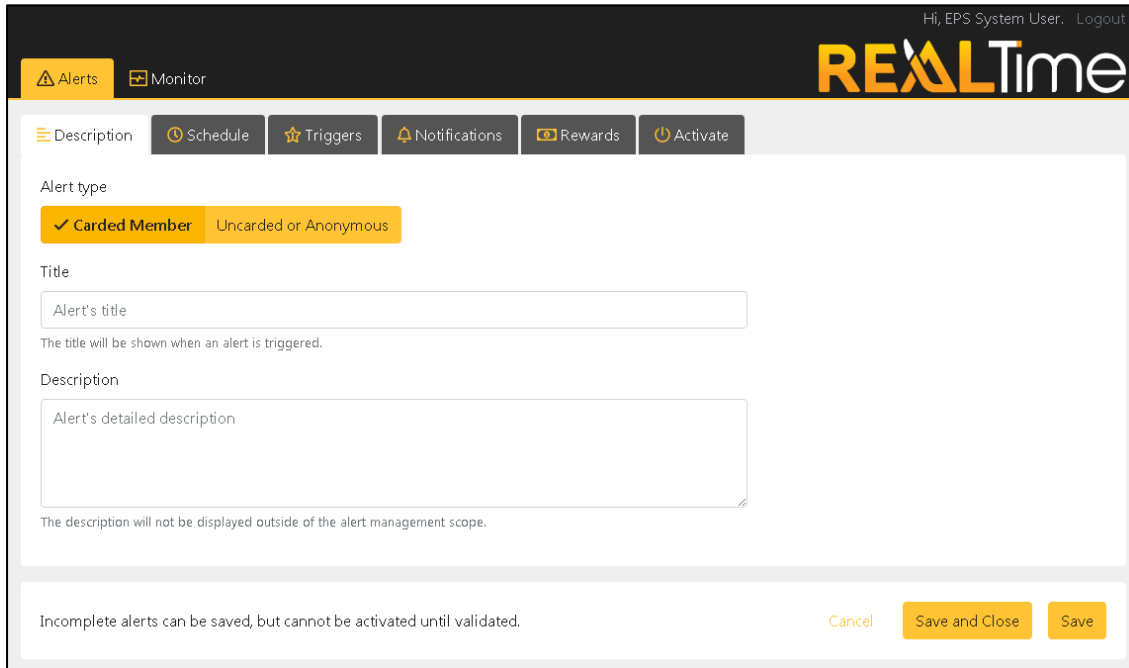
Screen Information

Field	Description		
+ New Alert	This button will launch the Add Alert screen.		
Search by alert Title	This field will enable the operator to search for an alert by the title.		
Active and Scheduled Only	This toggle button will switch between: (a) Showing active and scheduled alerts only (b) Showing all alerts (active, scheduled and expired).		
Title	This column will display the name of the alert.		
Start	This column will display the start date for the alert.		
End	This column will display the end date for the alert. If the alert has been configured to run indefinitely, no date will be displayed in this column.		
Type	This column will display the type of alert configured. The following options are available: (a) Carded Member – this type of alert will be triggered by member’s using their card in the gaming machine. (b) Un-Carded or Anonymous – this type of alert will be triggered when either no card is used in a gaming machine, or an anonymous card is used.		
Status	This column will display the status of the alert configured. The following options are available:		
	In-Active		An alert will have the status of in active if the operator has not activated the alert.
	Active		An alert will have the status of active if: (a) The alert has been activated by the operator and (b) The alert start date is not in the future and (c) The alert end date is not in the past.
	Scheduled		An alert will have the status of scheduled if: (a) The alert has been activated by the operator and (b) The alert start date is in the future
	Expired		An alert will have the status of expired if: (a) The alert has been activated by the operator and (b) The alert end date is in the past.
Actions	The following quick action buttons are available for each alert displayed:		
	Edit		The edit button will launch the edit alert screen.
	Activate/Deactivate		This button will activate/deactivate the alert.
	Copy		The copy button will copy the current alert and create a new one with the same parameters.

	Delete		The delete button will delete the alert. This button will only be available if the alert is inactive.
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New Carded Member Alert

1. From the Alerts page, select **New Alert**
2. The following screen will appear:



3. Select **Carded Member**
4. Enter in a **Title** for the alert
 - a. The title field is the only field which is mandatory to save the alert.
 - b. The title field must be unique.
 - c. The title field will be displayed in the Alert Monitor.
5. Enter in a **Description** for the alert.
 - a. The description field is not required to save or activate the alert.
 - b. The description field will not be displayed in the Alert Monitor.
6. Select the **Schedule** Tab

7. The following screen will appear:

8. Enter a **Start Date** for the alert. An alert cannot be saved without a valid start date.

9. Enter an **End Date** for the alert

- The End Date must be greater than or equal to the Start Date
- If no End Date is entered, the alert will run indefinitely.

10. Select the **Day/s** of the week for the alert to be scheduled

11. Enter the **Start** and **End Time** for the alert

- The Start and End Time will default to the trading hours configured in the Metropolis database.

12. Select the **Triggers** Tab

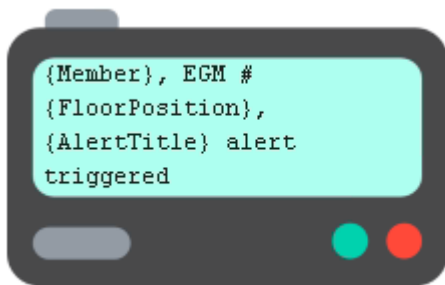
13. The following screen will appear:

14. Select the **Add** button next to one or more triggers and update the parameters if applicable. You must select at least one gaming trigger, or the New Member First Card in at EGM trigger. Refer to 'Triggers' for information about each trigger available to be configured.

15. Select the **Notifications Tab**
16. The following screen will appear:

The screenshot shows the REALTime Alerts configuration interface. At the top, there's a header with 'H4, EPS System User' and the 'REALTime' logo. Below the header is a navigation bar with tabs: Alerts, Monitor, Description, Schedule, Triggers, Notifications (selected), Rewards, and Activate. The main content area is titled 'Pager' and features a preview of a pager device displaying a message: '{Member}, EGM # {FloorPosition}, {AlertTitle} alert triggered'. To the right of the preview is a 'Prepend text' input field with a placeholder 'Optional text to be added to the beginning of the message.' Below the preview, a message states: 'Incomplete alerts can be saved, but cannot be activated until validated.' At the bottom right, there are three buttons: 'Cancel', 'Save and Close', and 'Save'.

17. Select the **Pager** toggle button to enable paging for the alert. The default paging message will be displayed.



To add to the end of the paging message, enter the text in the **Prepend** text field.

18. Select the **Rewards Tab**
19. The following screen will appear:

The screenshot shows the REALTime Alerts configuration interface with the 'Rewards' tab selected. The navigation bar is the same as in the previous screenshot. The main content area is divided into two sections: 'Available' and 'Active'. The 'Available' section contains three input fields: 'Bonus points', 'Virtual draw entries', and 'Printed voucher'. The 'Active' section shows 'None selected.' Below these sections, the same message 'Incomplete alerts can be saved, but cannot be activated until validated.' is displayed. At the bottom right, there are three buttons: 'Cancel', 'Save and Close', and 'Save'.

20. Select the **Add** button next to one or more rewards and update the parameters if applicable. It is not mandatory to add a reward to an alert. Refer to 'Rewards' for information about each reward available to be configured.
21. Select the **Activate Tab**.
22. The following screen will be displayed:

The screenshot shows the REALTime Alerts page with the 'Activate' tab selected. At the top, it says 'Alert is inactive'. Below this, there's a message: 'Please save any changes you have made before attempting to activate the alert.' with an 'Activate and Close' button. Further down, another message states: 'Incomplete alerts can be saved, but cannot be activated until validated.' with 'Cancel', 'Save and Close', and 'Save' buttons.

23. To activate the alert, select the **Save** button then **Activate and Close**. To save the alert without activating it, select the **Save and Close** button. Refer to 'Activation Errors' if you are unable to activate the alert.

New Un-carded or Anonymous Alert

1. From the Alerts page, select **New Alert**
2. The following screen will appear:

The screenshot shows the REALTime Alerts page with the 'New Alert' form. The 'Alert type' section has two options: 'Carded Member' (selected) and 'Uncarded or Anonymous'. Below this, there's a 'Title' field with a placeholder 'Alert's title' and a note: 'The title will be shown when an alert is triggered.' There's also a 'Description' field with a placeholder 'Alert's detailed description' and a note: 'The description will not be displayed outside of the alert management scope.' At the bottom, there's a message: 'Incomplete alerts can be saved, but cannot be activated until validated.' with 'Cancel', 'Save and Close', and 'Save' buttons.

3. Select **Uncarded Member**
4. Enter in a **Title** for the alert
 - a. The title field is the only field which is mandatory to save the alert.
 - b. The title field must be unique.
 - c. The title field will be displayed in the Alert Monitor.
5. Enter in a **Description** for the alert.

- a. The description field is not required to save or activate the alert.
 - b. The description field will not be displayed in the Alert Monitor.
6. Select the **Schedule** Tab
7. The following screen will appear:

The screenshot shows the REALTime Alert Monitor interface with the 'Schedule' tab selected. The top navigation bar includes 'Alerts' and 'Monitor' tabs. Below the navigation bar, there are tabs for 'Description', 'Schedule', 'Triggers', 'Notifications', 'Rewards', and 'Activate'. The 'Schedule' tab is active, displaying a form for setting the alert schedule. The form includes fields for 'Start date' (09-01-2019) and 'End date' (dd-mm-yyyy). Below these, there is a 'Schedule' section with a 'Day' dropdown set to 'Everyday' and 'Start time' (07:00 AM) and 'End time' (03:00 AM) fields. A list of days (Monday through Sunday) is shown with radio buttons. At the bottom, there is a message: 'Incomplete alerts can be saved, but cannot be activated until validated.' and buttons for 'Cancel', 'Save and Close', and 'Save'.

8. Enter a **Start Date** for the alert. An alert cannot be saved without a valid start date.
9. Enter an **End Date** for the alert
 - a. The End Date must be greater than or equal to the Start Date
 - b. If no End Date is entered, the alert will run indefinitely.
10. Select the **Day's** of the week for the alert to be scheduled
11. Enter the **Start** and **End Time** for the alert
 - a. The Start and End Time will default to the trading hours configured in the Metropolis database.
12. Select the **Triggers** Tab
13. The following screen will appear:

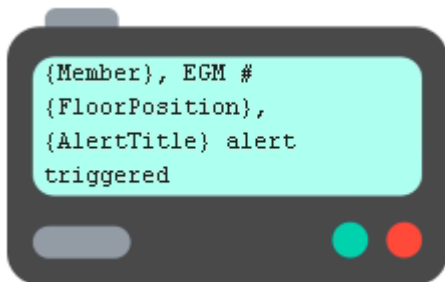
The screenshot shows the REALTime Alert Monitor interface with the 'Triggers' tab selected. The top navigation bar includes 'Alerts' and 'Monitor' tabs. Below the navigation bar, there are tabs for 'Description', 'Schedule', 'Triggers', 'Notifications', 'Rewards', and 'Activate'. The 'Triggers' tab is active, displaying a form for setting the alert triggers. The form is divided into two columns: 'Available' and 'Active'. The 'Available' column lists gaming triggers: 'Turnover in X minutes', 'Spend in X minutes', 'Turnover this session', 'Spend this session', and 'Gaming machine group'. The 'Active' column shows 'Gaming triggers' and 'None selected.' At the bottom, there is a message: 'Incomplete alerts can be saved, but cannot be activated until validated.' and buttons for 'Cancel', 'Save and Close', and 'Save'.

14. Select the **Add** button next to one or more triggers and update the parameters if applicable. You must select at least one gaming trigger. Refer to 'Triggers' for information about each trigger available to be configured.
15. Select the **Notifications** Tab

16. The following screen will appear:

The screenshot shows the REALTime Alerts configuration interface. The top navigation bar includes 'Alerts' and 'Monitor'. Below it, a series of tabs are visible: 'Description', 'Schedule', 'Triggers', 'Notifications', 'Rewards', and 'Activate'. The 'Pager' tab is selected, displaying a preview of a pager device on the left. The preview screen shows the text: `{Member}, EGM #`, `{FloorPosition},`, `{AlertTitle} alert`, and `triggered`. To the right of the preview, there is a 'Prepend text' input field and a note: 'Optional text to be added to the beginning of the message.' At the bottom of the screen, a message states: 'Incomplete alerts can be saved, but cannot be activated until validated.' Three buttons are located at the bottom right: 'Cancel', 'Save and Close', and 'Save'.

17. Select the **Pager** toggle button to enable paging for the alert. The default paging message will be displayed.



To add to the end of the paging message, enter the text in the **Prepend** text field.

18. Select the **Rewards Tab**

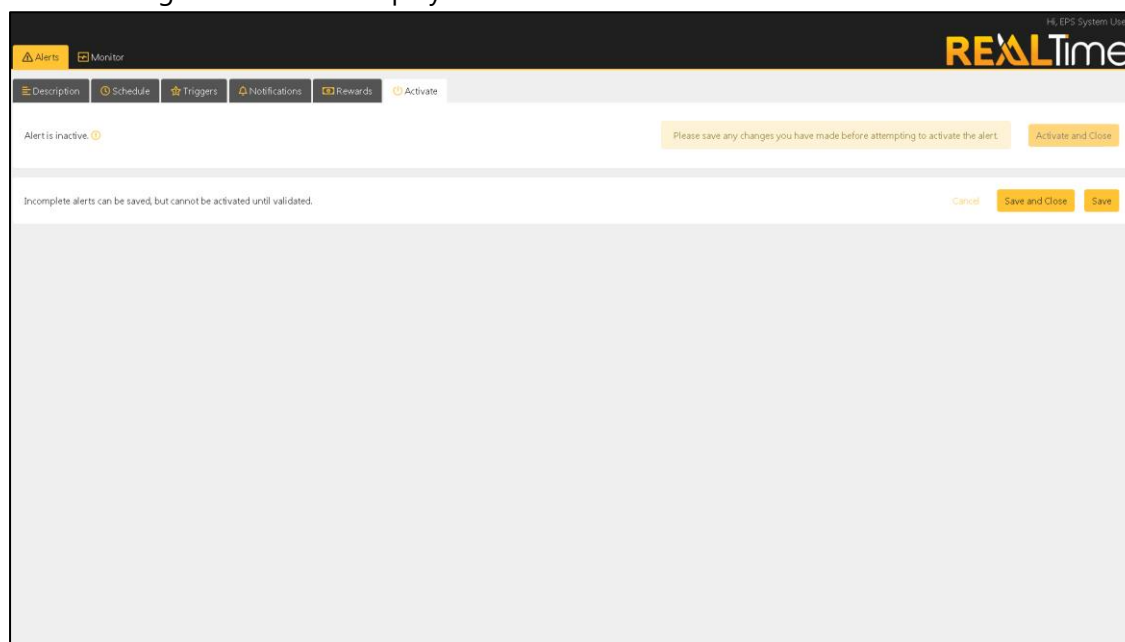
19. The following screen will appear:

The screenshot shows the REALTime Alerts configuration interface with the 'Rewards' tab selected. The top navigation bar and tabs are the same as in the previous screenshot. The 'Available' section on the left contains a list with one item: 'Printed voucher'. The 'Active' section on the right shows 'None selected.' At the bottom, the same message and buttons are present: 'Incomplete alerts can be saved, but cannot be activated until validated.' and 'Cancel', 'Save and Close', 'Save' buttons.

20. Select the **Add** button next to the Printed Voucher reward and update the parameters if applicable. It is not mandatory to add a reward to an alert. Refer to 'Rewards' for information about each reward available to be configured.

21. Select the **Activate Tab**.

22. The following screen will be displayed:



23. To activate the alert, select the **Save** button then **Activate and Close**. To save the alert without activating it, select the **Save and Close** button. Refer to 'Activation Errors' if you are unable to activate the alert.

Triggers

The triggers available will depend on the type of trigger being configured.

Member Triggers

Trigger	Description
Joined Date	<p>This trigger will check the member's Joined Date in the Membership system against the option configured in the alert.</p> <p>The following options are available to be configured:</p> <ul style="list-style-type: none"> (a) Today (b) This Week (c) This Month <p>The Joined Date will use the trading day, not the calendar day. For example, if a member joined tonight at 11pm, then they inserted their card into a gaming machine at 1am, the alert will still fire.</p>
Member Level	<p>This trigger will check the member's member level (tier) in the Membership system against the member level configured. The drop-down list will be populated with all member levels configured in the Membership system. If the member levels are updated within the Membership (ie what member levels are available), this information will flow through to the Real Time Alerts application by the next day.</p>
Member Group	<p>This trigger will check if the member belongs to any groups in the Membership system which have been configured in the alert. The drop-down list will be populated with all member groups configured in the Membership system. If the member groups are updated within the Membership (ie what member groups are available), this information will flow through to the Real Time Alerts application within the next 5 minutes.</p>
Birthday	<p>This trigger will check the member's birthday (using the member's DOB in the Membership system) against the option configured in the alert.</p> <p>The following options are available to be configured:</p> <ul style="list-style-type: none"> (a) Today (b) This Week (c) This Month

	The Birthday will use the calendar day, not the trading day. For example, if a member's birthday was on the 10/02/2019 and they played at 1am on the 11/02/2019 (the same trading day but not the same calendar day), the alert would not trigger.
Last EGM Visit	This trigger will check the date the member last used their card in a gaming machine against the option configured in the alert. The following options are available to be configured: (a) >30 Days (b) >60 Days (c) >90 Days
Gender	This trigger will check the gender of the member configured in the Membership system against the option configured in the alert. The following options are available to be configured: (a) Male (b) Female
New Member First Card In at EGM	This trigger will fire the first time a member inserts their card into a gaming machine since becoming a member. The alert can only fire once for a member. The alert will fire BEFORE the member has entered their PIN, allowing the attendant to come over to the member and explain how the system works. This trigger cannot be configured with a gaming trigger.

Gaming Triggers

Trigger	Description
Turnover in X Minutes	This trigger will check the player's turnover generated in X minutes. Two parameters are required: (a) Turnover (dollar value) (b) Minutes This trigger can be configured for both a member and an un-carded/anonymous alert. For a member, if they take their card out of the machine and put it back in the same machine or a different machine, it will continue.
Spend in X Minutes	This trigger will check the player's spend in X minutes. Spend is calculated as Turnover – Wins (including jackpot wins). Two parameters are required: (a) Spend (dollar value) (b) Minutes This trigger can be configured for both a member and an un-carded/anonymous alert. For a member, if they take their card out of the machine and put it back in the same machine or a different machine, it will continue.
Turnover Today	This trigger will check the player's turnover for the current trading day. One parameter is required: (a) Turnover (dollar value) This trigger can only be configured for a member alert. It will include all turnover for the current trading day, across all the machines. The alert can only be triggered once per day.
Spend Today	This trigger will check the player's spend for the current trading day. Spend is calculated as Turnover – Wins (including jackpot wins). One parameter is required: (a) Spend (dollar value) This trigger can only be configured for a member alert. It will include all turnover for the current trading day, across all the machines. The alert can only be triggered once per day.
Turnover this Session	This trigger will check the player's turnover for the current gaming session. One parameter is required: (a) Turnover (dollar value)

	This trigger can only be configured for an un-carded/anonymous alert. The alert can only be triggered once per gaming session.
Spend this Session	This trigger will check the player's spend for the current gaming session. Spend is calculated by Turnover – Wins (including jackpot wins). One parameter is required: (a) Spend (dollar value) This trigger can only be configured for an un-carded/anonymous alert. The alert can only be triggered once per gaming session.
Gaming Machine Group	This trigger will check if the player is using a gaming machine which belongs to any groups in the Game application which have been configured in the alert. The drop-down list will be populated with all gaming machine groups configured in the Game application. If the gaming machine groups are updated within the Game application (ie what groups are available), this information will flow through to the Real Time Alerts application within the next 5 minutes.

Rewards

The rewards available will depend on the type of trigger being configured.

Bonus Points

The Bonus Points Reward is available for member alerts only. Once the alert is triggered, it will automatically assign the bonus points to the member. Three parameters are required:

- (a) The number of bonus points to be awarded.
- (b) The promotional event to assign the bonus points to.
 - a. A drop-down list will appear listing all active bonus point promotional events.
 - b. It is recommended that you create a promotion event linked to your main bonus point account for real time alerts (i.e. 'Real Time Alert Bonus Point Rewards'). This will allow you to report on the points accrued specifically through Real Time Alerts.
- (c) The daily budget (in points).
 - a. Once the daily budget has been met, an alert can still be triggered, however it won't assign the bonus points. This will create an audit advising why the points were not assigned.

Active

Bonus points

Award bonus point to Main Bonus Points ▼

Daily budget points.

Virtual Draw Entries

The Virtual Draw Entries Reward is available for member alerts only. Once the alert is triggered, it will automatically assign the virtual draw entries to the member. Two parameters are required:

- (a) The number of virtual draw entries to be awarded.
- (b) The promotional event to assign the virtual draw entries to.
 - a. A drop-down list will appear listing all active virtual draw promotional events.
 - b. It is recommended that you create a promotion event linked to an existing virtual draw promotion, for real time alerts. This will allow you to report on the virtual draw entries accrued specifically through Real Time Alerts for the applicable Virtual Draw promotion.

Active

Virtual draw entries

Award
virtual draw entry to

Virtual Test kiosk

Printed Voucher

The Printed Voucher is available for both member and un-carded/anonymous alerts. Once the alert is triggered, it will automatically print the voucher at the dedicated printer. The text which is displayed in the preview will be printed on the voucher. The voucher number is unique per voucher. If a voucher is re-printed it will print the same voucher number, but a different date printed. The voucher template is not configurable for Phase I. To remove the voucher, select the remove link to the right of the reward.

Active

Printed voucher

Header line 1

Complimentary Drink Voucher

Header line 2

Text line 1

Redeem at the bar or restaurant

Text line 2

Free drink excludes spirits and wines

Text line 3

This voucher is only valid for a week

Text line 4

Daily budget

vouchers.

Complimentary Drink Voucher

Date printed:

11/01/2019 09:47:24 AM

Voucher number:

123-20190111-094724

Badge number:

12345

Member name:

Full Name

Floor number:

123

Redeem at the bar or restaurant

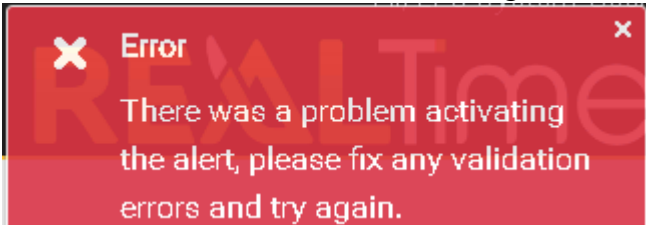
Free drink excludes spirits and wines

This voucher is only valid for a week

Approved by:

Activation Errors

If the alert does not activate due to configuration errors, the following error will be displayed:



The activation page will then list what the areas are that need attention. In the example below, it shows that you a trigger has not been selected. If you select the **Show Me** link, it will take you to the section you need to address.

Hi, EPS System User.

REALTime

Alerts Monitor

Description Schedule Triggers Notifications Rewards Activate

Activate

Alert test could not be activated. Please correct the following issues before trying again.

Description
OK

Schedule
OK

Triggers

Issue	Message
General	You must select a trigger.

Show me

Notifications
OK

Rewards
OK

Alert test is inactive.

Activate and Close

Incomplete alerts can be saved, but cannot be activated until validated.

Cancel Save and Close Save

Once you have fixed the issue, select the **Activate Tab** again, then select **Save**, then **Activate and Close**.

Activation Rules

The system will check the following rules when activating an alert:

- One gaming trigger has been selected OR the Member First Card in Trigger.
- Only one gaming triggered has been selected.
- All triggers selected have valid parameters entered (for example, a positive integer number in any amount fields, all drop down fields have a selection).
- If a Bonus Point or Virtual Draw Reward has been selected, the amount and budget has been entered and a promotion selected.
- If a Printed Voucher has been selected, the budget has been entered.
- That a gaming trigger has not been selected with a New Member Card In trigger.

Save Rules

The system will check the following rules when saving an alert:

- A valid title has been entered which is unique.
- A valid start date has been entered for the alert.

Quick Action Buttons

The following quick action buttons are available from the Alert Summary page:

Edit		The edit button will launch the edit alert screen.
Activate/Deactivate		This button will activate/deactivate the alert.
Copy		The copy button will copy the current alert and create a new one with the same parameters.
Delete		The delete button will delete the alert. This button will only be available if the alert is inactive.

Edit Alert

Once you select the edit quick action button, it will launch the edit alert screen. Once you have edited the alert, select the **Save** button followed by the **Activate and Close** button.

Activate Alert

If an alert is inactive, the **Activate** quick action button will be available. Once selected, it will check the same activation rules as the new alert screen and will then change the alert to an active status, if the rules were met.

De-Activate Alert

If an alert is activated, the **De-Activate** quick action button will be available. Once selected, it will change the alert to an inactive status.

Copy Alert

Once you select the **Copy** quick action button, it will launch the new alert screen, but will copy all the configurations from the alert you copied.

Delete Alert

If an alert is inactive, the **Delete** quick action button will be available. Once selected, it will change the delete button to an undo button. Until the page has been refreshed, it will allow the operator to undo the deletion. Once a new page is selected, the alert will be deleted.

Alert Monitor

Overview

If the operator logged in has 'Monitor Alerts' enabled in the Arc Administration, and not 'Manage Alerts', the Alert Monitor (Monitor) module is launched by default. This module will display the alerts which have triggered for the current day, including the notifications and rewards triggered.

Screen Information

Alert Monitor

Hide filters

Load new events automatically

EGM group

Alert

Event type

✓ Apply

✕ Clear

Event time	Event type	Floor position	Member name	Member level	Event details
21 hours ago	Alert triggered	12	90510 GLADSTONE	Silver	Alert Printed Voucher Number Test triggered
2 days ago	Alert triggered	12	INSTANT ALERTS	Gold	Alert Carded Spend in X Min triggered
2 days ago	Alert triggered	12	90986 GLADSTONE	Gold	Alert 1.3 \$50 T/O Today - Gaming Only triggered
2 days ago	Page message sent	12	90986 GLADSTONE	Gold	Message - 90986 GLADSTONE, EGM #12, 1.3 \$50 T/O Today - Gaming Only alert triggered
2 days ago	Voucher printed	12	90986 GLADSTONE	Gold	Voucher Complimentary Drink Voucher printed to Star TSP100 Cutter (TSP143)_1_1

Field	Description
Hide Filters	This button will hide the EGM group, Alert and Event type filters.
Load new events automatically	This toggle will switch between the following: <ul style="list-style-type: none"> (a) The screen being refreshed manually (select the refresh button) (b) The screen automatically updating as events as recorded
Apply	This button will filter the event details by the filters above.
Clear	The clear button will reset the filters.
EGM Group	This drop-down list will be populated by the EGM groups configured in the Game application. If an EGM group is selected, the list will be filtered by alerts which have been triggered by a machine in the selected group.
Alert	This drop-down list will be populated with all active alerts configured. If selected, the list will be filtered to only include alerts, rewards and notifications triggered for the selected alert.
Event Type	This drop-down list will list the following event types: <ul style="list-style-type: none"> (a) Alert triggered (this event is recorded when an alert is triggered). (b) Bonus points awarded (this event is recorded when bonus points have been awarded, along with the number awarded and the promotion awarded to). (c) Virtual draw entries awarded (this event is recorded when virtual draw entries have been awarded, along with the number awarded and the promotion awarded to). (d) Voucher printed (this event is recorded when a printed voucher is awarded, along with the printer it was printed to). (e) Voucher reprinted (this event is recorded when a voucher is reprinted, along with the print it was reprinted to). (f) Page message (this event is recorded when a page is sent due to an alert being triggered). (g) Bonus points not awarded – budget exceeded (this event is recorded when bonus points are not awarded due to the budget for that alert being exceeded). (h) Voucher not printed – budget exceeded (this event is recorded when a printer voucher is not awarded due to the budget for that alert being exceeded).
Event Time	This column will report how long ago the event was triggered. For example, 1 minute ago.
Event Type	This column will report the type of event which was triggered. Refer to Event Type above for the available event types.
Floor Position	This column will report the floor number of the machine where the event was triggered.
Member Name	This column will report the name of the member, if the event was triggered by a carded alert.
Member Level	This column will report the member level of the member, if the event was triggered by a carded alert.

Event Details	<p>The column will report the details of the event.</p> <ul style="list-style-type: none"> (a) Alert triggered – will include the name of the alert. (b) Bonus points awarded – will include the number of bonus points and the promotion they were awarded to. (c) Virtual draw entries awarded – will include the number of virtual draw entries and the promotion they were awarded to. (d) Voucher printed – will include the name of the voucher (first line) and the printer the voucher was printed to. (e) Voucher reprinted -will include the name of the voucher (first line) and the printer the voucher was printed to. (f) Page message – will include the message sent to the pager. (g) Bonus points not awarded – budget exceeded (h) Voucher not printed – budget exceeded.
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Reprint Voucher

Vouchers can be reprinted by selecting the printer icon next to a voucher printed event in the Audit Monitor. If a voucher is re-printed, the voucher number printed will be identical to the original voucher. The date and time the voucher is printed will be updated.

Reporting

Overview

The Titan 2 application has been updated to include three new reports for Real Time Alerts:

- (a) Alert Configuration
- (b) Alert Report Summary
- (c) Alerts Triggered.

All events which are triggered and reported in the Audit Monitor, will also be reported in the Metropolis Audits (FloorQ & Membership).

Audits

The following audits can be reported in the FloorQ application and Member application:

Instant Alerts
Alert Triggered - Member
Alert Triggered - Uncarded or Anonymous
Virtual Draw Entries Awarded - Member
Virtual Draw Entries Awarded - Uncarded or Anonymous
Bonus Points Awarded - Member
Bonus Points Awarded - Uncarded or Anonymous
Voucher Printed - Member
Voucher Printed - Uncarded or Anonymous
Voucher Reprinted - Member
Voucher Reprinted - Uncarded or Anonymous
Page Message Sent - Member
Page Message Sent - Uncarded or Anonymous
Bonus Points Not Awarded Budget Exceeded - Member
Bonus Points Not Awarded Budget Exceeded - Uncarded or Anonymous
Voucher Not Printed Budget Exceeded - Member
Voucher Not Printed Budget Exceeded - Uncarded or Anonymous

Audits generated from both member and un-carded/anonymous alerts will be reported in the FloorQ application. Audits generated from member alerts will also be reported in the Membership application.

To run an audit in the FloorQ application, select Reports > Un-Tick All Events > Select 360 Instant Alerts > Select Run > Select Ok.

To run an audit in the Membership application, bring up the member > Select Audit Report > Select Instant Alerts > Select Print > Select Preview.

Titan 2 Application

Alert configuration Report

The Alert Configuration Report will display all alerts configured in the system.

Sort Order

Each column can be sorted by selecting the arrows next to the column name.

Filters

- (a) Date From and Date To – this will filter the report by alerts which are active within the date range specified.
- (b) Alert Name – this will filter the report by the alert name.
- (c) Alert Status – this will filter the report by the status of the alert:
 - a. Active
 - b. Inactive
 - c. Expired
 - d. Archived
 - e. Scheduled
- (d) Alert Type – this will filter the report by the alert type:
 - a. Carded (Member)
 - b. Un-carded/Anonymous

Report Sample

Alert Configuration						
Date From	12/01/2019					
Date To	13/01/2019					
Alert Name	All					
Alert Status	All					
Alert Type	All					
Alert Name	Alert Start Date	Alert End Date	Alert Type	Alert Status	Triggers	Notifications Reward Types
AA test \$10	9/01/2019		Carded	Active	\$10 Turnover today	None Award Voucher, Daily budget 20 vouchers, Award 5 Bonus Points to "STANDARD POINTS", Daily budget 10 bonus points, Award 1 Virtual Draw entries to "BEAT THE BUTCHER TUESDAY"
Anonymous Player High Spend in Session	9/01/2019		Uncarded	Inactive	\$1000 Spend this session	Pager
Award Bonus Points to New Members First Play	9/01/2019		Carded	Inactive		None
Award Entries into Virtual Draw	9/01/2019		Carded	Inactive	\$50 Spend this session	None
Daily 10 Bonus Points	9/01/2019		Carded	Inactive	\$50 Spend this session	None
Member Tier has High Turnover in 30 Minutes	9/01/2019		Carded	Inactive	\$1000 Turnover in 30 Minutes	Pager
Date Printed: 13/01/2019 4:33:43PM						Page 1 of 1
User: eps						Application Version: 20.4.51

Columns

Column	Description
Alert Name	This column will report the name of the alert configured.
Alert Start Date	This column will report the start date of the alert configured.

Alert End Date	This column will report the end date of the alert configured. If no date is displayed, the alert has been configured to run indefinitely.
Alert Type	This column will report the type of alert (Carded or Uncarded/Anonymous)
Alert Status	This column will report the alert status (Active, Inactive, Expired, Scheduled, Archived).
Triggers	This column will report a summary of the triggers configured. i.e. \$50 Spend this session.
Notifications	This column will report if a paging notification has been configured.
Reward Type	This column will report a summary of the rewards configured. i.e. Award 20 Bonus Points to Sample Promo, Daily budget 100 points.

Alert Reward Summary Report

The Alert Reward Summary Report will display all rewards which have been awarded through alerts.

Sort Order

Each column can be sorted by selecting the arrows next to the column name.

Filters

- Date From and Date To – this will filter the report by rewards which have been awarded within the date range specified.
- Alert Name – this will filter the report by the alert name.
- Reward Type – this will filter the report the reward type.
 - Bonus Points Awarded
 - Virtual Draw Entries Awarded
 - Vouchers Awarded

Report Sample

Reward Summary					
Date From	12/01/2019				
Date To	13/01/2019				
Alert Name	All				
Reward Type	All				
Alert Name	Points Awarded	Points Budget	Vouchers Awarded	Vouchers Budget	Virtual Draw Awarded
AAtest \$10	10	10	2	20	2
Total	10	10	2	20	2

Columns

Column	Description
Alert Name	This column will report the name of the alert configured.
Points Awarded	This column will report the total number of bonus points awarded.
Points Budget	This column will report the total bonus points budget. The balance remaining can be calculated as points budget minus points awarded.
Vouchers Awarded	This column will report the total vouchers awarded.
Vouchers Budget	This column will report the total vouchers budget. The balance remaining can be calculated as vouchers budget minus vouchers awarded.
Virtual Draw Awarded	This column will report the total virtual draw entries awarded.

Alert Triggered Report

The Alert Triggered Report will display all alerts triggered including the events associated with the alert.

Sort Order

Each column can be sorted by selecting the arrows next to the column name.

Filters

- (a) Date From and Date To – this will filter the report by the alerts triggered within the date range specified.
- (b) EGM Group – this will filter the report by the EGM which triggered the alert.
- (c) Badge Number – this will filter the report by the Badge No of the member the alert was triggered for.
This filter will not include anonymous/un-carded alerts.
- (d) Member Tier – this will filter the report by the Member Level (tier) of the member the alert was triggered for. This filter will not include anonymous/un-carded alerts.
- (e) Alert Type – this will filter the report by the alert type:
 - a. Carded (Member)
 - b. Un-carded/Anonymous
- (f) Alert Name – this will filter the report by the alert name.
- (g) Audit Type – this will filter the report by the event which was triggered.
 - a. Alert Triggered
 - b. Bonus Points Awarded
 - c. Virtual Draw Entries Awarded
 - d. Voucher Printed
 - e. Voucher Reprinted
 - f. Page Message
 - g. Bonus Points Not Awarded – Budget Exceeded
 - h. Voucher Not Printed – Budget Exceeded

Report Sample

Alerts Triggered

Date From: 12/01/2019

Date To: 13/01/2019

EGM Group:

Badge Number:

Member Tier:

Alert Type: All

Alert Name: All

Audit Type: All

Date and Time	Floor Number	Badge Number	Member Name	Member Tier	Alert Type	Alert Name	Audit Type
13/01/2019 12:18	412	1	TestTest	RED	Member	AAtest \$10	Bonus Points Awarded
13/01/2019 12:18	412	1	TestTest	RED	Member	AAtest \$10	Virtual Draw Entries Awarded
13/01/2019 12:18	412	1	TestTest	RED	Member	AAtest \$10	Voucher Printed
13/01/2019 12:18	412	1	TestTest	RED	Member	AAtest \$10	Alert Triggered
13/01/2019 12:11	413	3	TestTest	RED	Member	AAtest \$10	Bonus Points Awarded
13/01/2019 12:11	413	3	TestTest	RED	Member	AAtest \$10	Virtual Draw Entries Awarded
13/01/2019 12:11	413	3	TestTest	RED	Member	AAtest \$10	Alert Triggered
13/01/2019 12:11	413	3	TestTest	RED	Member	AAtest \$10	Voucher Printed

Total number of Alerts Triggered Reported: 8

Date Printed: 13/01/2019 4:53:31PM

Page 1 of 1

User: eps

Application Version: 2.0451

Columns

Column	Description
Date and Time	This column will report the date and time the alert/alert event was triggered.
Floor Number	This column will report the EGM number the alert was triggered on.

Badge Number	This column will report the badge number of the member which triggered the alert.
Member Name	This column will report the member name of the member which triggered the alert.
Member Tier	This column will report the member tier of the member which triggered the alert.
Alert Type	This column will report the alert type.
Alert Name	This column will report the alert name.
Audit Type	This column will report the audit type.

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