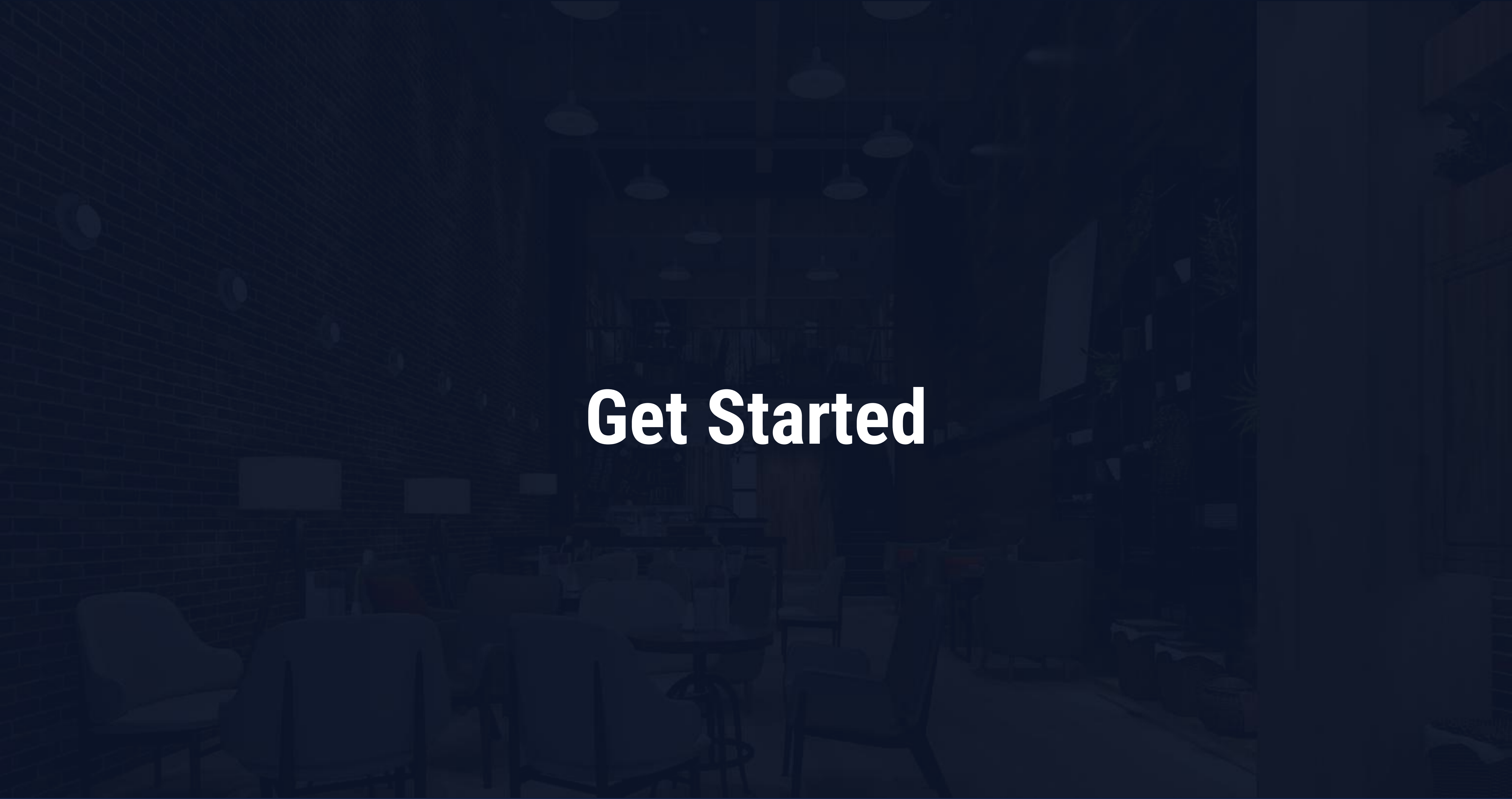
Detailed User Guide

Table of Contents

Getting Started	Page 4-7
Venue Configuration	Page 8-41
CRM	Page 42-47
Gaming Management	Page 48-56
Campaign Management	Page 57-62
Event Management	Page 63-68
Shift Report & Tasks	Page 69-71
Communications	Page 72-83
Safestakes	Page 84-89
HR Management	Page 90-92
Reports	Page 93-97
Scheduled Reports	Page 98-102
Kiosk Integration - Wymac	Page 103-107

Acronym Table

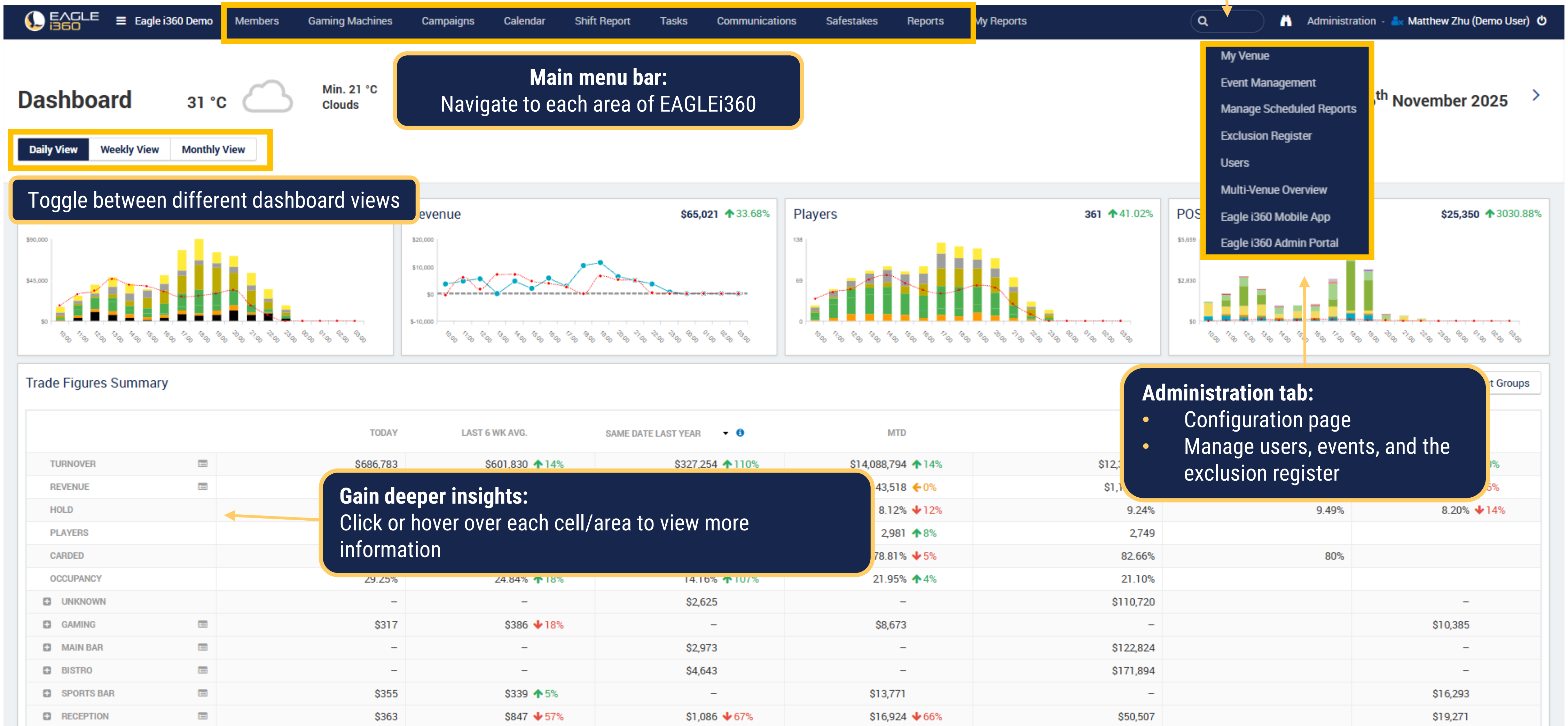
PLU	Price look-up code
POS	Point of Sale
MTGM	Multi-terminal gaming machine
ADR	Average daily revenue
ADT	Average daily turnover
ROI	Return on investment
DOW	Day of Week



Get Started

Navigating EAGLEi360

Search bar:
- Look up members by name, badge number or tier
- EGM lookup e.g. Find EGM #5


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
Reports
My Reports
Administration
Matthew Zhu (Demo User)
My Venue
Event Management
Manage Scheduled Reports
Exclusion Register
Users
Multi-Venue Overview
Eagle i360 Mobile App
Eagle i360 Admin Portal
Dashboard
31 °C
Min. 21 °C
Clouds
th November 2025
Daily View
Weekly View
Monthly View
evenue
$65,021 ↑33.68%
Players
361 ↑41.02%
POS
$25,350 ↑3030.88%
t Groups

Main menu bar:
Navigate to each area of EAGLEi360

Toggle between different dashboard views

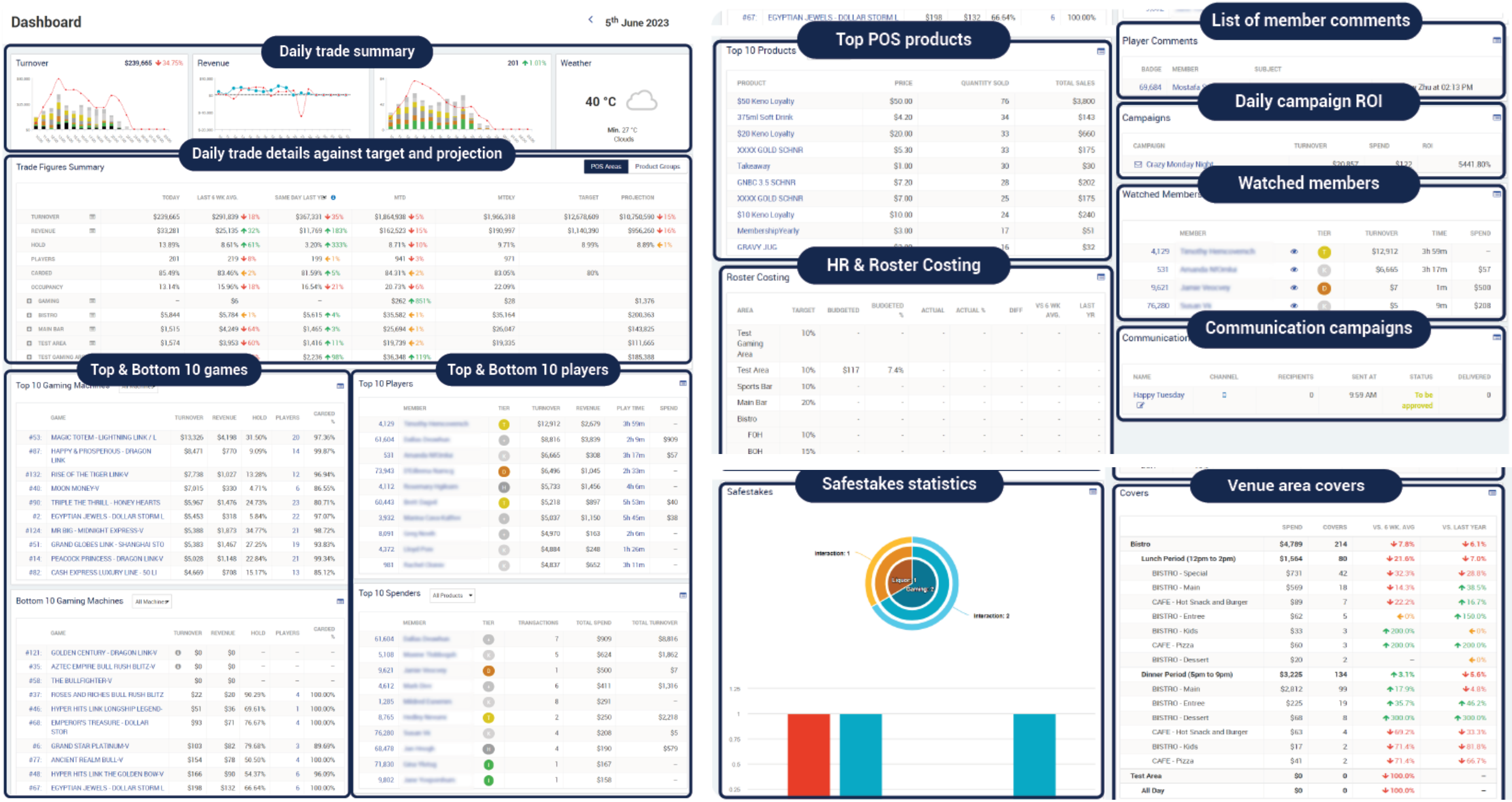
Trade Figures Summary

	TODAY	LAST 6 WK AVG.	SAME DATE LAST YEAR	MTD			
TURNOVER	$686,783	$601,830 ↑14%	$327,254 ↑110%	$14,088,794 ↑14%	$12,		%
REVENUE				43,518 ←0%	$1,1		5%
HOLD				8.12% ↓12%	9.24%	9.49%	8.20% ↓14%
PLAYERS				2,981 ↑8%	2,749		
CARDED				78.81% ↓5%	82.66%	80%	
OCCUPANCY	29.25%	24.84% ↑18%	14.16% ↑107%	21.95% ↑4%	21.10%		
UNKNOWN	–	–	$2,625	–	$110,720		–
GAMING	$317	$386 ↓18%	–	$8,673	–		$10,385
MAIN BAR	–	–	$2,973	–	$122,824		–
BISTRO	–	–	$4,643	–	$171,894		–
SPORTS BAR	$355	$339 ↑5%	–	$13,771	–		$16,293
RECEPTION	$363	$847 ↓57%	$1,086 ↓67%	$16,924 ↓66%	$50,507		$19,271

Gain deeper insights:
Click or hover over each cell/area to view more information

Administration tab:
- Configuration page
- Manage users, events, and the exclusion register

Dashboard Overview



Dashboard

5th June 2023

Daily trade summary

Daily trade details against target and projection

Trade Figures Summary

POS Areas | Product Groups

	TODAY	LAST 6 WK AVG.	SAME DAY LAST YR	MTD	MTDLY	TARGET	PROJECTION
TURNOVER	$239,665	$291,839 ↓18%	$367,331 ↓35%	$1,864,938 ↓5%	$1,966,318	$12,678,609	$10,750,590 ↓15%
REVENUE	$33,281	$25,135 ↑32%	$11,769 ↑183%	$162,523 ↓15%	$190,997	$1,140,390	$956,260 ↓16%
HOLD	13.89%	8.61% ↑61%	3.20% ↑333%	8.71% ↓10%	9.71%	8.99%	8.89% ←1%
PLAYERS	201	219 ↓8%	199 ←1%	941 ↓3%	971		
CARDED	85.49%	83.46% ←2%	81.59% ↑5%	84.31% ←2%	83.05%	80%	
OCCUPANCY	13.14%	15.96% ↓18%	16.54% ↓21%	20.73% ↓6%	22.09%		
⊞ GAMING	–	$6	–	$262 ↑851%	$28		$1,376
⊞ BISTRO	$5,844	$5,784 ←1%	$5,615 ↑4%	$35,582 ←1%	$35,164		$200,363
⊞ MAIN BAR	$1,515	$4,249 ↓64%	$1,465 ↑3%	$25,694 ←1%	$26,047		$143,825
⊞ TEST AREA	$1,574	$3,953 ↓60%	$1,416 ↑11%	$19,739 ←2%	$19,335		$111,665
⊞ TEST GAMING AR			$2,236 ↑98%	$36,348 ↑119%			$185,388

Top & Bottom 10 games

Top 10 Gaming Machines

	GAME	TURNOVER	REVENUE	HOLD	PLAYERS	CARDED %
#53:	MAGIC TOTEM - LIGHTNING LINK / L	$13,326	$4,198	31.50%	20	97.36%
#87:	HAPPY & PROSPEROUS - DRAGON LINK	$8,471	$770	9.09%	14	99.87%
#132:	RISE OF THE TIGER LINK-V	$7,738	$1,027	13.28%	12	96.94%
#40:	MOON MONEY-V	$7,015	$330	4.71%	6	86.55%
#90:	TRIPLE THE THRILL - HONEY HEARTS	$5,967	$1,476	24.73%	23	80.71%
#2:	EGYPTIAN JEWELS - DOLLAR STORM L	$5,453	$318	5.84%	22	97.07%
#124:	MR BIG - MIDNIGHT EXPRESS-V	$5,388	$1,873	34.77%	21	98.72%
#51:	GRAND GLOBES LINK - SHANGHAI STO	$5,383	$1,467	27.25%	19	93.83%
#14:	PEACOCK PRINCESS - DRAGON LINK-V	$5,028	$1,148	22.84%	21	99.34%
#82:	CASH EXPRESS LUXURY LINE - 50 LI	$4,669	$708	15.17%	13	85.12%

Bottom 10 Gaming Machines

All Machines ▾

	GAME	TURNOVER	REVENUE	HOLD	PLAYERS	CARDED %
#121:	GOLDEN CENTURY - DRAGON LINK-V	$0	$0	–	–	–
#35:	AZTEC EMPIRE BULL RUSH BLITZ-V	$0	$0	–	–	–
#58:	THE BULLFIGHTER-V	$0	$0	–	–	–
#37:	ROSES AND RICHES BULL RUSH BLITZ	$22	$20	90.29%	4	100.00%
#46:	HYPER HITS LINK LONGSHIP LEGEND-	$51	$36	69.61%	1	100.00%
#68:	EMPEROR'S TREASURE - DOLLAR STOR	$93	$71	76.67%	4	100.00%
#6:	GRAND STAR PLATINUM-V	$103	$82	79.68%	3	89.69%
#77:	ANCIENT REALM BULL-V	$154	$78	50.50%	4	100.00%
#48:	HYPER HITS LINK THE GOLDEN BOW-V	$166	$90	54.37%	6	96.09%
#67:	EGYPTIAN JEWELS - DOLLAR STORM L	$198	$132	66.64%	6	100.00%

Top & Bottom 10 players

Top 10 Players

	MEMBER	TIER	TURNOVER	REVENUE	PLAY TIME	SPEND
4,129	[redacted]	T	$12,912	$2,679	3h 59m	–
61,604	[redacted]	[illegible]	$8,816	$3,839	2h 9m	$909
531	[redacted]	K	$6,665	$308	3h 17m	$57
73,943	[redacted]	D	$6,496	$1,045	2h 33m	–
4,112	[redacted]	H	$5,733	$1,456	4h 6m	–
60,443	[redacted]	T	$5,218	$897	5h 53m	$40
3,932	[redacted]	[illegible]	$5,037	$1,150	5h 45m	$38
8,091	[redacted]	[illegible]	$4,970	$163	2h 6m	–
4,372	[redacted]	K	$4,884	$248	1h 26m	–
981	[redacted]	K	$4,837	$652	3h 11m	–

Top 10 Spenders

All Products ▾

	MEMBER	TIER	TRANSACTIONS	TOTAL SPEND	TOTAL TURNOVER
61,604	[redacted]	[illegible]	7	$909	$8,816
5,108	[redacted]	K	5	$624	$1,862
9,621	[redacted]	D	1	$500	$7
4,612	[redacted]	[illegible]	6	$411	$1,316
1,285	[redacted]	K	8	$291	–
8,765	[redacted]	T	2	$250	$2,218
76,280	[redacted]	K	4	$208	$5
68,478	[redacted]	H	4	$190	$579
71,830	[redacted]	I	1	$167	–
9,802	[redacted]	I	1	$158	–

#67: EGYPTIAN JEWELS - DOLLAR STORM L $198 $132 66.64% 6 100.00%

Top POS products

Top 10 Products

PRODUCT	PRICE	QUANTITY SOLD	TOTAL SALES
$50 Keno Loyalty	$50.00	76	$3,800
375ml Soft Drink	$4.20	34	$143
$20 Keno Loyalty	$20.00	33	$660
XXXX GOLD SCHNR	$5.30	33	$175
Takeaway	$1.00	30	$30
GNBC 3.5 SCHNR	$7.20	28	$202
XXXX GOLD SCHNR	$7.00	25	$175
$10 Keno Loyalty	$10.00	24	$240
MembershipYearly	$3.00	17	$51
GRAVY JUG	[illegible]	16	$32

HR & Roster Costing

Roster Costing

AREA	TARGET	BUDGETED	BUDGETED %	ACTUAL	ACTUAL %	DIFF	VS 6 WK AVG.	LAST YR
Test Gaming Area	10%	-	-	-	-	-	-	-
Test Area	10%	$117	7.4%	-	-	-	-	-
Sports Bar	10%	-	-	-	-	-	-	-
Main Bar	20%	-	-	-	-	-	-	-
Bistro		-	-	-	-	-	-	-
FOH	10%	-	-	-	-	-	-	-
BOH	15%	-	-	-	-	-	-	-

Safestakes statistics

Safestakes

List of member comments

Player Comments

BADGE	MEMBER	SUBJECT	
69,684	Mostafa S		Zhu at 02:13 PM

Daily campaign ROI

Campaigns

CAMPAIGN	TURNOVER	SPEND	ROI
Crazy Monday Night	$20,857	$122	5441.80%

Watched members

Watched Members

	MEMBER		TIER	TURNOVER	TIME	SPEND
4,129	[redacted]	👁	T	$12,912	3h 59m	–
531	[redacted]	👁	K	$6,665	3h 17m	$57
9,621	[redacted]	👁	D	$7	1m	$500
76,280	[redacted]	👁	K	$5	9m	$208

Communication campaigns

Communication

NAME	CHANNEL	RECIPIENTS	SENT AT	STATUS	DELIVERED
Happy Tuesday		0	9:59 AM	To be approved	0

Venue area covers

Covers

	SPEND	COVERS	VS. 6 WK. AVG	VS. LAST YEAR
Bistro	**$4,789**	**214**	↓7.8%	↓6.1%
Lunch Period (12pm to 2pm)	**$1,564**	**80**	↓21.6%	↓7.0%
BISTRO - Special	$731	42	↓32.3%	↓28.8%
BISTRO - Main	$569	18	↓14.3%	↑38.5%
CAFE - Hot Snack and Burger	$89	7	↓22.2%	↑16.7%
BISTRO - Entree	$62	5	←0%	↑150.0%
BISTRO - Kids	$33	3	↑200.0%	←0%
CAFE - Pizza	$60	3	↑200.0%	↑200.0%
BISTRO - Dessert	$20	2	–	←0%
Dinner Period (5pm to 9pm)	**$3,225**	**134**	↑3.1%	↓5.6%
BISTRO - Main	$2,812	99	↑17.9%	↓4.8%
BISTRO - Entree	$225	19	↑35.7%	↑46.2%
BISTRO - Dessert	$68	8	↑300.0%	↑300.0%
CAFE - Hot Snack and Burger	$63	4	↓69.2%	↓33.3%
BISTRO - Kids	$17	2	↓71.4%	↓81.8%
CAFE - Pizza	$41	2	↓71.4%	↓66.7%
Test Area	**$0**	**0**	↓100.0%	–
All Day	**$0**	**0**	↓100.0%	–

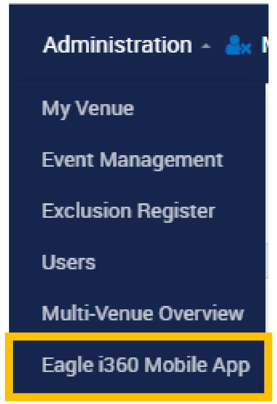
Using EAGLEi360 on Your Mobile device

1. Scan the QR code to download the EAGLEi360 mobile app

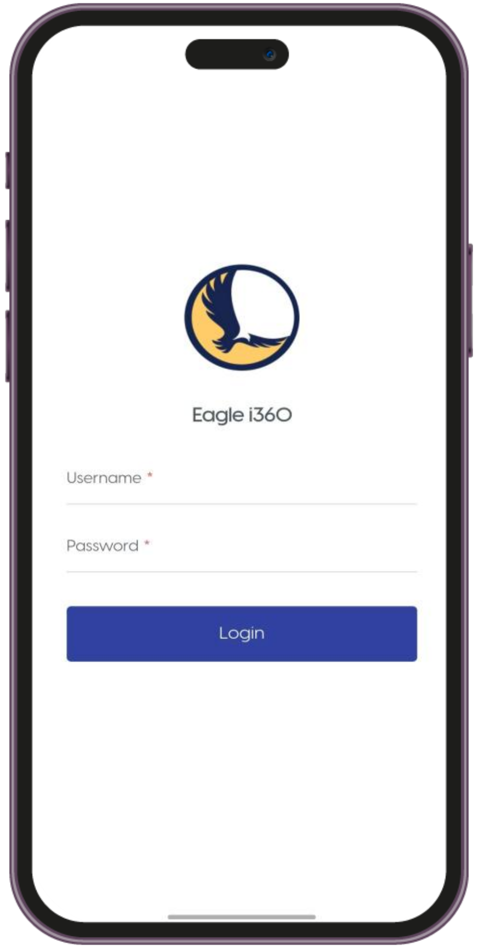
Scan here for iPhone

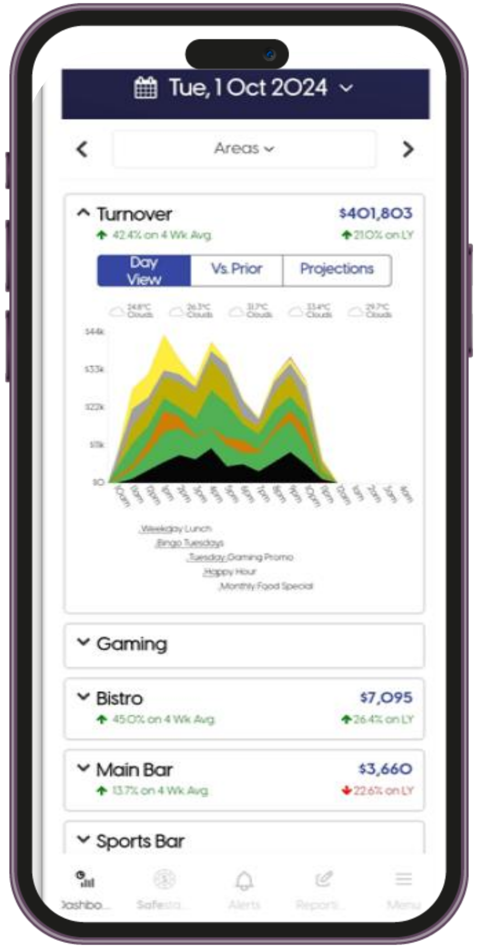
Scan here for Android

2. If you need more instructions, go to the Administration tab, then your EAGLEi360 mobile app on your monitor device


Administration
My Venue
Event Management
Exclusion Register
Users
Multi-Venue Overview
Eagle i360 Mobile App

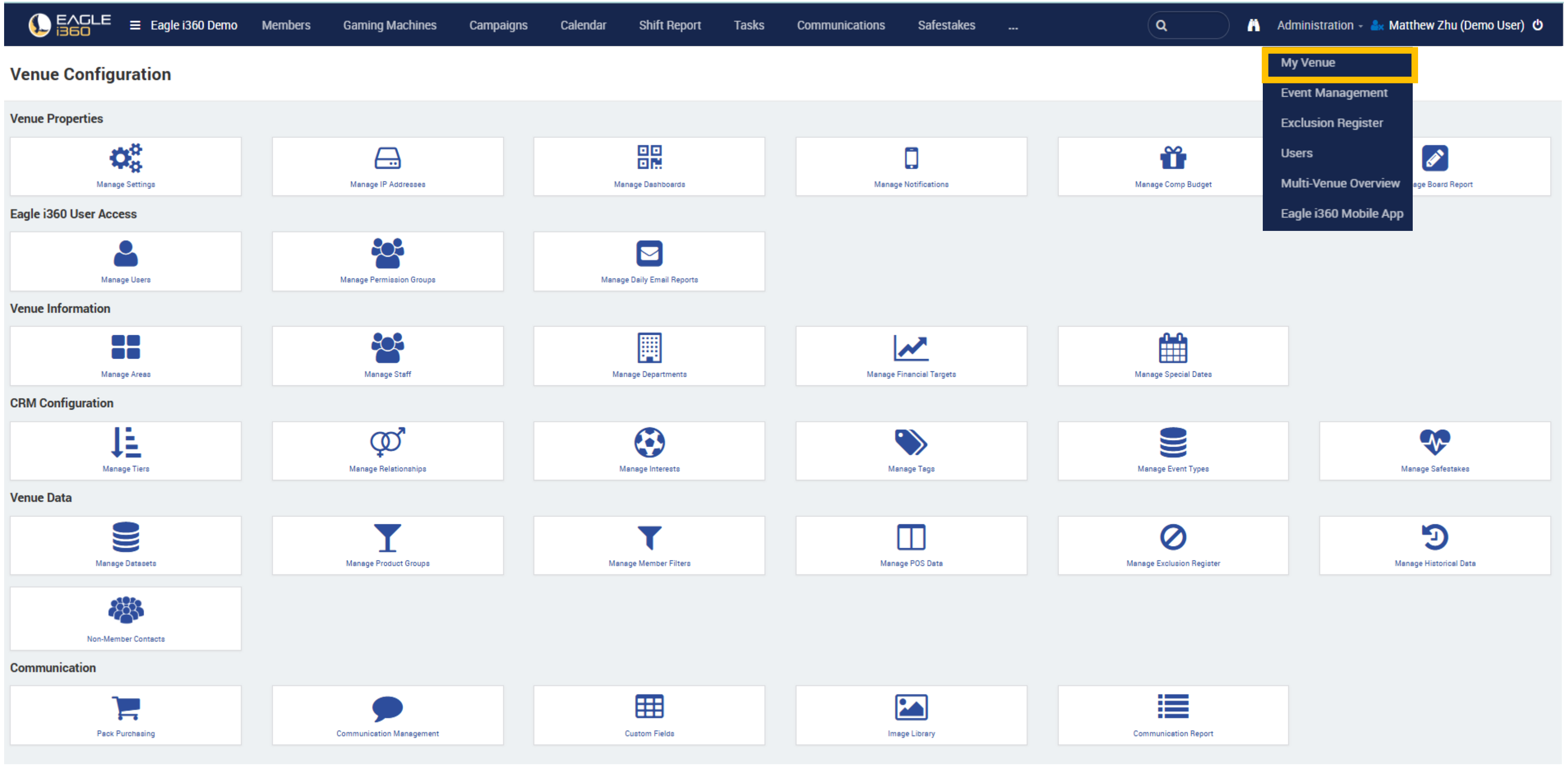
3. Once the EAGLEi30 mobile app is downloaded, log in with your confidential username and password


Eagle i360
Username *
Password *
Login


Tue, 1 Oct 2024
Areas
Turnover
$401,803
42.4% on 4 Wk Avg
21.0% on LY
Day View
Vs. Prior
Projections
Weekday Lunch
Bingo Tuesdays
Tuesday Gaming Promo
Happy Hour
Monthly Food Special
Gaming
Bistro
$7,095
45.0% on 4 Wk Avg
26.4% on LY
Main Bar
$3,660
13.7% on 4 Wk Avg
22.6% on LY
Sports Bar
Dashbo...
Safesta...
Alerts
Reports
Menu

Venue Management

Configuring EAGLEi360 for Your Venue


Eagle i360 Demo
Members
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Matthew Zhu (Demo User)
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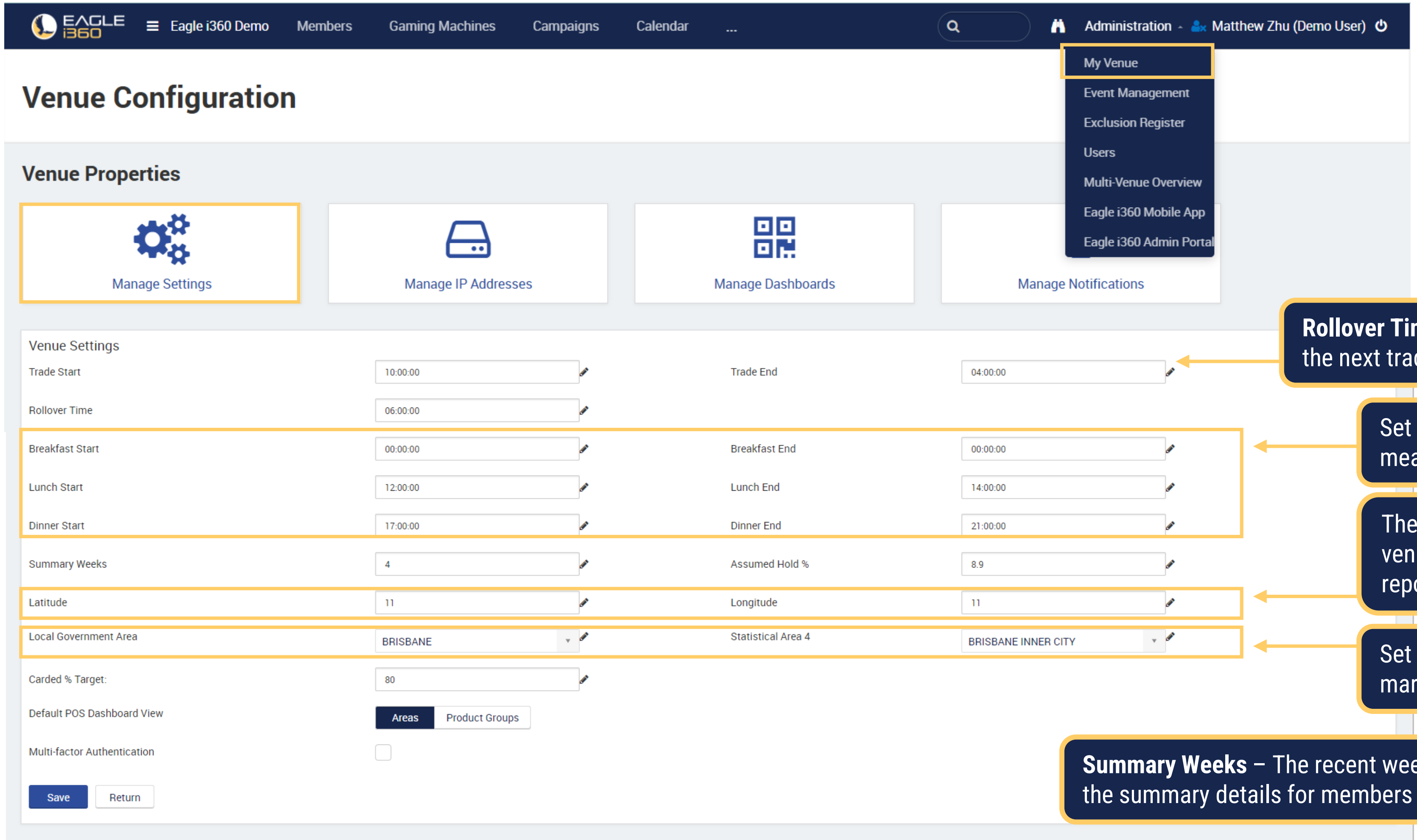
Exclusion Register
Users
Multi-Venue Overview
Eagle i360 Mobile App
Venue Configuration
Venue Properties
Manage Settings
Manage IP Addresses
Manage Dashboards
Manage Notifications
Manage Comp Budget
age Board Report
Eagle i360 User Access
Manage Users
Manage Permission Groups
Manage Daily Email Reports
Venue Information
Manage Areas
Manage Staff
Manage Departments
Manage Financial Targets
Manage Special Dates
CRM Configuration
Manage Tiers
Manage Relationships
Manage Interests
Manage Tags
Manage Event Types
Manage Safestakes
Venue Data
Manage Datasets
Manage Product Groups
Manage Member Filters
Manage POS Data
Manage Exclusion Register
Manage Historical Data
Non-Member Contacts
Communication
Pack Purchasing
Communication Management
Custom Fields
Image Library
Communication Report

To get started with EAGLEi360, it's important to configure your EAGLEi360 portal properly to align with your venue's needs. You can access the **Venue Configuration** section via the Administration tab to configure EAGLEi360 on your own or contact our support team at support@eaglei360.com.au for assistance

Manage Settings

Basic set-up for EAGLEi360 dashboard and reports


Eagle i360 Demo
Members
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Users
Multi-Venue Overview
Eagle i360 Mobile App
Eagle i360 Admin Portal
Manage Settings
Manage IP Addresses
Manage Dashboards
Manage Notifications
Save
Return

Venue Configuration

Venue Properties

Venue Settings

Trade Start	10:00:00	Trade End	04:00:00
Rollover Time	06:00:00		
Breakfast Start	00:00:00	Breakfast End	00:00:00
Lunch Start	12:00:00	Lunch End	14:00:00
Dinner Start	17:00:00	Dinner End	21:00:00
Summary Weeks	4	Assumed Hold %	8.9
Latitude	11	Longitude	11
Local Government Area	BRISBANE	Statistical Area 4	BRISBANE INNER CITY
Carded % Target:	80		
Default POS Dashboard View	Areas		
Multi-factor Authentication	☐		

Rollover Time – Determines when the next trading day begins

Set time periods for when meals occur

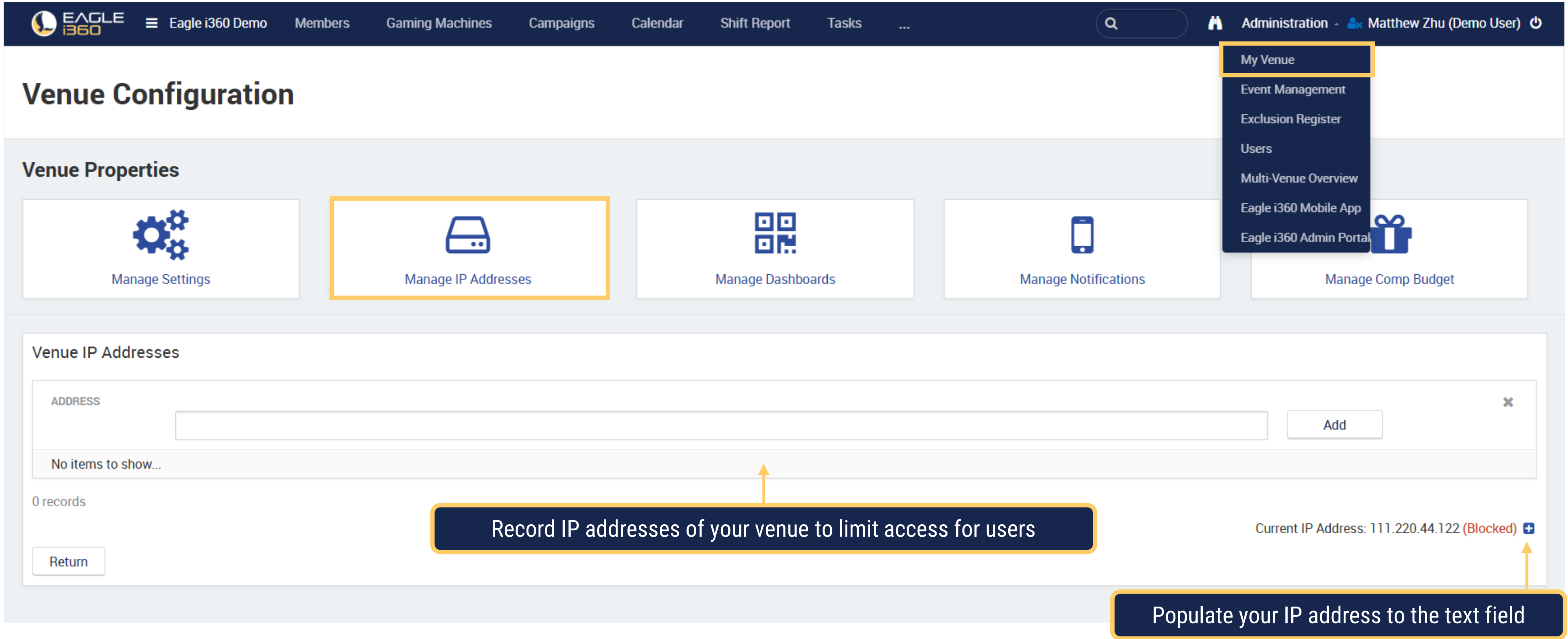
The coordinates of your venue for local weather report

Set LGA and SA4 data for market share reports

Summary Weeks – The recent weeks used to calculate the summary details for members and EGM

Manage IP Address

Off-site access restrictions by IP address


EAGLE i360
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Manage Settings
Manage IP Addresses
Manage Dashboards
Manage Notifications
Manage Comp Budget
ADDRESS
Add
Return

Venue Configuration

Venue Properties

Venue IP Addresses

No items to show...

0 records

Current IP Address: 111.220.44.122 (Blocked)

Record IP addresses of your venue to limit access for users

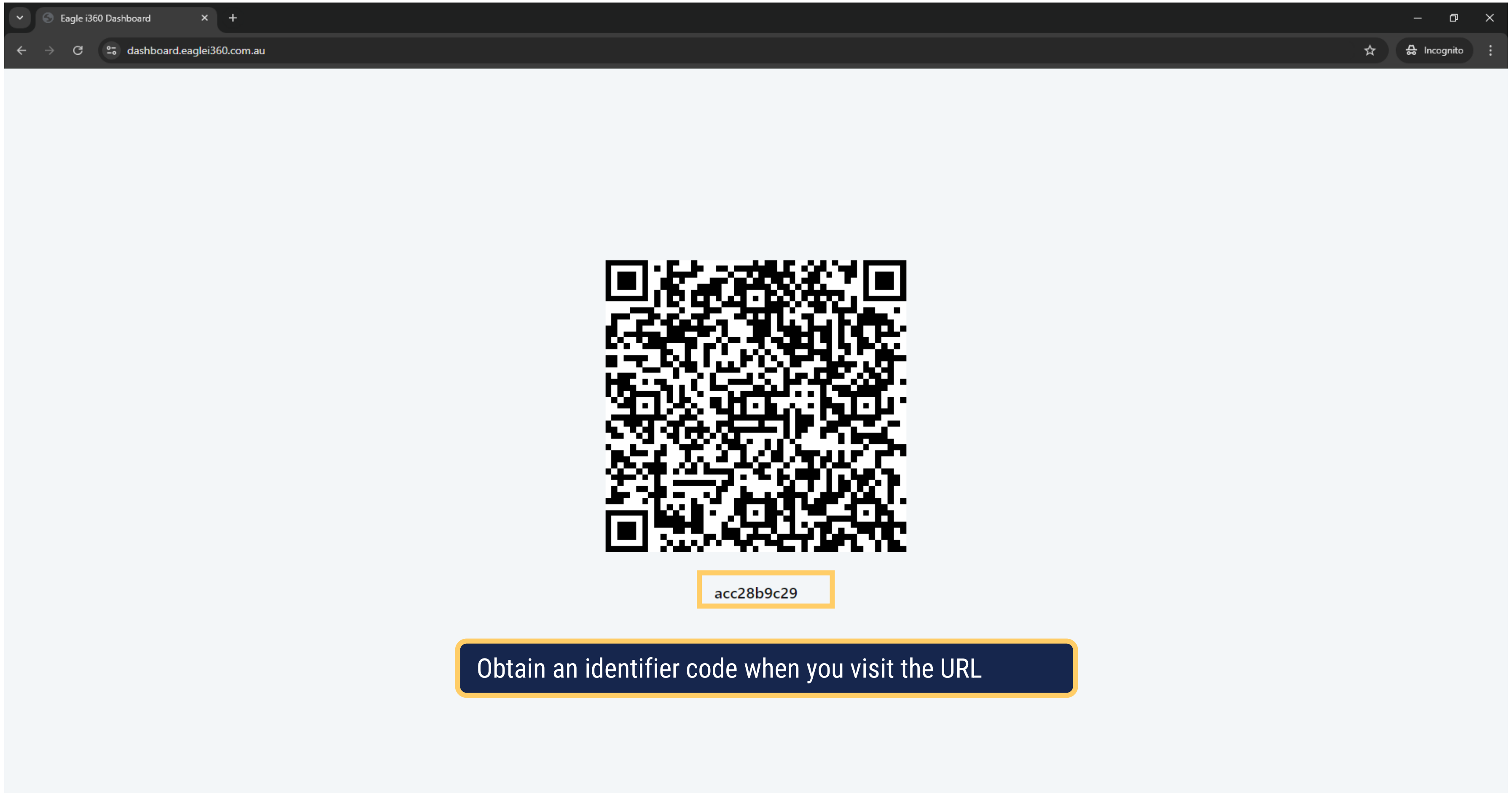
Populate your IP address to the text field

- The IP Address Management tool is a table of recorded IP addresses that belong to your venue
- User access can be limited to on-site use only. It is advised not to edit these fields without consulting your IT team or EAGLEi360 Support

Manage Dashboards

Customise your dashboards to present real-time venue data on smart TVs or PCs or the EAGLEi360 mobile app, giving your team a clear and instant overview of the venue's performance

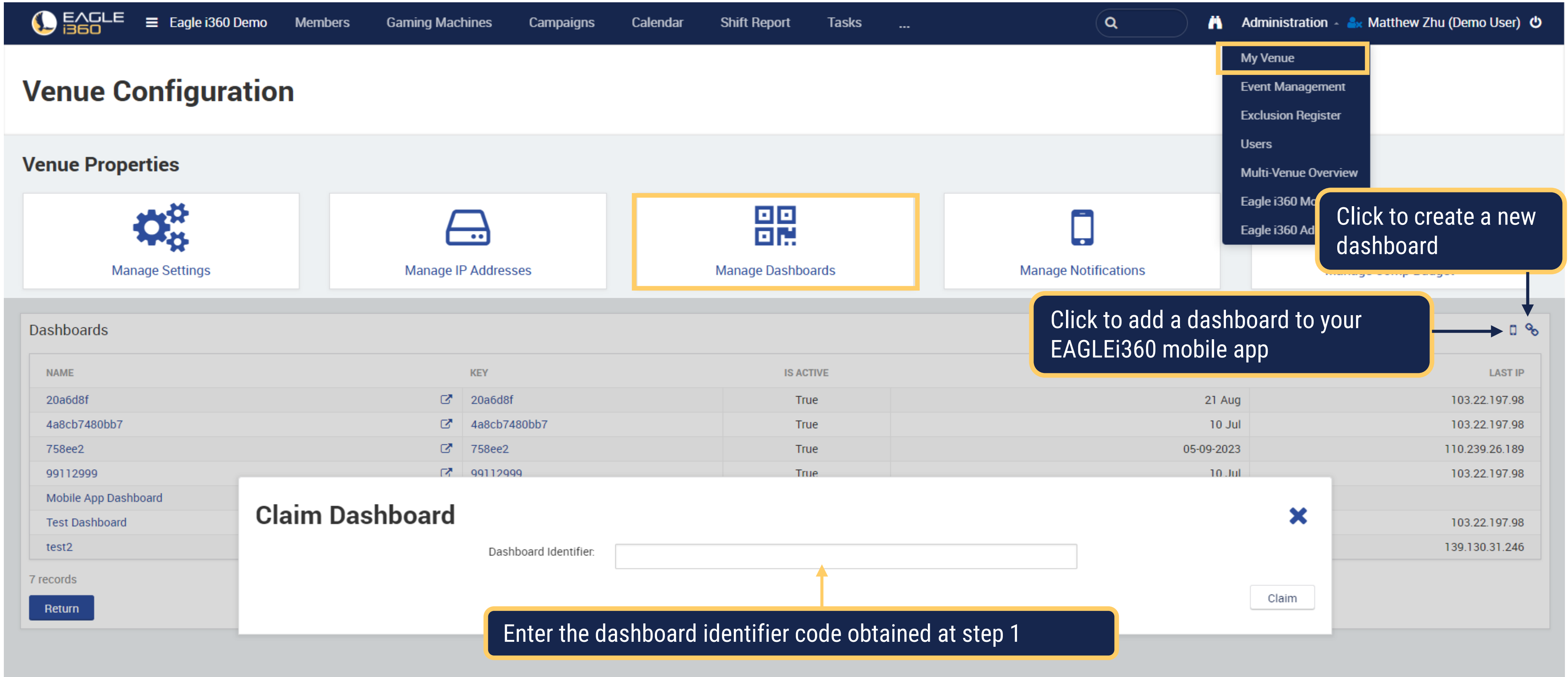
Step 1: Open the browser on TV or PC and visit **https://dashboard.eaglei360.com.au/** to get a dashboard identifier code


Eagle i360 Dashboard
dashboard.eaglei360.com.au
Incognito
acc28b9c29

Obtain an identifier code when you visit the URL

Manage Dashboards continued

Step 2: Create and claim an Infoboard


EAGLE i360
Eagle i360 Demo
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Eagle i360 Mo
Eagle i360 Ad
Venue Configuration
Venue Properties
Manage Settings
Manage IP Addresses
Manage Dashboards
Manage Notifications
Dashboards
7 records
Return
Claim Dashboard
Dashboard Identifier:
Claim

NAME	KEY	IS ACTIVE		LAST IP
20a6d8f	20a6d8f	True	21 Aug	103.22.197.98
4a8cb7480bb7	4a8cb7480bb7	True	10 Jul	103.22.197.98
758ee2	758ee2	True	05-09-2023	110.239.26.189
99112999	99112999	True	10 Jul	103.22.197.98
Mobile App Dashboard				
Test Dashboard				103.22.197.98
test2				139.130.31.246

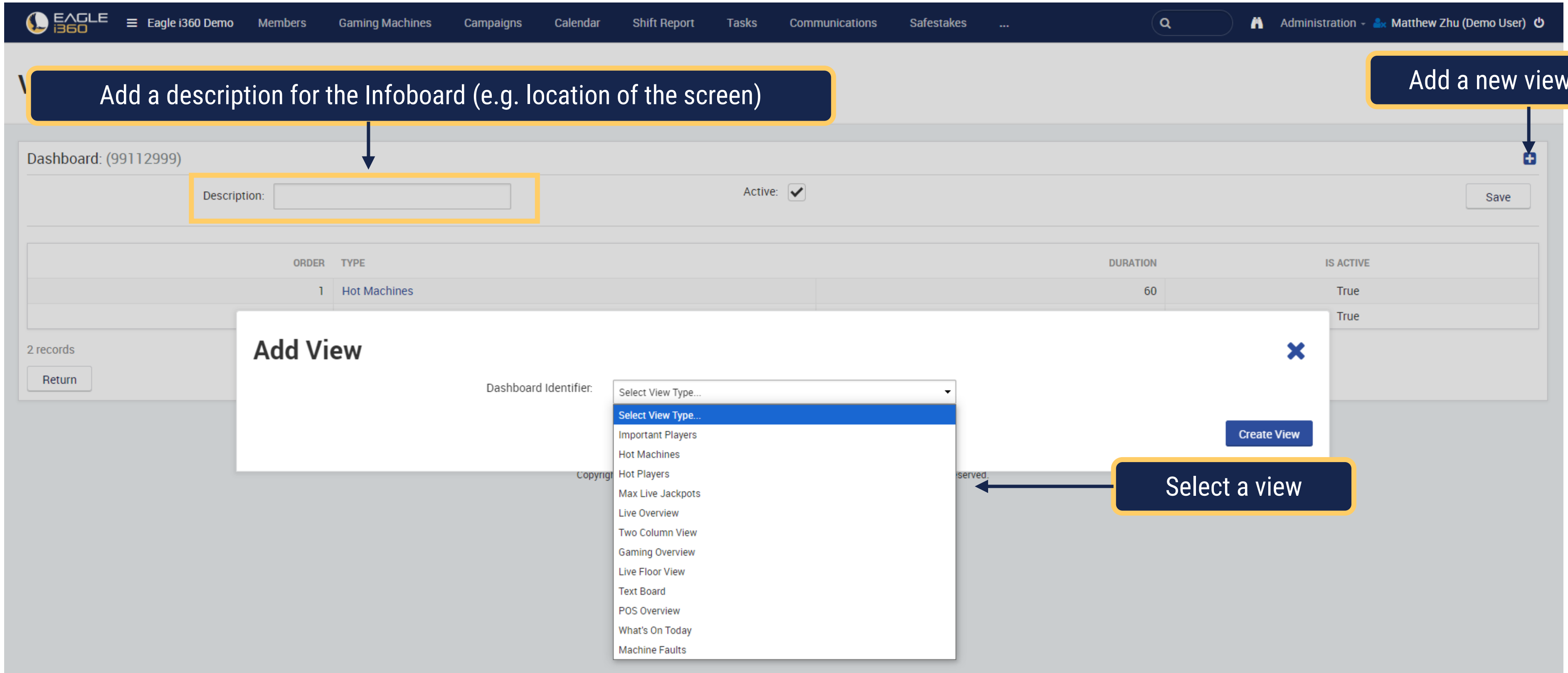
Click to create a new dashboard

Click to add a dashboard to your EAGLEi360 mobile app

Enter the dashboard identifier code obtained at step 1

Manage Dashboards continued

Step 3: Add views to the Infoboard


EAGLE i360
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Safestakes
...
Administration
Matthew Zhu (Demo User)
Save
Return
Add View
Create View
Select View Type...
Important Players
Hot Machines
Hot Players
Max Live Jackpots
Live Overview
Two Column View
Gaming Overview
Live Floor View
Text Board
POS Overview
What's On Today
Machine Faults

Add a description for the Infoboard (e.g. location of the screen)

Add a new view

Select a view

Dashboard: (99112999)

Description:

Active: ☑

ORDER	TYPE	DURATION	IS ACTIVE
1	Hot Machines	60	True
			True

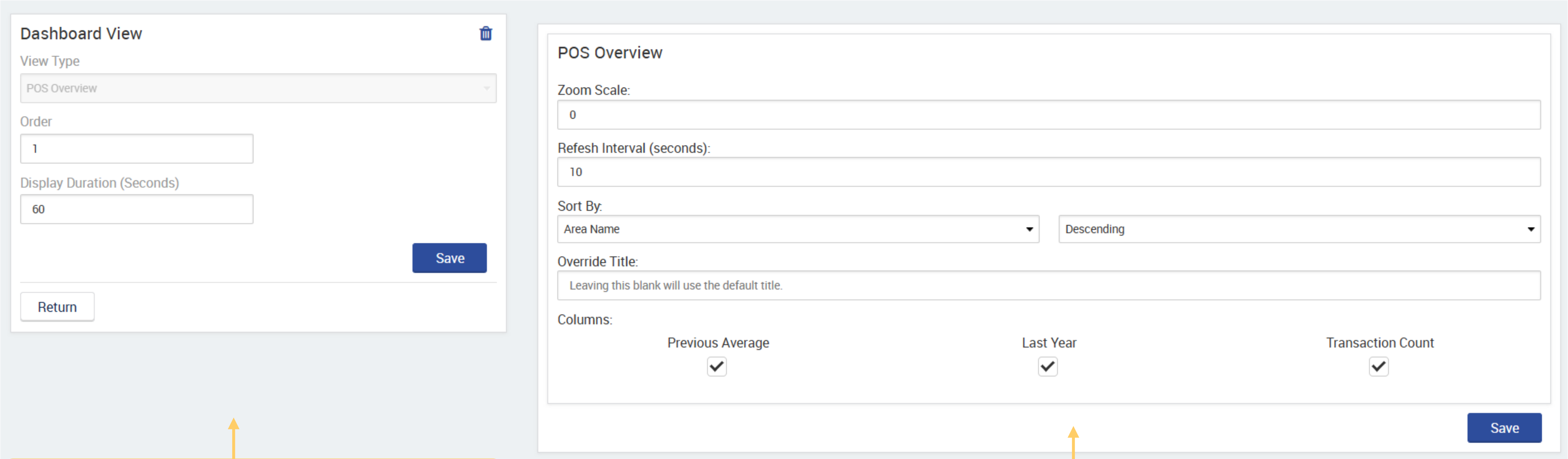
2 records

Dashboard Identifier: Select View Type...

- Views showcase different aspects of venue data
- You can add multiple views to the dashboard, set them to rotate, or arrange them in a two-column layout for a more comprehensive display

Manage Dashboards continued

Step 4: Configure views



Dashboard View

View Type: POS Overview

Order: 1

Display Duration (Seconds): 60

POS Overview

Zoom Scale: 0

Refesh Interval (seconds): 10

Sort By: Area Name | Descending

Override Title: Leaving this blank will use the default title.

Columns:

- Previous Average ☑
- Last Year ☑
- Transaction Count ☑

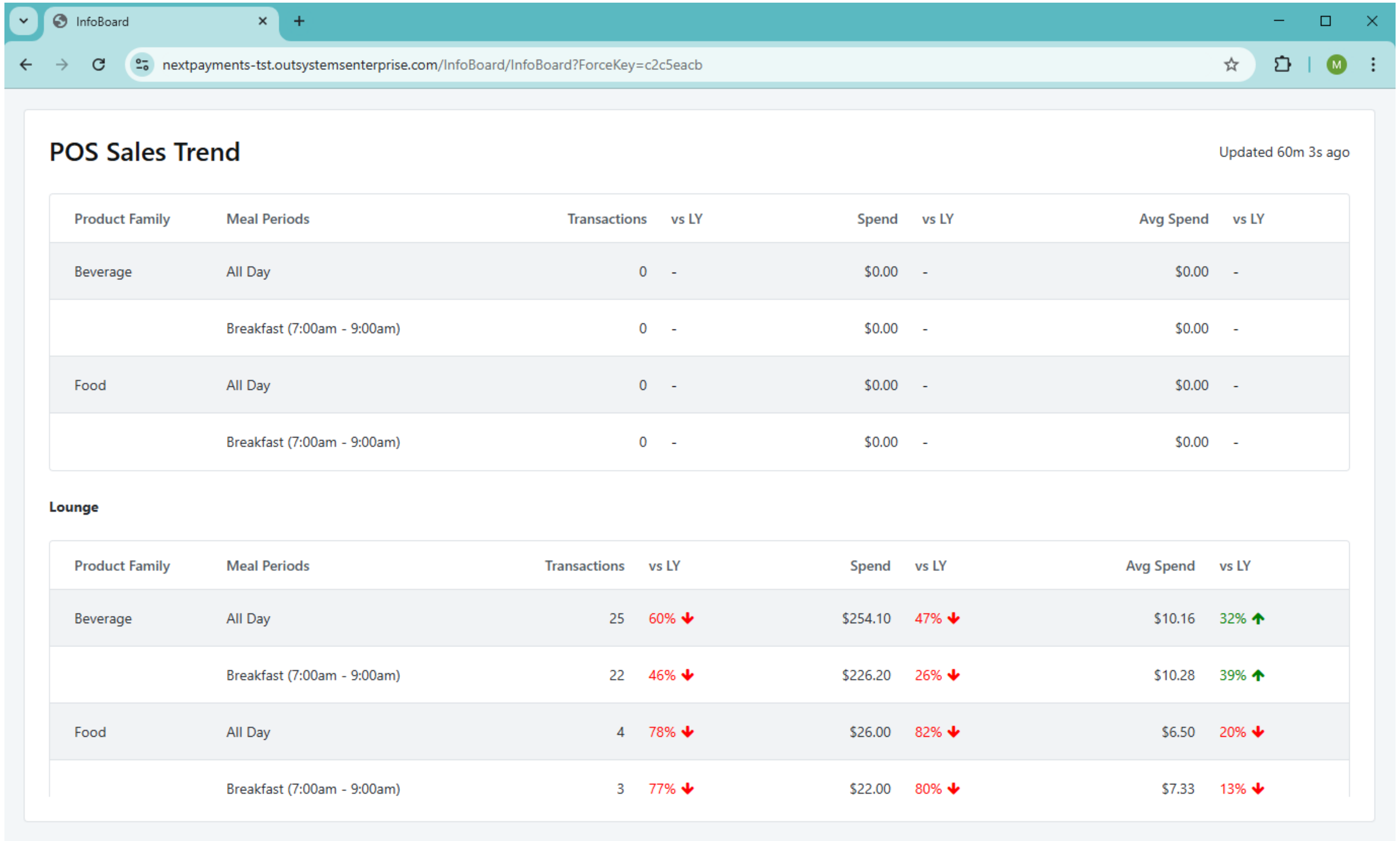
Change the order and display duration for the view

Configure your view from zoom scale, refresh interval time, and layouts for the view

*The detailed configurations for different views may vary**

Manage Dashboards continued

Step 5: View configured infoboard


InfoBoard
nextpayments-tst.outsystemsenterprise.com/InfoBoard/InfoBoard?ForceKey=c2c5eacb
M

POS Sales Trend

Updated 60m 3s ago

Product Family	Meal Periods	Transactions	vs LY	Spend	vs LY	Avg Spend	vs LY
Beverage	All Day	0	-	$0.00	-	$0.00	-
	Breakfast (7:00am - 9:00am)	0	-	$0.00	-	$0.00	-
Food	All Day	0	-	$0.00	-	$0.00	-
	Breakfast (7:00am - 9:00am)	0	-	$0.00	-	$0.00	-

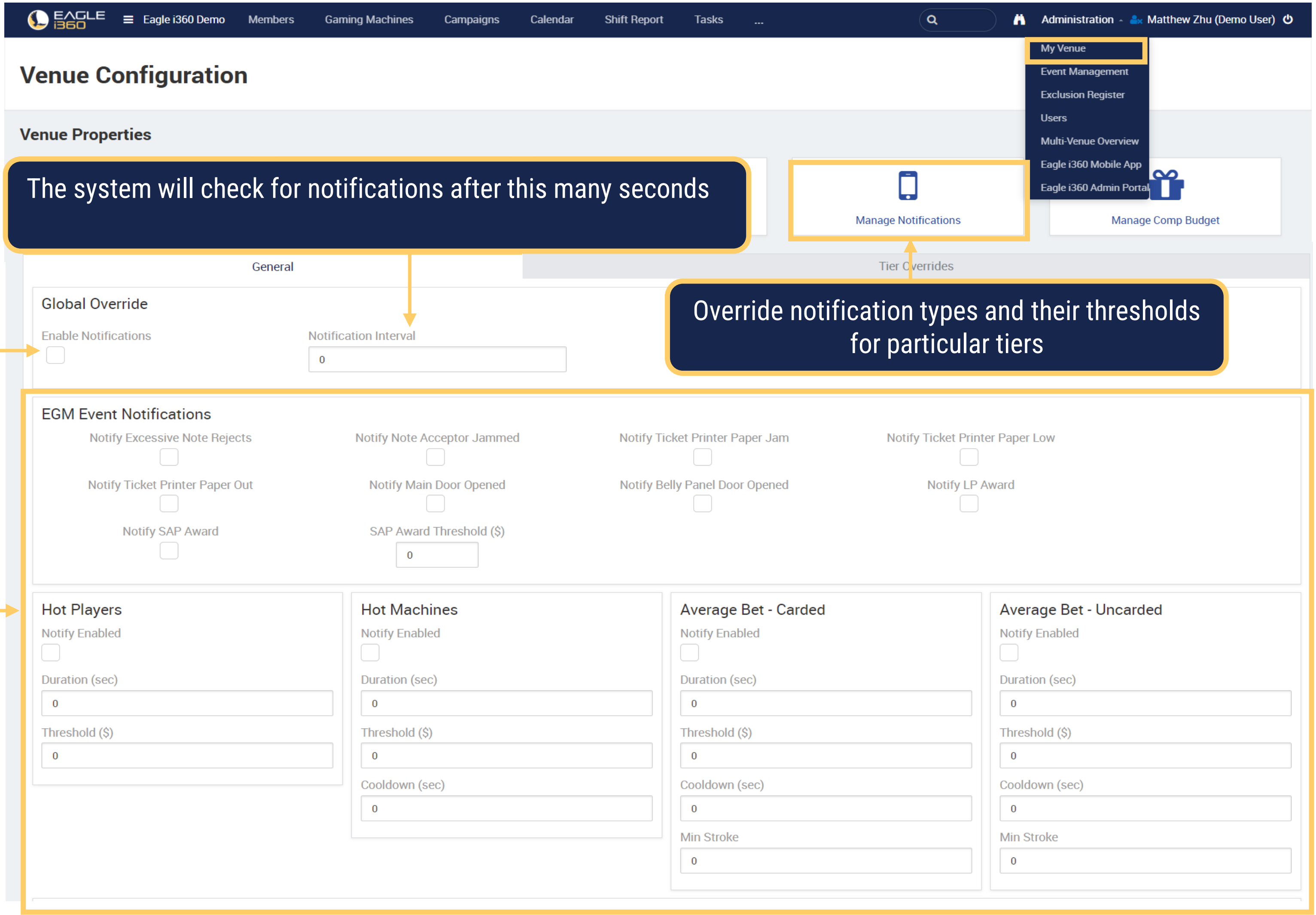
Lounge

Product Family	Meal Periods	Transactions	vs LY	Spend	vs LY	Avg Spend	vs LY
Beverage	All Day	25	60% ↓	$254.10	47% ↓	$10.16	32% ↑
	Breakfast (7:00am - 9:00am)	22	46% ↓	$226.20	26% ↓	$10.28	39% ↑
Food	All Day	4	78% ↓	$26.00	82% ↓	$6.50	20% ↓
	Breakfast (7:00am - 9:00am)	3	77% ↓	$22.00	80% ↓	$7.33	13% ↓

If you turn off the TV or close the browser, you can revisit the configured Infoboard for this device by visiting **https://dashboard.eaglei360.com.au/**

Manage Mobile App Notifications

Set up the types of notifications for the mobile app and specify how frequently they should be sent


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
...
Administration
Matthew Zhu (Demo User)
My Venue
Event Management
Exclusion Register
Users
Multi-Venue Overview
Eagle i360 Mobile App
Eagle i360 Admin Portal
Manage Notifications
Manage Comp Budget
General
Tier Overrides

Venue Configuration

Venue Properties

Global Override

Enable Notifications ☐

Notification Interval: 0

EGM Event Notifications

Notify Excessive Note Rejects ☐
Notify Note Acceptor Jammed ☐
Notify Ticket Printer Paper Jam ☐
Notify Ticket Printer Paper Low ☐
Notify Ticket Printer Paper Out ☐
Notify Main Door Opened ☐
Notify Belly Panel Door Opened ☐
Notify LP Award ☐
Notify SAP Award ☐
SAP Award Threshold ($): 0

	Hot Players	Hot Machines	Average Bet - Carded	Average Bet - Uncarded
Notify Enabled	☐	☐	☐	☐
Duration (sec)	0	0	0	0
Threshold ($)	0	0	0	0
Cooldown (sec)		0	0	0
Min Stroke			0	0

The system will check for notifications after this many seconds

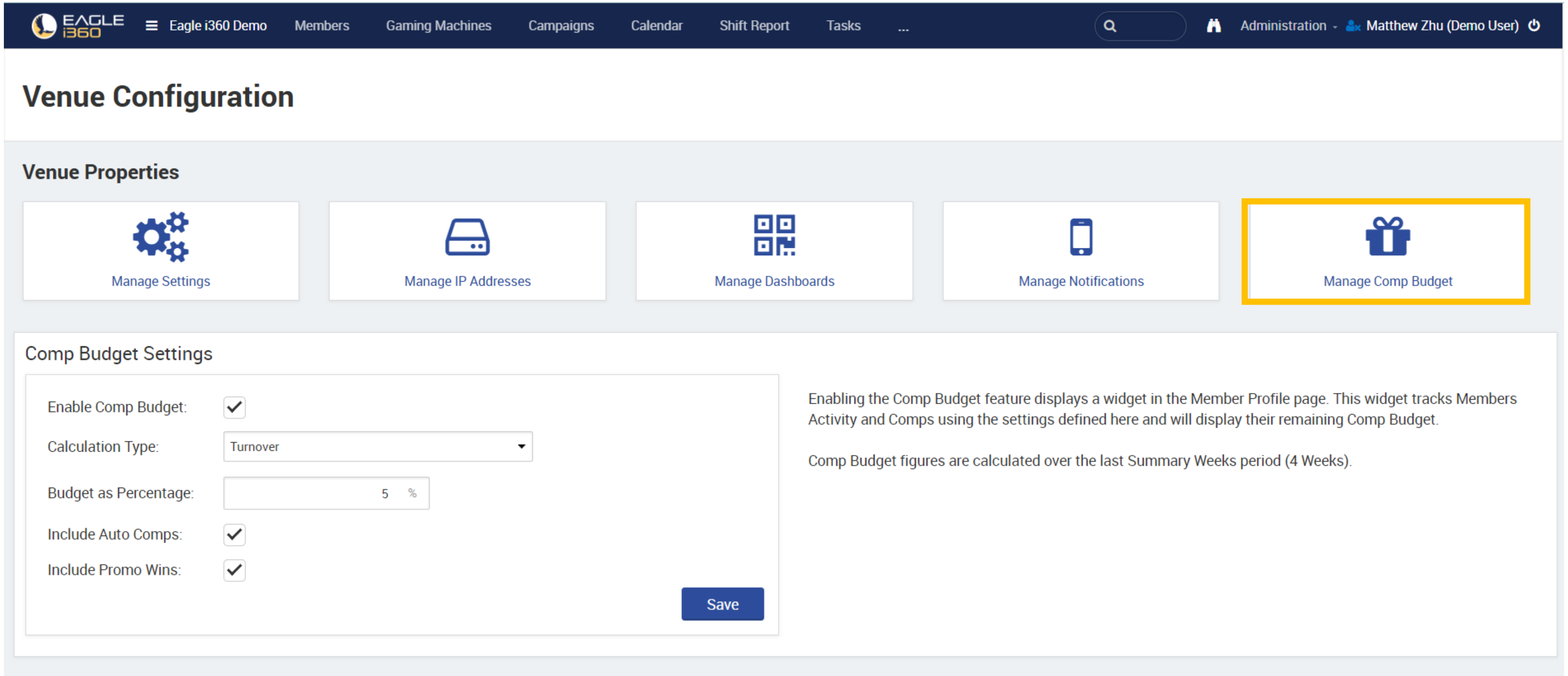
Override notification types and their thresholds for particular tiers

Tick the box to enable mobile app notifications

Select which notifications you would like EAGLEi360 to push to your mobile phone

Manage Comp (Complimentary) Budget

Set up and track the complimentary budget for members


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
...
Administration
Matthew Zhu (Demo User)
Venue Configuration
Venue Properties
Manage Settings
Manage IP Addresses
Manage Dashboards
Manage Notifications
Manage Comp Budget
Save

Comp Budget Settings

Enable Comp Budget: ☑

Calculation Type: Turnover

Budget as Percentage: 5 %

Include Auto Comps: ☑

Include Promo Wins: ☑

Enabling the Comp Budget feature displays a widget in the Member Profile page. This widget tracks Members Activity and Comps using the settings defined here and will display their remaining Comp Budget.

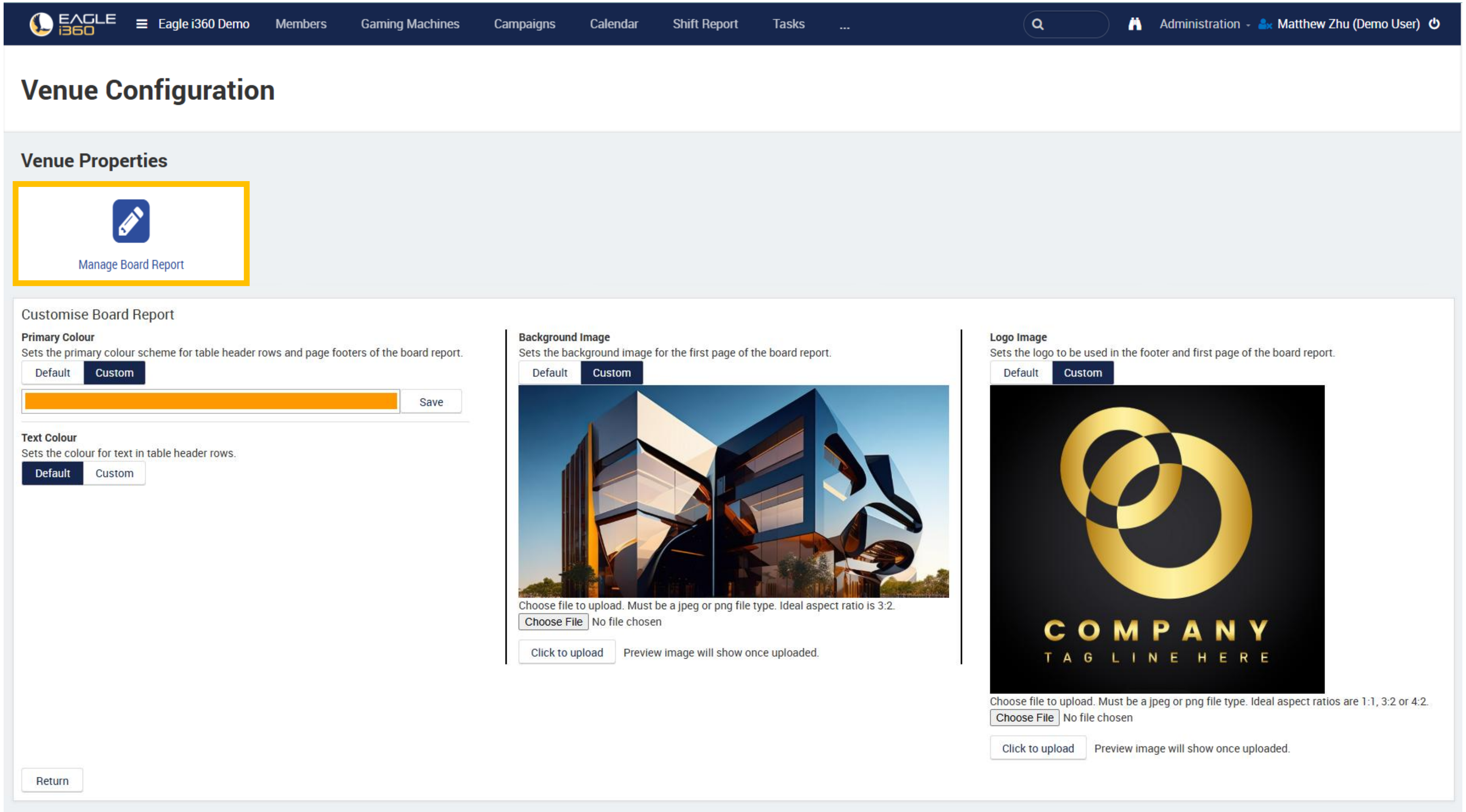
Comp Budget figures are calculated over the last Summary Weeks period (4 Weeks).

Enabling the **Comp Budget** feature adds a widget in the **Member Profile** page. This widget monitors member activity and complimentary based on the settings configured in this section, showing the member's remaining Comp Budget

The Comp Budget is calculated using data from the most recent **Summary Weeks** period

Manage Board Report

Customize the board report, including theme colour, text colour, background image, and logo.


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
...
Administration
Matthew Zhu (Demo User)

Venue Configuration

Venue Properties

Manage Board Report

Customise Board Report

Primary Colour

Sets the primary colour scheme for table header rows and page footers of the board report.

Default
Custom
Save

Text Colour

Sets the colour for text in table header rows.

Default
Custom

Background Image

Sets the background image for the first page of the board report.

Default
Custom

Choose file to upload. Must be a jpeg or png file type. Ideal aspect ratio is 3:2.

Choose File No file chosen

Click to upload Preview image will show once uploaded.

Logo Image

Sets the logo to be used in the footer and first page of the board report.

Default
Custom
COMPANY
TAG LINE HERE

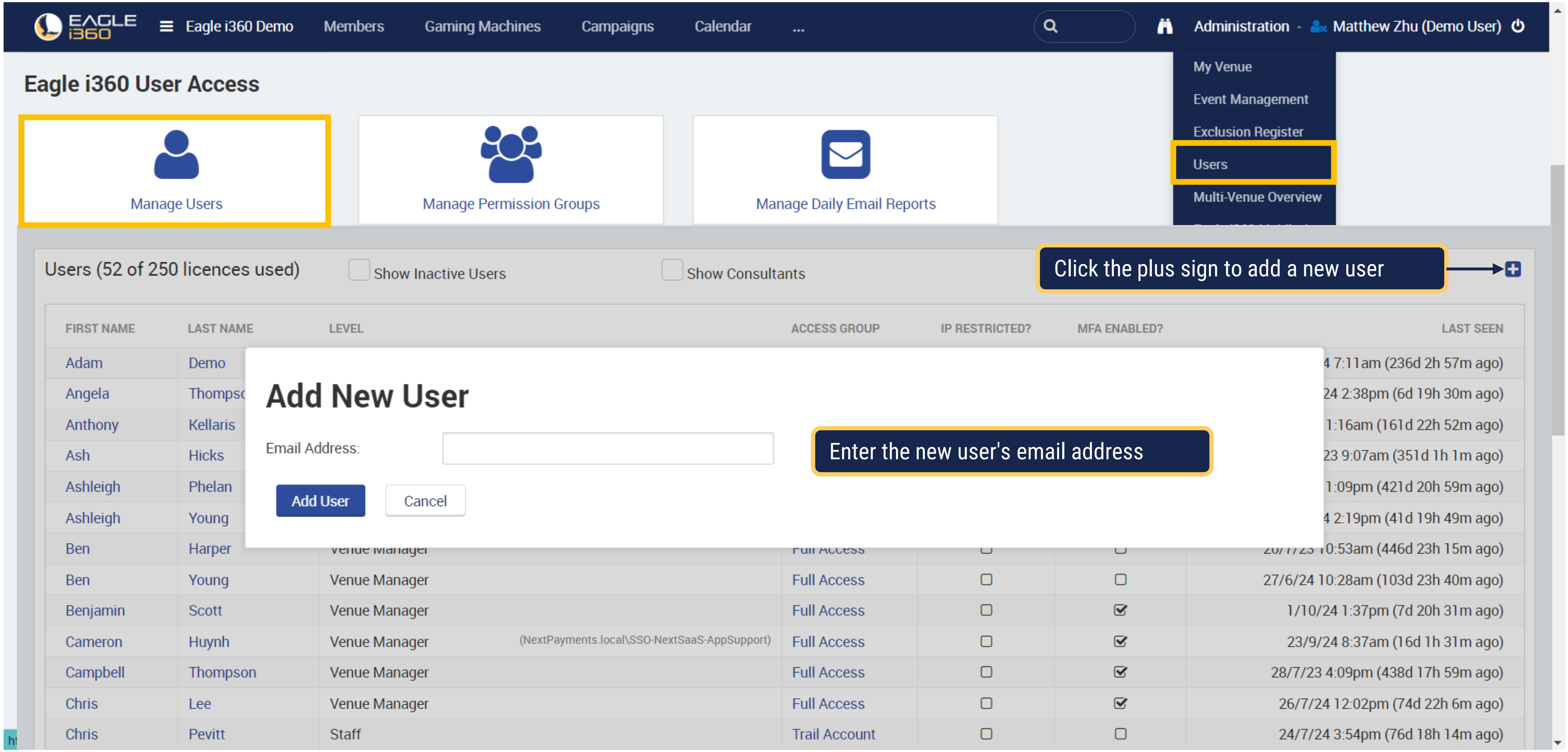
Choose file to upload. Must be a jpeg or png file type. Ideal aspect ratios are 1:1, 3:2 or 4:2.

Choose File No file chosen

Click to upload Preview image will show once uploaded.

Creating a New EAGLEi360 User

You can create an EAGLEi360 login for another user


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
...
Administration
Matthew Zhu (Demo User)
My Venue
Event Management
Exclusion Register
Users
Multi-Venue Overview
Manage Users
Manage Permission Groups
Manage Daily Email Reports
Add User
Cancel

Eagle i360 User Access

Users (52 of 250 licences used) ☐ Show Inactive Users ☐ Show Consultants

Click the plus sign to add a new user

FIRST NAME	LAST NAME	LEVEL	ACCESS GROUP	IP RESTRICTED?	MFA ENABLED?	LAST SEEN
Adam	Demo					4 7:11am (236d 2h 57m ago)
Angela	Thomps					24 2:38pm (6d 19h 30m ago)
Anthony	Kellaris					1:16am (161d 22h 52m ago)
Ash	Hicks					23 9:07am (351d 1h 1m ago)
Ashleigh	Phelan					1:09pm (421d 20h 59m ago)
Ashleigh	Young					4 2:19pm (41d 19h 49m ago)
Ben	Harper	Venue Manager	Full Access	☐	☐	20/7/23 10:53am (446d 23h 15m ago)
Ben	Young	Venue Manager	Full Access	☐	☐	27/6/24 10:28am (103d 23h 40m ago)
Benjamin	Scott	Venue Manager	Full Access	☐	☑	1/10/24 1:37pm (7d 20h 31m ago)
Cameron	Huynh	Venue Manager (NextPayments.local\SSO-NextSaaS-AppSupport)	Full Access	☐	☑	23/9/24 8:37am (16d 1h 31m ago)
Campbell	Thompson	Venue Manager	Full Access	☐	☑	28/7/23 4:09pm (438d 17h 59m ago)
Chris	Lee	Venue Manager	Full Access	☐	☑	26/7/24 12:02pm (74d 22h 6m ago)
Chris	Pevitt	Staff	Trail Account	☐	☐	24/7/24 3:54pm (76d 18h 14m ago)

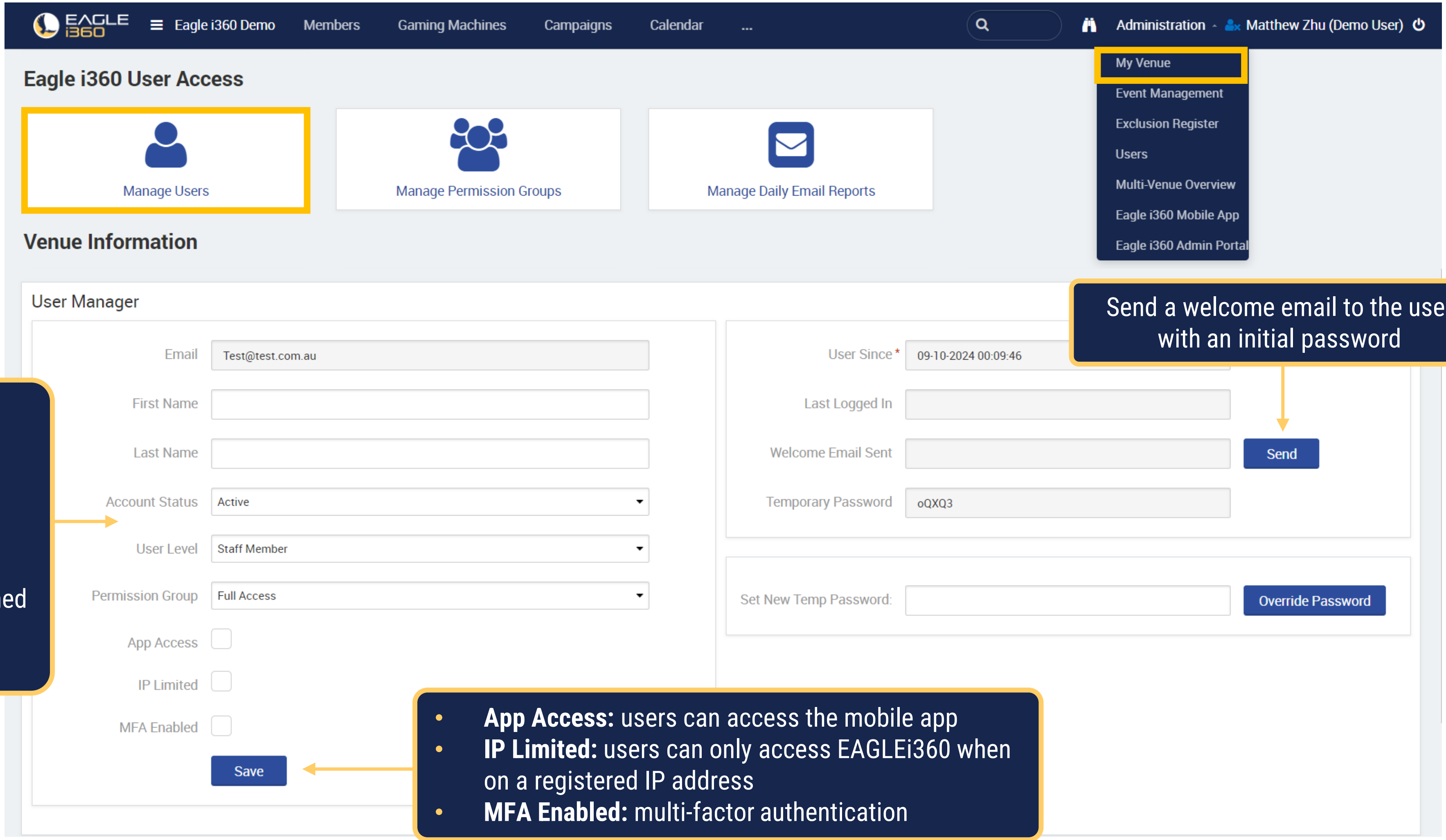
Add New User

Email Address:

Enter the new user's email address

Manage EAGLEi360 Users

Manage the user's permissions and reset the temporary password


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
...
Administration
Matthew Zhu (Demo User)
My Venue
Event Management
Exclusion Register
Users
Multi-Venue Overview
Eagle i360 Mobile App
Eagle i360 Admin Portal
Manage Users
Manage Permission Groups
Manage Daily Email Reports
Send
Override Password
Save

Eagle i360 User Access

Venue Information

User Manager

Email: Test@test.com.au

First Name:

Last Name:

Account Status: Active

User Level: Staff Member

Permission Group: Full Access

App Access ☐

IP Limited ☐

MFA Enabled ☐

User Since*: 09-10-2024 00:09:46

Last Logged In:

Welcome Email Sent:

Temporary Password: oQXQ3

Set New Temp Password:

Send a welcome email to the user with an initial password

User Level:

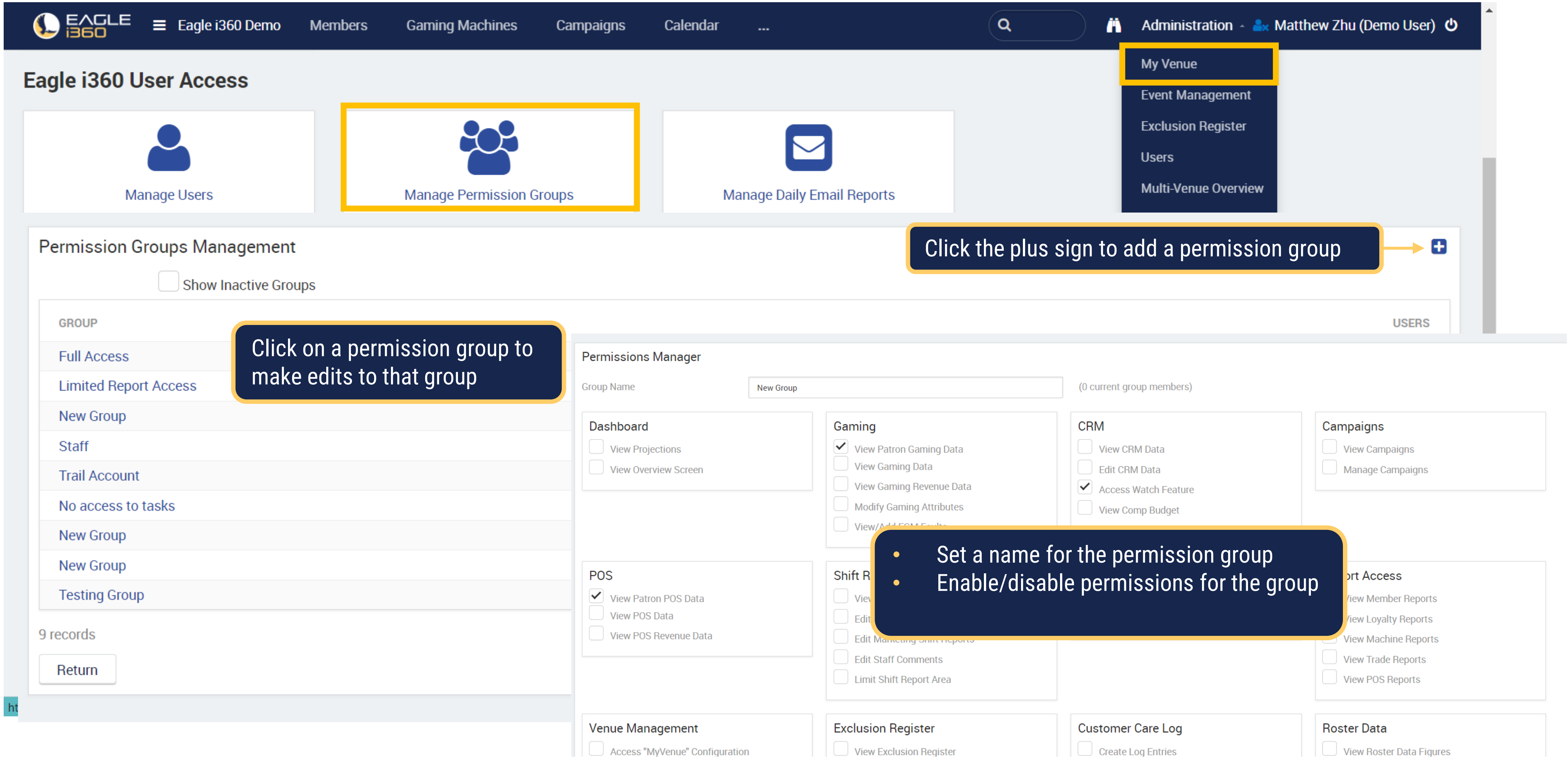
Venue Manager: full access to all features

Staff Member: limited access based on assigned permission group

- **App Access:** users can access the mobile app
- **IP Limited:** users can only access EAGLEi360 when on a registered IP address
- **MFA Enabled:** multi-factor authentication

Manage User Group Permissions

Set up the accessibility of EAGLEi360 features for different permission groups


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
...
Administration
Matthew Zhu (Demo User)
My Venue
Event Management
Exclusion Register
Users
Multi-Venue Overview
Manage Users
Manage Permission Groups
Manage Daily Email Reports
Return

Eagle i360 User Access

Click the plus sign to add a permission group

Permission Groups Management

☐ Show Inactive Groups

GROUP	USERS
Full Access	
Limited Report Access	
New Group	
Staff	
Trail Account	
No access to tasks	
New Group	
New Group	
Testing Group	

9 records

Click on a permission group to make edits to that group

Permissions Manager

Group Name: New Group (0 current group members)

Dashboard
- ☐ View Projections
- ☐ View Overview Screen

Gaming
- ☑ View Patron Gaming Data
- ☐ View Gaming Data
- ☐ View Gaming Revenue Data
- ☐ Modify Gaming Attributes
- ☐ View/Add EGM Faults

CRM
- ☐ View CRM Data
- ☐ Edit CRM Data
- ☑ Access Watch Feature
- ☐ View Comp Budget

Campaigns
- ☐ View Campaigns
- ☐ Manage Campaigns

POS
- ☑ View Patron POS Data
- ☐ View POS Data
- ☐ View POS Revenue Data

Shift R
- ☐ Viev
- ☐ Edit
- ☐ Edit Marketing Shift Reports
- ☐ Edit Staff Comments
- ☐ Limit Shift Report Area

ort Access
- iew Member Reports
- iew Loyalty Reports
- View Machine Reports
- ☐ View Trade Reports
- ☐ View POS Reports

Venue Management
- ☐ Access "MyVenue" Configuration

Exclusion Register
- ☐ View Exclusion Register

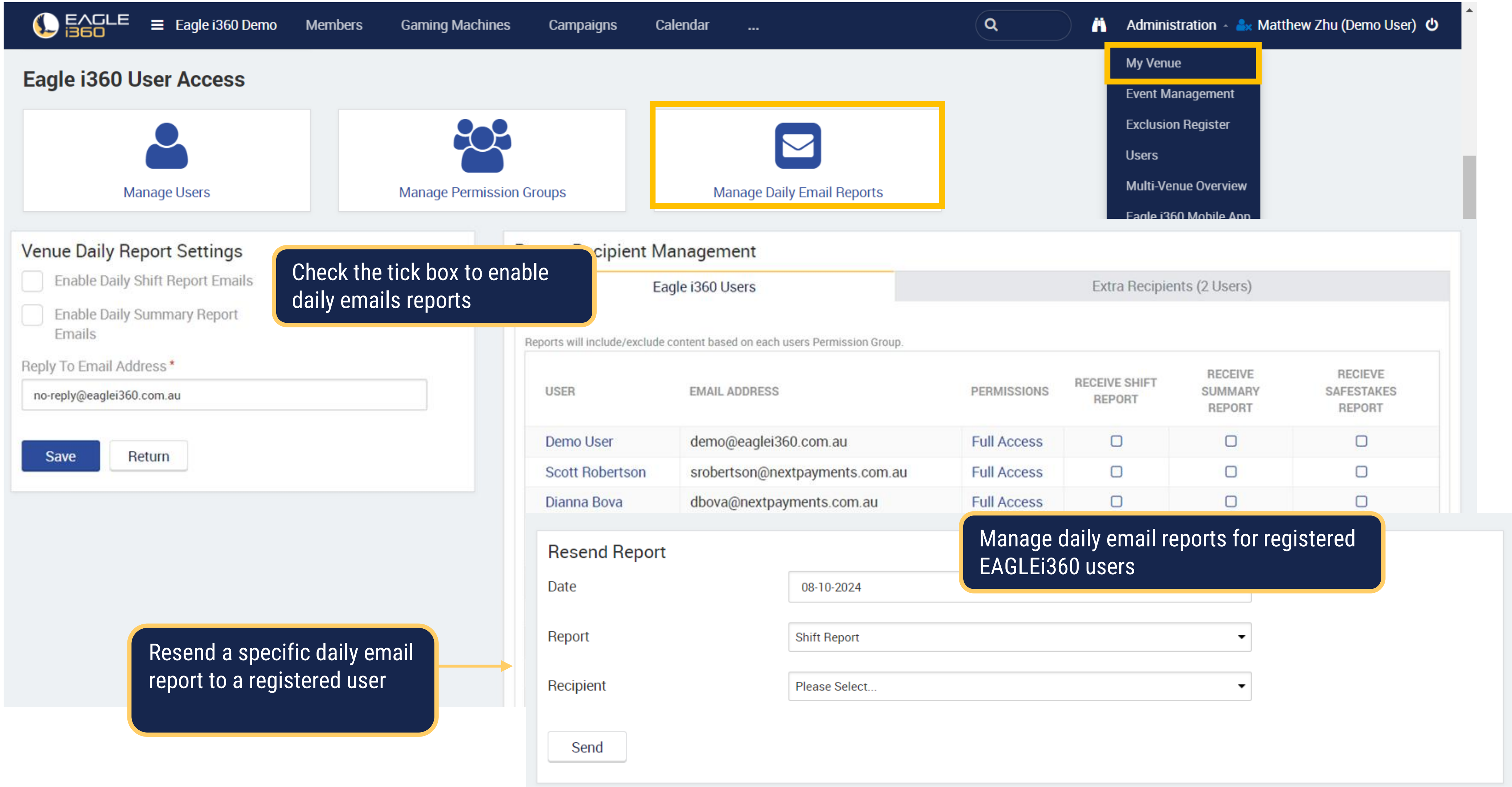
Customer Care Log
- ☐ Create Log Entries

Roster Data
- ☐ View Roster Data Figures

- Set a name for the permission group
- Enable/disable permissions for the group

Manage Daily Email Reports

Set up daily email reports and specify the types of daily emails to be received


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
...
Administration
Matthew Zhu (Demo User)
My Venue
Event Management
Exclusion Register
Users
Multi-Venue Overview
Eagle i360 Mobile App
Manage Users
Manage Permission Groups
Manage Daily Email Reports
Eagle i360 Users
Extra Recipients (2 Users)
Save
Return
Send

Eagle i360 User Access

Venue Daily Report Settings

☐ Enable Daily Shift Report Emails

☐ Enable Daily Summary Report Emails

Reply To Email Address *: no-reply@eaglei360.com.au

Recipient Management

Reports will include/exclude content based on each users Permission Group.

USER	EMAIL ADDRESS	PERMISSIONS	RECEIVE SHIFT REPORT	RECEIVE SUMMARY REPORT	RECIEVE SAFESTAKES REPORT
Demo User	demo@eaglei360.com.au	Full Access	☐	☐	☐
Scott Robertson	srobertson@nextpayments.com.au	Full Access	☐	☐	☐
Dianna Bova	dbova@nextpayments.com.au	Full Access	☐	☐	☐

Resend Report

Date: 08-10-2024

Report: Shift Report

Recipient: Please Select...

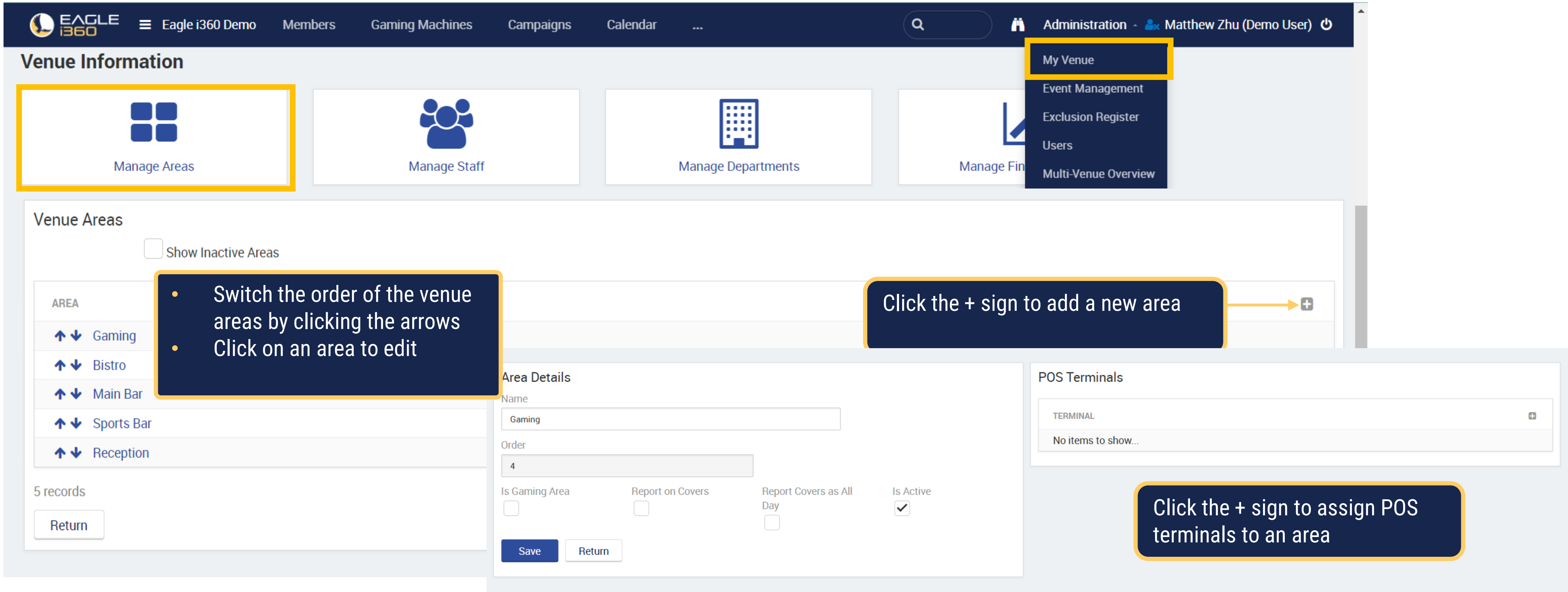
Check the tick box to enable daily emails reports

Manage daily email reports for registered EAGLEi360 users

Resend a specific daily email report to a registered user

Manage Venue Areas

Organise areas according to the actual layout of your venue and connect POS terminals to calculate revenue


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
...
Administration
Matthew Zhu (Demo User)
My Venue
Event Management
Exclusion Register
Users
Multi-Venue Overview
Venue Information
Manage Areas
Manage Staff
Manage Departments
Manage Fin
Venue Areas
Return
Save
Return

☐ Show Inactive Areas

AREA
↑↓ Gaming
↑↓ Bistro
↑↓ Main Bar
↑↓ Sports Bar
↑↓ Reception

5 records

Area Details

Name: Gaming

Order: 4

☐ Is Gaming Area ☐ Report on Covers ☐ Report Covers as All Day ☑ Is Active

POS Terminals

TERMINAL
No items to show...

- Switch the order of the venue areas by clicking the arrows
- Click on an area to edit

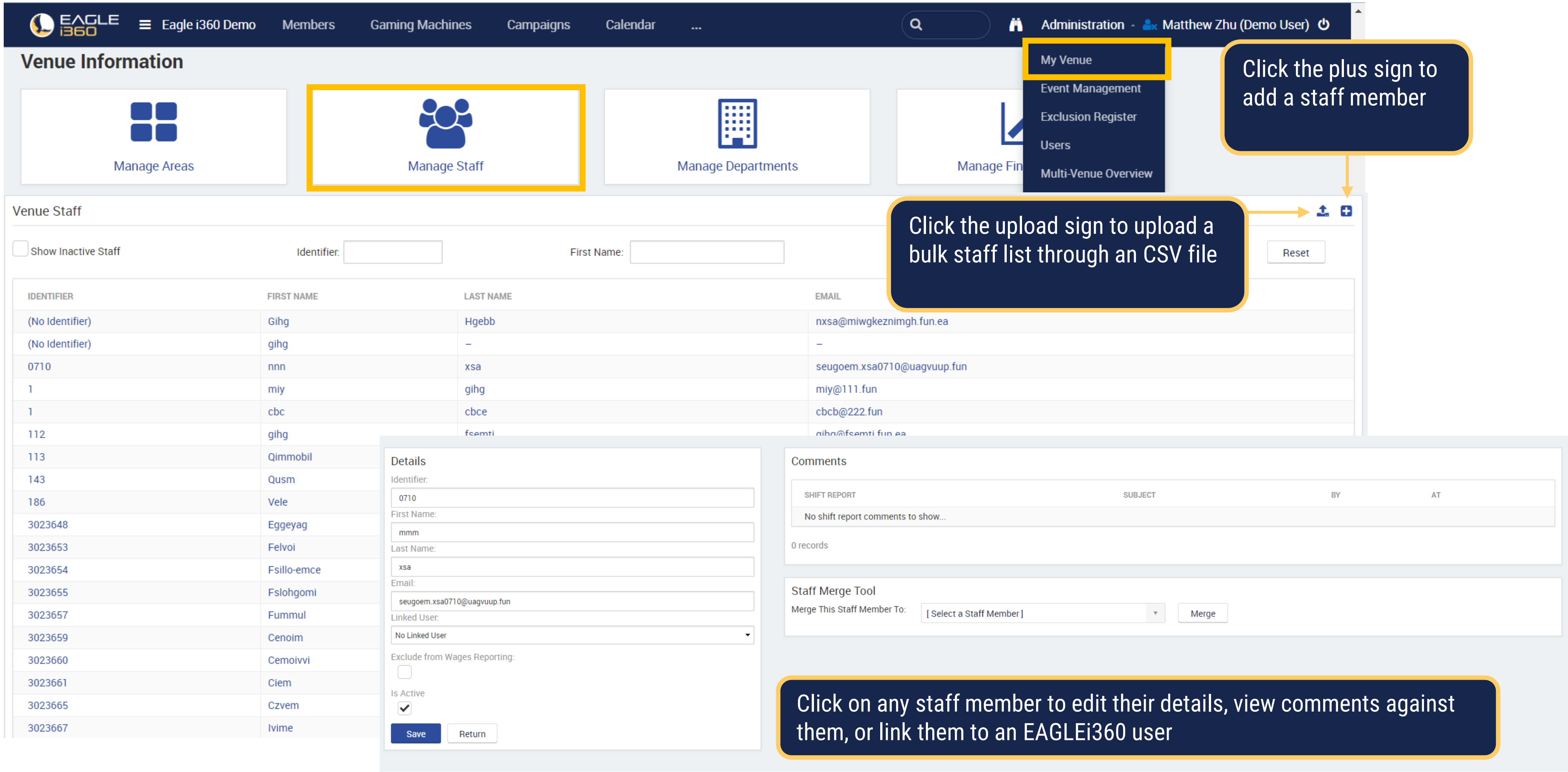
Click the + sign to add a new area

Click the + sign to assign POS terminals to an area

Is Gaming Area: Indicate the area is a gaming area and add EGM revenue to this area
Report on Covers: Present the area to the Covers report
Report Covers as All Day: To not break down sales by meal periods for the Covers report
Is Active: Indicate the area is active

Manage Staff

Manage staff members by recording comments for them and assigning tasks to specific departments


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
...
Administration
Matthew Zhu (Demo User)
My Venue
Event Management
Exclusion Register
Users
Multi-Venue Overview
Venue Information
Manage Areas
Manage Staff
Manage Departments
Manage Fin
Venue Staff
Show Inactive Staff
Identifier:
First Name:
Reset

Click the plus sign to add a staff member

Click the upload sign to upload a bulk staff list through an CSV file

IDENTIFIER	FIRST NAME	LAST NAME	EMAIL
(No Identifier)	Gihg	Hgebb	nxsa@miwgkeznimgh.fun.ea
(No Identifier)	gihg	–	–
0710	nnn	xsa	seugoem.xsa0710@uagvuup.fun
1	miy	gihg	miy@111.fun
1	cbc	cbce	cbcb@222.fun
112	gihg	fsemti	gihg@fsemti.fun.ea
113	Qimmobil		
143	Qusm		
186	Vele		
3023648	Eggeyag		
3023653	Felvoi		
3023654	Fsillo-emce		
3023655	Fslohgomi		
3023657	Fummul		
3023659	Cenoim		
3023660	Cemoivvi		
3023661	Ciem		
3023665	Czvem		
3023667	Ivime		

Details

Identifier: 0710

First Name: mmm

Last Name: xsa

Email: seugoem.xsa0710@uagvuup.fun

Linked User: No Linked User

Exclude from Wages Reporting: ☐

Is Active ☑

Save
Return

Comments

SHIFT REPORT	SUBJECT	BY	AT
No shift report comments to show...			

0 records

Staff Merge Tool

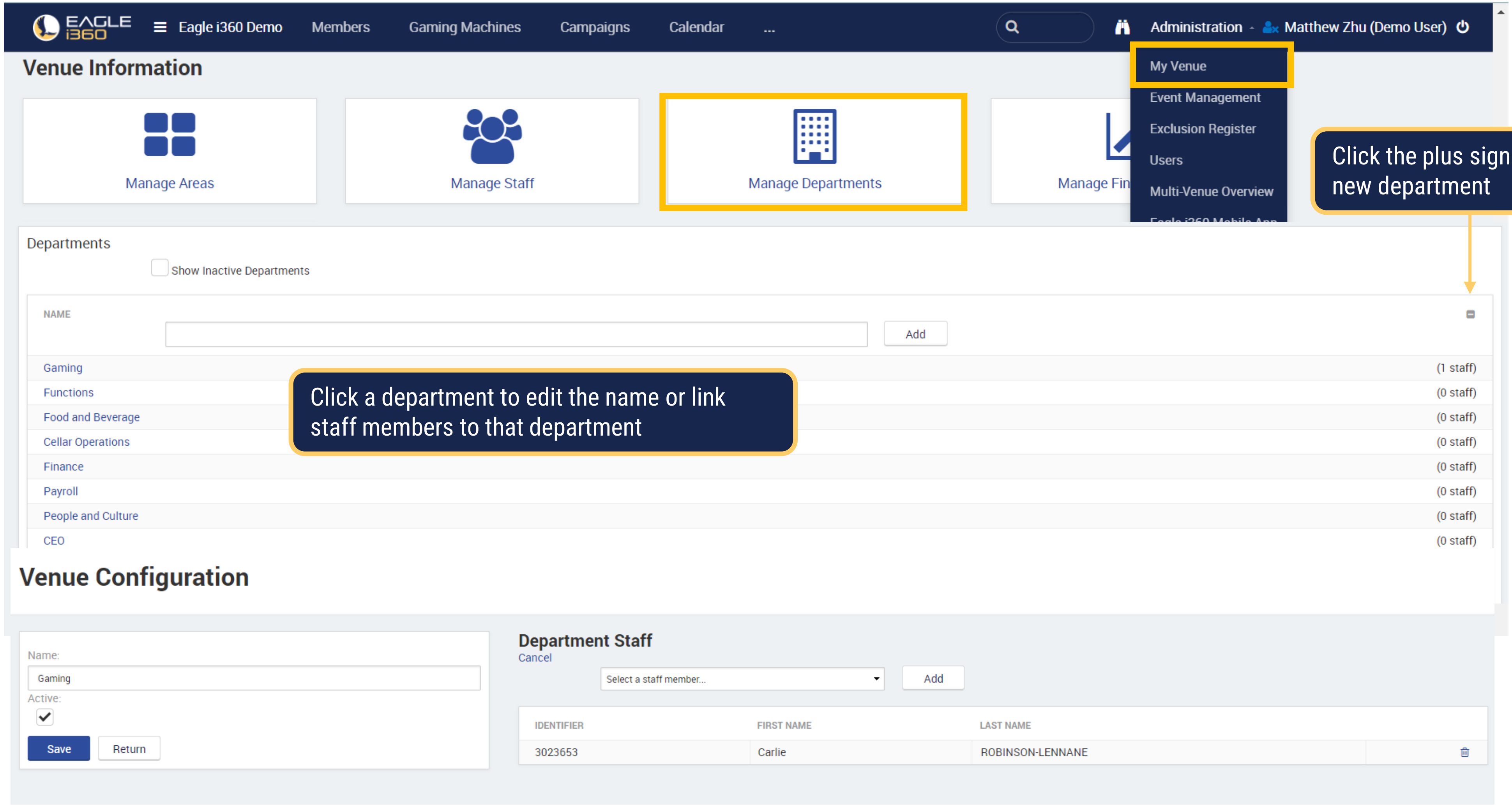
Merge This Staff Member To: [Select a Staff Member]

Click on any staff member to edit their details, view comments against them, or link them to an EAGLEi360 user

** Subscribing to the HR Module allows Eagle i360 to automatically update the staff list.*

Manage Departments

Set up departments and assign staff members to specific departments


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
...
Administration
Matthew Zhu (Demo User)
My Venue
Event Management
Exclusion Register
Users
Multi-Venue Overview
Manage Areas
Manage Staff
Manage Departments
Manage Fin
Add
Add
Save
Return
Select a staff member...
Add

Venue Information

Departments

☐ Show Inactive Departments

NAME	
Gaming	(1 staff)
Functions	(0 staff)
Food and Beverage	(0 staff)
Cellar Operations	(0 staff)
Finance	(0 staff)
Payroll	(0 staff)
People and Culture	(0 staff)
CEO	(0 staff)

Click the plus sign to add a new department

Click a department to edit the name or link staff members to that department

Venue Configuration

Name: Gaming

Active: ☑

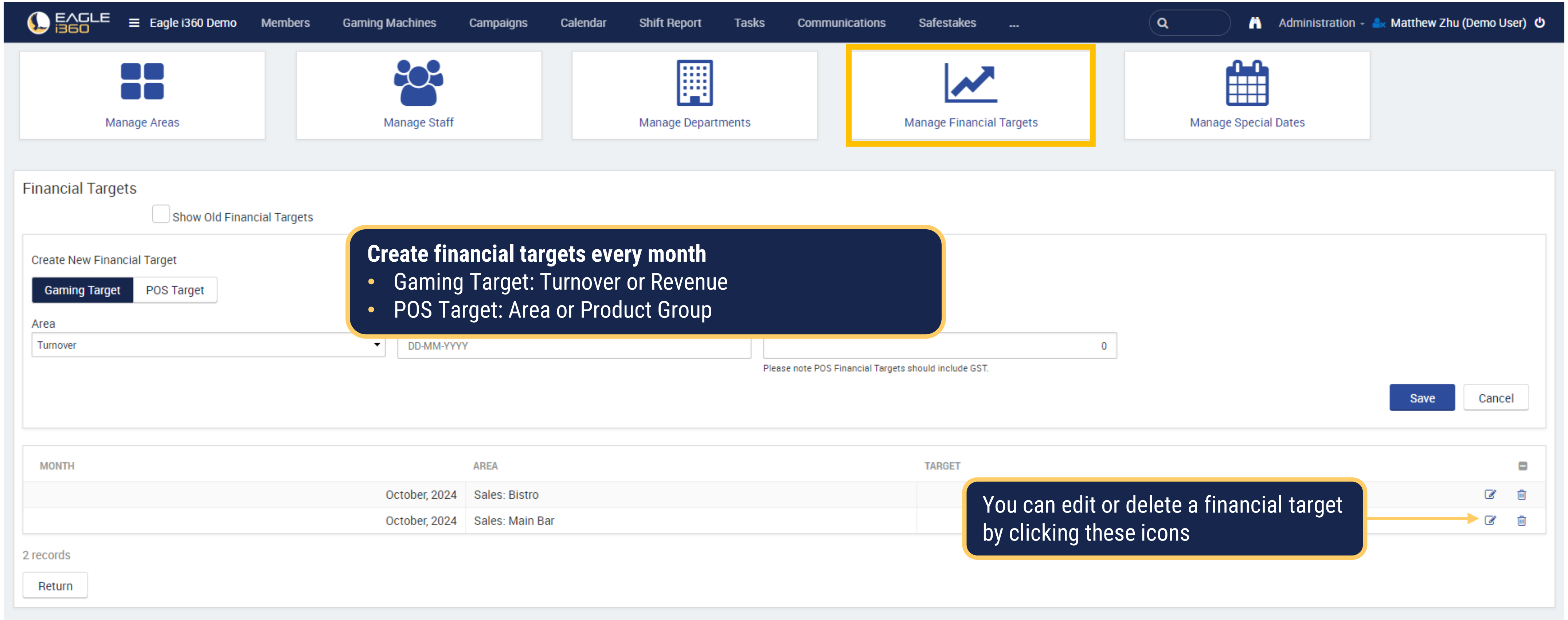
Department Staff

Cancel

IDENTIFIER	FIRST NAME	LAST NAME
3023653	Carlie	ROBINSON-LENNANE

Manage Financial Targets

Set up monthly gaming or POS financial targets, which will be displayed on the dashboard to assess the venue performance by comparing the target against actual and prediction values. Financial targets are used for dashboard reporting, trade projections, and shift reports


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
...
Administration
Matthew Zhu (Demo User)
Manage Areas
Manage Staff
Manage Departments
Manage Financial Targets
Manage Special Dates

Financial Targets

☐ Show Old Financial Targets

Create New Financial Target

Gaming Target | POS Target

Area: Turnover

DD-MM-YYYY

0

Please note POS Financial Targets should include GST.

Save
Cancel

MONTH	AREA	TARGET
October, 2024	Sales: Bistro	
October, 2024	Sales: Main Bar	

2 records

Return

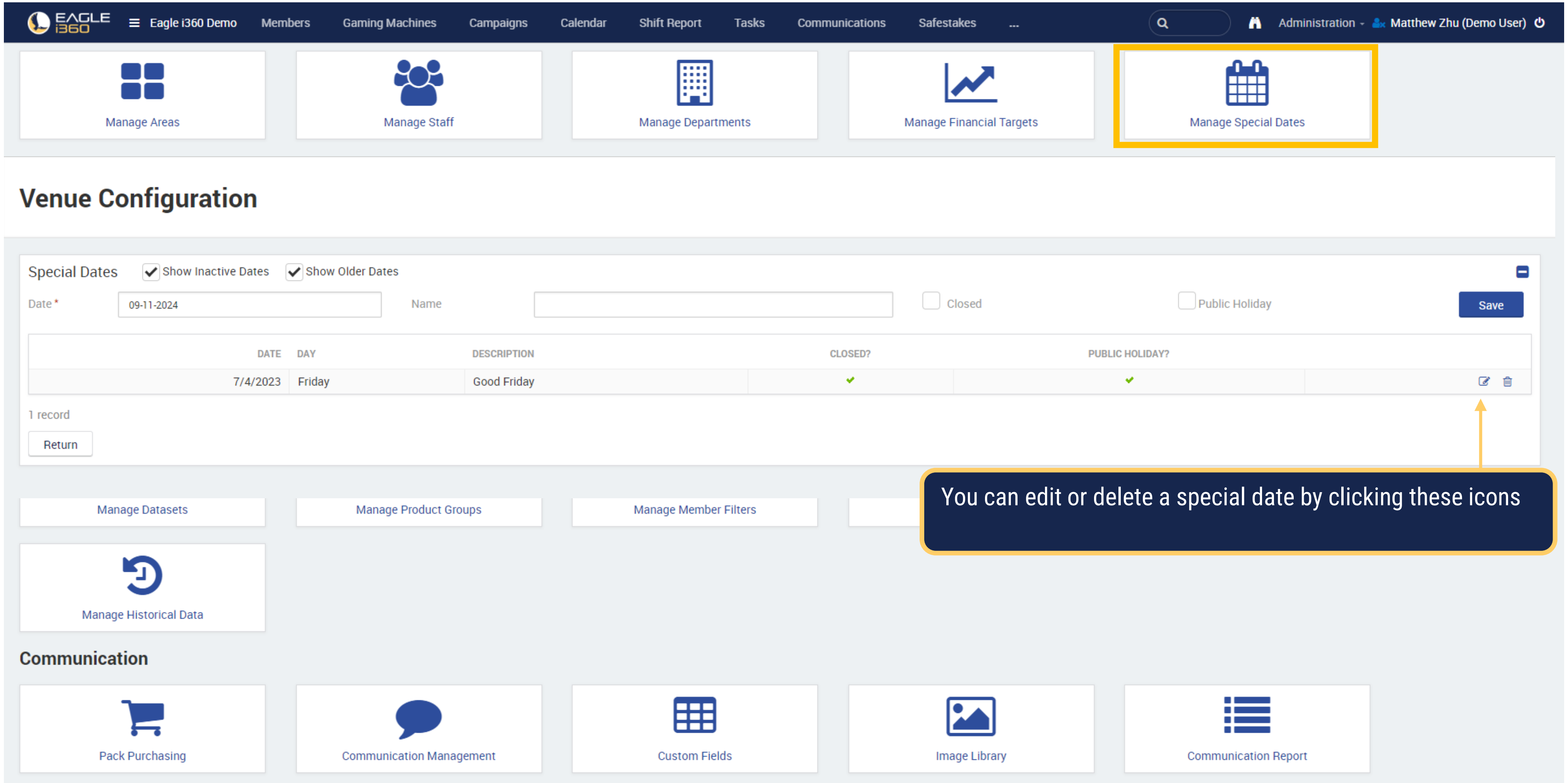
Create financial targets every month

- Gaming Target: Turnover or Revenue
- POS Target: Area or Product Group

You can edit or delete a financial target by clicking these icons

Manage Special Dates

Special dates are important events where the venue is closed or needs a calendar entry, such as major events or public holidays


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
...
Administration
Matthew Zhu (Demo User)
Manage Areas
Manage Staff
Manage Departments
Manage Financial Targets
Manage Special Dates
Save
Return
Manage Datasets
Manage Product Groups
Manage Member Filters
Manage Historical Data
Pack Purchasing
Communication Management
Custom Fields
Image Library
Communication Report

Venue Configuration

Special Dates ☑ Show Inactive Dates ☑ Show Older Dates

Date * 09-11-2024 Name ☐ Closed ☐ Public Holiday

DATE	DAY	DESCRIPTION	CLOSED?	PUBLIC HOLIDAY?
7/4/2023	Friday	Good Friday	✓	✓

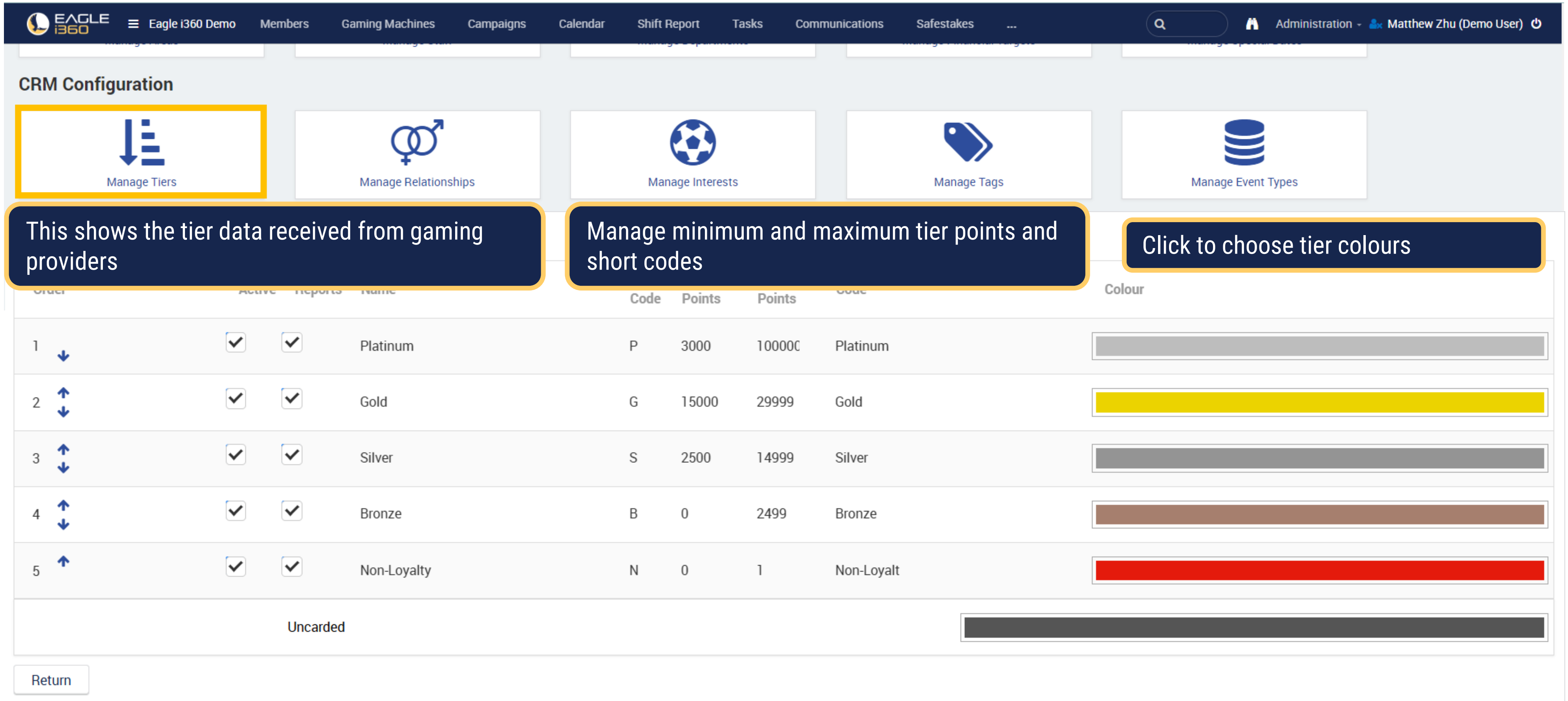
1 record

You can edit or delete a special date by clicking these icons

Communication

Manage Tiers

Properly setting up tier data is essential for reports to function correctly as tier data is widely used by EAGLEi360


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
...
Administration
Matthew Zhu (Demo User)
CRM Configuration
Manage Tiers
Manage Relationships
Manage Interests
Manage Tags
Manage Event Types
Return

This shows the tier data received from gaming providers

Manage minimum and maximum tier points and short codes

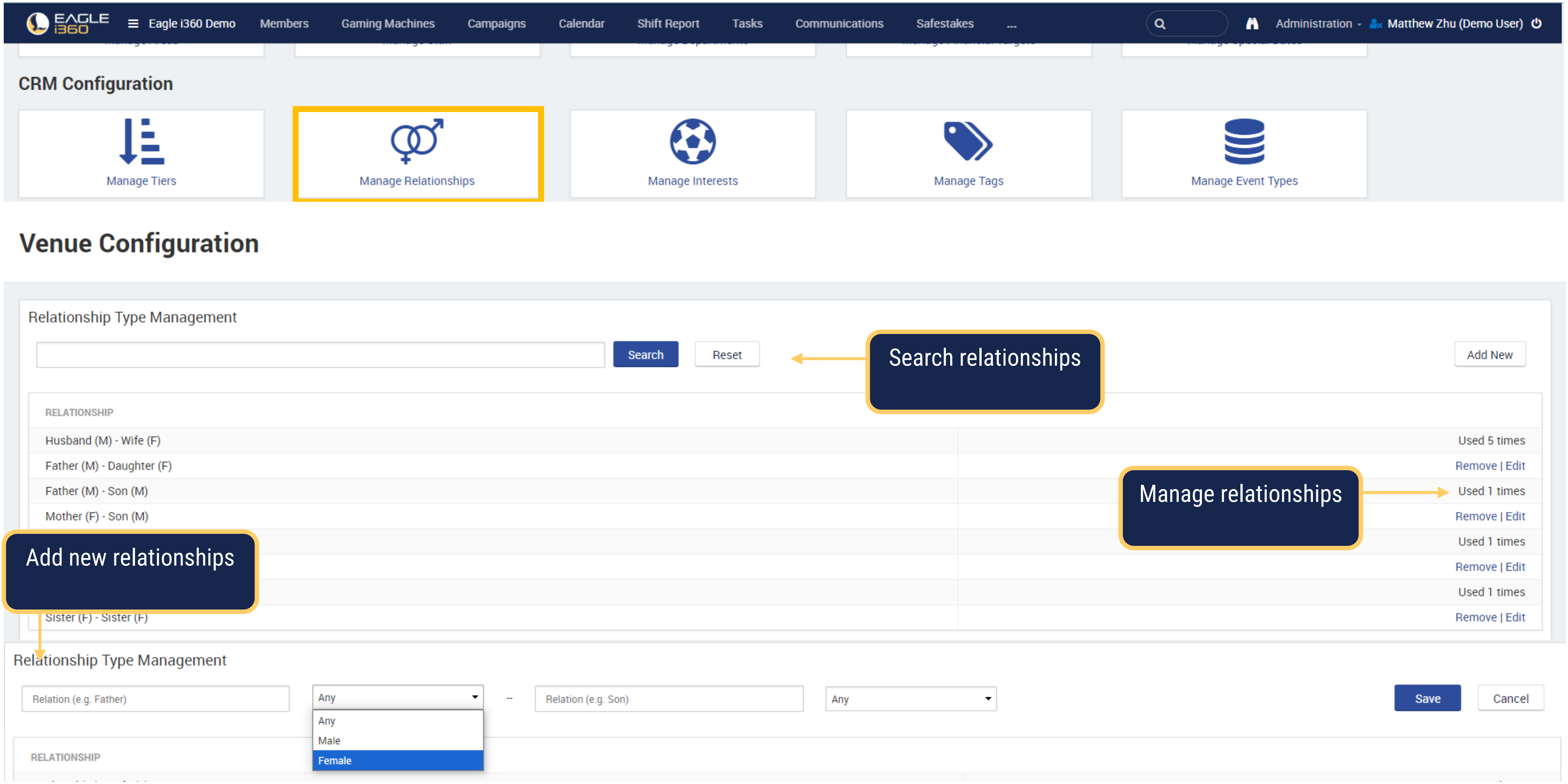
Click to choose tier colours

					Code	Points	Points		Colour
1	↓	☑	☑	Platinum	P	3000	10000C	Platinum	⬜
2	↑ ↓	☑	☑	Gold	G	15000	29999	Gold	🟨
3	↑ ↓	☑	☑	Silver	S	2500	14999	Silver	⬜
4	↑ ↓	☑	☑	Bronze	B	0	2499	Bronze	🟫
5	↑	☑	☑	Non-Loyalty	N	0	1	Non-Loyalt	🟥
				Uncarded					⬛

Up/down arrows: change the order of tier levels
Active: assign active tiers for reporting
Reports: the tier is selected in the report filters by default

Manage Relationships

Relationships are used to identify the connection between members in your venue


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
...
Administration
Matthew Zhu (Demo User)
CRM Configuration
Manage Tiers
Manage Relationships
Manage Interests
Manage Tags
Manage Event Types
Venue Configuration
Relationship Type Management
Search
Reset
Add New
Relationship Type Management
Relation (e.g. Father)
Any
Any
Male
Female
--
Relation (e.g. Son)
Any
Save
Cancel
RELATIONSHIP

RELATIONSHIP	
Husband (M) - Wife (F)	Used 5 times
Father (M) - Daughter (F)	Remove | Edit
Father (M) - Son (M)	Used 1 times
Mother (F) - Son (M)	Remove | Edit
	Used 1 times
	Remove | Edit
	Used 1 times
Sister (F) - Sister (F)	Remove | Edit

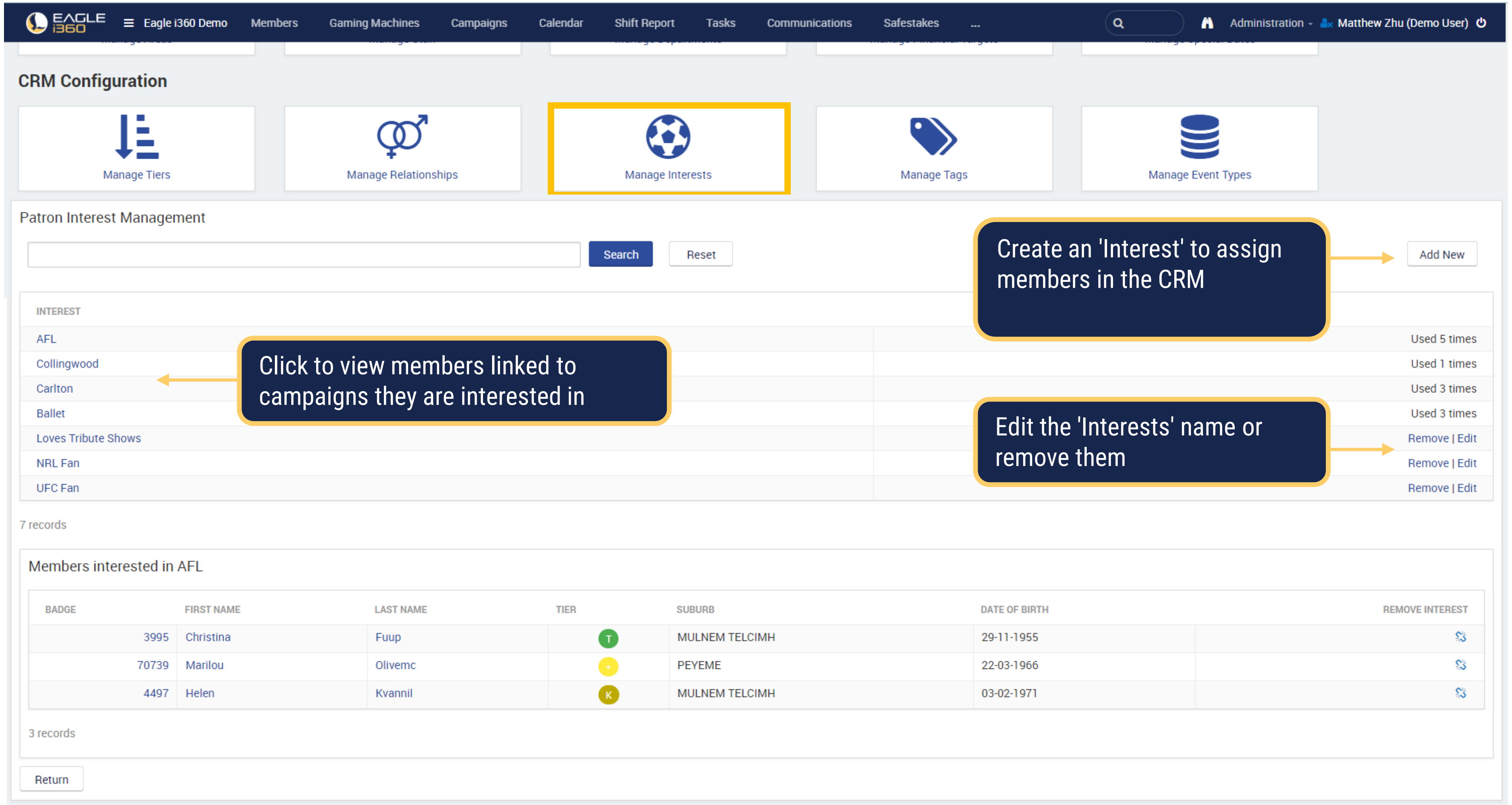
Search relationships

Manage relationships

Add new relationships

Manage Interests

Managing member interests enables easier CRM management and campaign invitations


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
...
Administration
Matthew Zhu (Demo User)
Manage Tiers
Manage Relationships
Manage Interests
Manage Tags
Manage Event Types
Search
Reset
Add New
Return

CRM Configuration

Patron Interest Management

Create an 'Interest' to assign members in the CRM

Click to view members linked to campaigns they are interested in

Edit the 'Interests' name or remove them

INTEREST	
AFL	Used 5 times
Collingwood	Used 1 times
Carlton	Used 3 times
Ballet	Used 3 times
Loves Tribute Shows	Remove | Edit
NRL Fan	Remove | Edit
UFC Fan	Remove | Edit

7 records

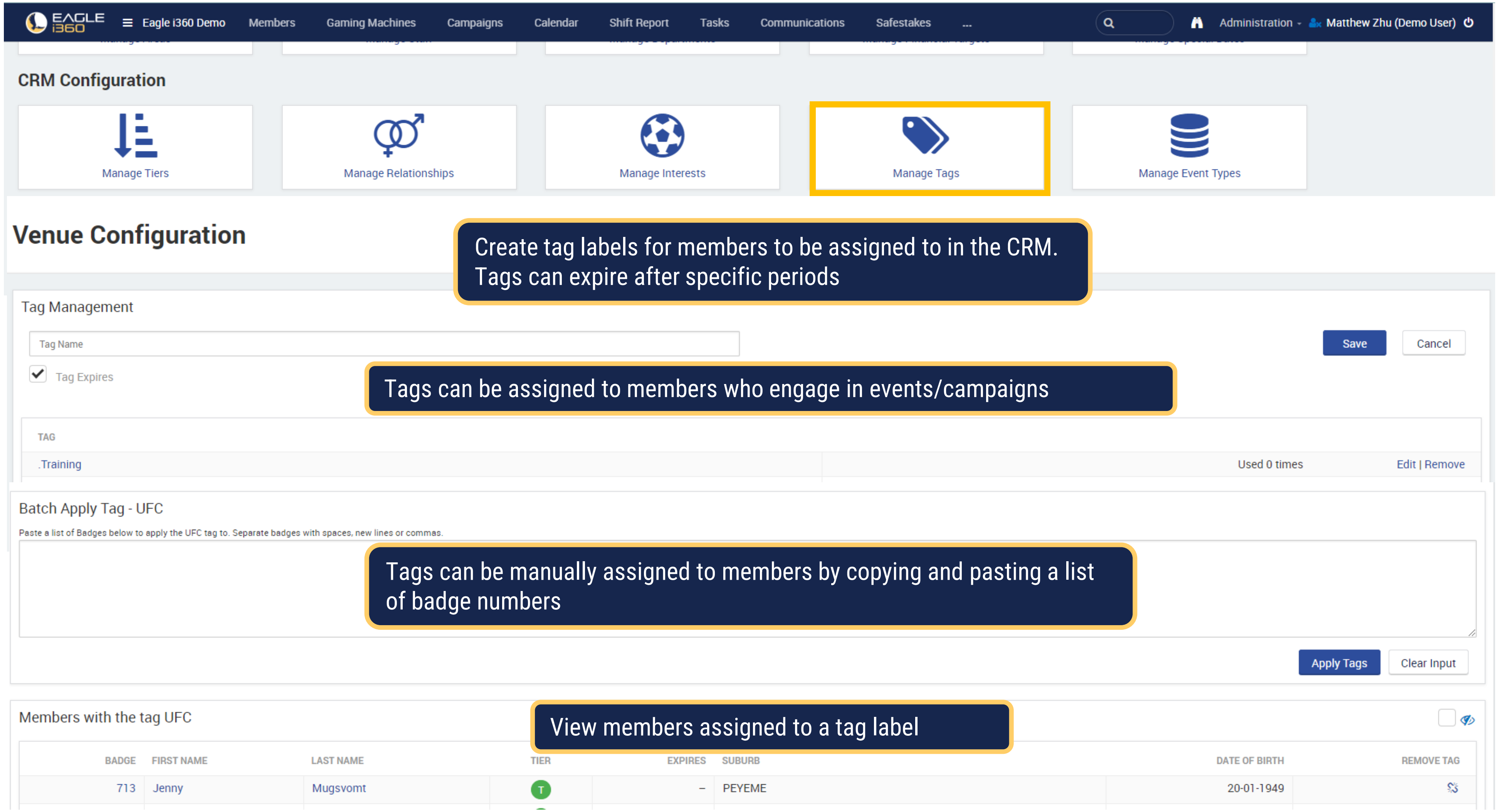
Members interested in AFL

BADGE	FIRST NAME	LAST NAME	TIER	SUBURB	DATE OF BIRTH	REMOVE INTEREST
3995	Christina	Fuup	T	MULNEM TELCIMH	29-11-1955	
70739	Marilou	Olivemc	+	PEYEME	22-03-1966	
4497	Helen	Kvannil	K	MULNEM TELCIMH	03-02-1971	

3 records

Manage Tags

Review tags or manually assign a tag to bulk members, allowing you to invite members to campaigns based on tags



EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
...
Administration
Matthew Zhu (Demo User)
Manage Tiers
Manage Relationships
Manage Interests
Manage Tags
Manage Event Types
Save
Cancel
Apply Tags
Clear Input

CRM Configuration

Venue Configuration

Create tag labels for members to be assigned to in the CRM. Tags can expire after specific periods

Tag Management

Tag Name

☑ Tag Expires

Tags can be assigned to members who engage in events/campaigns

TAG		
.Training	Used 0 times	Edit | Remove

Batch Apply Tag - UFC

Paste a list of Badges below to apply the UFC tag to. Separate badges with spaces, new lines or commas.

Tags can be manually assigned to members by copying and pasting a list of badge numbers

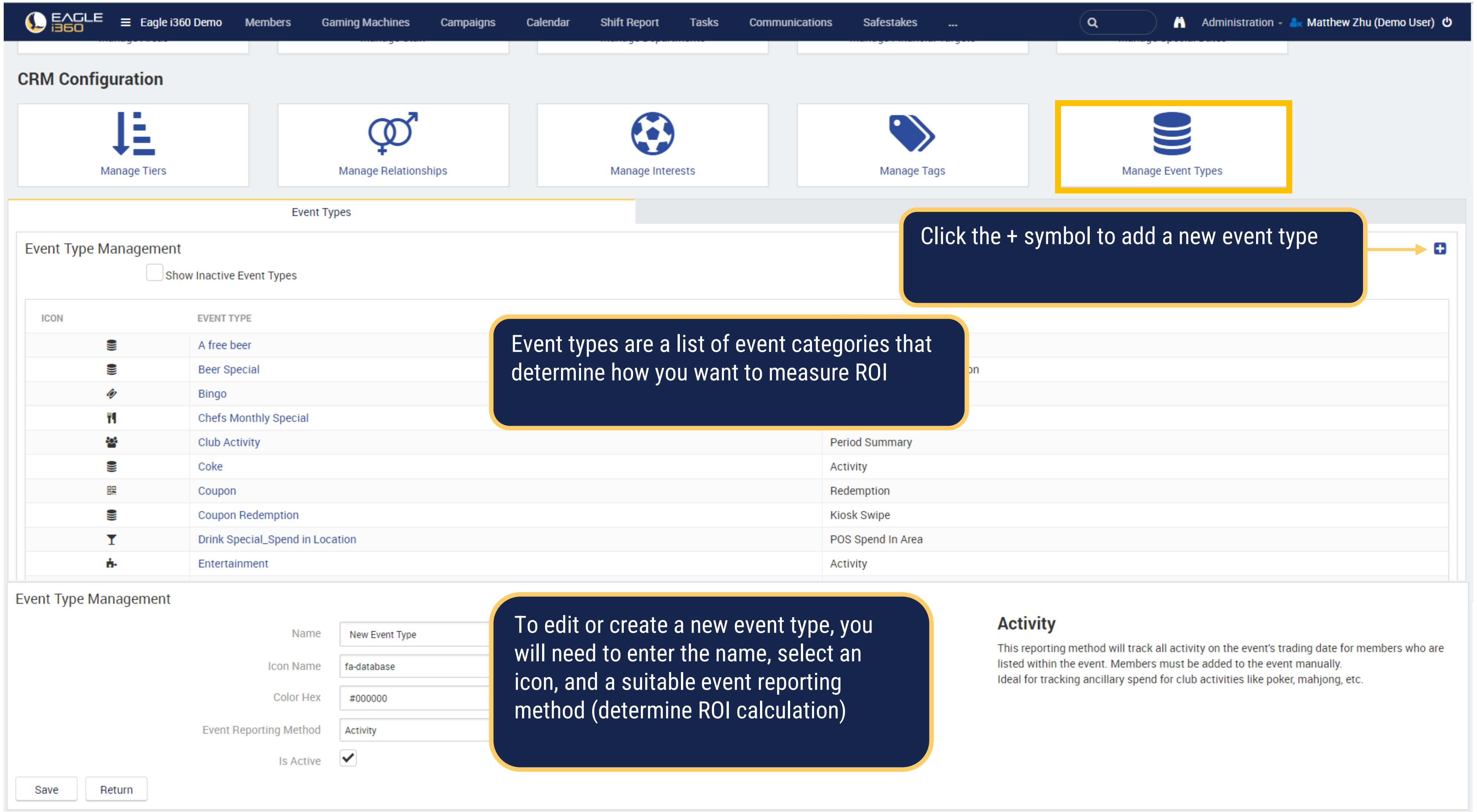
Members with the tag UFC

View members assigned to a tag label

BADGE	FIRST NAME	LAST NAME	TIER	EXPIRES	SUBURB	DATE OF BIRTH	REMOVE TAG
713	Jenny	Mugsvomt	T	–	PEYEME	20-01-1949	

Managing Event Types

Review and create event types for events and campaigns, which will determine the ROI report calculation


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
...
Administration
Matthew Zhu (Demo User)
Manage Tiers
Manage Relationships
Manage Interests
Manage Tags
Manage Event Types
Event Types
Save
Return

CRM Configuration

Click the + symbol to add a new event type

Event Type Management

☐ Show Inactive Event Types

Event types are a list of event categories that determine how you want to measure ROI

ICON	EVENT TYPE	
	A free beer	
	Beer Special	on
	Bingo	
	Chefs Monthly Special	
	Club Activity	Period Summary
	Coke	Activity
	Coupon	Redemption
	Coupon Redemption	Kiosk Swipe
	Drink Special_Spend in Location	POS Spend In Area
	Entertainment	Activity

Event Type Management

Name	New Event Type
Icon Name	fa-database
Color Hex	#000000
Event Reporting Method	Activity
Is Active	☑

To edit or create a new event type, you will need to enter the name, select an icon, and a suitable event reporting method (determine ROI calculation)

Activity

This reporting method will track all activity on the event's trading date for members who are listed within the event. Members must be added to the event manually.
Ideal for tracking ancillary spend for club activities like poker, mahjong, etc.

Event Reporting Methods of Event Type

GAMING

Gaming Invitational
- Classify a member as redeemed if they have any gaming turnover during the event period
- The member must be pre-entered into the event
- Ideal for gaming promotions targeted at a specific list of members

Gaming Turnover
- Automatically add members to the event if they have gaming turnover in the event period
- Members will be automatically added to the event list based on their gaming turnover
- Ideal for daily gaming promotions to track ongoing ROI and patron interest in the promotion

EVENTS

Period Summary
- Automatically add all members with Gaming or POS activity during the event period
- Members will be automatically added to the event
- Ideal for tracking total activity over an extended period

Period Summary Invitational
- Classify an invited member as redeemed if they have Gaming or POS activity during the event period
- Members must be pre-entered to the Campaign
- Ideal for tracking total activity

Non-ROI Event
- This reporting method will not track any members or activity against the event
- Ideal for categorising additional events in the event calendar

POS

PLU Purchase Invitational
- Classify a member as redeemed if they purchase a product from the selected list of PLUs managed below
- The members must be pre-entered into the event
- Ideal for POS promotions targeted at a specific list of members who need to purchase a specific product

PLU Purchase
- Automatically add members to the event if they purchased a product from the selected list of PLUs managed below during the event period
- Members will be automatically added to the event list based on their POS transactions
- Ideal for tracking ancillary spend of promotional food offers

Spend in Location Invitational
- Classify a member as redeemed if they have any POS transactions within the selected locations during the event period
- The members must be pre-entered to the event
- Ideal for tracking invited members who attended an event within your venue

Spend in Location
- Automatically add members to the event if they have any POS activity in the selected list of areas managed below during the event
- Members will be automatically added to the event list based on their POS transactions
- Ideal for tracking entertainment ROI and ancillary spend or regular club events like bingo

MEMBERS

Activity
- Track all activity on the event's trading date for members who are listed within the event
- Members must be added to the event manually
- Ideal for tracking ancillary spend for club activities like poker, mahjong, etc

Redemption
- Track all activity for members who have been marked as redeemed
- The members must be pre-entered into the event and manually marked as redeemed
- Ideal for tracking redemption-based promotions

KIOSKS

Kiosk Swipe
- Automatically add members who swiped at a kiosk to the event
- Only available for Odyssey and Ebet venues

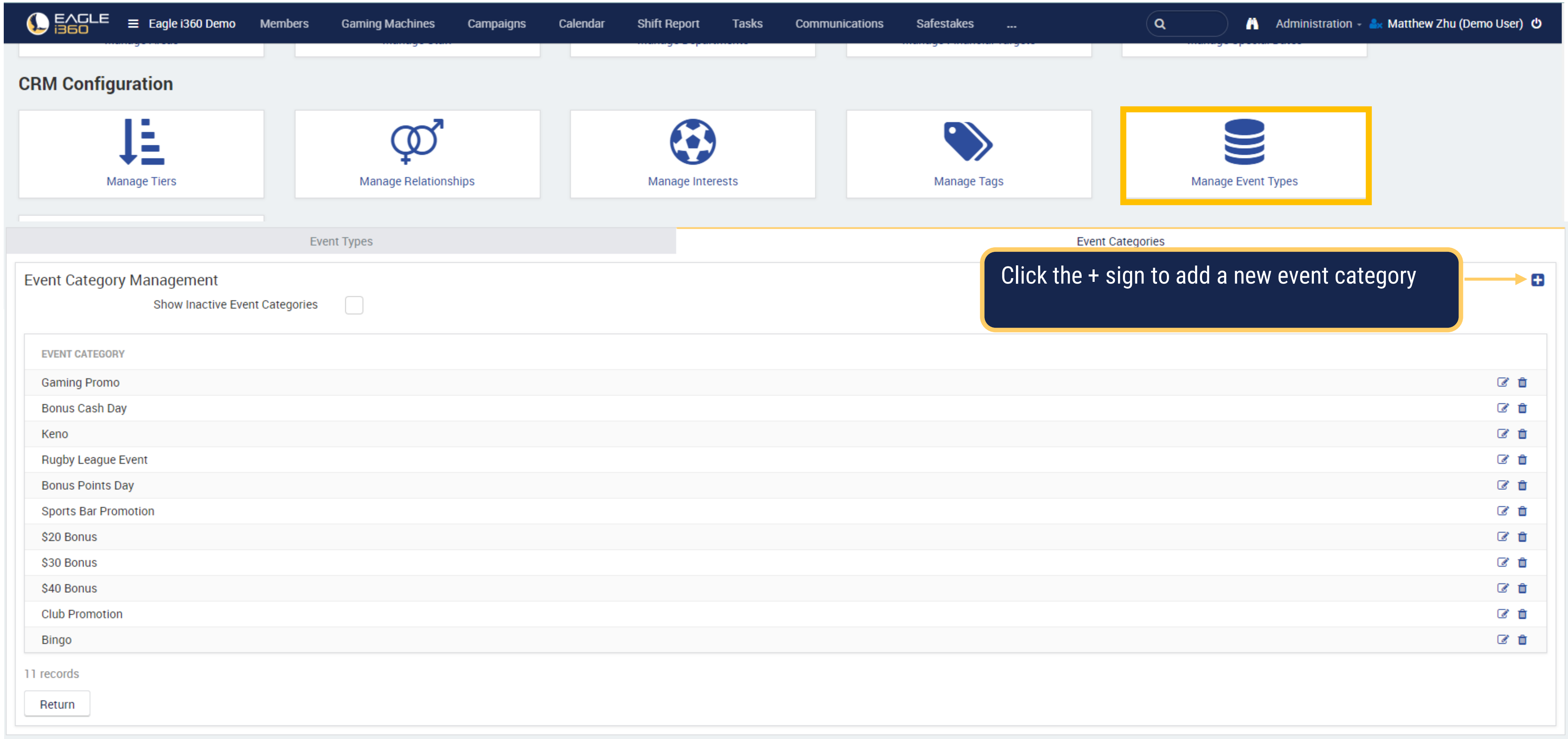
Kiosk Swipe Invitational
- Classify a member as redeemed if they have swiped at a kiosk during the event period
- Only available for Odyssey and Ebet venues

Wymac Promotion
- All members will be able to redeem these events via the Wymac Kiosk
- Wymac Promotion must be linked to these events via the Wymac Hub

Wymac Promotion Invitational
- Only invited members will be able to redeem this type and will redeem via the Wymac Kiosk.
- Wymac Promotion must be linked to these Campaigns via the Wymac Hub

Manage Event Categories

Assign Event Categories when you create events/campaigns. Event Categories are useful when you run Event Summary Reports, which consolidate ROIs for the same Event Category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Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
...
Administration
Matthew Zhu (Demo User)
Manage Tiers
Manage Relationships
Manage Interests
Manage Tags
Manage Event Types
Event Types
Event Categories
Return

CRM Configuration

Event Category Management

Show Inactive Event Categories ☐

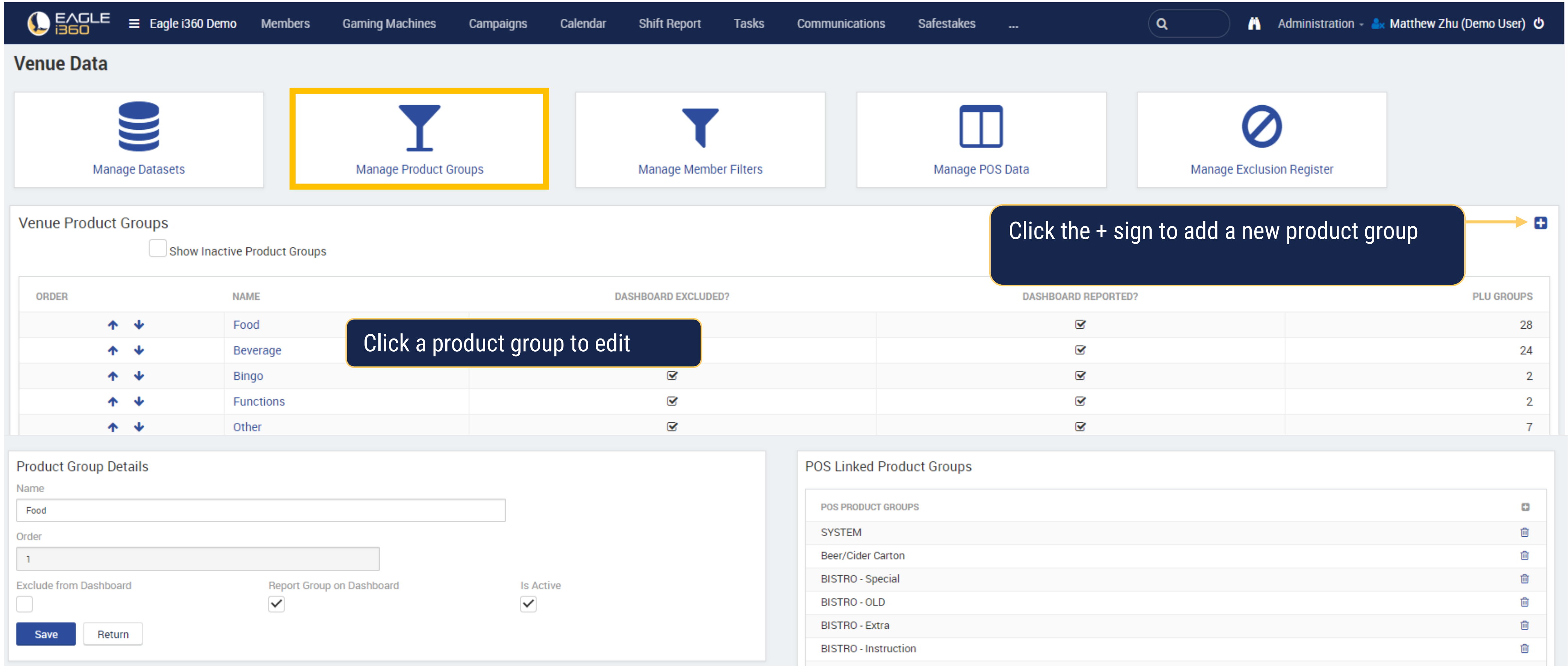
Click the + sign to add a new event category

EVENT CATEGORY
Gaming Promo
Bonus Cash Day
Keno
Rugby League Event
Bonus Points Day
Sports Bar Promotion
$20 Bonus
$30 Bonus
$40 Bonus
Club Promotion
Bingo

11 records

Manage Product Groups

Product groups serve as primary categories for PLU groups. They are extensively utilised in the EAGLEi360 dashboard and reports, particularly when reviewing overall sales for specific product categories


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
...
Administration
Matthew Zhu (Demo User)
Venue Data
Manage Datasets
Manage Product Groups
Manage Member Filters
Manage POS Data
Manage Exclusion Register

Click the + sign to add a new product group

Click a product group to edit

Venue Product Groups

☐ Show Inactive Product Groups

ORDER	NAME	DASHBOARD EXCLUDED?	DASHBOARD REPORTED?	PLU GROUPS
↑ ↓	Food		☑	28
↑ ↓	Beverage		☑	24
↑ ↓	Bingo	☑	☑	2
↑ ↓	Functions	☑	☑	2
↑ ↓	Other	☑	☑	7

Product Group Details

Name: Food

Order: 1

Exclude from Dashboard ☐
Report Group on Dashboard ☑
Is Active ☑

Save
Return

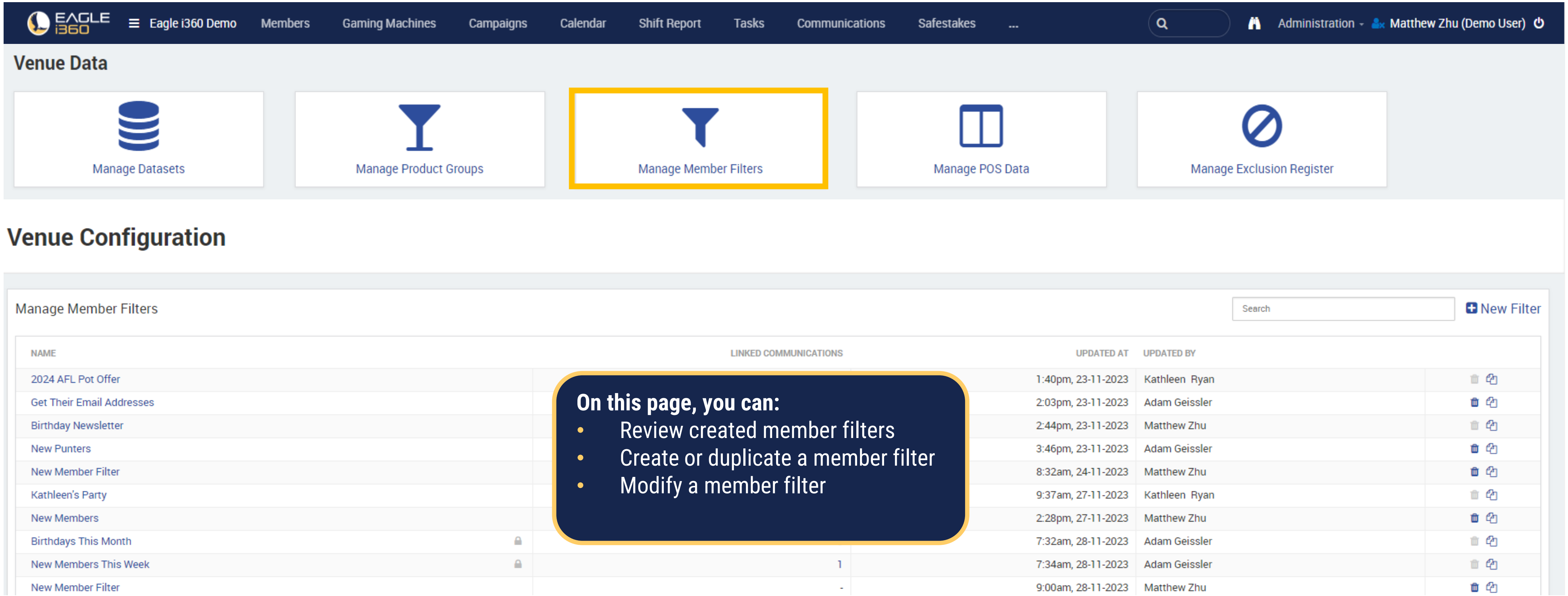
POS Linked Product Groups

POS PRODUCT GROUPS
SYSTEM
Beer/Cider Carton
BISTRO - Special
BISTRO - OLD
BISTRO - Extra
BISTRO - Instruction

Exclude from Dashboard - Exclude the group from 'All Products' report on the dashboard
Report Group on Dashboard - Allowing viewing the top products in the group separately on the dashboard
POS Linked Product Groups - Link POS PLU groups to Product Group

Manage Member Filters

Member filters enable you to create customised filters by combining predefined options to identify patrons who meet your criteria. You can then use these filters for communications, invite patrons to campaigns, or for various data analysis purposes


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
...
Administration
Matthew Zhu (Demo User)
Venue Data
Manage Datasets
Manage Product Groups
Manage Member Filters
Manage POS Data
Manage Exclusion Register
Venue Configuration
Manage Member Filters
Search
New Filter

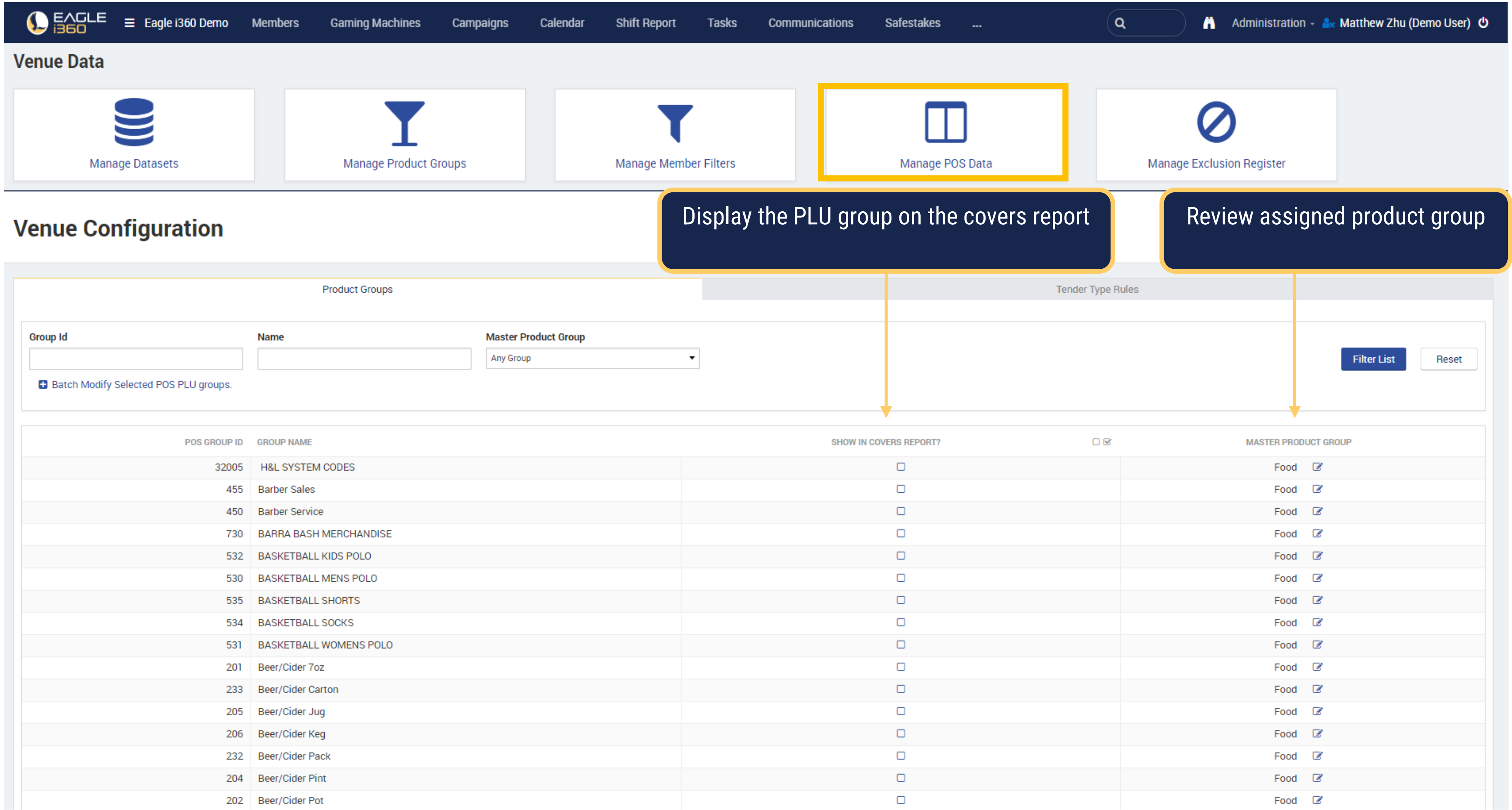
NAME	LINKED COMMUNICATIONS	UPDATED AT	UPDATED BY
2024 AFL Pot Offer		1:40pm, 23-11-2023	Kathleen Ryan
Get Their Email Addresses		2:03pm, 23-11-2023	Adam Geissler
Birthday Newsletter		2:44pm, 23-11-2023	Matthew Zhu
New Punters		3:46pm, 23-11-2023	Adam Geissler
New Member Filter		8:32am, 24-11-2023	Matthew Zhu
Kathleen's Party		9:37am, 27-11-2023	Kathleen Ryan
New Members		2:28pm, 27-11-2023	Matthew Zhu
Birthdays This Month		7:32am, 28-11-2023	Adam Geissler
New Members This Week	1	7:34am, 28-11-2023	Adam Geissler
New Member Filter	-	9:00am, 28-11-2023	Matthew Zhu

On this page, you can:

- Review created member filters
- Create or duplicate a member filter
- Modify a member filter

Manage POS Data

Assign the PLU group to a product group quickly


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
...
Administration
Matthew Zhu (Demo User)
Venue Data
Manage Datasets
Manage Product Groups
Manage Member Filters
Manage POS Data
Manage Exclusion Register
Venue Configuration
Product Groups
Tender Type Rules
Filter List
Reset
Batch Modify Selected POS PLU groups.

Display the PLU group on the covers report

Review assigned product group

Group Id

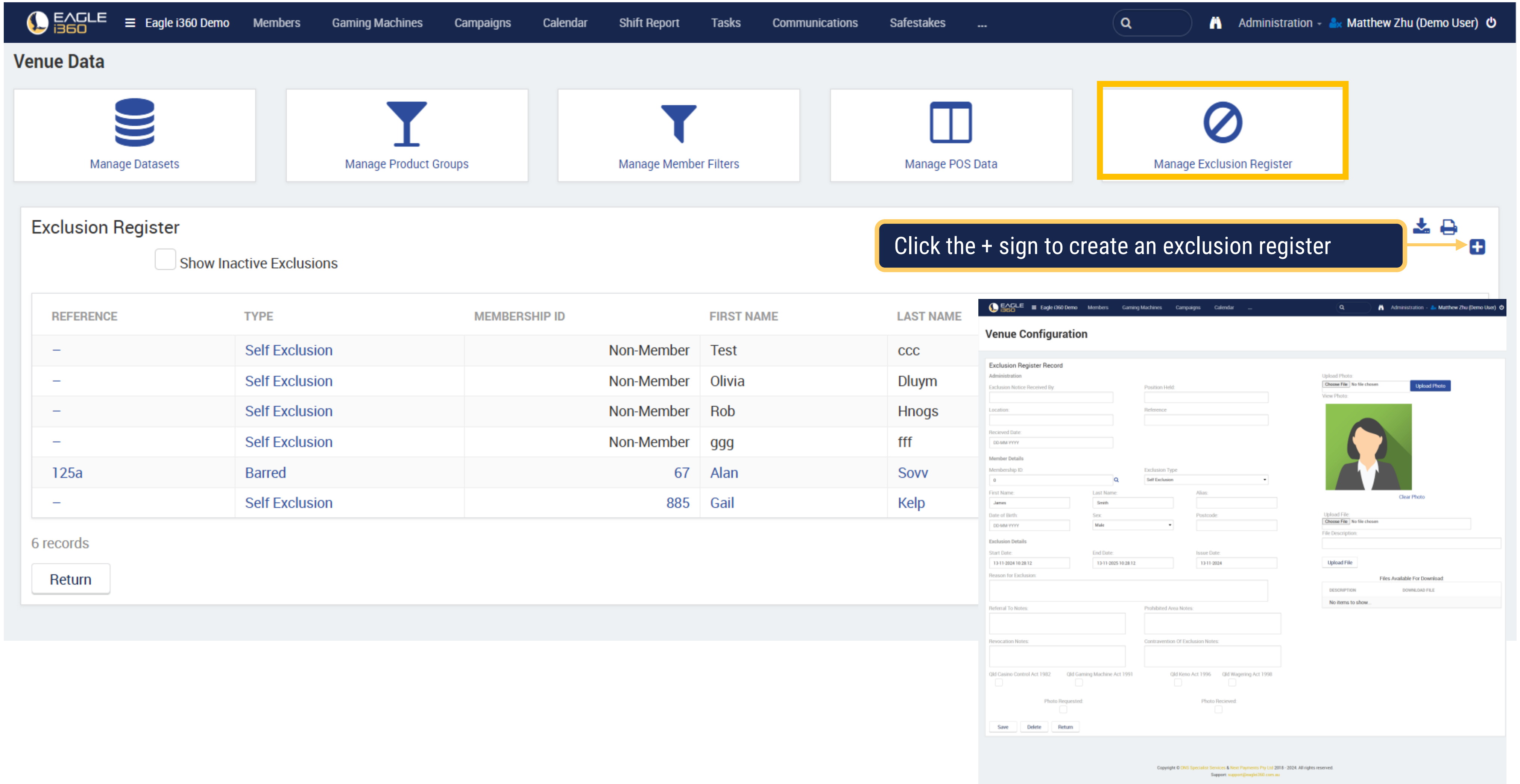
Name

Master Product Group Any Group

POS GROUP ID	GROUP NAME	SHOW IN COVERS REPORT?	☐ ☑	MASTER PRODUCT GROUP
32005	H&L SYSTEM CODES	☐		Food ✎
455	Barber Sales	☐		Food ✎
450	Barber Service	☐		Food ✎
730	BARRA BASH MERCHANDISE	☐		Food ✎
532	BASKETBALL KIDS POLO	☐		Food ✎
530	BASKETBALL MENS POLO	☐		Food ✎
535	BASKETBALL SHORTS	☐		Food ✎
534	BASKETBALL SOCKS	☐		Food ✎
531	BASKETBALL WOMENS POLO	☐		Food ✎
201	Beer/Cider 7oz	☐		Food ✎
233	Beer/Cider Carton	☐		Food ✎
205	Beer/Cider Jug	☐		Food ✎
206	Beer/Cider Keg	☐		Food ✎
232	Beer/Cider Pack	☐		Food ✎
204	Beer/Cider Pint	☐		Food ✎
202	Beer/Cider Pot	☐		Food ✎

Manage the Exclusion Register

Record and review the self-exclusion register for the members


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
...
Administration
Matthew Zhu (Demo User)
Manage Datasets
Manage Product Groups
Manage Member Filters
Manage POS Data
Manage Exclusion Register
Upload Photo
Clear Photo
Upload File
Choose File
Save
Delete
Return

Venue Data

Exclusion Register

☐ Show Inactive Exclusions

Click the + sign to create an exclusion register

REFERENCE	TYPE	MEMBERSHIP ID	FIRST NAME	LAST NAME
–	Self Exclusion	Non-Member	Test	ccc
–	Self Exclusion	Non-Member	Olivia	Dluym
–	Self Exclusion	Non-Member	Rob	Hnogs
–	Self Exclusion	Non-Member	ggg	fff
125a	Barred	67	Alan	Sovv
–	Self Exclusion	885	Gail	Kelp

6 records

Venue Configuration

Exclusion Register Record

Administration

Exclusion Notice Received By:
Position Held:
Location:
Reference:
Recieved Date: DD-MM-YYYY

Member Details

Membership ID: 0
Exclusion Type: Self Exclusion
First Name: James
Last Name: Smith
Alias:
Date of Birth: DD-MM-YYYY
Sex: Male
Postcode:

Exclusion Details

Start Date: 13-11-2024 10:28:12
End Date: 13-11-2025 10:28:12
Issue Date: 13-11-2024
Reason for Exclusion:
Referral To Notes:
Prohibited Area Notes:
Revocation Notes:
Contravention Of Exclusion Notes:

Qld Casino Control Act 1982 ☐ Qld Gaming Machine Act 1991 ☐ Qld Keno Act 1996 ☐ Qld Wagering Act 1998 ☐

Photo Requested: ☐ Photo Recieved: ☐

Upload Photo: No file chosen

View Photo:

Upload File: No file chosen

File Description:

Files Available For Download

DESCRIPTION	DOWNLOAD FILE
No items to show...	

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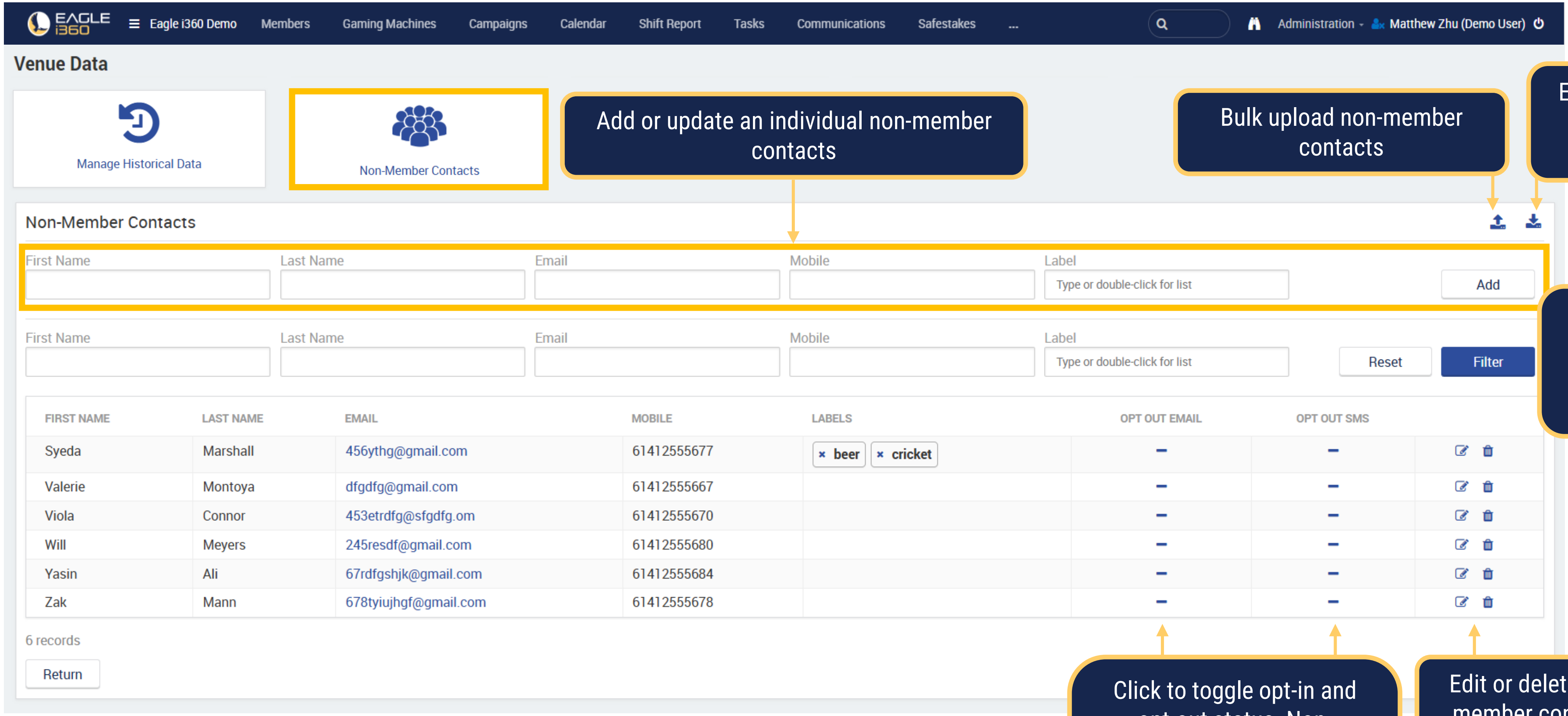
Support: support@eaglei360.com.au

Manage the Non-Member Contacts

Review all non-member contacts or add a single non-member's contacts


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
...
Administration
Matthew Zhu (Demo User)
Manage Historical Data
Non-Member Contacts
Add
Reset
Filter
Return

Venue Data

Non-Member Contacts

First Name | Last Name | Email | Mobile | Label: Type or double-click for list

First Name | Last Name | Email | Mobile | Label: Type or double-click for list

FIRST NAME	LAST NAME	EMAIL	MOBILE	LABELS	OPT OUT EMAIL	OPT OUT SMS
Syeda	Marshall	456ythg@gmail.com	61412555677	× beer × cricket	–	–
Valerie	Montoya	dfgdfg@gmail.com	61412555667		–	–
Viola	Connor	453etrdfg@sfgdfg.om	61412555670		–	–
Will	Meyers	245resdf@gmail.com	61412555680		–	–
Yasin	Ali	67rdfgshjk@gmail.com	61412555684		–	–
Zak	Mann	678tyiujhgf@gmail.com	61412555678		–	–

6 records

Add or update an individual non-member contacts

Bulk upload non-member contacts

Export non-member contacts to Excel

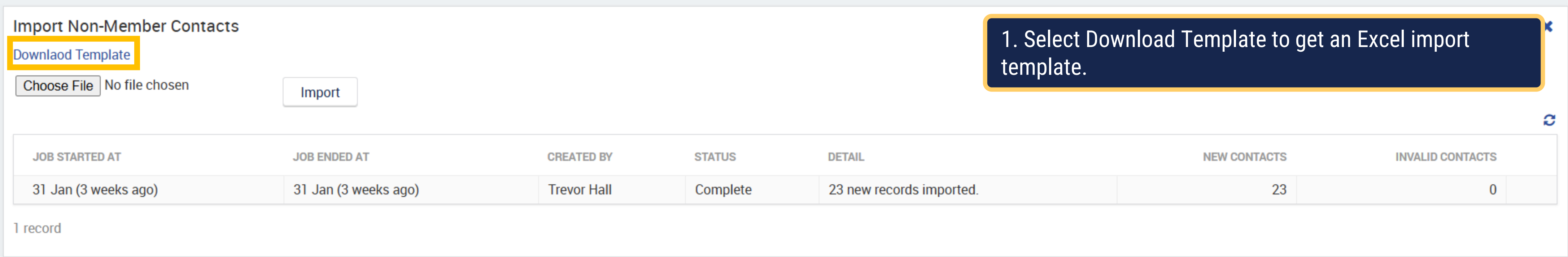
Filter non-members by name, email, mobile, or labels

Click to toggle opt-in and opt-out status. Non-members can also opt themselves out by clicking unsubscribe link inserted in SMS or email

Edit or delete non-member contacts

Manage Non-Member Contacts

How to bulk load non-member contacts



Import Non-Member Contacts

Downlaod Template

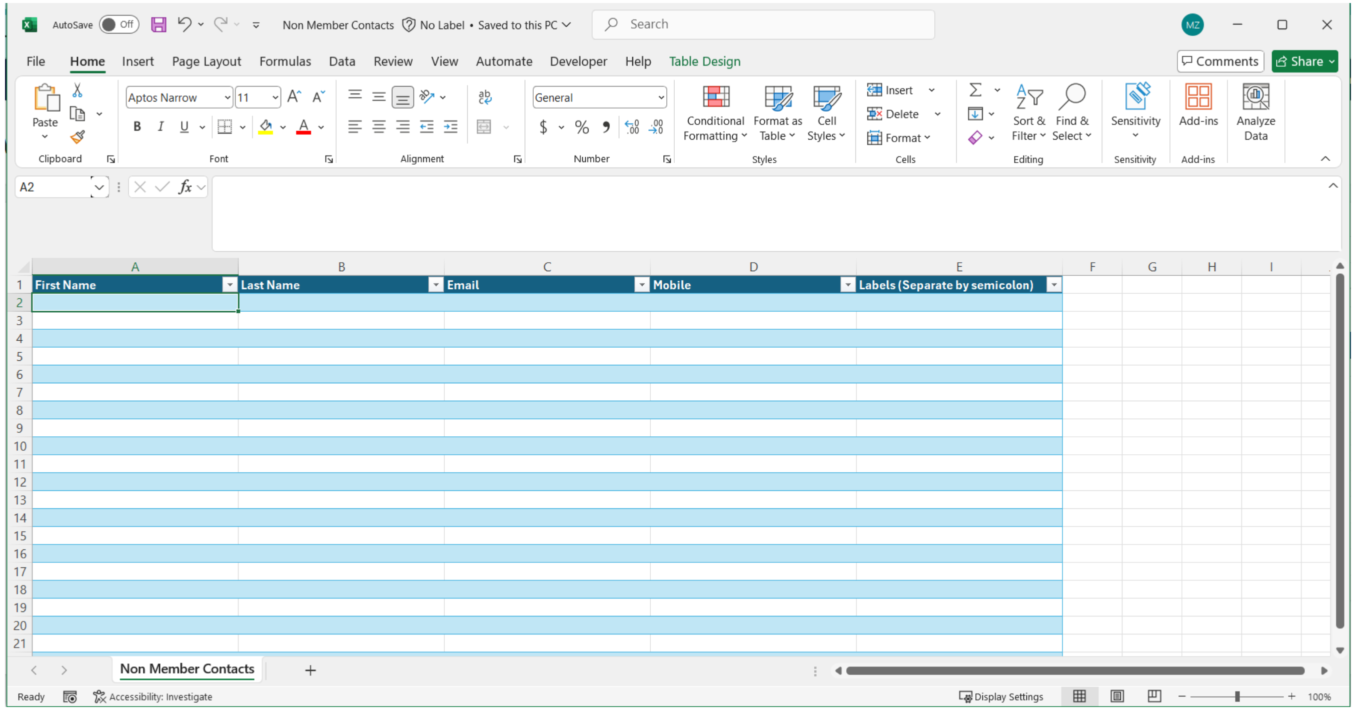
Choose File No file chosen

Import

JOB STARTED AT	JOB ENDED AT	CREATED BY	STATUS	DETAIL	NEW CONTACTS	INVALID CONTACTS
31 Jan (3 weeks ago)	31 Jan (3 weeks ago)	Trevor Hall	Complete	23 new records imported.	23	0

1 record

1. Select Download Template to get an Excel import template.


AutoSave
Off
Non Member Contacts
No Label • Saved to this PC
Search
File
Home
Insert
Page Layout
Formulas
Data
Review
View
Automate
Developer
Help
Table Design
Comments
Share
Paste
Clipboard
Aptos Narrow
11
Font
Alignment
General
Number
Conditional Formatting
Format as Table
Cell Styles
Styles
Insert
Delete
Format
Cells
Sort & Filter
Find & Select
Editing
Sensitivity
Add-ins
Analyze Data
A2
Non Member Contacts
Ready
Accessibility: Investigate
Display Settings
100%

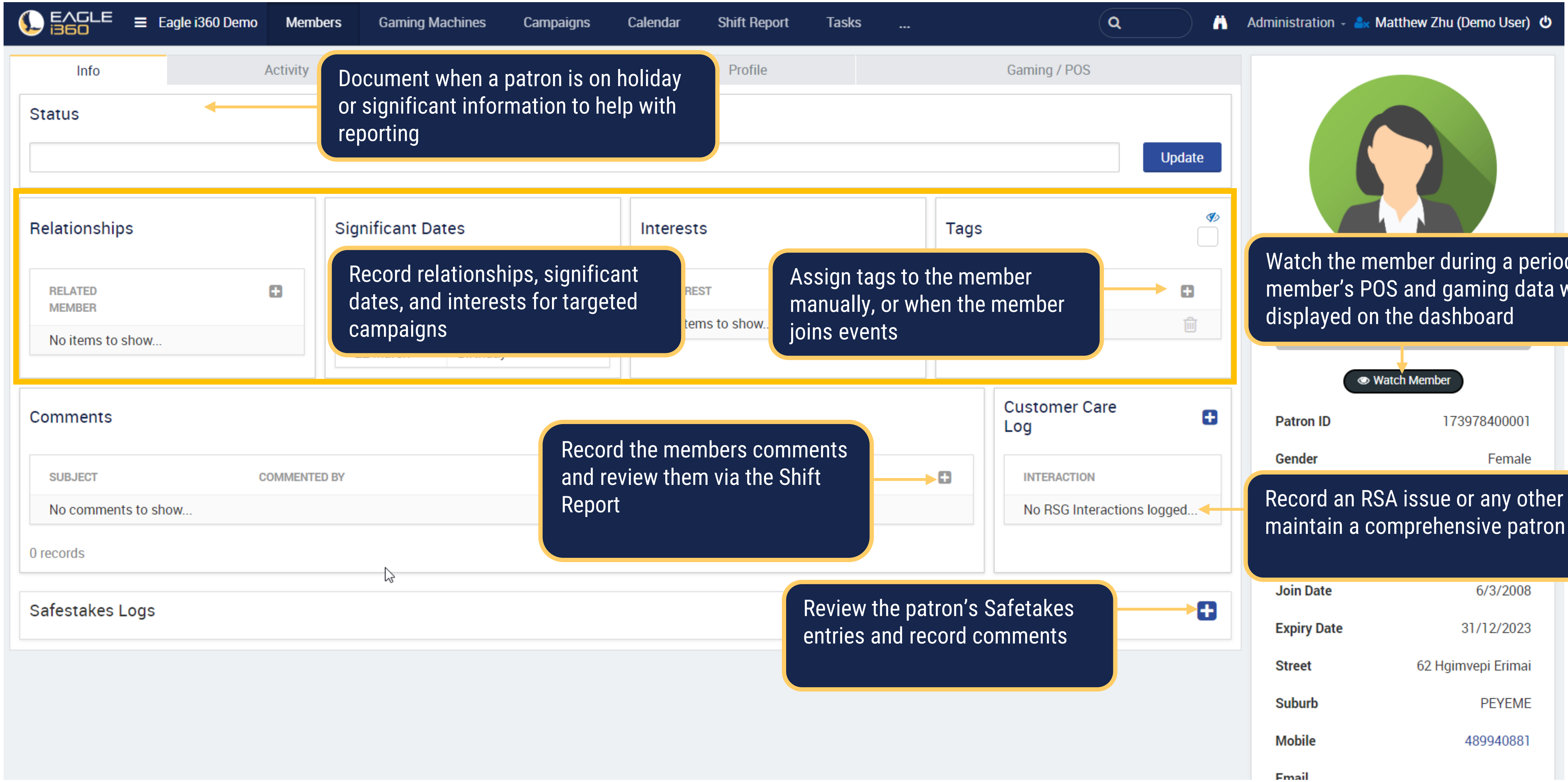
First Name	Last Name	Email	Mobile	Labels (Separate by semicolon)

2. Open the downloaded Excel import template and fill in the non-member contacts on each line. You must include the first name and either the email address or mobile number for each non-member. Multiple labels can be separated by semicolons.

3. After preparing the import file, return to the Import Non-Member Contacts page to upload the file.

CRM

Logging Member Information


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
...
Administration
Matthew Zhu (Demo User)
Info
Activity
Profile
Gaming / POS
Status
Update
Relationships
RELATED MEMBER
No items to show...
Significant Dates
Interests
REST
tems to show.
Tags
Comments
SUBJECT
COMMENTED BY
No comments to show...
0 records
Customer Care Log
INTERACTION
No RSG Interactions logged...
Safestakes Logs
Watch Member

Document when a patron is on holiday or significant information to help with reporting

Record relationships, significant dates, and interests for targeted campaigns

Assign tags to the member manually, or when the member joins events

Watch the member during a period. Watched member's POS and gaming data will be displayed on the dashboard

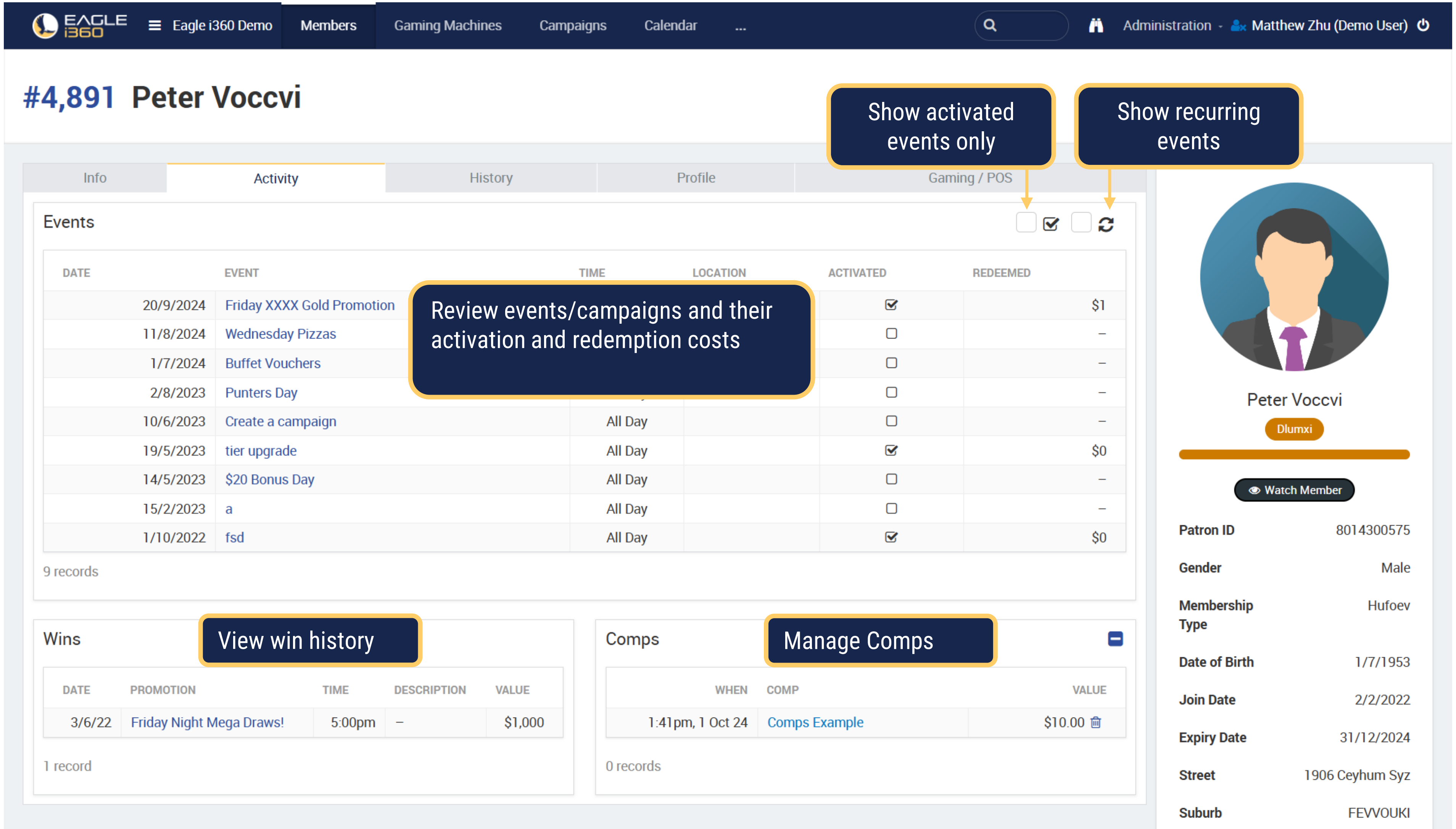
Record the members comments and review them via the Shift Report

Record an RSA issue or any other matter to maintain a comprehensive patron history

Review the patron's Safetakes entries and record comments

Patron ID	173978400001
Gender	Female
Join Date	6/3/2008
Expiry Date	31/12/2023
Street	62 Hgimvepi Erimai
Suburb	PEYEME
Mobile	489940881
Email	

Viewing Member Activity



Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
...
Administration
Matthew Zhu (Demo User)
Info
Activity
History
Profile
Gaming / POS
Watch Member

Show activated events only

Show recurring events

Review events/campaigns and their activation and redemption costs

View win history

Manage Comps

#4,891 Peter Voccvi

Events

DATE	EVENT	TIME	LOCATION	ACTIVATED	REDEEMED
20/9/2024	Friday XXXX Gold Promotion			☑	$1
11/8/2024	Wednesday Pizzas			☐	–
1/7/2024	Buffet Vouchers			☐	–
2/8/2023	Punters Day			☐	–
10/6/2023	Create a campaign	All Day		☐	–
19/5/2023	tier upgrade	All Day		☑	$0
14/5/2023	$20 Bonus Day	All Day		☐	–
15/2/2023	a	All Day		☐	–
1/10/2022	fsd	All Day		☑	$0

9 records

Wins

DATE	PROMOTION	TIME	DESCRIPTION	VALUE
3/6/22	Friday Night Mega Draws!	5:00pm	–	$1,000

1 record

Comps

WHEN	COMP	VALUE
1:41pm, 1 Oct 24	Comps Example	$10.00

0 records

Peter Voccvi

Dlumxi

Patron ID	8014300575
Gender	Male
Membership Type	Hufoev
Date of Birth	1/7/1953
Join Date	2/2/2022
Expiry Date	31/12/2024
Street	1906 Ceyhum Syz
Suburb	FEVVOUKI

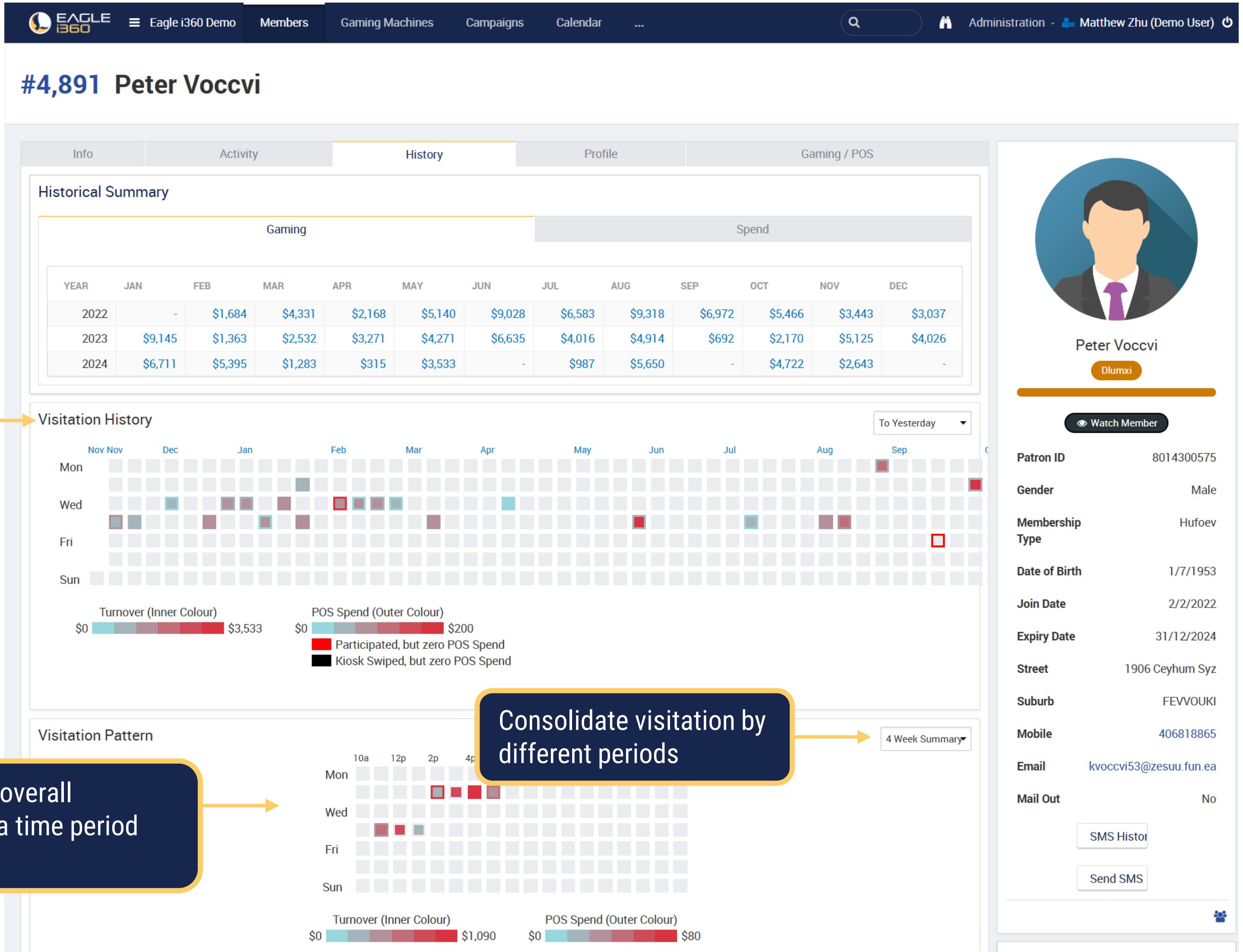
Viewing Member History

Oversee monthly spending on Gaming and POS for all members

- Hover over a block to review a summary of the day
- Click to review more in-depth details

Consolidate visitation by different periods

Hover over to review the overall visitation pattern during a time period


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
...
Administration
Matthew Zhu (Demo User)
Info
Activity
History
Profile
Gaming / POS
Gaming
Spend
To Yesterday
4 Week Summary
Watch Member
SMS Histor
Send SMS

#4,891 Peter Voccvi

Historical Summary

YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2022	-	$1,684	$4,331	$2,168	$5,140	$9,028	$6,583	$9,318	$6,972	$5,466	$3,443	$3,037
2023	$9,145	$1,363	$2,532	$3,271	$4,271	$6,635	$4,016	$4,914	$692	$2,170	$5,125	$4,026
2024	$6,711	$5,395	$1,283	$315	$3,533	-	$987	$5,650	-	$4,722	$2,643	-

Visitation History

Nov Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Mon
Wed
Fri
Sun

Turnover (Inner Colour) $0 $3,533

POS Spend (Outer Colour) $0 $200

🟥 Participated, but zero POS Spend

⬛ Kiosk Swiped, but zero POS Spend

Visitation Pattern

10a
12p
2p
4p
Mon
Wed
Fri
Sun

Turnover (Inner Colour) $0 $1,090

POS Spend (Outer Colour) $0 $80

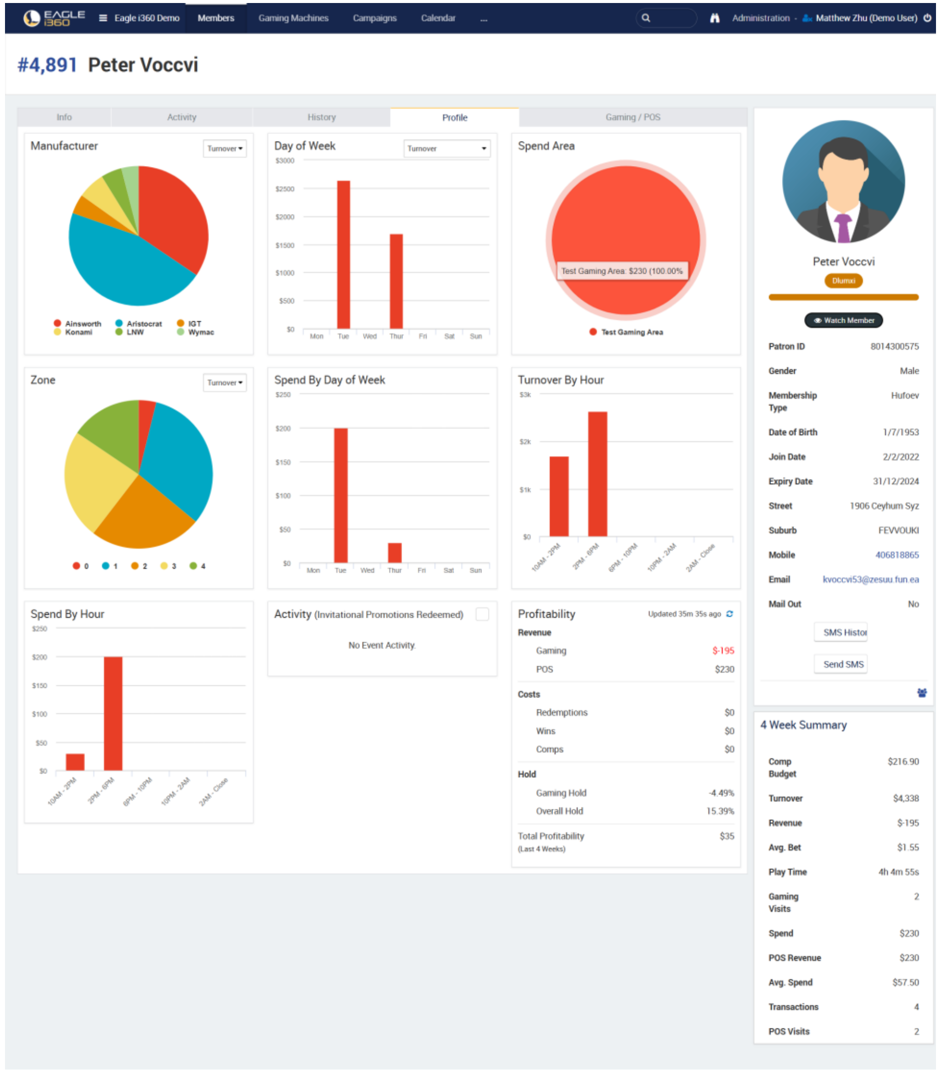
Peter Voccvi

Dlumxi

Patron ID	8014300575
Gender	Male
Membership Type	Hufoev
Date of Birth	1/7/1953
Join Date	2/2/2022
Expiry Date	31/12/2024
Street	1906 Ceyhum Syz
Suburb	FEVVOUKI
Mobile	406818865
Email	kvoccvi53@zesuu.fun.ea
Mail Out	No

Viewing Member Profiles

The Member Profile dashboard provides a clear visual representation of a member's historical Gaming and POS activity


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
...
Administration
Matthew Zhu (Demo User)
Info
Activity
History
Profile
Gaming / POS
Manufacturer
Turnover
Ainsworth
Aristocrat
IGT
Konami
LNW
Wymac
Day of Week
Turnover
$3000
$2500
$2000
$1500
$1000
$500
$0
Mon
Tue
Wed
Thur
Fri
Sat
Sun
Spend Area
Test Gaming Area: $230 (100.00%)
Test Gaming Area
Zone
Turnover
0
1
2
3
4
Spend By Day of Week
$250
$200
$150
$100
$50
$0
Turnover By Hour
$3k
$2k
$1k
$0
10AM - 2PM
2PM - 6PM
6PM - 10PM
10PM - 2AM
2AM - Close
Spend By Hour
Dlumxi
Watch Member
SMS Histor
Send SMS

#4,891 Peter Voccvi

Activity (Invitational Promotions Redeemed) ☐

No Event Activity

Profitability Updated 35m 35s ago

Revenue	
Gaming	$-195
POS	$230
Costs	
Redemptions	$0
Wins	$0
Comps	$0
Hold	
Gaming Hold	-4.49%
Overall Hold	15.39%
Total Profitability (Last 4 Weeks)	$35

Peter Voccvi

Patron ID	8014300575
Gender	Male
Membership Type	Hufoev
Date of Birth	1/7/1953
Join Date	2/2/2022
Expiry Date	31/12/2024
Street	1906 Ceyhum Syz
Suburb	FEVVOUKI
Mobile	406818865
Email	kvoccvi53@zesuu.fun.ea
Mail Out	No

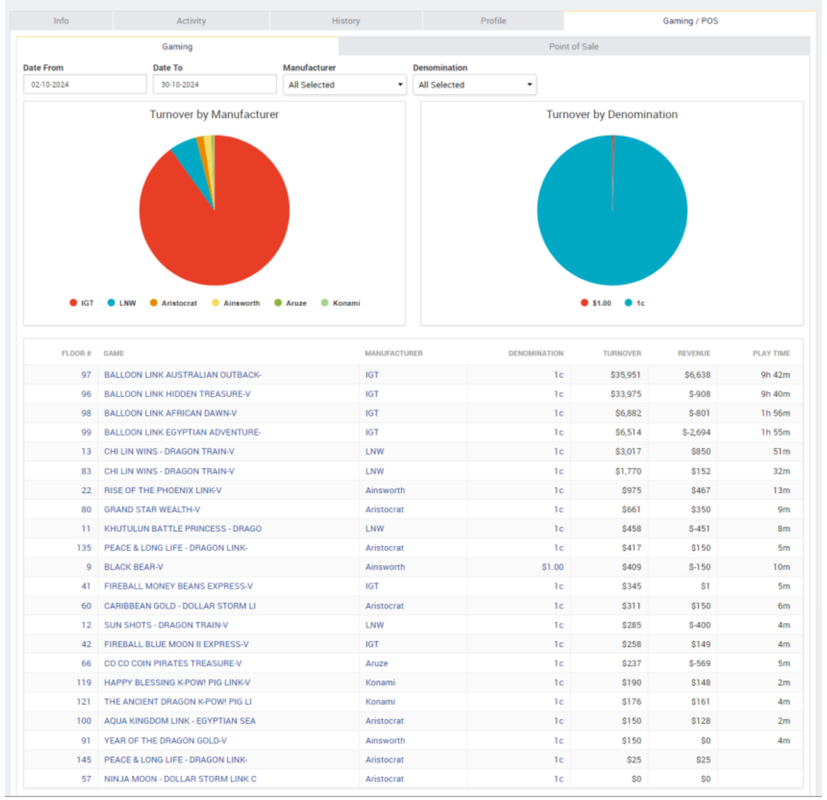
4 Week Summary

Comp Budget	$216.90
Turnover	$4,338
Revenue	$-195
Avg. Bet	$1.55
Play Time	4h 4m 55s
Gaming Visits	2
Spend	$230
POS Revenue	$230
Avg. Spend	$57.50
Transactions	4
POS Visits	2

In the Member Profile tab, you can:

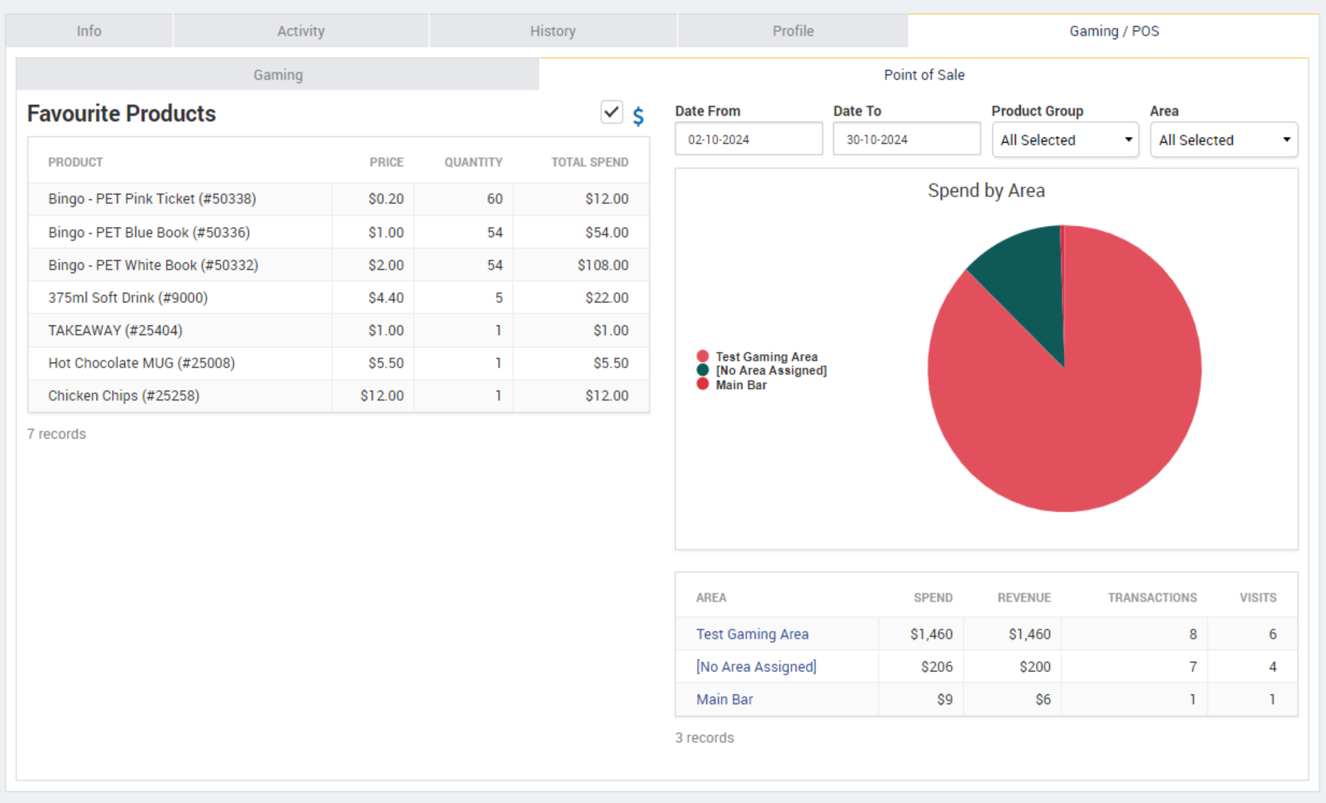
- Analyse a member's turnovers, strokes, and playtime, broken down by manufacturers, zones, and days of the week
- Review overall POS spending by days of the week
- Examine average POS spending and turnover trends by the hour
- View a summary of campaign participation
- Access a profitability overview
- Explore a detailed summary of activity over the past 'X' number of weeks

Viewing Members Gaming and POS Activity


Info
Activity
History
Profile
Gaming / POS
Gaming
Point of Sale
Turnover by Manufacturer
● IGT ● LNW ● Aristocrat ● Ainsworth ● Aruze ● Konami
Turnover by Denomination
● $1.00 ● 1c

Date From 02-10-2024
Date To 30-10-2024
Manufacturer All Selected
Denomination All Selected

FLOOR #	GAME	MANUFACTURER	DENOMINATION	TURNOVER	REVENUE	PLAY TIME
97	BALLOON LINK AUSTRALIAN OUTBACK-	IGT	1c	$35,951	$6,638	9h 42m
96	BALLOON LINK HIDDEN TREASURE-V	IGT	1c	$33,975	$-908	9h 40m
98	BALLOON LINK AFRICAN DAWN-V	IGT	1c	$6,882	$-801	1h 56m
99	BALLOON LINK EGYPTIAN ADVENTURE-	IGT	1c	$6,514	$-2,694	1h 55m
13	CHI LIN WINS - DRAGON TRAIN-V	LNW	1c	$3,017	$850	51m
83	CHI LIN WINS - DRAGON TRAIN-V	LNW	1c	$1,770	$152	32m
22	RISE OF THE PHOENIX LINK-V	Ainsworth	1c	$975	$467	13m
80	GRAND STAR WEALTH-V	Aristocrat	1c	$661	$350	9m
11	KHUTULUN BATTLE PRINCESS - DRAGO	LNW	1c	$458	$-451	8m
135	PEACE & LONG LIFE - DRAGON LINK-	Aristocrat	1c	$417	$150	5m
9	BLACK BEAR-V	Ainsworth	$1.00	$409	$-150	10m
41	FIREBALL MONEY BEANS EXPRESS-V	IGT	1c	$345	$1	5m
60	CARIBBEAN GOLD - DOLLAR STORM LI	Aristocrat	1c	$311	$150	6m
12	SUN SHOTS - DRAGON TRAIN-V	LNW	1c	$285	$-400	4m
42	FIREBALL BLUE MOON II EXPRESS-V	IGT	1c	$258	$149	4m
66	CO CO COIN PIRATES TREASURE-V	Aruze	1c	$237	$-569	5m
119	HAPPY BLESSING K-POW! PIG LINK-V	Konami	1c	$190	$148	2m
121	THE ANCIENT DRAGON K-POW! PIG LI	Konami	1c	$176	$161	4m
100	AQUA KINGDOM LINK - EGYPTIAN SEA	Aristocrat	1c	$150	$128	2m
91	YEAR OF THE DRAGON GOLD-V	Ainsworth	1c	$150	$0	4m
145	PEACE & LONG LIFE - DRAGON LINK-	Aristocrat	1c	$25	$25	
57	NINJA MOON - DOLLAR STORM LINK C	Aristocrat	1c	$0	$0	


Info
Activity
History
Profile
Gaming / POS
Gaming
Point of Sale
✓ $
Spend by Area
● Test Gaming Area
● [No Area Assigned]
● Main Bar

Favourite Products

PRODUCT	PRICE	QUANTITY	TOTAL SPEND
Bingo - PET Pink Ticket (#50338)	$0.20	60	$12.00
Bingo - PET Blue Book (#50336)	$1.00	54	$54.00
Bingo - PET White Book (#50332)	$2.00	54	$108.00
375ml Soft Drink (#9000)	$4.40	5	$22.00
TAKEAWAY (#25404)	$1.00	1	$1.00
Hot Chocolate MUG (#25008)	$5.50	1	$5.50
Chicken Chips (#25258)	$12.00	1	$12.00

7 records

Date From 02-10-2024
Date To 30-10-2024
Product Group All Selected
Area All Selected

AREA	SPEND	REVENUE	TRANSACTIONS	VISITS
Test Gaming Area	$1,460	$1,460	8	6
[No Area Assigned]	$206	$200	7	4
Main Bar	$9	$6	1	1

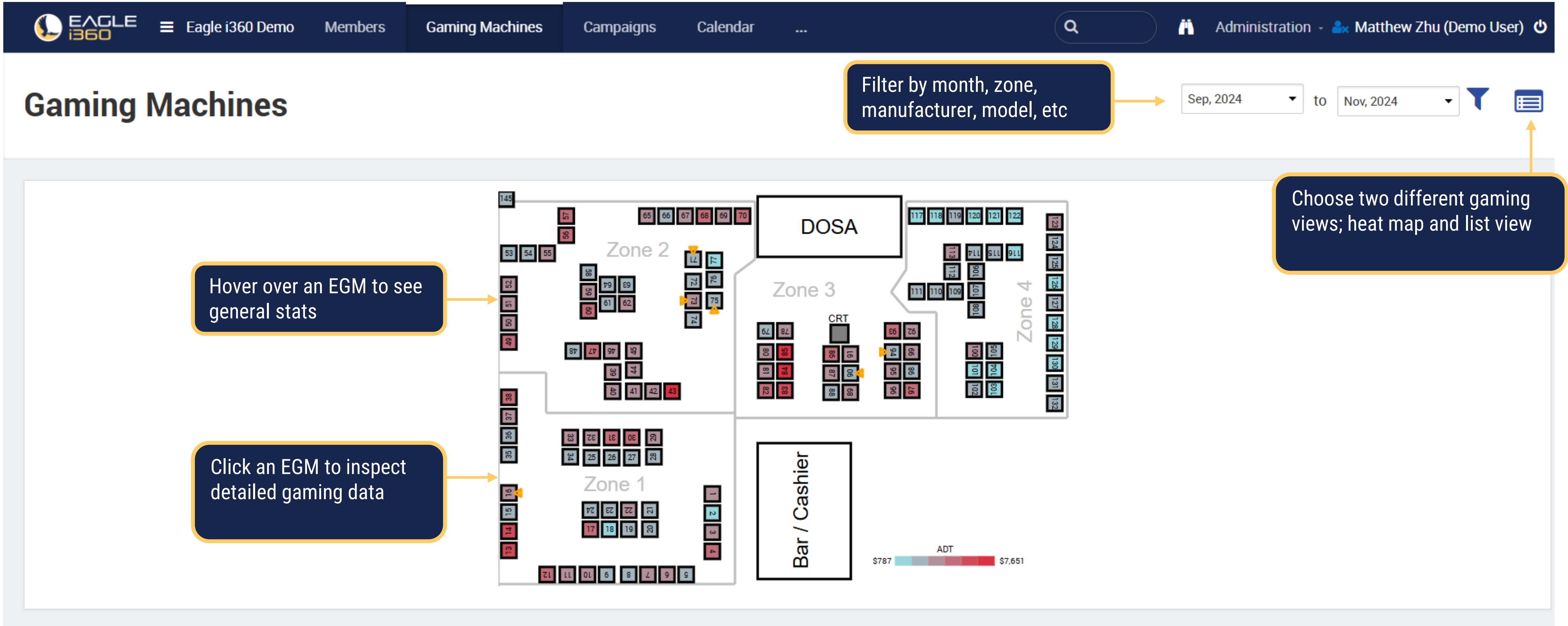
3 records

- Summarise a member's turnover for specific periods, with options to filter by manufacturer and denomination
- View consolidated gaming data categorised by games they have played

- See a summary of a member’s POS spending during specific periods and filter by product group and area
- Consolidate POS spending by areas
- Identify a member's favourite products based on POS transactions

Gaming Management

Gaming Floor Heat Map



EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
...
Administration
Matthew Zhu (Demo User)

Gaming Machines

Sep, 2024 to Nov, 2024

DOSA
Zone 1
Zone 2
Zone 3
Zone 4
CRT
Bar / Cashier
ADT
$787
$7,651

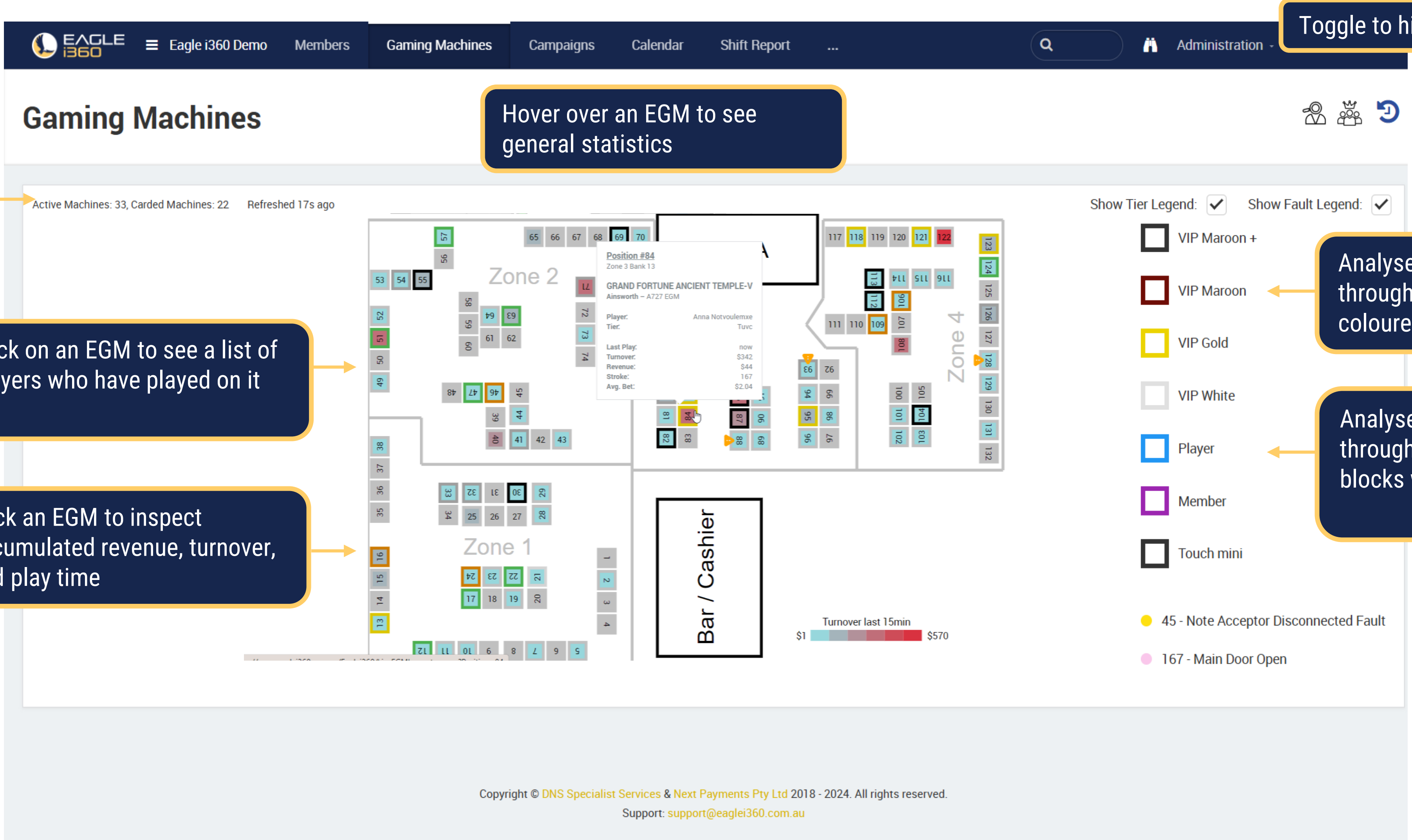
Filter by month, zone, manufacturer, model, etc

Choose two different gaming views; heat map and list view

Hover over an EGM to see general stats

Click an EGM to inspect detailed gaming data

Gaming Floor Heat Map with Live Data*


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
...
Administration
Zone 1
Zone 2
Zone 4
Bar / Cashier
Turnover last 15min
$1
$570

Gaming Machines

Active Machines: 33, Carded Machines: 22 Refreshed 17s ago

Show Tier Legend: ☑ Show Fault Legend: ☑

Position #84
Zone 3 Bank 13

GRAND FORTUNE ANCIENT TEMPLE-V
Ainsworth – A727 EGM

Player:	Anna Notvoulemxe
Tier:	Tuvc
Last Play:	now
Turnover:	$342
Revenue:	$44
Stroke:	167
Avg. Bet:	$2.04

- ☐ VIP Maroon +
- ☐ VIP Maroon
- ☐ VIP Gold
- ☐ VIP White
- ☐ Player
- ☐ Member
- ☐ Touch mini

- ● 45 - Note Acceptor Disconnected Fault
- ● 167 - Main Door Open

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Support: support@eaglei360.com.au

Toggle to historical view

Hover over an EGM to see general statistics

Live data updates every 15 mins

Click on an EGM to see a list of players who have played on it

Click an EGM to inspect accumulated revenue, turnover, and play time

Analyse the occupation rate through the number of coloured blocks

Analyse the carded rate through the number of blocks with coloured border

*Live data is only available for particular gaming providers

Gaming Summary

Break down turnover by player tiers

Analyse the overall performance of the EGM with a year-over-year comparison for the same period

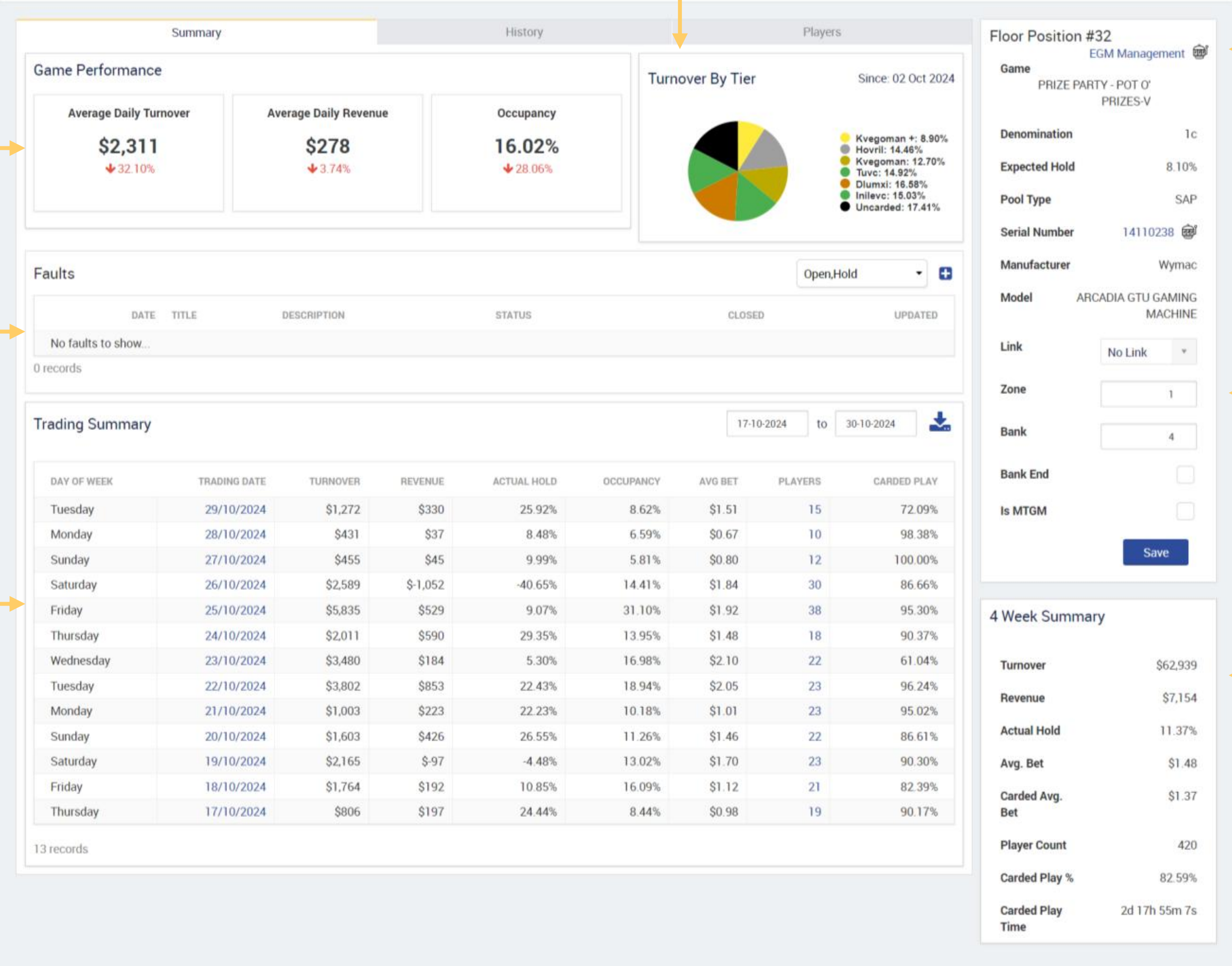
Log and manage any faults of that EGM here

Access daily gaming summaries with historical data, filtered by specific dates

Click here to navigate to the EGM Management page

Record EGM details, such as position and whether the game is MTGM

View game performance summary



Game Performance

Average Daily Turnover	Average Daily Revenue	Occupancy
$2,311 ↓32.10%	$278 ↓3.74%	16.02% ↓28.06%

Turnover By Tier Since: 02 Oct 2024

- Kvegoman +: 8.90%
- Hovril: 14.46%
- Kvegoman: 12.70%
- Tuvc: 14.92%
- Dlumxi: 16.58%
- Inilevc: 15.03%
- Uncarded: 17.41%

Faults Open,Hold

DATE	TITLE	DESCRIPTION	STATUS	CLOSED	UPDATED
No faults to show...					

0 records

Trading Summary 17-10-2024 to 30-10-2024

DAY OF WEEK	TRADING DATE	TURNOVER	REVENUE	ACTUAL HOLD	OCCUPANCY	AVG BET	PLAYERS	CARDED PLAY
Tuesday	29/10/2024	$1,272	$330	25.92%	8.62%	$1.51	15	72.09%
Monday	28/10/2024	$431	$37	8.48%	6.59%	$0.67	10	98.38%
Sunday	27/10/2024	$455	$45	9.99%	5.81%	$0.80	12	100.00%
Saturday	26/10/2024	$2,589	$-1,052	-40.65%	14.41%	$1.84	30	86.66%
Friday	25/10/2024	$5,835	$529	9.07%	31.10%	$1.92	38	95.30%
Thursday	24/10/2024	$2,011	$590	29.35%	13.95%	$1.48	18	90.37%
Wednesday	23/10/2024	$3,480	$184	5.30%	16.98%	$2.10	22	61.04%
Tuesday	22/10/2024	$3,802	$853	22.43%	18.94%	$2.05	23	96.24%
Monday	21/10/2024	$1,003	$223	22.23%	10.18%	$1.01	23	95.02%
Sunday	20/10/2024	$1,603	$426	26.55%	11.26%	$1.46	22	86.61%
Saturday	19/10/2024	$2,165	$-97	-4.48%	13.02%	$1.70	23	90.30%
Friday	18/10/2024	$1,764	$192	10.85%	16.09%	$1.12	21	82.39%
Thursday	17/10/2024	$806	$197	24.44%	8.44%	$0.98	19	90.17%

13 records

Floor Position #32

EGM Management

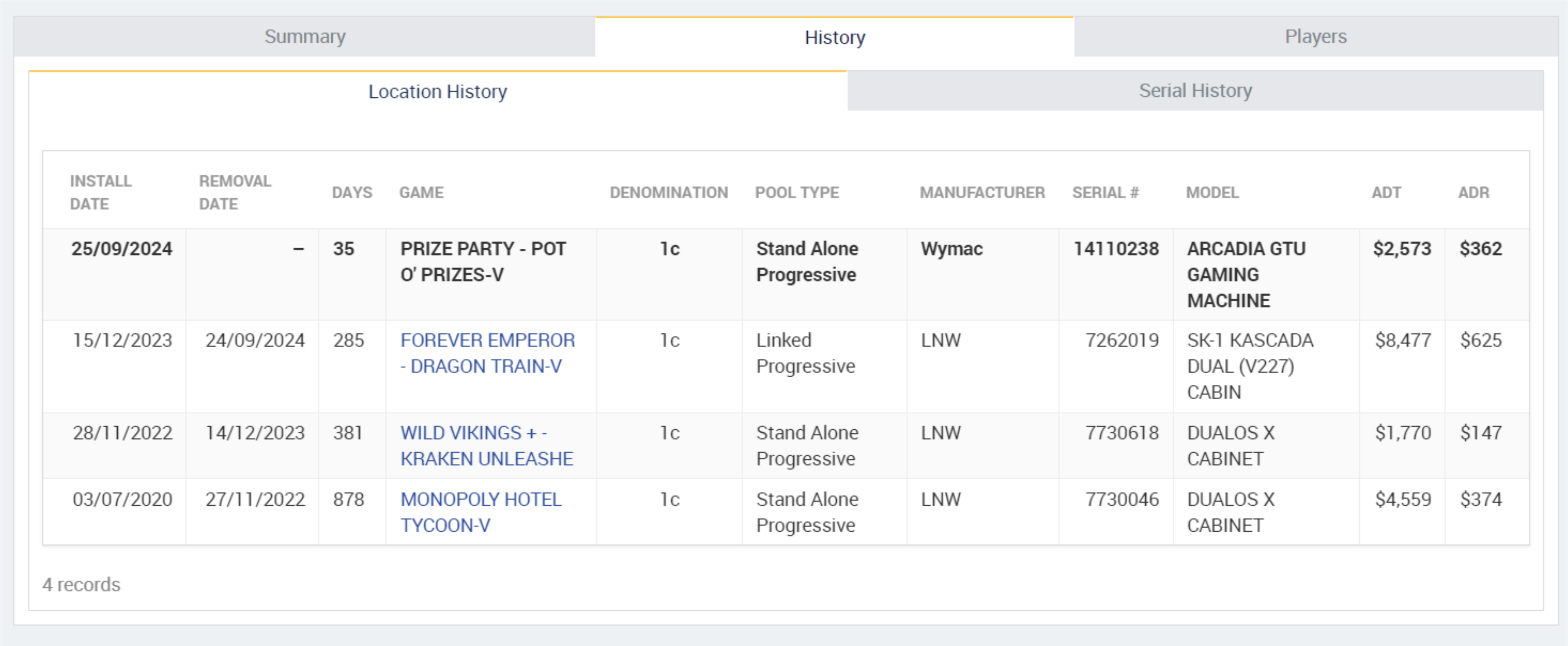
Game	PRIZE PARTY - POT O' PRIZES-V
Denomination	1c
Expected Hold	8.10%
Pool Type	SAP
Serial Number	14110238
Manufacturer	Wymac
Model	ARCADIA GTU GAMING MACHINE
Link	No Link
Zone	1
Bank	4
Bank End	☐
Is MTGM	☐

4 Week Summary

Turnover	$62,939
Revenue	$7,154
Actual Hold	11.37%
Avg. Bet	$1.48
Carded Avg. Bet	$1.37
Player Count	420
Carded Play %	82.59%
Carded Play Time	2d 17h 55m 7s

Gaming History

EAGLEi360 records and tracks position and game data for each EGM, summarising ADT, ADR, and duration with every game or position change



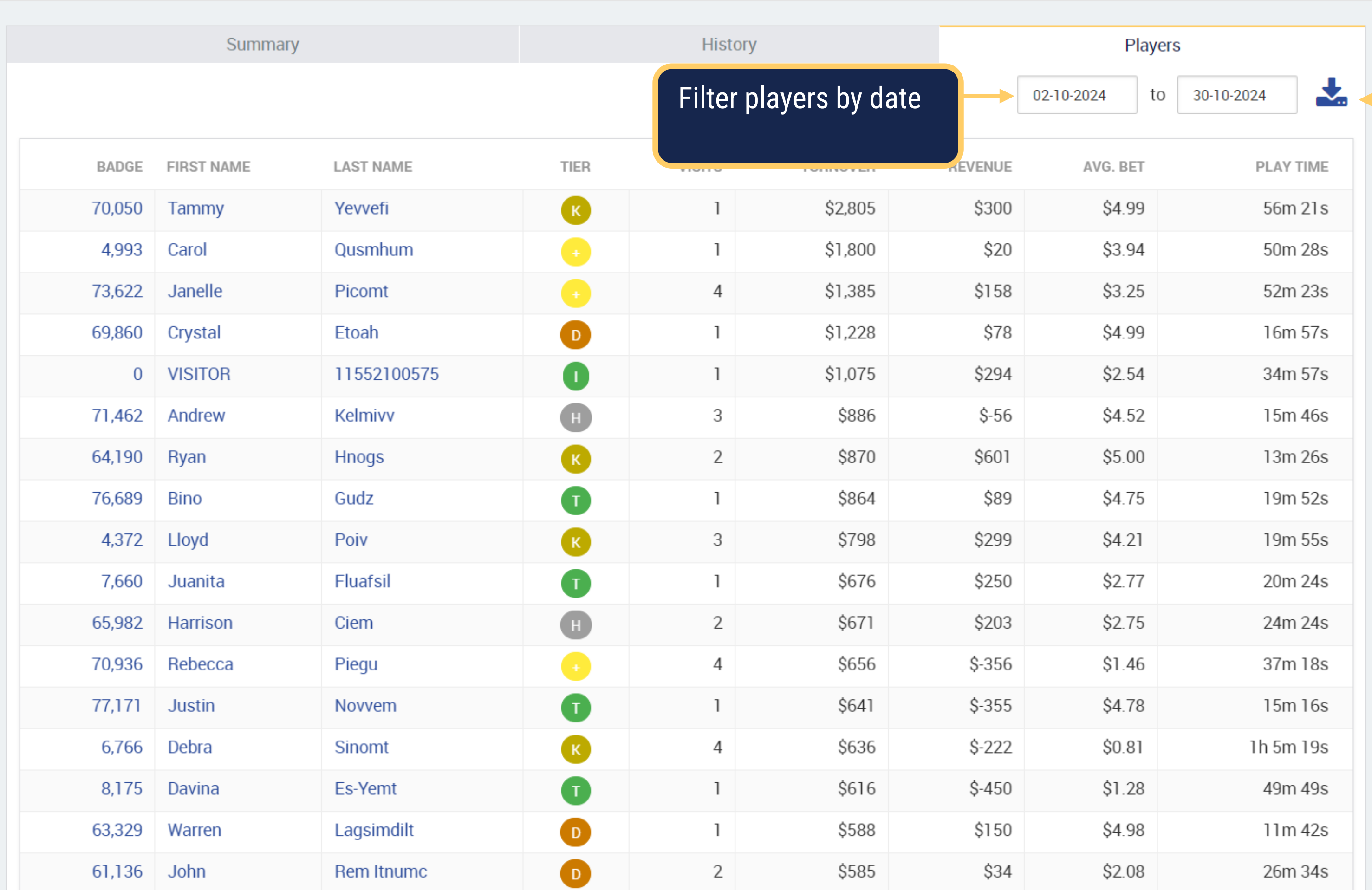
INSTALL DATE	REMOVAL DATE	DAYS	GAME	DENOMINATION	POOL TYPE	MANUFACTURER	SERIAL #	MODEL	ADT	ADR
25/09/2024	**–**	**35**	**PRIZE PARTY - POT O' PRIZES-V**	**1c**	**Stand Alone Progressive**	**Wymac**	**14110238**	**ARCADIA GTU GAMING MACHINE**	**$2,573**	**$362**
15/12/2023	24/09/2024	285	FOREVER EMPEROR - DRAGON TRAIN-V	1c	Linked Progressive	LNW	7262019	SK-1 KASCADA DUAL (V227) CABIN	$8,477	$625
28/11/2022	14/12/2023	381	WILD VIKINGS + - KRAKEN UNLEASHE	1c	Stand Alone Progressive	LNW	7730618	DUALOS X CABINET	$1,770	$147
03/07/2020	27/11/2022	878	MONOPOLY HOTEL TYCOON-V	1c	Stand Alone Progressive	LNW	7730046	DUALOS X CABINET	$4,559	$374

4 records

- **Location History:** Track variations in ADT and ADR as different EGMs occupy this position.
- **Serial History:** Monitor changes in an EGM's performance as it runs different games and moves between positions

View Players

Review accumulated gaming data of players



02-10-2024 to 30-10-2024

Filter players by date

Export Excel files

Click on a player to navigate to their CRM page

BADGE	FIRST NAME	LAST NAME	TIER	VISITS	TURNOVER	REVENUE	AVG. BET	PLAY TIME
70,050	Tammy	Yevvefi	K	1	$2,805	$300	$4.99	56m 21s
4,993	Carol	Qusmhum	+	1	$1,800	$20	$3.94	50m 28s
73,622	Janelle	Picomt	+	4	$1,385	$158	$3.25	52m 23s
69,860	Crystal	Etoah	D	1	$1,228	$78	$4.99	16m 57s
0	VISITOR	11552100575	I	1	$1,075	$294	$2.54	34m 57s
71,462	Andrew	Kelmivv	H	3	$886	$-56	$4.52	15m 46s
64,190	Ryan	Hnogs	K	2	$870	$601	$5.00	13m 26s
76,689	Bino	Gudz	T	1	$864	$89	$4.75	19m 52s
4,372	Lloyd	Poiv	K	3	$798	$299	$4.21	19m 55s
7,660	Juanita	Fluafsil	T	1	$676	$250	$2.77	20m 24s
65,982	Harrison	Ciem	H	2	$671	$203	$2.75	24m 24s
70,936	Rebecca	Piegu	+	4	$656	$-356	$1.46	37m 18s
77,171	Justin	Novvem	T	1	$641	$-355	$4.78	15m 16s
6,766	Debra	Sinomt	K	4	$636	$-222	$0.81	1h 5m 19s
8,175	Davina	Es-Yemt	T	1	$616	$-450	$1.28	49m 49s
63,329	Warren	Lagsimdilt	D	1	$588	$150	$4.98	11m 42s
61,136	John	Rem Itnumc	D	2	$585	$34	$2.08	26m 34s

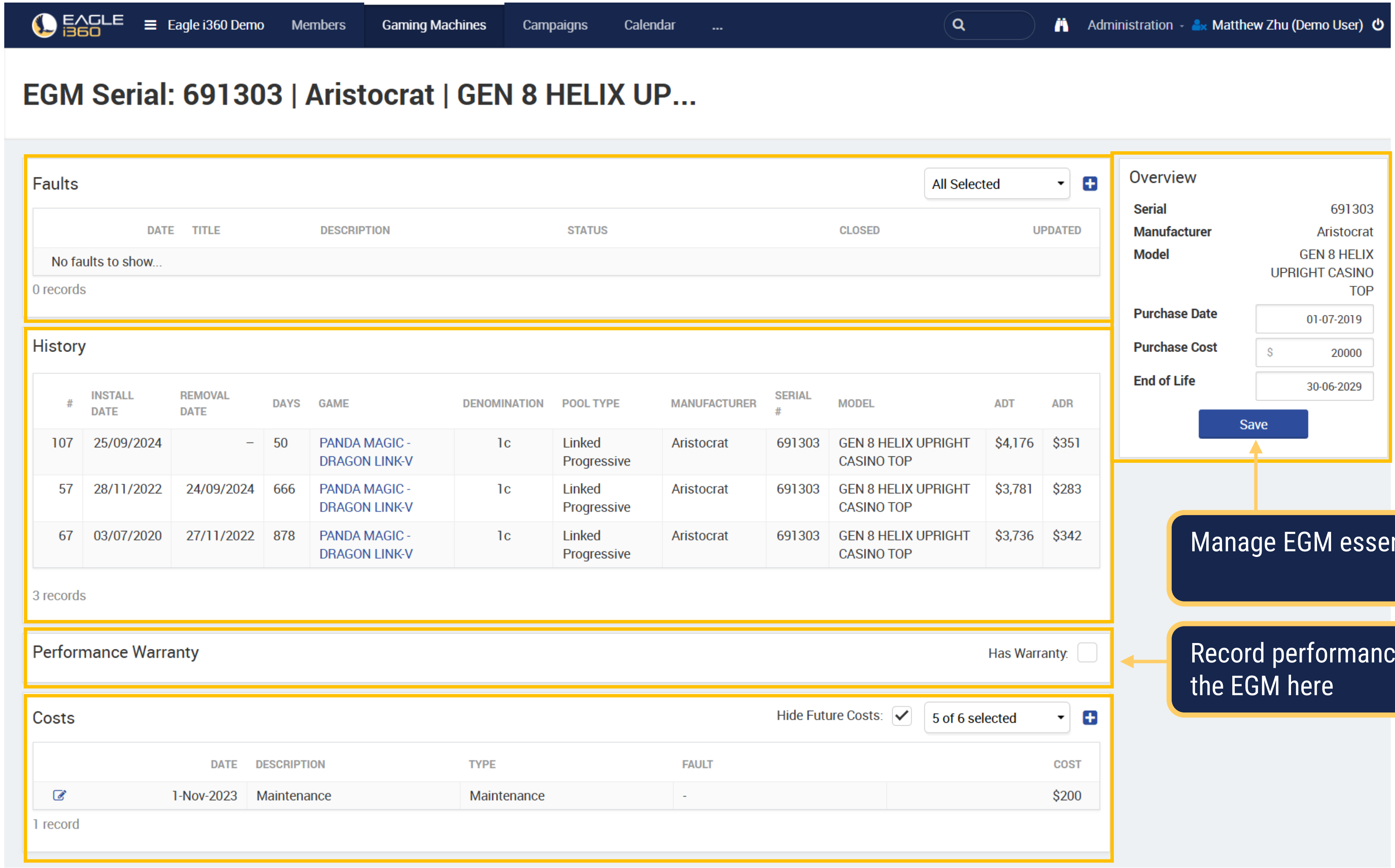
EGM Management

You can review the EGM Management page for each EGM accordingly by clicking the Game hyperlink on the corresponding Gaming Management page

Review and manage EGM faults

Track EGM positions and games history

Review and track all types of costs on the EGM


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
...
Administration
Matthew Zhu (Demo User)
All Selected
Save
5 of 6 selected

EGM Serial: 691303 | Aristocrat | GEN 8 HELIX UP...

Faults

DATE	TITLE	DESCRIPTION	STATUS	CLOSED	UPDATED
No faults to show...					

0 records

History

#	INSTALL DATE	REMOVAL DATE	DAYS	GAME	DENOMINATION	POOL TYPE	MANUFACTURER	SERIAL #	MODEL	ADT	ADR
107	25/09/2024	–	50	PANDA MAGIC - DRAGON LINK-V	1c	Linked Progressive	Aristocrat	691303	GEN 8 HELIX UPRIGHT CASINO TOP	$4,176	$351
57	28/11/2022	24/09/2024	666	PANDA MAGIC - DRAGON LINK-V	1c	Linked Progressive	Aristocrat	691303	GEN 8 HELIX UPRIGHT CASINO TOP	$3,781	$283
67	03/07/2020	27/11/2022	878	PANDA MAGIC - DRAGON LINK-V	1c	Linked Progressive	Aristocrat	691303	GEN 8 HELIX UPRIGHT CASINO TOP	$3,736	$342

3 records

Performance Warranty

Has Warranty: ☐

Costs

Hide Future Costs: ☑

	DATE	DESCRIPTION	TYPE	FAULT	COST
✎	1-Nov-2023	Maintenance	Maintenance	-	$200

1 record

Overview

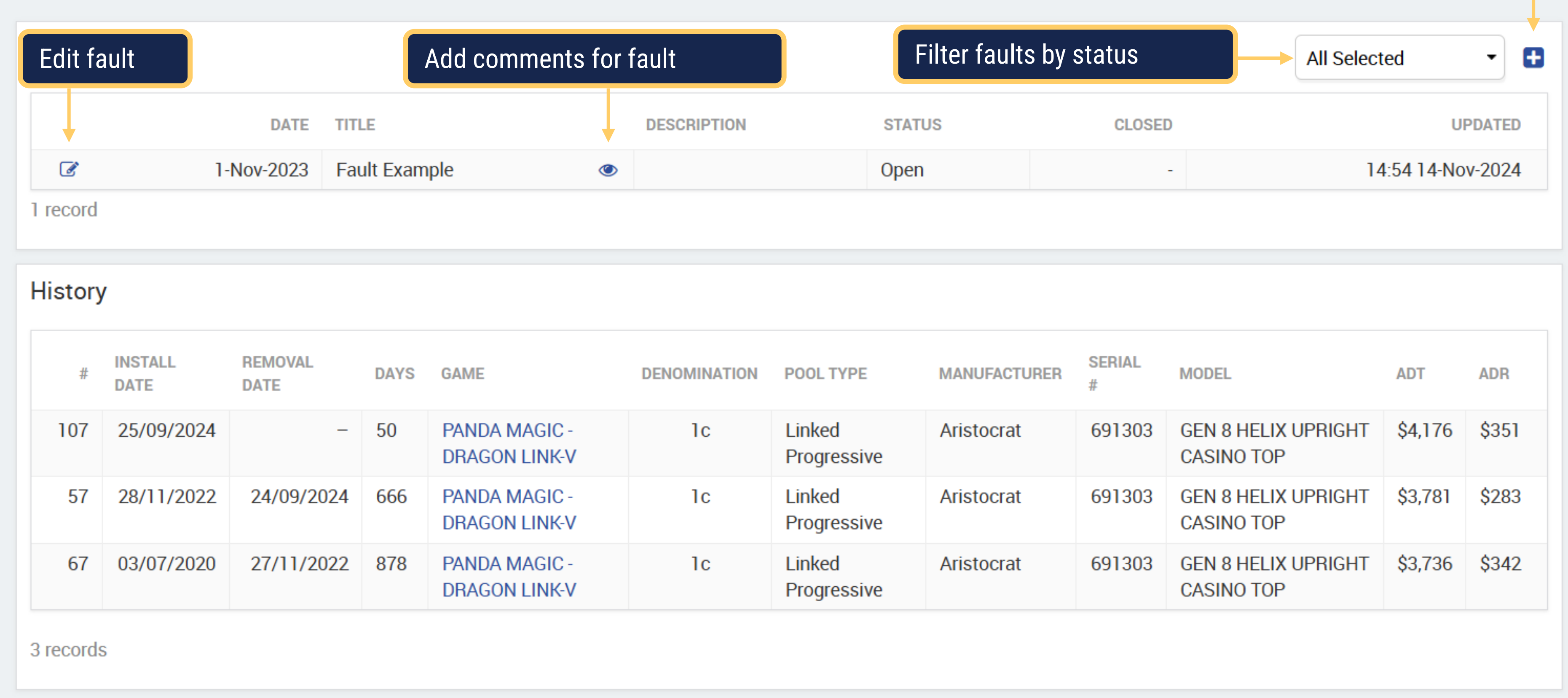
Serial	691303
Manufacturer	Aristocrat
Model	GEN 8 HELIX UPRIGHT CASINO TOP
Purchase Date	01-07-2019
Purchase Cost	$ 20000
End of Life	30-06-2029

Manage EGM essential information here

Record performance warranty details for the EGM here

EGM Fault management

Click the plus sign to add a fault



Edit fault

Add comments for fault

Filter faults by status

All Selected ▾ ⊞

	DATE	TITLE		DESCRIPTION	STATUS	CLOSED	UPDATED
✎	1-Nov-2023	Fault Example	👁		Open	-	14:54 14-Nov-2024

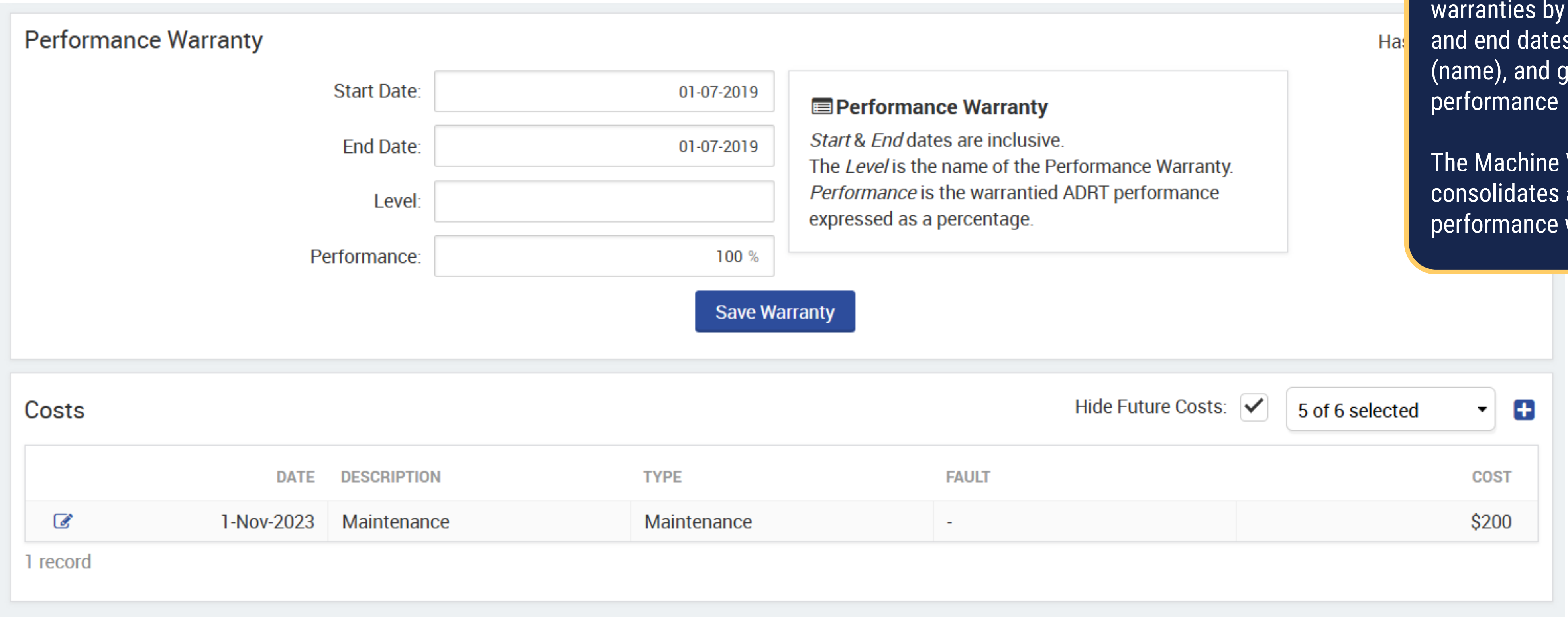
1 record

History

#	INSTALL DATE	REMOVAL DATE	DAYS	GAME	DENOMINATION	POOL TYPE	MANUFACTURER	SERIAL #	MODEL	ADT	ADR
107	25/09/2024	–	50	PANDA MAGIC - DRAGON LINK-V	1c	Linked Progressive	Aristocrat	691303	GEN 8 HELIX UPRIGHT CASINO TOP	$4,176	$351
57	28/11/2022	24/09/2024	666	PANDA MAGIC - DRAGON LINK-V	1c	Linked Progressive	Aristocrat	691303	GEN 8 HELIX UPRIGHT CASINO TOP	$3,781	$283
67	03/07/2020	27/11/2022	878	PANDA MAGIC - DRAGON LINK-V	1c	Linked Progressive	Aristocrat	691303	GEN 8 HELIX UPRIGHT CASINO TOP	$3,736	$342

3 records

EGM Warranty and Costs



Performance Warranty

Ha

Start Date:	01-07-2019
End Date:	01-07-2019
Level:	
Performance:	100 %

Performance Warranty

Start & *End* dates are inclusive.
The *Level* is the name of the Performance Warranty.
Performance is the warrantied ADRT performance expressed as a percentage.

Costs

Hide Future Costs: ☑ 5 of 6 selected

	DATE	DESCRIPTION	TYPE	FAULT	COST
	1-Nov-2023	Maintenance	Maintenance	-	$200

1 record

Document EGM performance warranties by entering the start and end dates, warranty level (name), and guaranteed ADRT performance

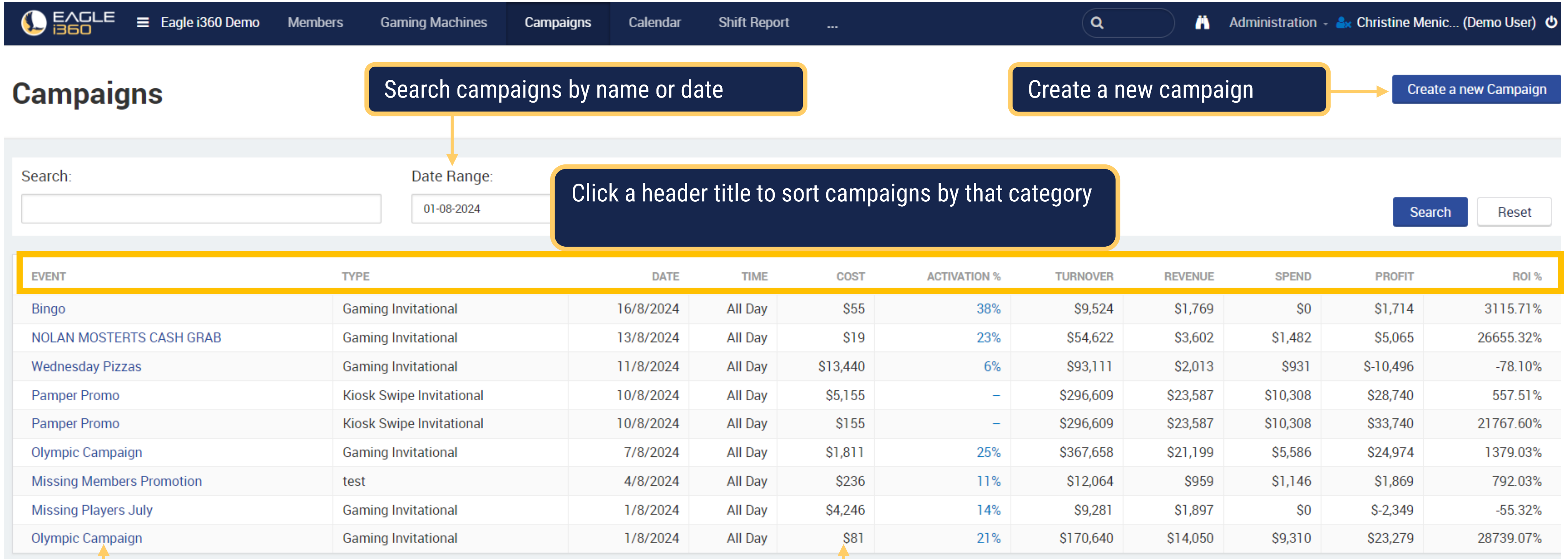
The Machine Warranty Report consolidates all EGM performance warranty details

Monitor all EGM-related costs, including maintenance, relocations, daily fees, conversions, and recurring expenses, providing crucial data for calculating the EGM's ROI

Campaign Management

Managing Campaigns

Click the campaigns tab on the navigation bar to review all scheduled campaigns


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
...
Administration
Christine Menic... (Demo User)
Create a new Campaign
Search
Reset

Campaigns

Search:

Date Range: 01-08-2024

EVENT	TYPE	DATE	TIME	COST	ACTIVATION %	TURNOVER	REVENUE	SPEND	PROFIT	ROI %
Bingo	Gaming Invitational	16/8/2024	All Day	$55	38%	$9,524	$1,769	$0	$1,714	3115.71%
NOLAN MOSTERTS CASH GRAB	Gaming Invitational	13/8/2024	All Day	$19	23%	$54,622	$3,602	$1,482	$5,065	26655.32%
Wednesday Pizzas	Gaming Invitational	11/8/2024	All Day	$13,440	6%	$93,111	$2,013	$931	$-10,496	-78.10%
Pamper Promo	Kiosk Swipe Invitational	10/8/2024	All Day	$5,155	–	$296,609	$23,587	$10,308	$28,740	557.51%
Pamper Promo	Kiosk Swipe Invitational	10/8/2024	All Day	$155	–	$296,609	$23,587	$10,308	$33,740	21767.60%
Olympic Campaign	Gaming Invitational	7/8/2024	All Day	$1,811	25%	$367,658	$21,199	$5,586	$24,974	1379.03%
Missing Members Promotion	test	4/8/2024	All Day	$236	11%	$12,064	$959	$1,146	$1,869	792.03%
Missing Players July	Gaming Invitational	1/8/2024	All Day	$4,246	14%	$9,281	$1,897	$0	$-2,349	-55.32%
Olympic Campaign	Gaming Invitational	1/8/2024	All Day	$81	21%	$170,640	$14,050	$9,310	$23,279	28739.07%

Search campaigns by name or date

Create a new campaign

Click a header title to sort campaigns by that category

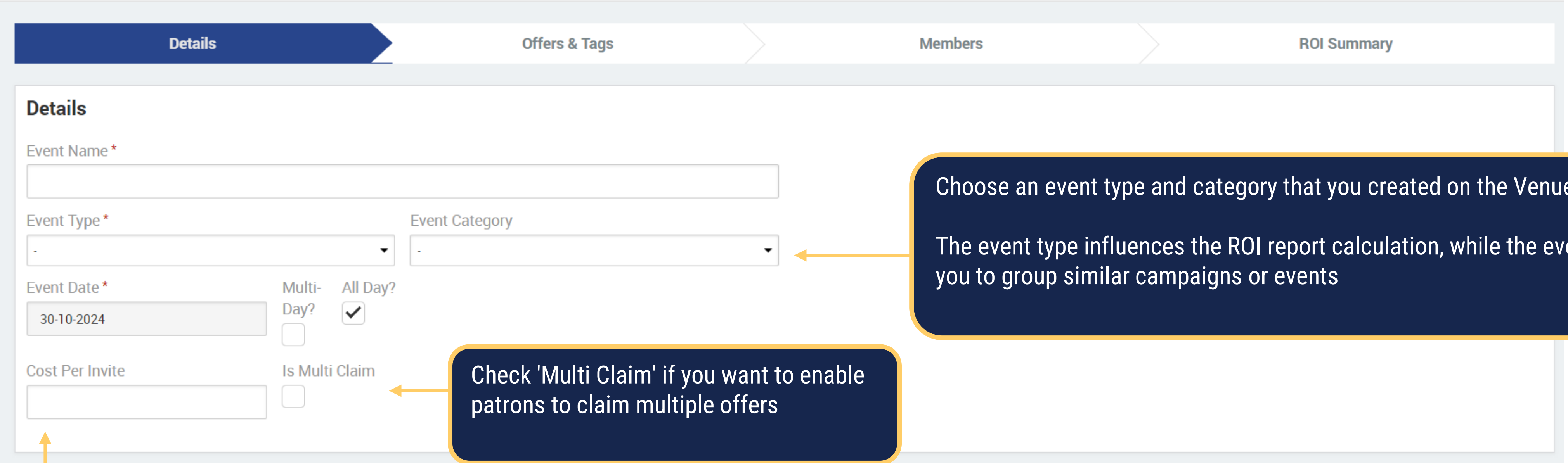
Click to review details of a campaign, including ROI summary and activities of invited members

Review the summary of each campaign

Creating Campaigns

Step 1: Entering campaign details

New Campaign



Details

Event Name *

Event Type * -

Event Category -

Event Date * 30-10-2024

Multi-Day? ☐

All Day? ☑

Cost Per Invite

Is Multi Claim ☐

Choose an event type and category that you created on the Venue Configuration page

The event type influences the ROI report calculation, while the event category allows you to group similar campaigns or events

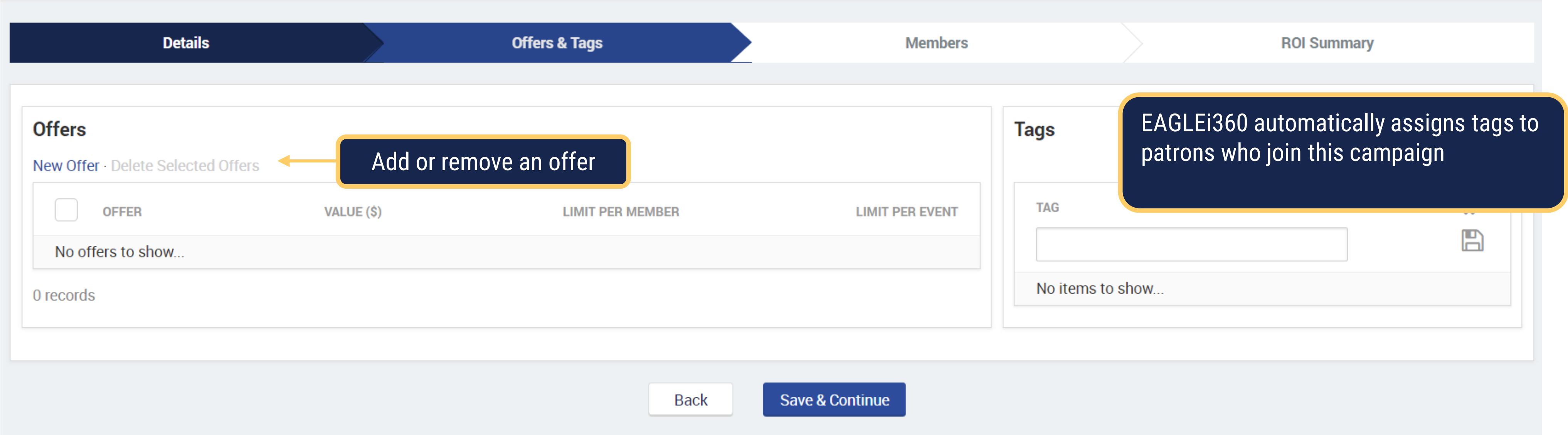
Check 'Multi Claim' if you want to enable patrons to claim multiple offers

Specify the cost per invite when sending a campaign to patrons

Check 'Multi-Day' to create a campaign that will last for continuous days. Invited patrons can ONLY join this campaign once during the period

Creating Campaigns continued

Step 2: Setting offers and tags


Details
Offers & Tags
Members
ROI Summary
Offers
New Offer · Delete Selected Offers
OFFER
VALUE ($)
LIMIT PER MEMBER
LIMIT PER EVENT
Tags
TAG
Back
Save & Continue

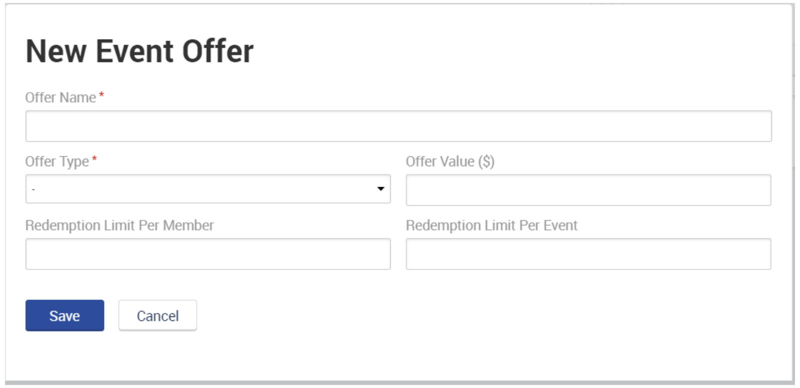
No offers to show...

0 records

No items to show...

Add or remove an offer

EAGLEi360 automatically assigns tags to patrons who join this campaign

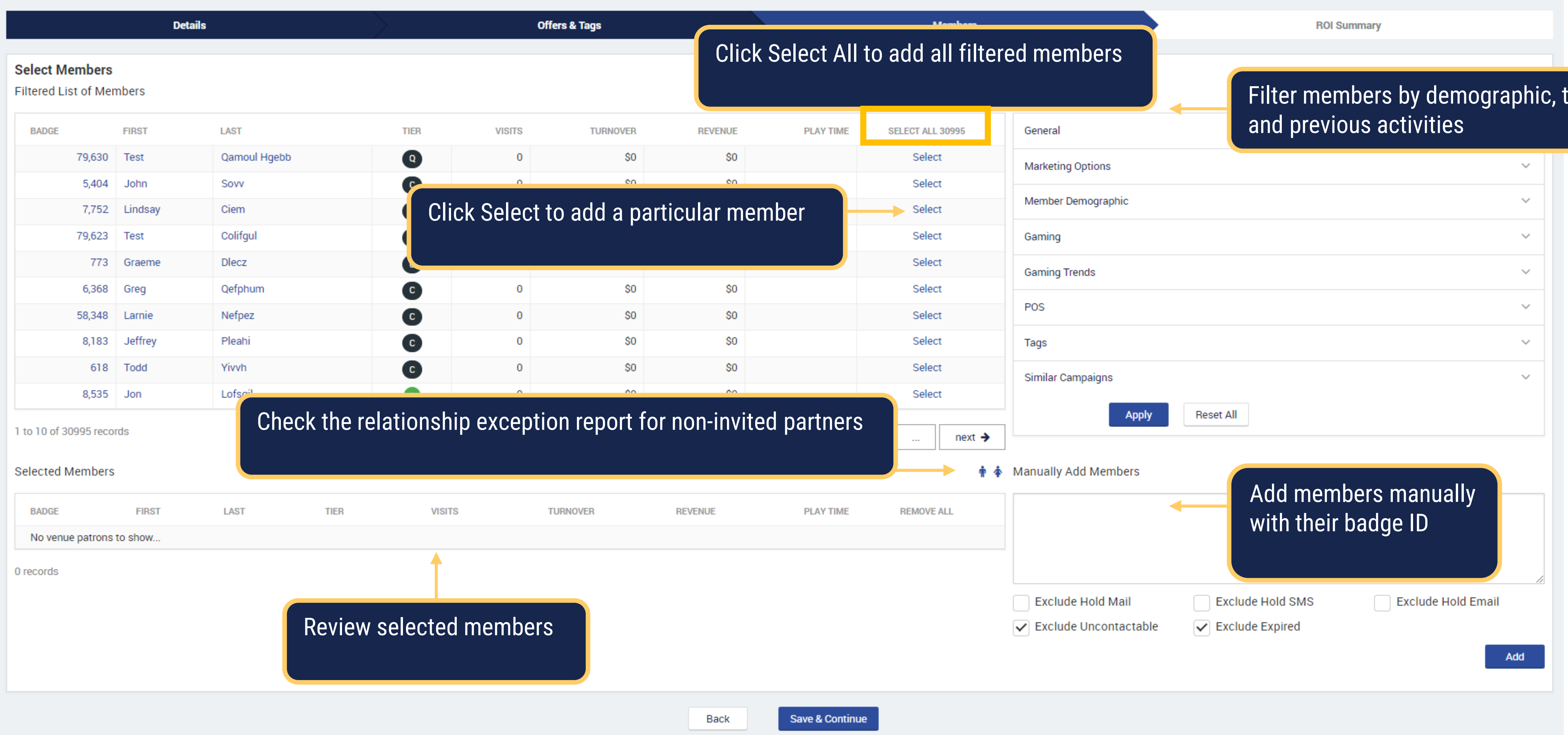

New Event Offer
Offer Name *
Offer Type *
Offer Value ($)
Redemption Limit Per Member
Redemption Limit Per Event
Save
Cancel

Accurately recording your Event Offers allows EAGLEi360 to calculate redemption costs for the campaign. By selecting the correct Event Type in the previous step, EAGLEi360 can identify eligible patrons who have joined the campaign and calculates the associated offer costs

A value of 0 or an empty field for Redemption Limit Per Member and Redemption Limit Per Event signifies unlimited redemptions

Creating Campaigns continued

Step 3: Inviting members



Details
Offers & Tags
ROI Summary

Click Select All to add all filtered members

Filter members by demographic, tags, and previous activities

Click Select to add a particular member

Check the relationship exception report for non-invited partners

Add members manually with their badge ID

Review selected members

Select Members

Filtered List of Members

BADGE	FIRST	LAST	TIER	VISITS	TURNOVER	REVENUE	PLAY TIME	SELECT ALL 30995
79,630	Test	Qamoul Hgebb	Q	0	$0	$0		Select
5,404	John	Sovv	C	0	$0	$0		Select
7,752	Lindsay	Ciem						Select
79,623	Test	Colifgul						Select
773	Graeme	Dlecz						Select
6,368	Greg	Qefphum	C	0	$0	$0		Select
58,348	Larnie	Nefpez	C	0	$0	$0		Select
8,183	Jeffrey	Pleahi	C	0	$0	$0		Select
618	Todd	Yivvh	C	0	$0	$0		Select
8,535	Jon	Lofs						Select

1 to 10 of 30995 records

Selected Members

BADGE	FIRST	LAST	TIER	VISITS	TURNOVER	REVENUE	PLAY TIME	REMOVE ALL
No venue patrons to show...								

0 records

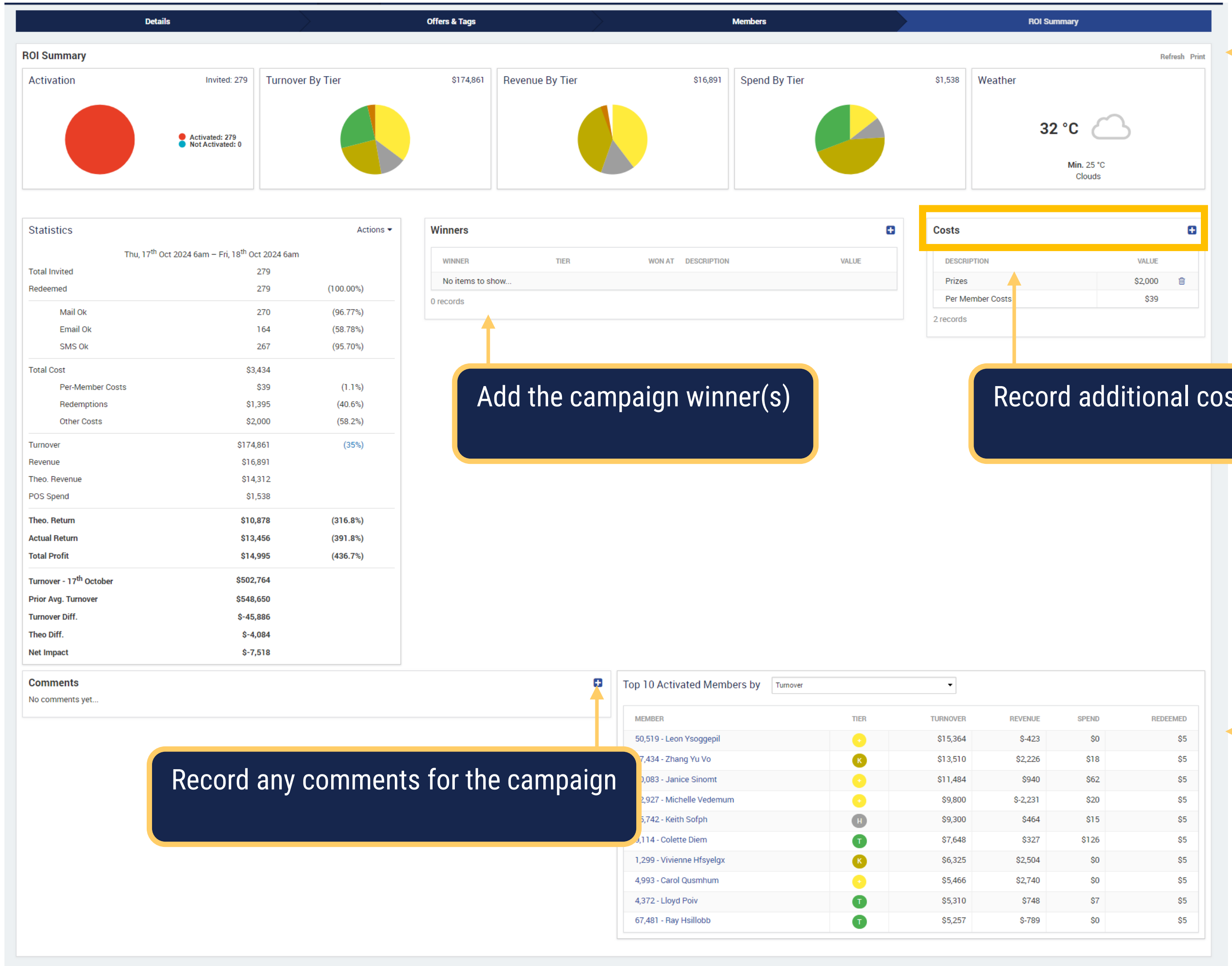
General
Marketing Options
Member Demographic
Gaming
Gaming Trends
POS
Tags
Similar Campaigns
Apply
Reset All

Manually Add Members

☐ Exclude Hold Mail
☐ Exclude Hold SMS
☐ Exclude Hold Email
☑ Exclude Uncontactable
☑ Exclude Expired

Add
Back
Save & Continue

Reviewing Campaign ROI Reports



ROI Summary

Activation Invited: 279

Turnover By Tier $174,861

Revenue By Tier $16,891

Spend By Tier $1,538

Weather

32 °C

Min. 25 °C
Clouds

Statistics

Thu, 17th Oct 2024 6am – Fri, 18th Oct 2024 6am

Total Invited	279	
Redeemed	279	(100.00%)
Mail Ok	270	(96.77%)
Email Ok	164	(58.78%)
SMS Ok	267	(95.70%)
Total Cost	$3,434	
Per-Member Costs	$39	(1.1%)
Redemptions	$1,395	(40.6%)
Other Costs	$2,000	(58.2%)
Turnover	$174,861	(35%)
Revenue	$16,891	
Theo. Revenue	$14,312	
POS Spend	$1,538	
Theo. Return	**$10,878**	**(316.8%)**
Actual Return	**$13,456**	**(391.8%)**
Total Profit	**$14,995**	**(436.7%)**
Turnover - 17th October	**$502,764**	
Prior Avg. Turnover	**$548,650**	
Turnover Diff.	**$-45,886**	
Theo Diff.	**$-4,084**	
Net Impact	**$-7,518**	

Winners

WINNER	TIER	WON AT	DESCRIPTION	VALUE
No items to show...				

0 records

Costs

DESCRIPTION	VALUE
Prizes	$2,000
Per Member Costs	$39

2 records

Comments

No comments yet...

Top 10 Activated Members by Turnover

MEMBER	TIER	TURNOVER	REVENUE	SPEND	REDEEMED
50,519 - Leon Ysoggepil	+	$15,364	$-423	$0	$5
7,434 - Zhang Yu Vo	K	$13,510	$2,226	$18	$5
,083 - Janice Sinomt	+	$11,484	$940	$62	$5
,927 - Michelle Vedemum	+	$9,800	$-2,231	$20	$5
,742 - Keith Sofph	H	$9,300	$464	$15	$5
,114 - Colette Diem	T	$7,648	$327	$126	$5
1,299 - Vivienne Hfsyelgx	K	$6,325	$2,504	$0	$5
4,993 - Carol Qusmhum	+	$5,466	$2,740	$0	$5
4,372 - Lloyd Poiv	T	$5,310	$748	$7	$5
67,481 - Ray Hsillobb	T	$5,257	$-789	$0	$5

Select Refresh to calculate the ROI of the campaign

Add the campaign winner(s)

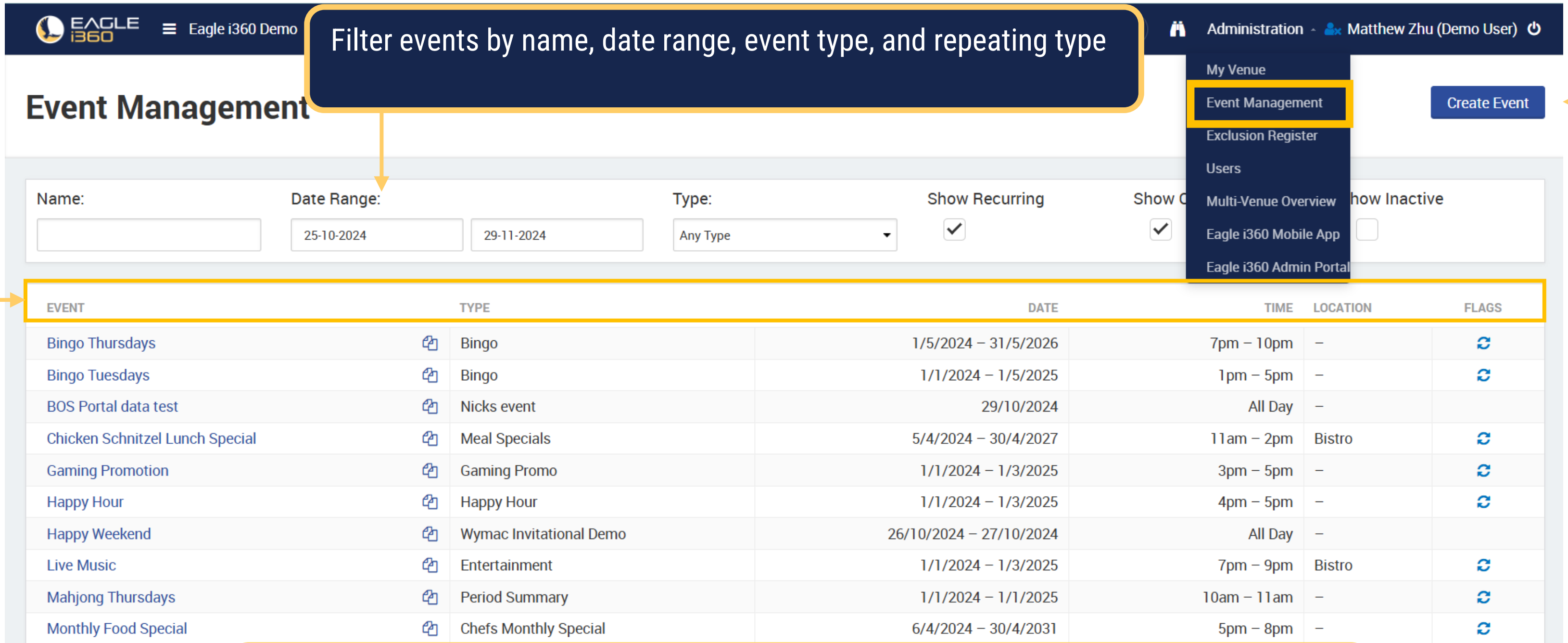
Record additional costs for the campaign

Record any comments for the campaign

Review the top 10 patrons by turnover, revenue, spend, or redeemed

Event Management

Managing Events


EAGLE i360
Eagle i360 Demo
Administration
Matthew Zhu (Demo User)
My Venue
Event Management
Exclusion Register
Users
Multi-Venue Overview
Eagle i360 Mobile App
Eagle i360 Admin Portal
Create Event

Event Management

Name:
Date Range: 25-10-2024 29-11-2024
Type: Any Type
Show Recurring ☑
Show C ☑
how Inactive ☐

EVENT	TYPE	DATE	TIME	LOCATION	FLAGS
Bingo Thursdays	Bingo	1/5/2024 – 31/5/2026	7pm – 10pm	–	↻
Bingo Tuesdays	Bingo	1/1/2024 – 1/5/2025	1pm – 5pm	–	↻
BOS Portal data test	Nicks event	29/10/2024	All Day	–	
Chicken Schnitzel Lunch Special	Meal Specials	5/4/2024 – 30/4/2027	11am – 2pm	Bistro	↻
Gaming Promotion	Gaming Promo	1/1/2024 – 1/3/2025	3pm – 5pm	–	↻
Happy Hour	Happy Hour	1/1/2024 – 1/3/2025	4pm – 5pm	–	↻
Happy Weekend	Wymac Invitational Demo	26/10/2024 – 27/10/2024	All Day	–	
Live Music	Entertainment	1/1/2024 – 1/3/2025	7pm – 9pm	Bistro	↻
Mahjong Thursdays	Period Summary	1/1/2024 – 1/1/2025	10am – 11am	–	↻
Monthly Food Special	Chefs Monthly Special	6/4/2024 – 30/4/2031	5pm – 8pm	–	↻

Filter events by name, date range, event type, and repeating type

Create an event

Sort the event list by clicking the table header

Click an event to edit the event or hover over an event tile to review its short description. Click the copy icon to duplicate an event

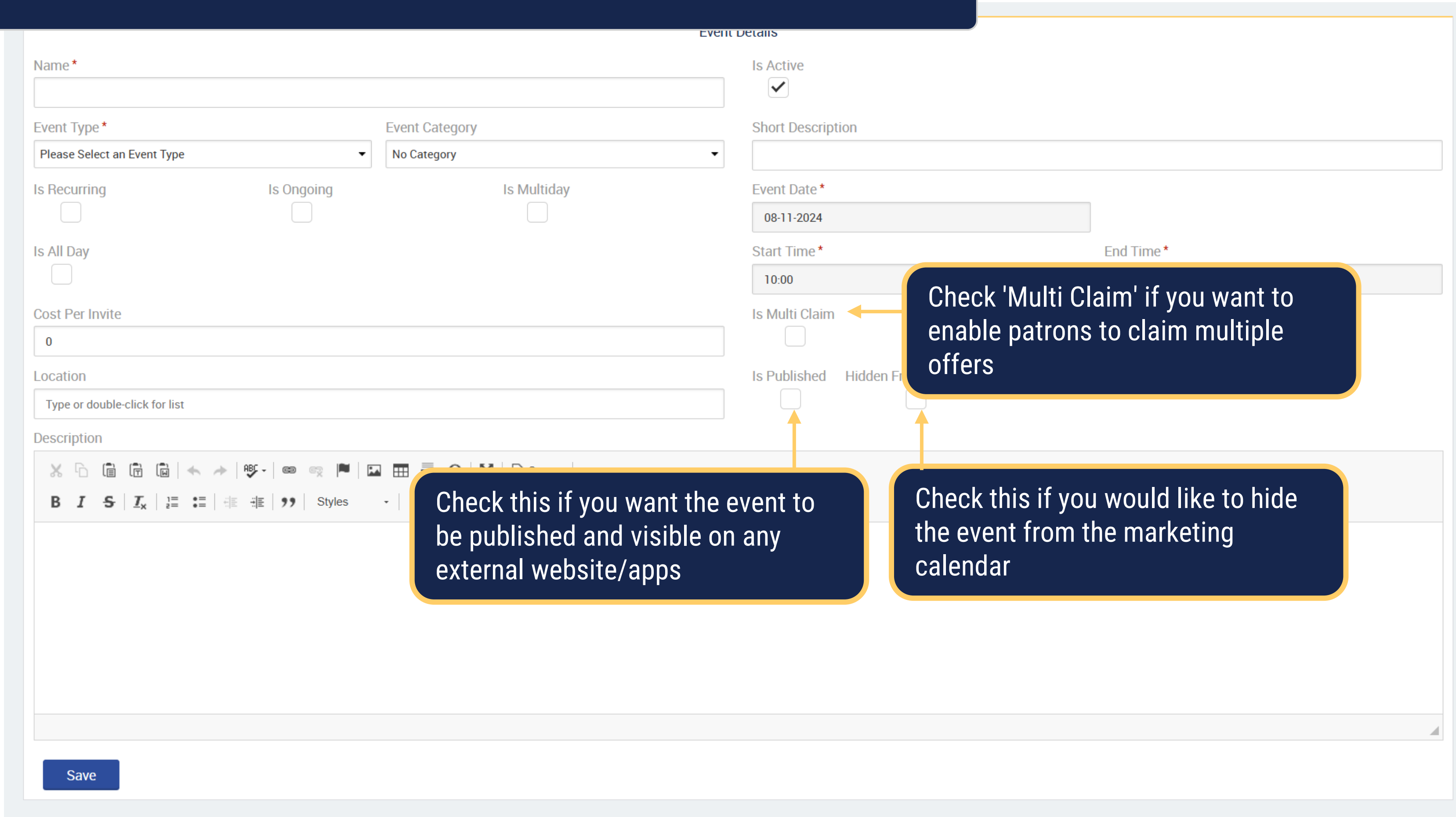
Click **Administration** on the navigation bar, then Event Management to access the Event Management page, where you can review all events and campaigns, with campaigns being a subset of events oriented to all members

Creating Events

Step 1: Entering event details

Enter the **Event Name** and then select **Event Type** and **Event Category**

The Event Type will determine ROI calculation and EAGLEi360 consolidates all events with the same category



Event Details

Name*

Is Active ☑

Event Type* Please Select an Event Type

Event Category No Category

Short Description

Is Recurring ☐

Is Ongoing ☐

Is Multiday ☐

Event Date* 08-11-2024

Is All Day ☐

Start Time* 10:00

End Time*

Cost Per Invite 0

Is Multi Claim ☐

Location Type or double-click for list

Is Published ☐

Hidden Fr ☐

Description

Check 'Multi Claim' if you want to enable patrons to claim multiple offers

Check this if you want the event to be published and visible on any external website/apps

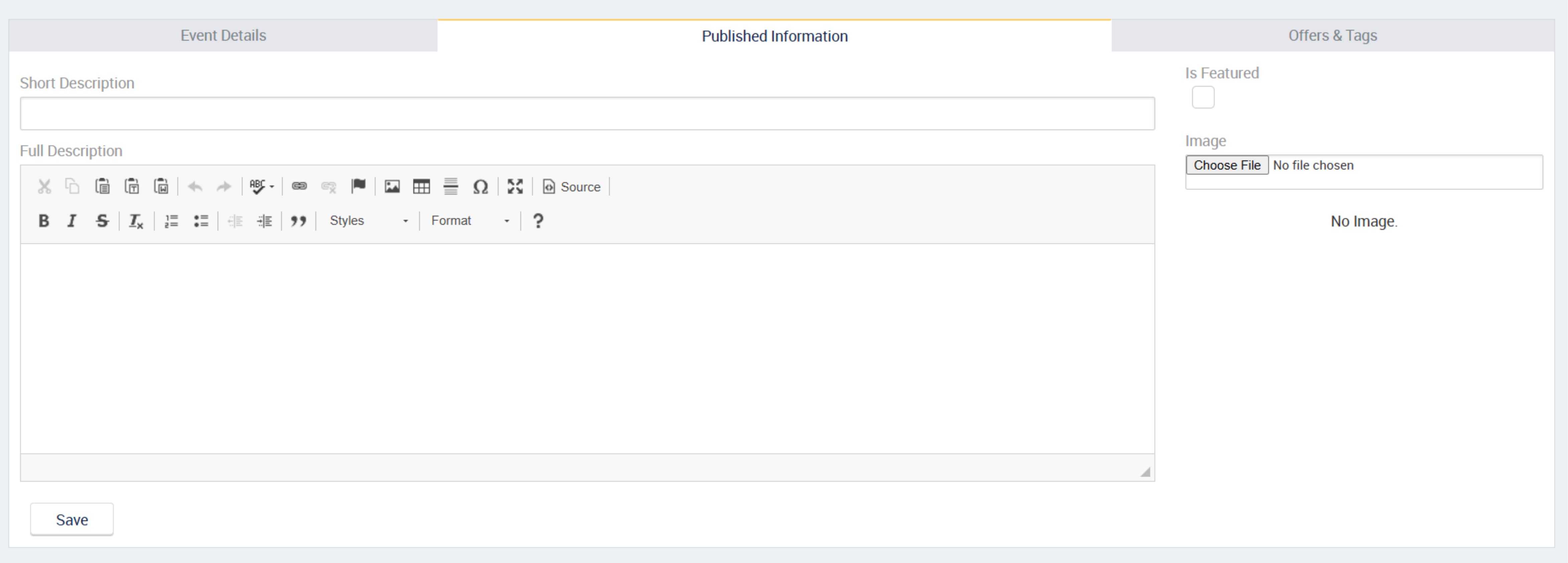
Check this if you would like to hide the event from the marketing calendar

Repeating Types:
Is Recurring: Mark the event as recurring and set up a recurring schedule
Is Ongoing: Mark the event as ongoing and set up a start, end date and time
Is Multiday: Mark the event as multiday and set up a start, end dates and time periods for those days

Creating Events continued

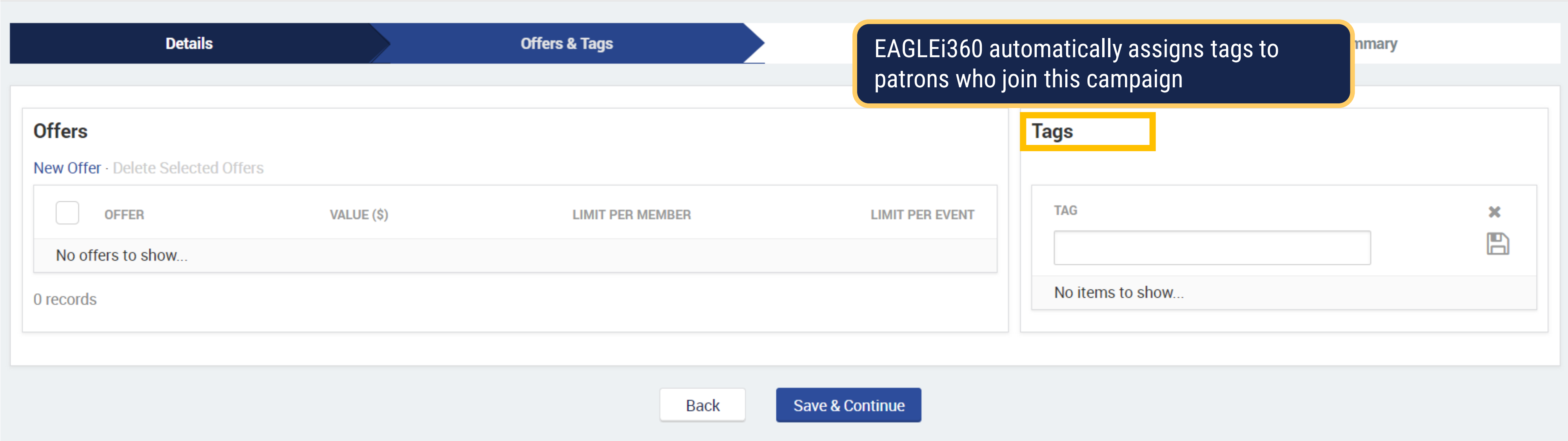
Step 2: Entering published information

The calendar API can share the event description and images with external systems, such as the venue's website or mobile app


Event Details
Published Information
Offers & Tags
Short Description
Full Description
Source
Styles
Format
Is Featured
Image
Choose File
No file chosen
No Image.
Save

Creating Campaigns continued

Step 3: Setting offers & tags



EAGLEi360 automatically assigns tags to patrons who join this campaign

Offers

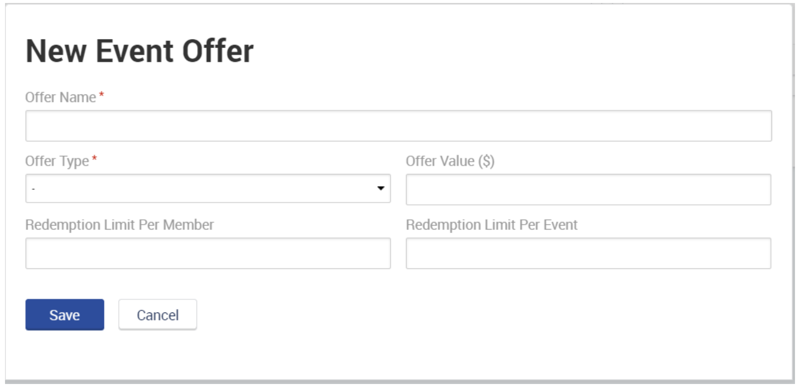
New Offer · Delete Selected Offers

☐	OFFER	VALUE ($)	LIMIT PER MEMBER	LIMIT PER EVENT
	No offers to show...			

0 records

Tags

TAG
No items to show...



New Event Offer

Offer Name *

Offer Type * -

Offer Value ($)

Redemption Limit Per Member

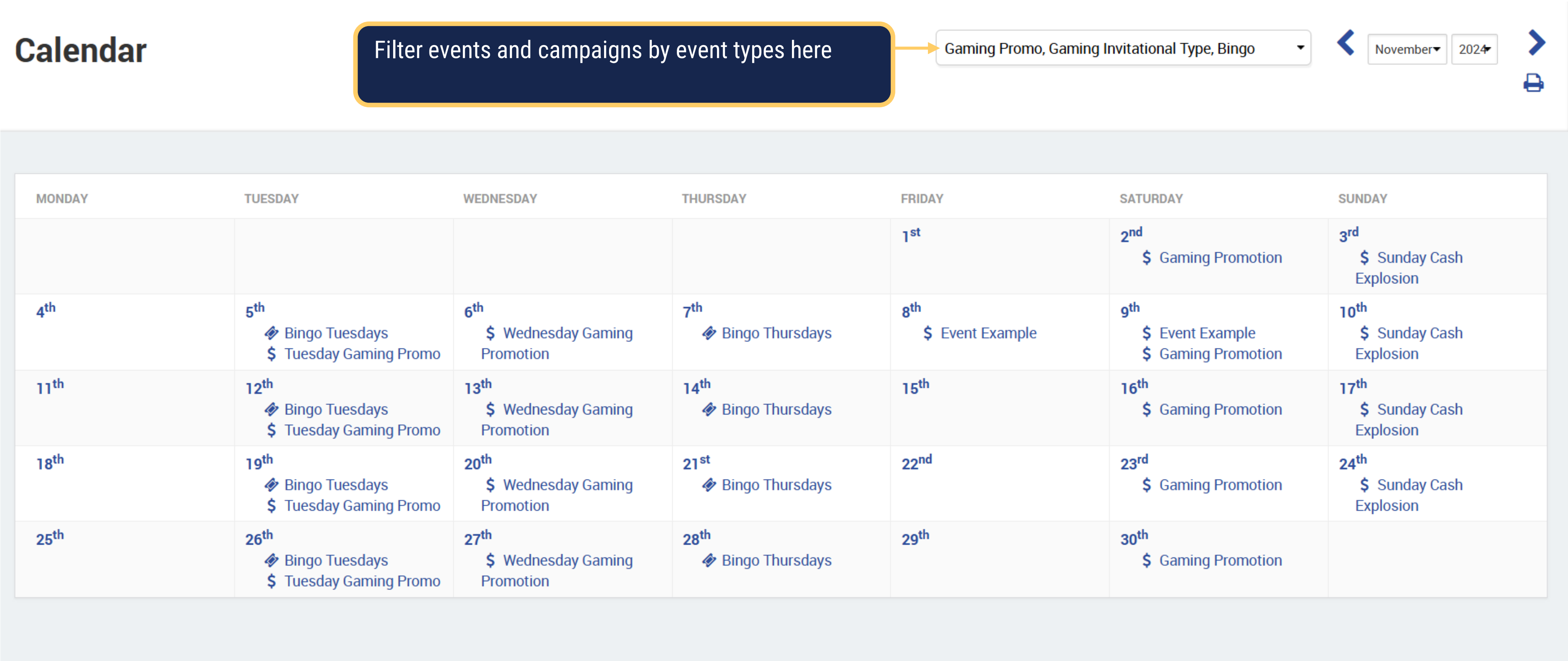
Redemption Limit Per Event

Accurately recording your Event Offers allows EAGLEi360 to calculate redemption costs for the campaign. By selecting the correct Event Type, EAGLEi360 can identify eligible patrons who have joined the campaign and calculates the associated offer costs

A value of 0 or an empty field for Redemption Limit Per Member and Redemption Limit Per Event signifies unlimited redemption

Using the Marketing Calendar

Review events and campaigns through the Marketing Calendar



Filter events and campaigns by event types here

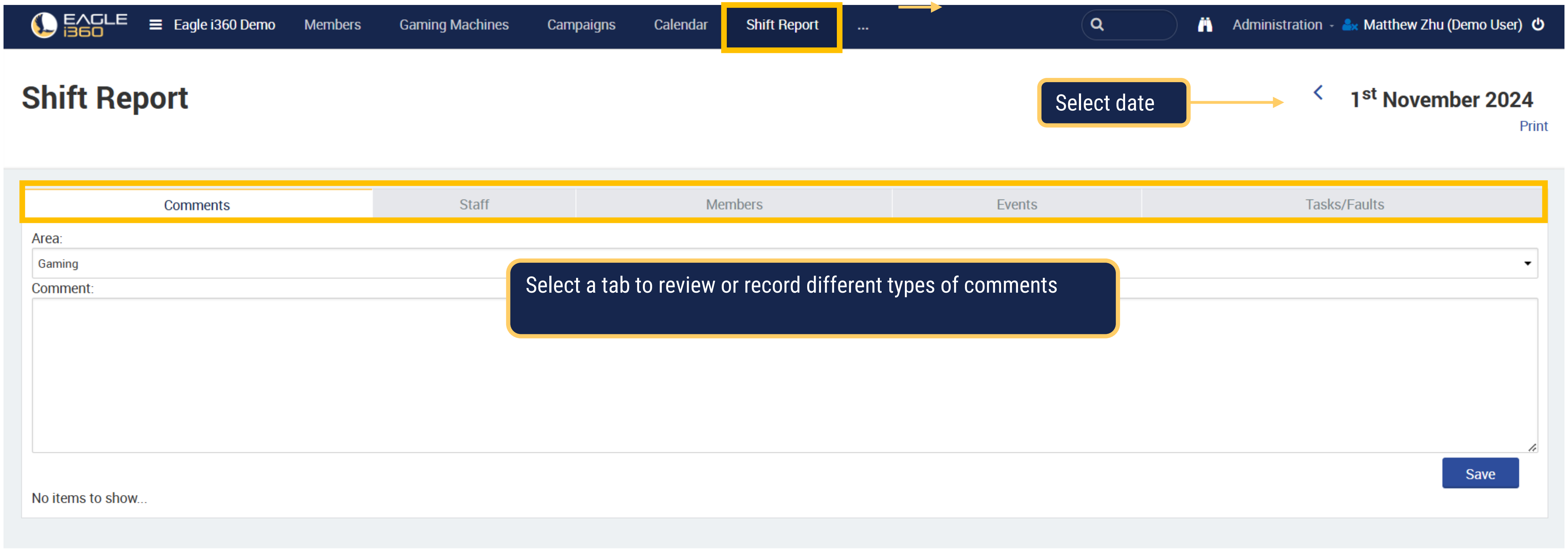
Gaming Promo, Gaming Invitational Type, Bingo

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
				1st	2nd $ Gaming Promotion	3rd $ Sunday Cash Explosion
4th	5th ◆ Bingo Tuesdays $ Tuesday Gaming Promo	6th $ Wednesday Gaming Promotion	7th ◆ Bingo Thursdays	8th $ Event Example	9th $ Event Example $ Gaming Promotion	10th $ Sunday Cash Explosion
11th	12th ◆ Bingo Tuesdays $ Tuesday Gaming Promo	13th $ Wednesday Gaming Promotion	14th ◆ Bingo Thursdays	15th	16th $ Gaming Promotion	17th $ Sunday Cash Explosion
18th	19th ◆ Bingo Tuesdays $ Tuesday Gaming Promo	20th $ Wednesday Gaming Promotion	21st ◆ Bingo Thursdays	22nd	23rd $ Gaming Promotion	24th $ Sunday Cash Explosion
25th	26th ◆ Bingo Tuesdays $ Tuesday Gaming Promo	27th $ Wednesday Gaming Promotion	28th ◆ Bingo Thursdays	29th	30th $ Gaming Promotion	

Shift Report & Tasks

Shift Report Overview

The Shift Report tool is a daily record of operations, including comments on trade, members, staff and events by department.
Shift reports are emailed to managers every morning with a complete report of the previous day's trade


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
...
Administration
Matthew Zhu (Demo User)
Shift Report
1st November 2024
Print
Comments
Staff
Members
Events
Tasks/Faults
Save

Select date

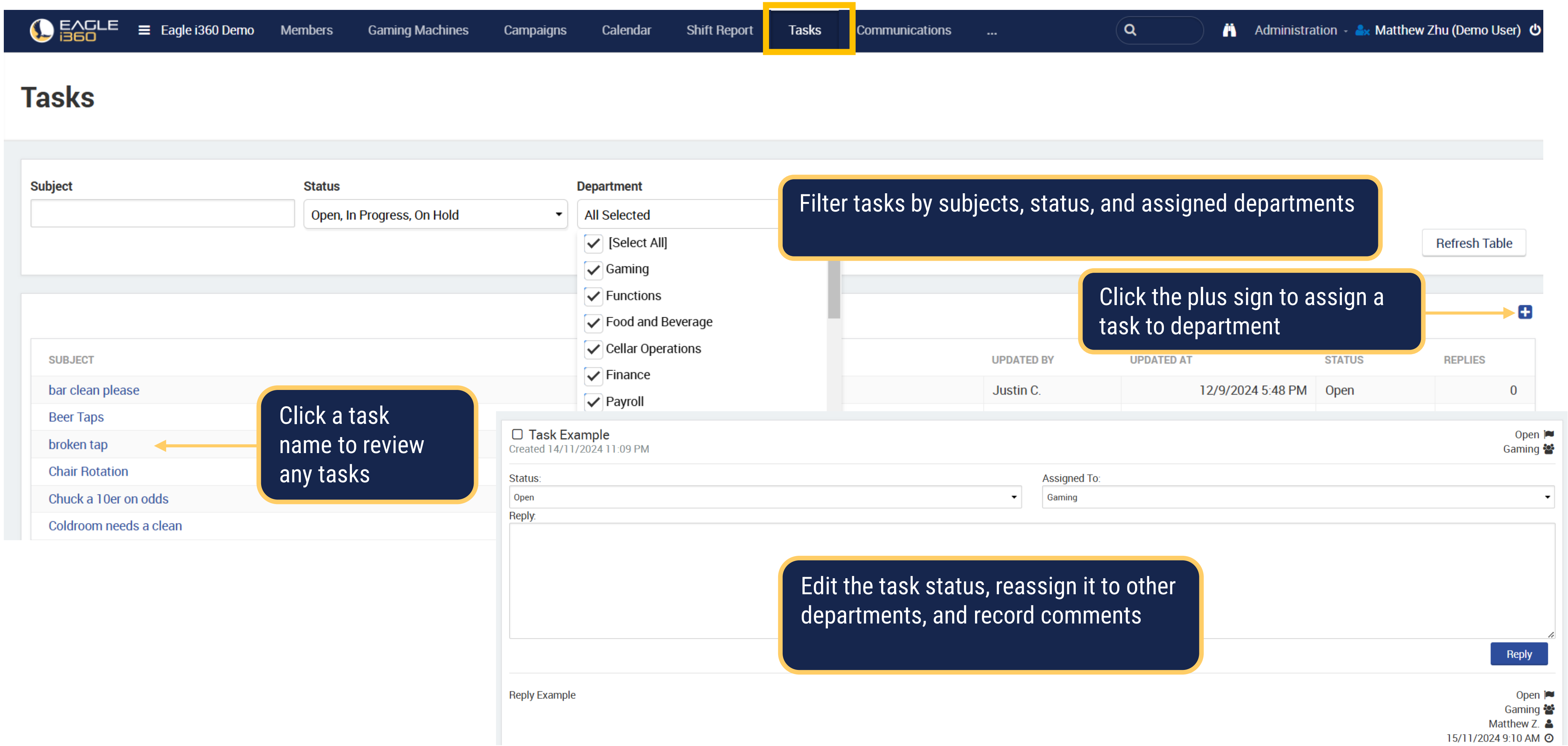
Select a tab to review or record different types of comments

Area: Gaming

Comment:

No items to show...

Managing Tasks


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
...
Administration
Matthew Zhu (Demo User)
Refresh Table
Reply

Tasks

Subject:

Status: Open, In Progress, On Hold

Department: All Selected

- ☑ [Select All]
- ☑ Gaming
- ☑ Functions
- ☑ Food and Beverage
- ☑ Cellar Operations
- ☑ Finance
- ☑ Payroll

SUBJECT	UPDATED BY	UPDATED AT	STATUS	REPLIES
bar clean please	Justin C.	12/9/2024 5:48 PM	Open	0
Beer Taps				
broken tap				
Chair Rotation				
Chuck a 10er on odds				
Coldroom needs a clean				

☐ Task Example
Created 14/11/2024 11:09 PM
Open
Gaming

Status: Open

Assigned To: Gaming

Reply:

Reply Example
Open
Gaming
Matthew Z.
15/11/2024 9:10 AM

Filter tasks by subjects, status, and assigned departments

Click the plus sign to assign a task to department

Click a task name to review any tasks

Edit the task status, reassign it to other departments, and record comments

Communications

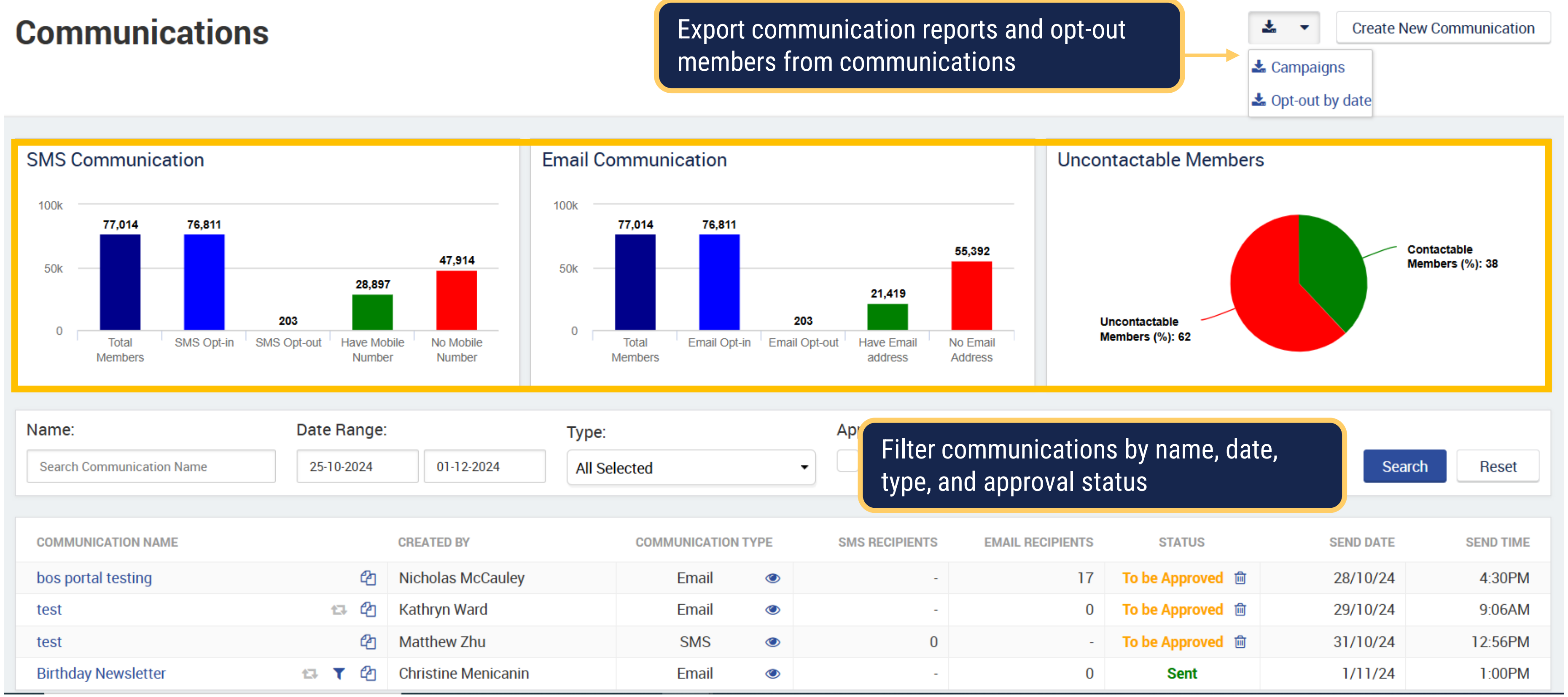
Communications Dashboard

Create a communication

Export communication reports and opt-out members from communications

The visual graphs show general communication statistics

Filter communications by name, date, type, and approval status


Communications
Create New Communication
Campaigns
Opt-out by date
SMS Communication
100k
50k
0
77,014
76,811
203
28,897
47,914
Total Members
SMS Opt-in
SMS Opt-out
Have Mobile Number
No Mobile Number
Email Communication
100k
50k
0
77,014
76,811
203
21,419
55,392
Total Members
Email Opt-in
Email Opt-out
Have Email address
No Email Address
Uncontactable Members
Contactable Members (%): 38
Uncontactable Members (%): 62
Search
Reset

Name: Search Communication Name

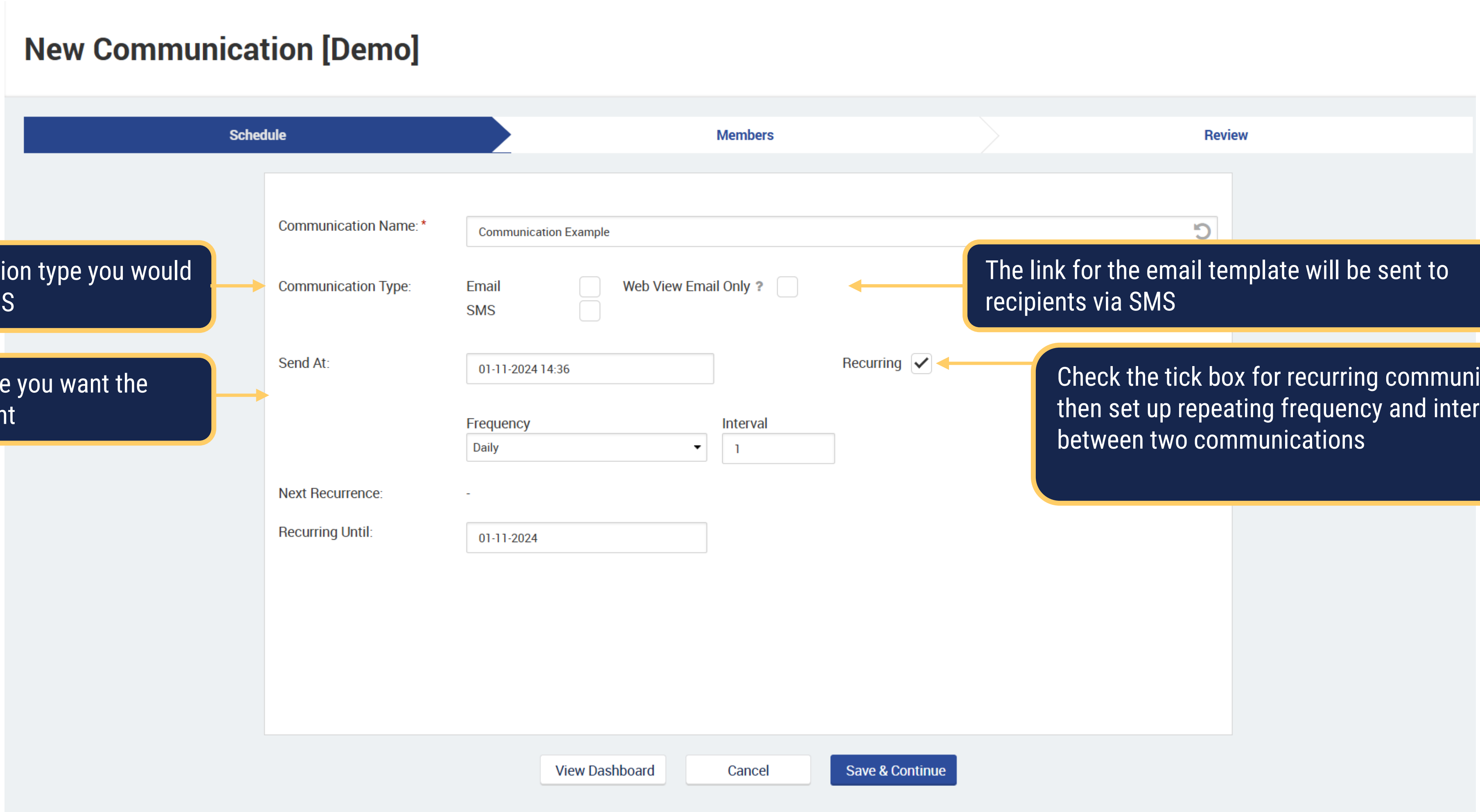
Date Range: 25-10-2024 01-12-2024

Type: All Selected

COMMUNICATION NAME	CREATED BY	COMMUNICATION TYPE	SMS RECIPIENTS	EMAIL RECIPIENTS	STATUS	SEND DATE	SEND TIME
bos portal testing	Nicholas McCauley	Email	-	17	To be Approved	28/10/24	4:30PM
test	Kathryn Ward	Email	-	0	To be Approved	29/10/24	9:06AM
test	Matthew Zhu	SMS	0	-	To be Approved	31/10/24	12:56PM
Birthday Newsletter	Christine Menicanin	Email	-	0	Sent	1/11/24	1:00PM

Creating a Campaign

Step 1: Setting communication type and time



New Communication [Demo]

Communication Name: * Communication Example

Communication Type: Email ☐ Web View Email Only ? ☐
SMS ☐

Send At: 01-11-2024 14:36

Recurring ☑

Frequency: Daily

Interval: 1

Next Recurrence: -

Recurring Until: 01-11-2024

Check what communication type you would like to send, Email or SMS

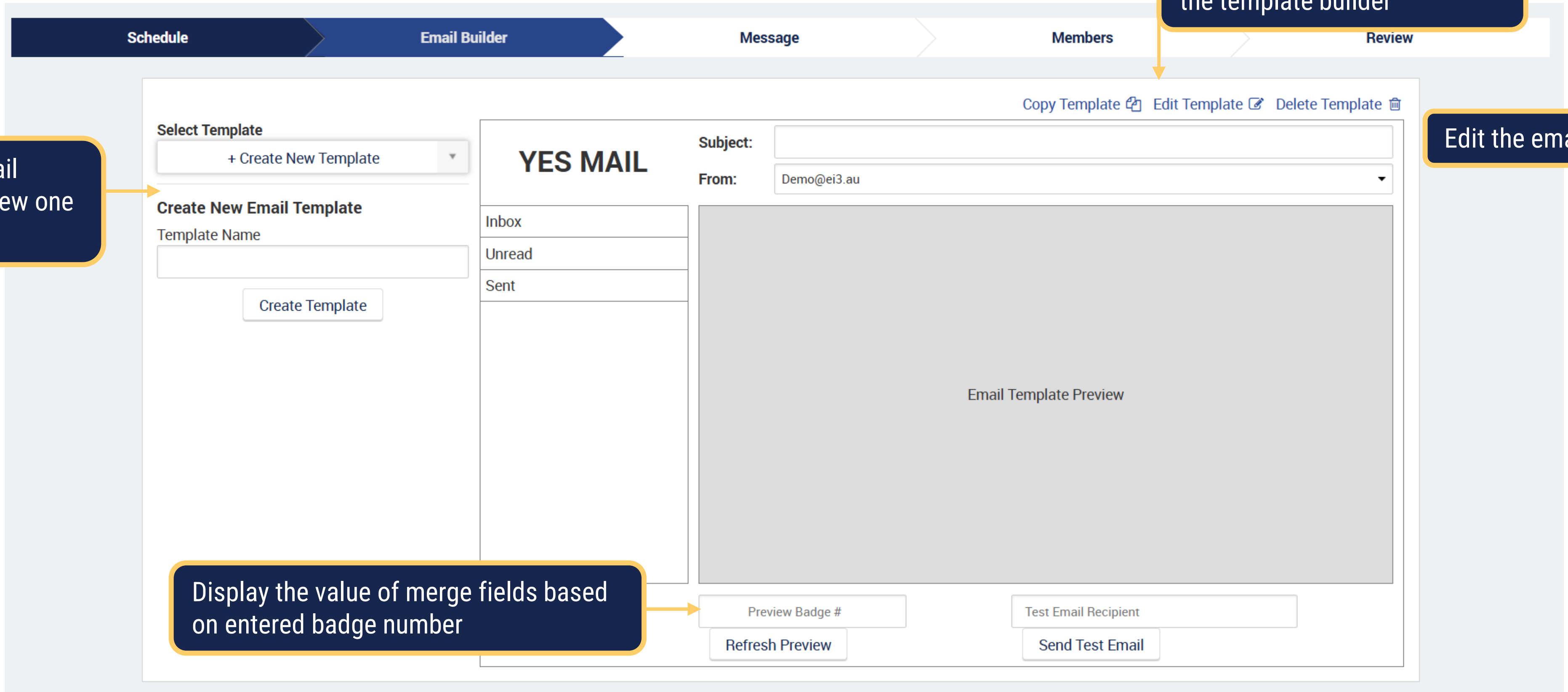
Choose the date and time you want the communication to be sent

The link for the email template will be sent to recipients via SMS

Check the tick box for recurring communication, then set up repeating frequency and intervals between two communications

Creating a Campaign continued

Step 2: Setting email template and subject


Schedule
Email Builder
Message
Members
Review
Copy Template
Edit Template
Delete Template
Select Template
+ Create New Template
Create New Email Template
Template Name
Create Template
YES MAIL
Subject:
From:
Demo@ei3.au
Inbox
Unread
Sent
Email Template Preview
Preview Badge #
Test Email Recipient
Refresh Preview
Send Test Email

Edit the email template with the template builder

Edit the email subject

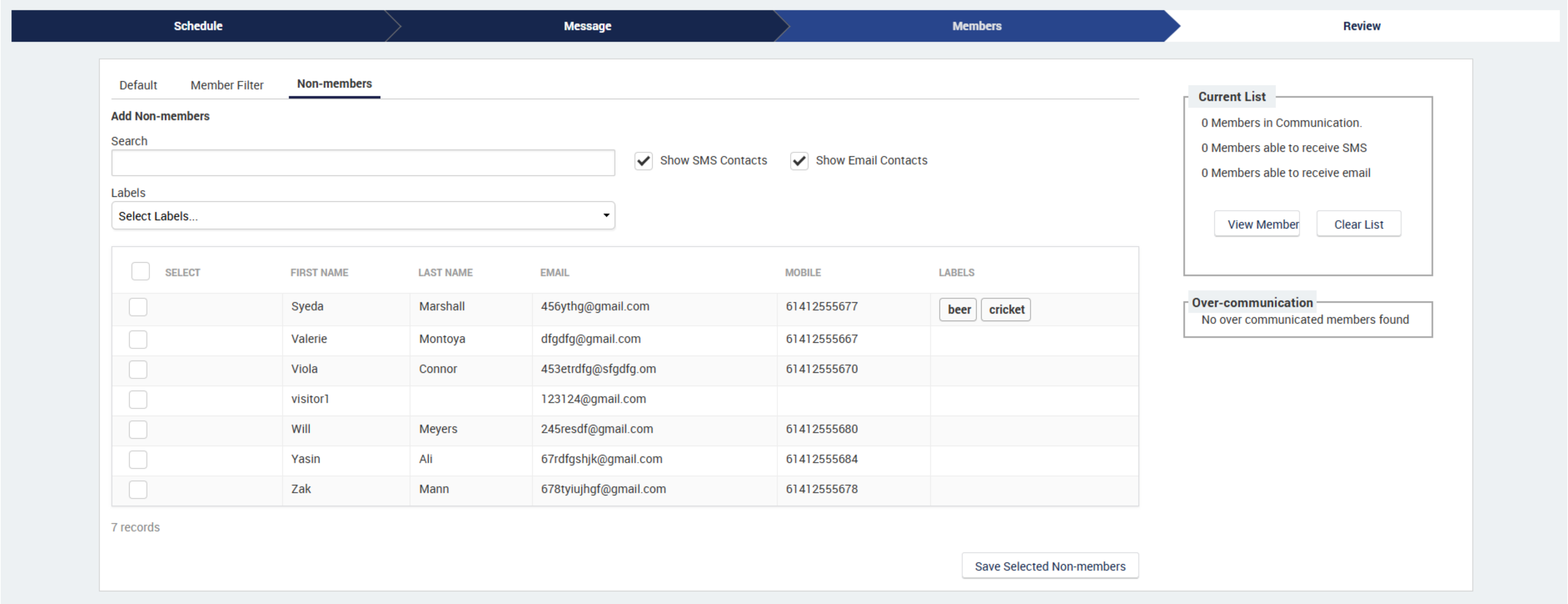
Select an existing email template or create a new one

Display the value of merge fields based on entered badge number

Merge field *- is a placeholder that dynamically inserts personalised data into emails based on information stored in Eagle i360. When the email is sent to recipients, the merge field is replaced with the actual data relevant to each individual.*

Creating a Campaign continued

Step 3: Setting recipients



Add Non-members

Search

☑ Show SMS Contacts ☑ Show Email Contacts

Labels: Select Labels...

☐ SELECT	FIRST NAME	LAST NAME	EMAIL	MOBILE	LABELS
☐	Syeda	Marshall	456ythg@gmail.com	61412555677	beer cricket
☐	Valerie	Montoya	dfgdfg@gmail.com	61412555667	
☐	Viola	Connor	453etrdfg@sfgdfg.om	61412555670	
☐	visitor1		123124@gmail.com		
☐	Will	Meyers	245resdf@gmail.com	61412555680	
☐	Yasin	Ali	67rdfgshjk@gmail.com	61412555684	
☐	Zak	Mann	678tyiujhgf@gmail.com	61412555678	

7 records

Current List

0 Members in Communication.

0 Members able to receive SMS

0 Members able to receive email

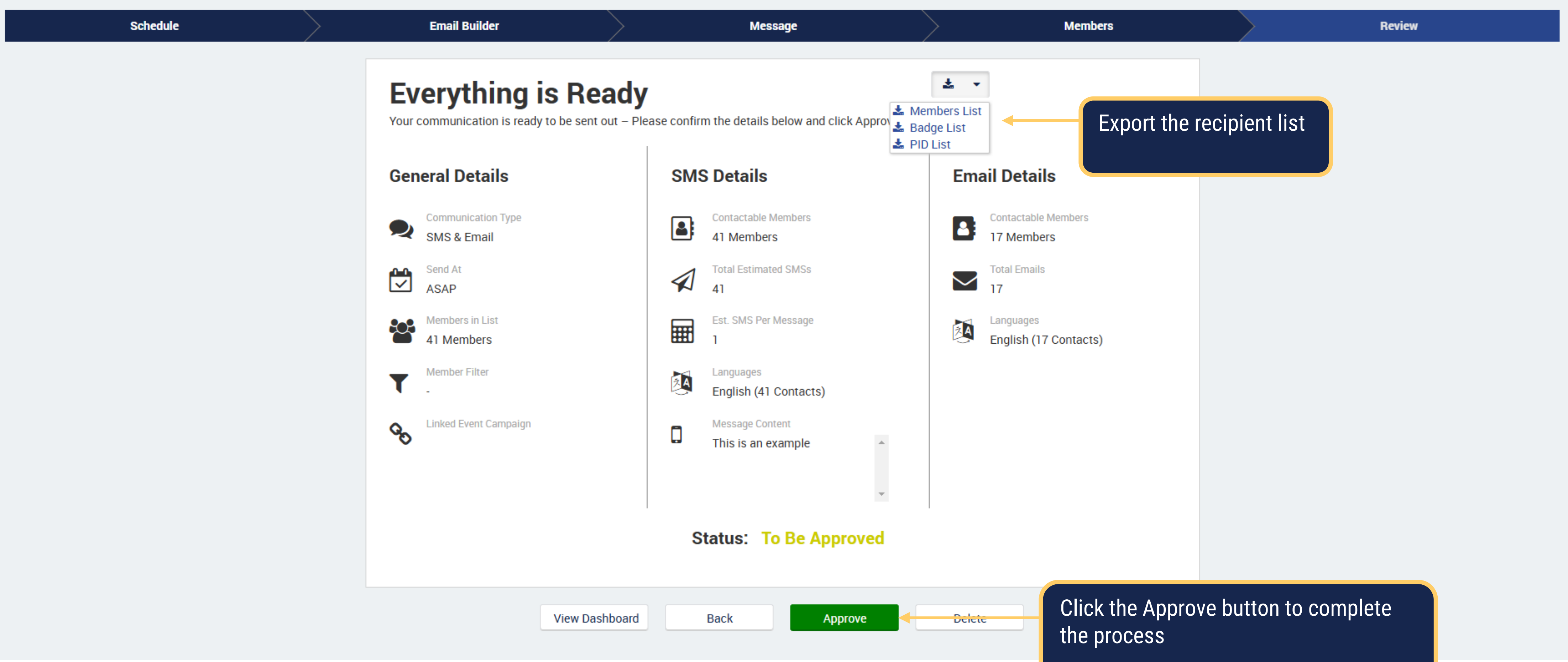
Over-communication

No over communicated members found

Add Members from Event: Include members who were invited to a campaign
Add Members by Badge Number: Select specific members as recipients by entering their badge numbers
Member Filter: Apply a member filter to the communication, with EAGLEi360 automatically running the filter at the scheduled send time to message all filtered members
Non-members: Select non-members as recipients

Creating a Campaign continued

Step 4: Complete your communications



Schedule
Email Builder
Message
Members
Review
Members List
Badge List
PID List

Everything is Ready

Your communication is ready to be sent out – Please confirm the details below and click Approv

General Details

Communication Type
SMS & Email

Send At
ASAP

Members in List
41 Members

Member Filter
-

Linked Event Campaign

SMS Details

Contactable Members
41 Members

Total Estimated SMSs
41

Est. SMS Per Message
1

Languages
English (41 Contacts)

Message Content
This is an example

Email Details

Contactable Members
17 Members

Total Emails
17

Languages
English (17 Contacts)

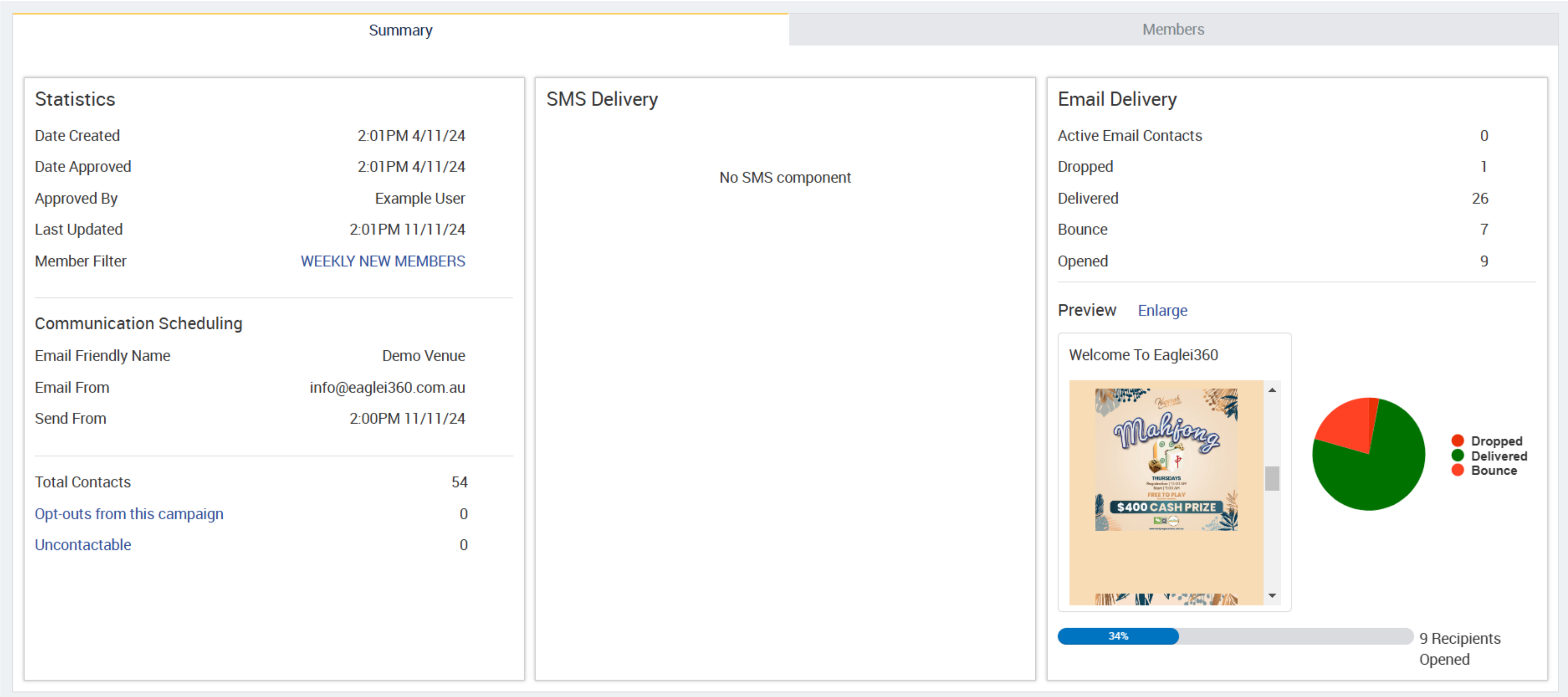
Status: To Be Approved

View Dashboard
Back
Approve
Delete

Export the recipient list

Click the Approve button to complete the process

Reporting on a Communication



Statistics

Date Created	2:01PM 4/11/24
Date Approved	2:01PM 4/11/24
Approved By	Example User
Last Updated	2:01PM 11/11/24
Member Filter	WEEKLY NEW MEMBERS

Communication Scheduling

Email Friendly Name	Demo Venue
Email From	info@eaglei360.com.au
Send From	2:00PM 11/11/24

Total Contacts	54
Opt-outs from this campaign	0
Uncontactable	0

SMS Delivery

No SMS component

Email Delivery

Active Email Contacts	0
Dropped	1
Delivered	26
Bounce	7
Opened	9

Preview Enlarge

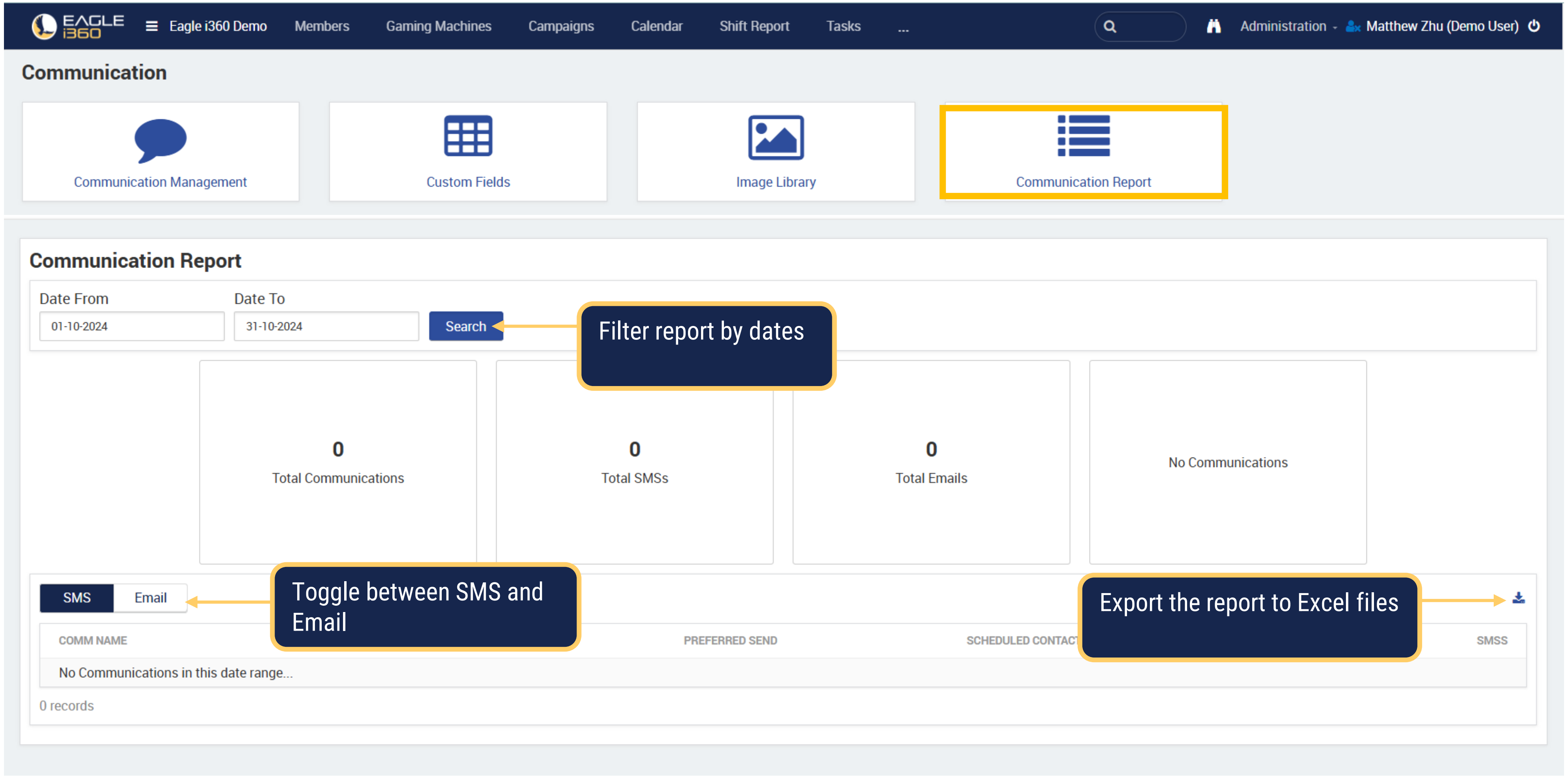
Welcome To Eaglei360

9 Recipients Opened

Dropped:	The number of emails that are unable to be sent due to incorrect email addresses or being denied by the receiving server several times before
Delivered:	The number of emails that are successfully sent to the server
Bounce:	The number of emails that are denied by the receiving server
Opened:	The number of emails that are opened by the receiver

Communication Summary Report

Reviewing and reconciling communications over selected periods, including total communications, sent SMS messages, and sent emails


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
...
Administration
Matthew Zhu (Demo User)
Communication
Communication Management
Custom Fields
Image Library
Communication Report
Communication Report
Search
SMS
Email
COMM NAME
PREFERRED SEND
SCHEDULED CONTACT
SMSS

Date From: 01-10-2024

Date To: 31-10-2024

0	0	0	
Total Communications	Total SMSs	Total Emails	No Communications

No Communications in this date range...

0 records

Filter report by dates

Toggle between SMS and Email

Export the report to Excel files

Building an Email Template

Save the template

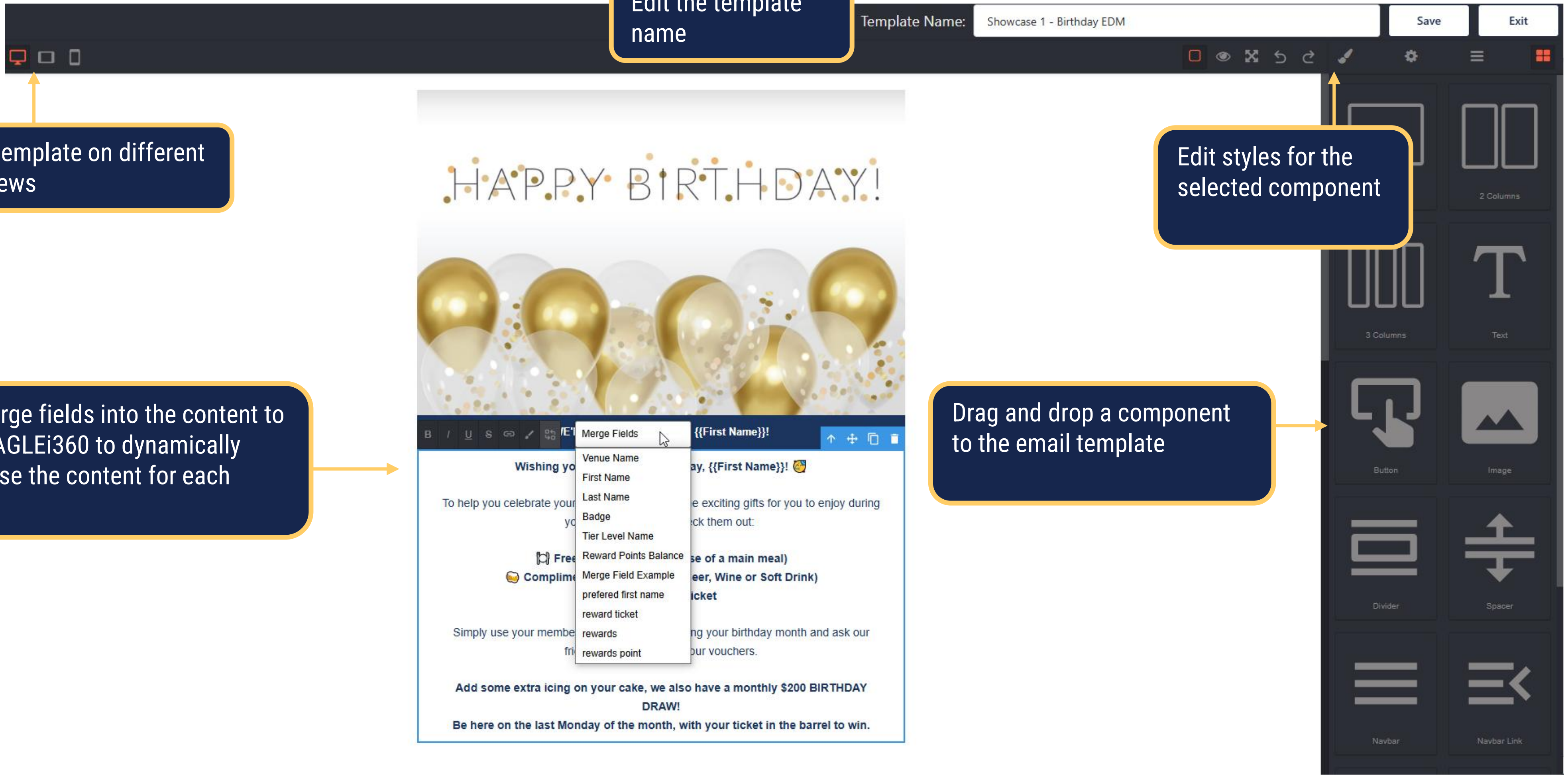
Edit the template name

Preview template on different device views

Edit styles for the selected component

Insert merge fields into the content to enable EAGLEi360 to dynamically personalise the content for each recipient

Drag and drop a component to the email template


Template Name:
Showcase 1 - Birthday EDM
Save
Exit
HAPPY BIRTHDAY!
Merge Fields
Venue Name
First Name
Last Name
Badge
Tier Level Name
Reward Points Balance
Merge Field Example
prefered first name
reward ticket
rewards
rewards point
{{First Name}}!
2 Columns
3 Columns
Text
Button
Image
Divider
Spacer
Navbar
Navbar Link

Wishing yo… …ay, {{First Name}}!

To help you celebrate your … …e exciting gifts for you to enjoy during yo… …ck them out:

Free… …se of a main meal)

Complime… …eer, Wine or Soft Drink)

…icket

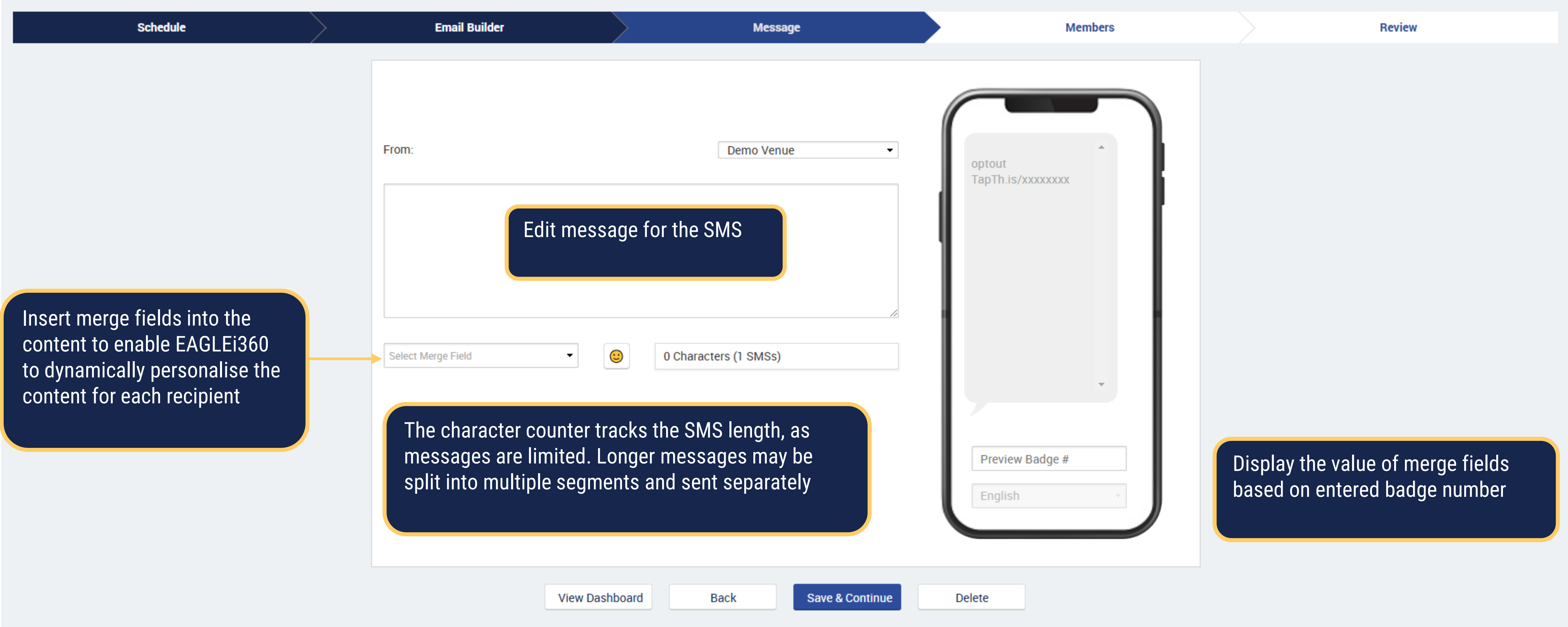
Simply use your membe… …ng your birthday month and ask our fri… …our vouchers.

Add some extra icing on your cake, we also have a monthly $200 BIRTHDAY DRAW!

Be here on the last Monday of the month, with your ticket in the barrel to win.

Merge field *- is a placeholder that dynamically inserts personalized data into emails based on information stored in Eagle i360. When the email is sent to recipients, the merge field is replaced with the actual data relevant to each individual.*

Building an SMS


Schedule
Email Builder
Message
Members
Review
From:
Demo Venue
Select Merge Field
0 Characters (1 SMSs)
optout
TapTh.is/xxxxxxxx
Preview Badge #
English
View Dashboard
Back
Save & Continue
Delete

Edit message for the SMS

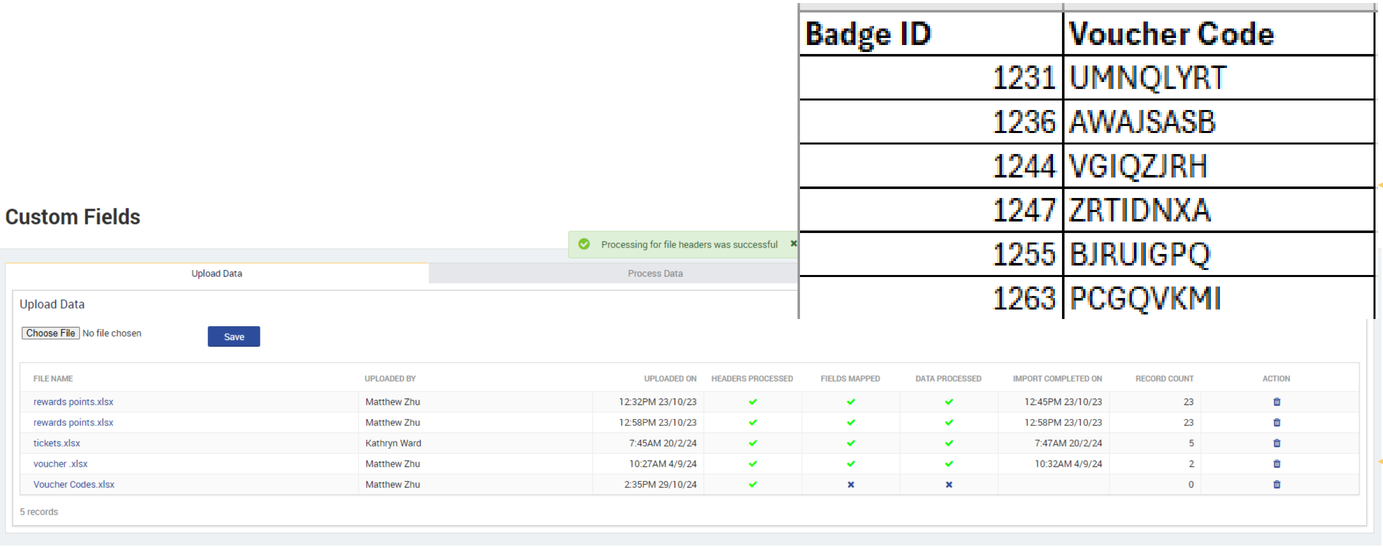
Insert merge fields into the content to enable EAGLEi360 to dynamically personalise the content for each recipient

The character counter tracks the SMS length, as messages are limited. Longer messages may be split into multiple segments and sent separately

Display the value of merge fields based on entered badge number

Merge field *- is a placeholder that dynamically inserts personalised data into text messages based on information stored in EAGLEi360. When the message is sent to recipients, the merge field is replaced with the actual data relevant to each individual.*

Managing Custom Fields



Badge ID	Voucher Code
1231	UMNQLYRT
1236	AWAJSASB
1244	VGIQZJRH
1247	ZRTIDNXA
1255	BJRUIGPQ
1263	PCGQVKMI

Prepare a CSV file that contains values for each member, e.g. voucher codes for members

Custom Fields

Processing for file headers was successful

Upload Data
Process Data

Upload Data

Choose File

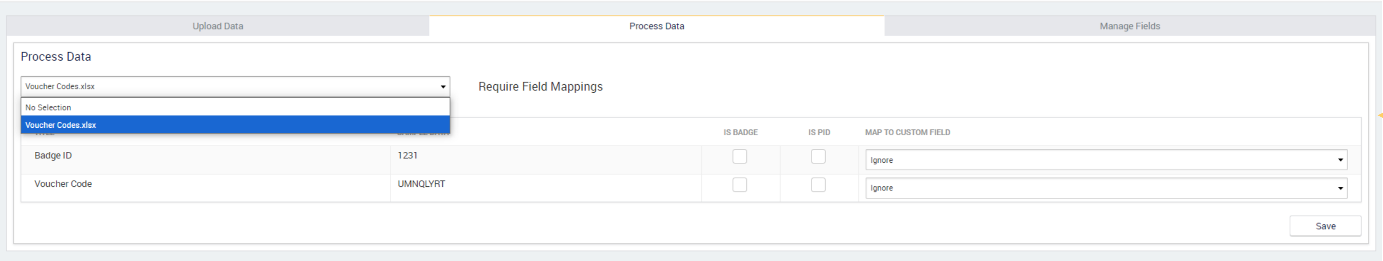
No file chosen

Save

FILE NAME	UPLOADED BY	UPLOADED ON	HEADERS PROCESSED	FIELDS MAPPED	DATA PROCESSED	IMPORT COMPLETED ON	RECORD COUNT	ACTION
rewards points.xlsx	Matthew Zhu	12:32PM 23/10/23	✓	✓	✓	12:45PM 23/10/23	23	🗑
rewards points.xlsx	Matthew Zhu	12:58PM 23/10/23	✓	✓	✓	12:58PM 23/10/23	23	🗑
tickets.xlsx	Kathryn Ward	7:45AM 20/2/24	✓	✓	✓	7:47AM 20/2/24	5	🗑
voucher .xlsx	Matthew Zhu	10:27AM 4/9/24	✓	✓	✓	10:32AM 4/9/24	2	🗑
Voucher Codes.xlsx	Matthew Zhu	2:35PM 29/10/24	✓	✗	✗		0	🗑

5 records

Upload the CSV file



Upload Data
Process Data
Manage Fields

Process Data

Voucher Codes.xlsx

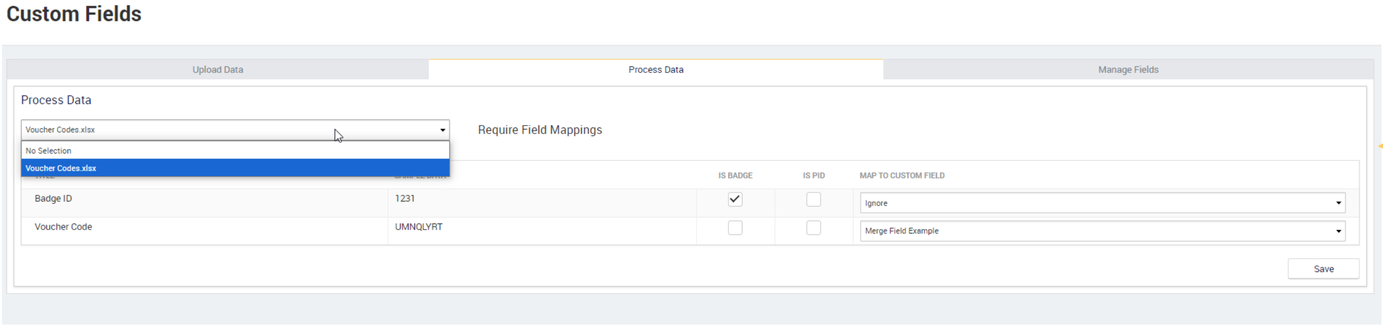
No Selection
Voucher Codes.xlsx

Require Field Mappings

		IS BADGE	IS PID	MAP TO CUSTOM FIELD
Badge ID	1231	☐	☐	Ignore
Voucher Code	UMNQLYRT	☐	☐	Ignore

Save

Create merge fields for uploaded values



Custom Fields

Upload Data
Process Data
Manage Fields

Process Data

Voucher Codes.xlsx

No Selection
Voucher Codes.xlsx

Require Field Mappings

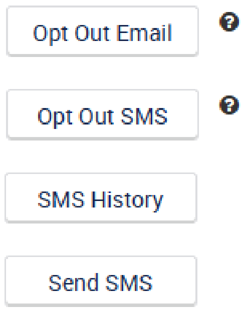
		IS BADGE	IS PID	MAP TO CUSTOM FIELD
Badge ID	1231	☑	☐	Ignore
Voucher Code	UMNQLYRT	☐	☐	Merge Field Example

Save

Map the uploaded values to the merge field and select the corresponding field for the badge ID

Managing Communication Subscription

You can manage a member's SMS and Email subscription status on the CRM page

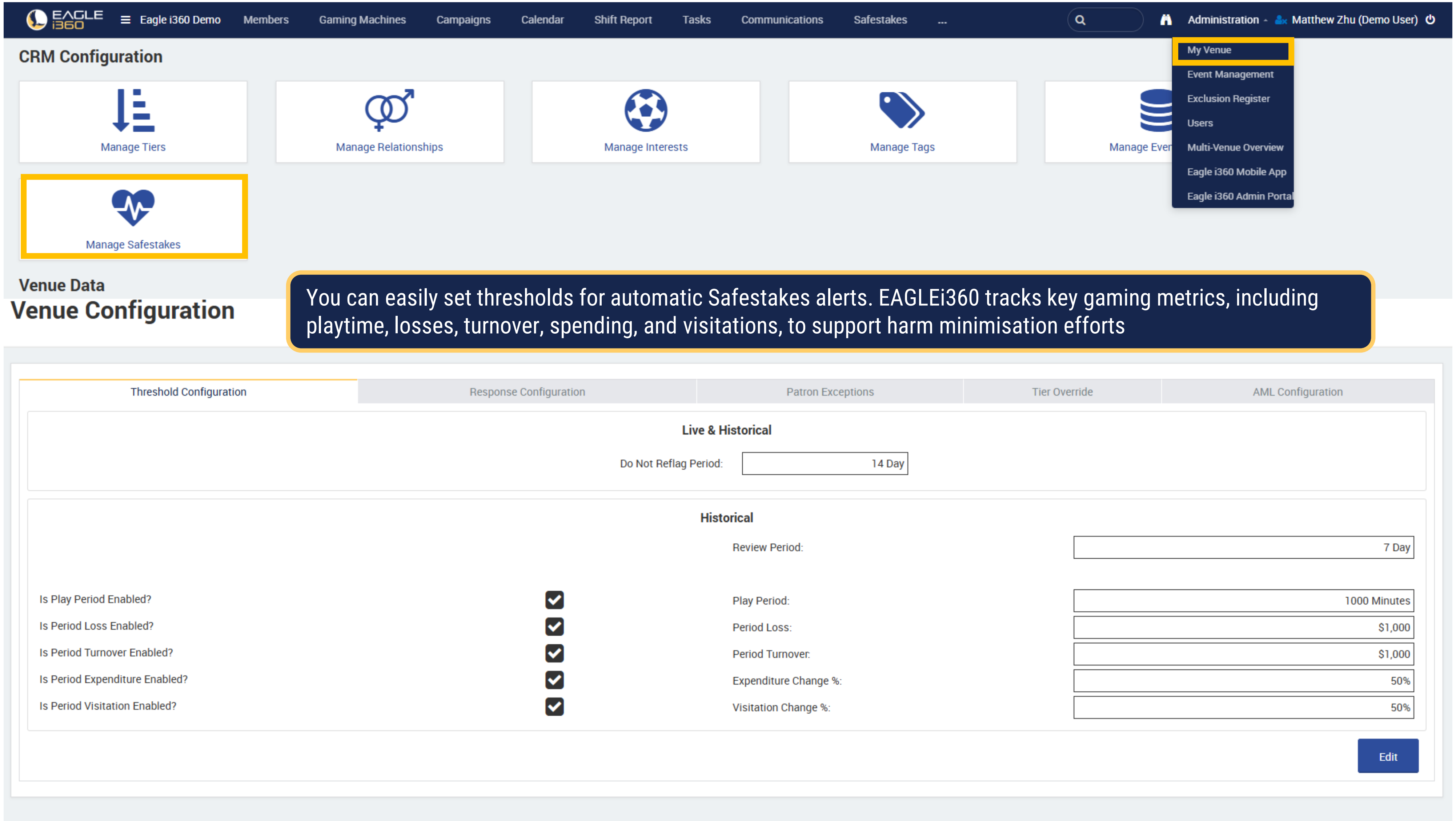


Toggle between opt-in and opt-out status for Email and SMS communications.

Important Note: If a member has opted out through the gaming system, you must update their preferences in both Eagle i360 and the gaming system before communications can be sent. Enabling opt-in status in Eagle i360 alone is not sufficient when a member is opted out in the gaming system.

Safestakes

Setting Safestakes Thresholds


Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
...
Administration
Matthew Zhu (Demo User)
My Venue
Event Management
Exclusion Register
Users
Multi-Venue Overview
Eagle i360 Mobile App
Eagle i360 Admin Portal
CRM Configuration
Manage Tiers
Manage Relationships
Manage Interests
Manage Tags
Manage Ever
Manage Safestakes
Venue Data
Venue Configuration
Threshold Configuration
Response Configuration
Patron Exceptions
Tier Override
AML Configuration
Edit

You can easily set thresholds for automatic Safestakes alerts. EAGLEi360 tracks key gaming metrics, including playtime, losses, turnover, spending, and visitations, to support harm minimisation efforts

Live & Historical

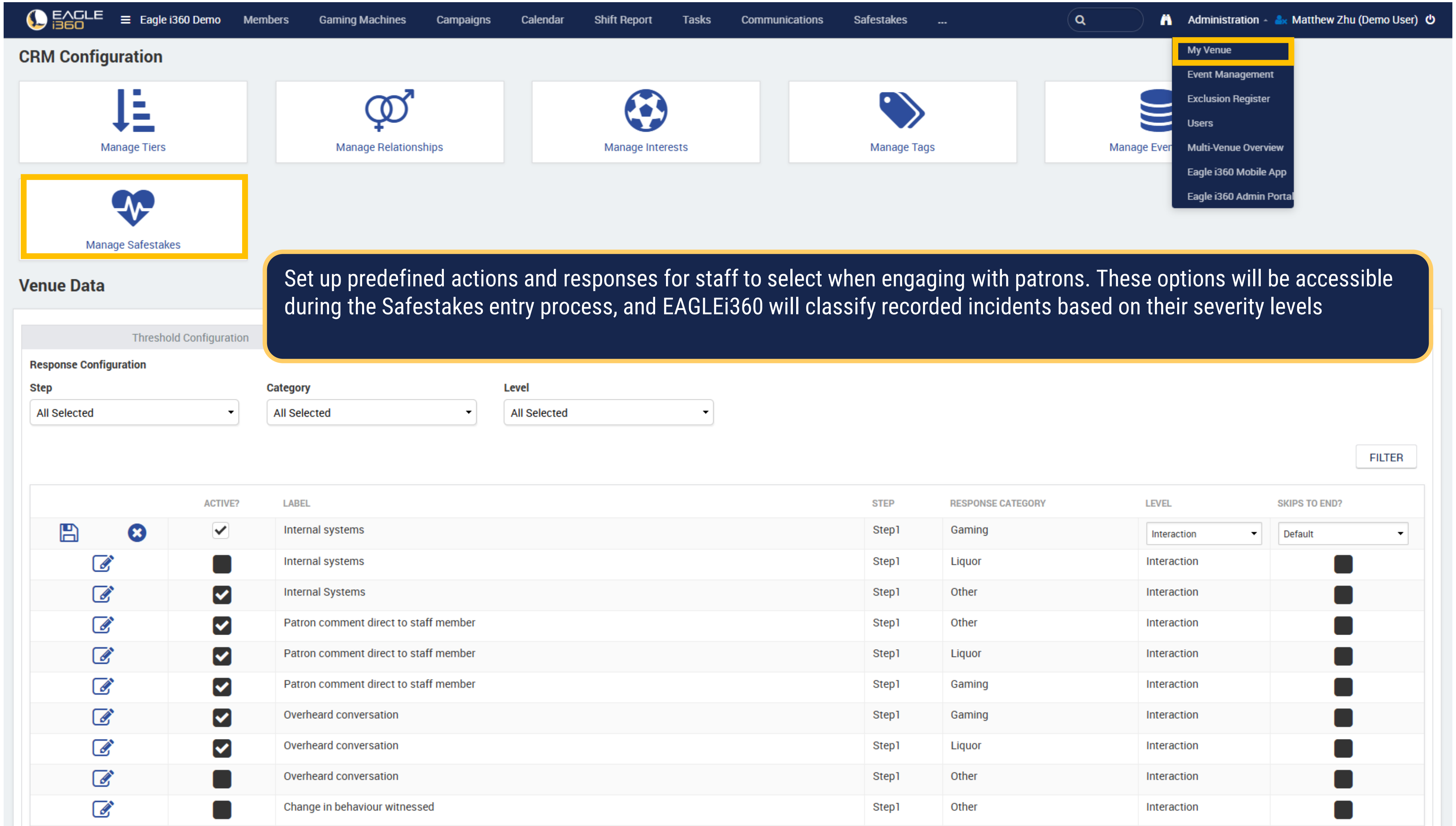
Do Not Reflag Period: 14 Day

Historical

Review Period: 7 Day

Is Play Period Enabled?	☑	Play Period:	1000 Minutes
Is Period Loss Enabled?	☑	Period Loss:	$1,000
Is Period Turnover Enabled?	☑	Period Turnover:	$1,000
Is Period Expenditure Enabled?	☑	Expenditure Change %:	50%
Is Period Visitation Enabled?	☑	Visitation Change %:	50%

Configuring Safestakes Responses


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
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Safestakes
...
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Matthew Zhu (Demo User)
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Event Management
Exclusion Register
Users
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Eagle i360 Admin Portal
Manage Tiers
Manage Relationships
Manage Interests
Manage Tags
Manage Even
Manage Safestakes
Threshold Configuration
FILTER

Set up predefined actions and responses for staff to select when engaging with patrons. These options will be accessible during the Safestakes entry process, and EAGLEi360 will classify recorded incidents based on their severity levels

CRM Configuration

Venue Data

Response Configuration

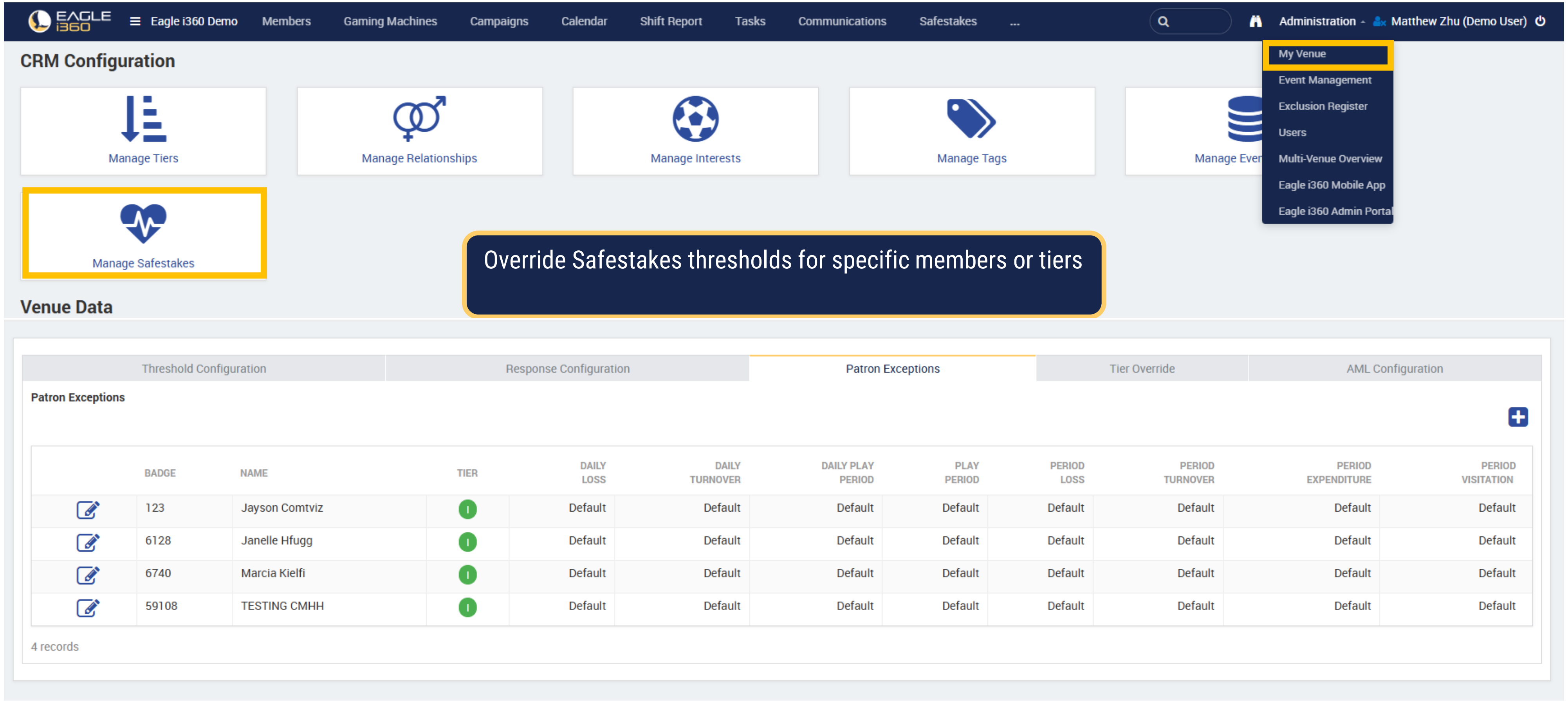
Step: All Selected

Category: All Selected

Level: All Selected

	ACTIVE?	LABEL	STEP	RESPONSE CATEGORY	LEVEL	SKIPS TO END?
	☑	Internal systems	Step1	Gaming	Interaction	Default
	☐	Internal systems	Step1	Liquor	Interaction	☐
	☑	Internal Systems	Step1	Other	Interaction	☐
	☑	Patron comment direct to staff member	Step1	Other	Interaction	☐
	☑	Patron comment direct to staff member	Step1	Liquor	Interaction	☐
	☑	Patron comment direct to staff member	Step1	Gaming	Interaction	☐
	☑	Overheard conversation	Step1	Gaming	Interaction	☐
	☑	Overheard conversation	Step1	Liquor	Interaction	☐
	☐	Overheard conversation	Step1	Other	Interaction	☐
	☐	Change in behaviour witnessed	Step1	Other	Interaction	☐

Overriding Safestakes Thresholds


Eagle i360 Demo
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Exclusion Register
Users
Multi-Venue Overview
Eagle i360 Mobile App
Eagle i360 Admin Portal
CRM Configuration
Manage Tiers
Manage Relationships
Manage Interests
Manage Tags
Manage Ever
Manage Safestakes
Venue Data
Threshold Configuration
Response Configuration
Patron Exceptions
Tier Override
AML Configuration

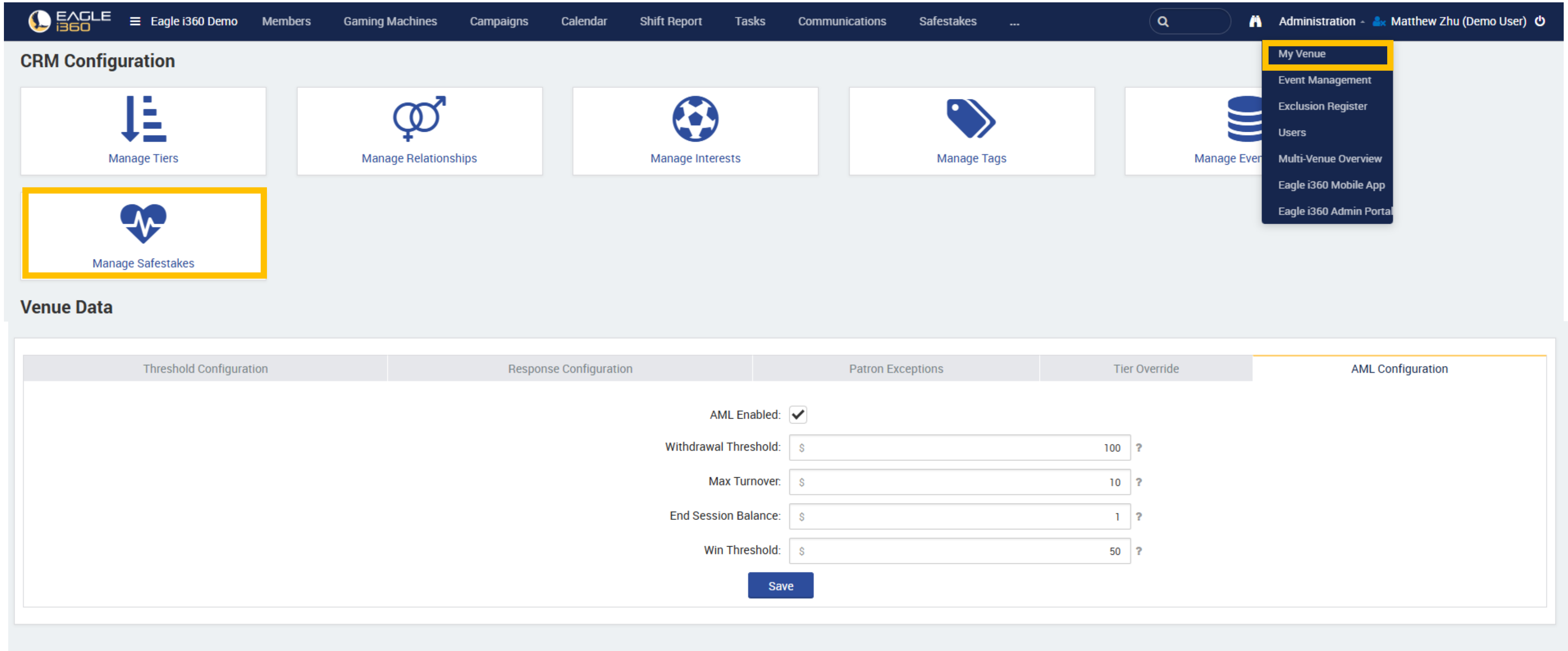
Override Safestakes thresholds for specific members or tiers

Patron Exceptions

	BADGE	NAME	TIER	DAILY LOSS	DAILY TURNOVER	DAILY PLAY PERIOD	PLAY PERIOD	PERIOD LOSS	PERIOD TURNOVER	PERIOD EXPENDITURE	PERIOD VISITATION
	123	Jayson Comtviz	I	Default	Default	Default	Default	Default	Default	Default	Default
	6128	Janelle Hfugg	I	Default	Default	Default	Default	Default	Default	Default	Default
	6740	Marcia Kielfi	I	Default	Default	Default	Default	Default	Default	Default	Default
	59108	TESTING CMHH	I	Default	Default	Default	Default	Default	Default	Default	Default

4 records

Overriding Safestakes Thresholds


EAGLE i360
Eagle i360 Demo
Members
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Manage Tags
Manage Even
Manage Safestakes
Venue Data
Threshold Configuration
Response Configuration
Patron Exceptions
Tier Override
AML Configuration
Save

AML Enabled: ☑

Withdrawal Threshold: $ 100

Max Turnover: $ 10

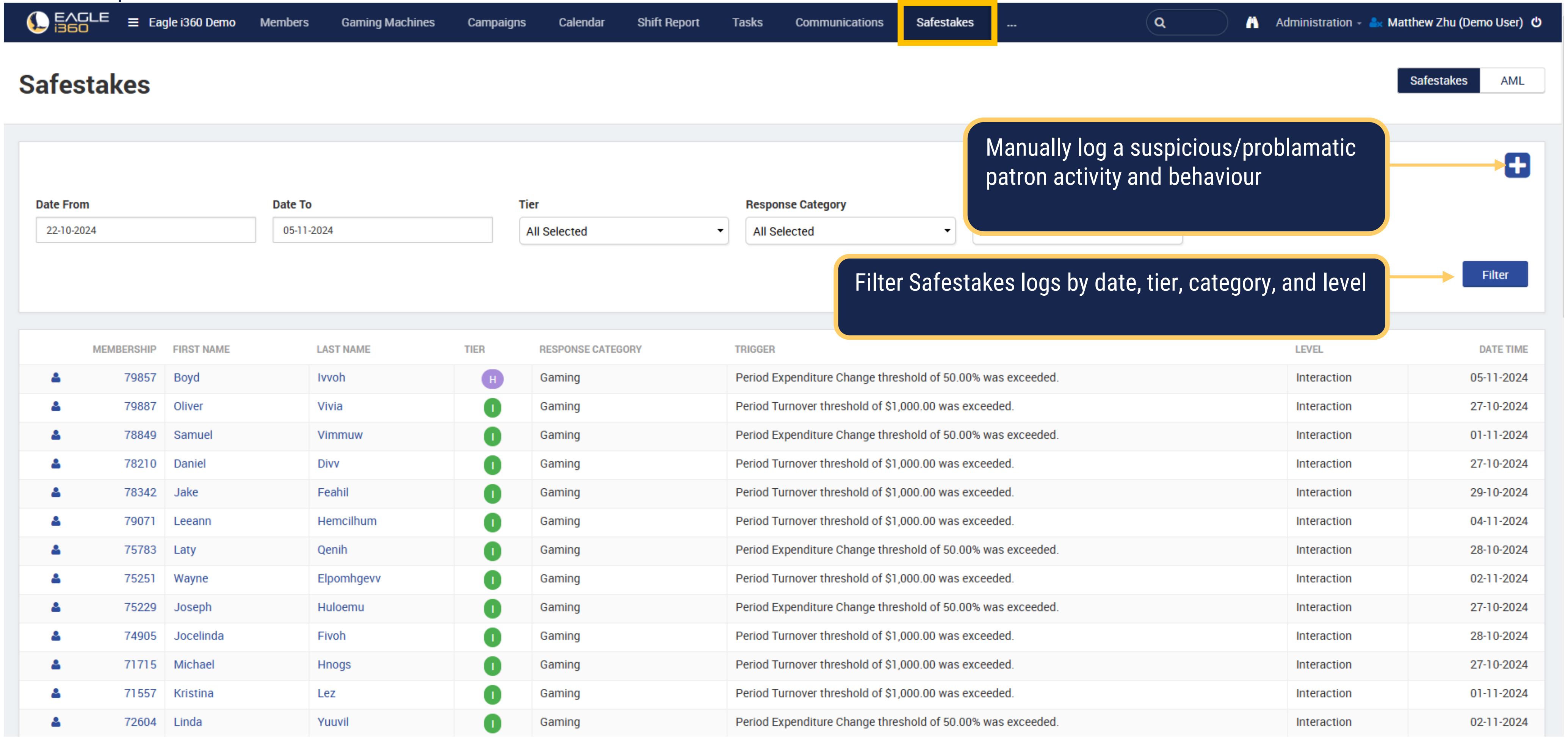
End Session Balance: $ 1

Win Threshold: $ 50

Set thresholds to automatically trigger alerts for potential money laundering (AML) activity. EAGLEi360 will analyse EGM cash events, such as withdrawals, maximum bets, session ending balances, and winnings, to detect suspicious patterns

Safestakes & AML Alerts

When a patron's activity exceeds any Safestakes or AML thresholds, an alert is triggered. The CLO or RGO should then interact with the patron to investigate the case and record both their actions and the patron's behaviors.



Safestakes

Manually log a suspicious/problamatic patron activity and behaviour

Filter Safestakes logs by date, tier, category, and level

Date From 22-10-2024

Date To 05-11-2024

Tier All Selected

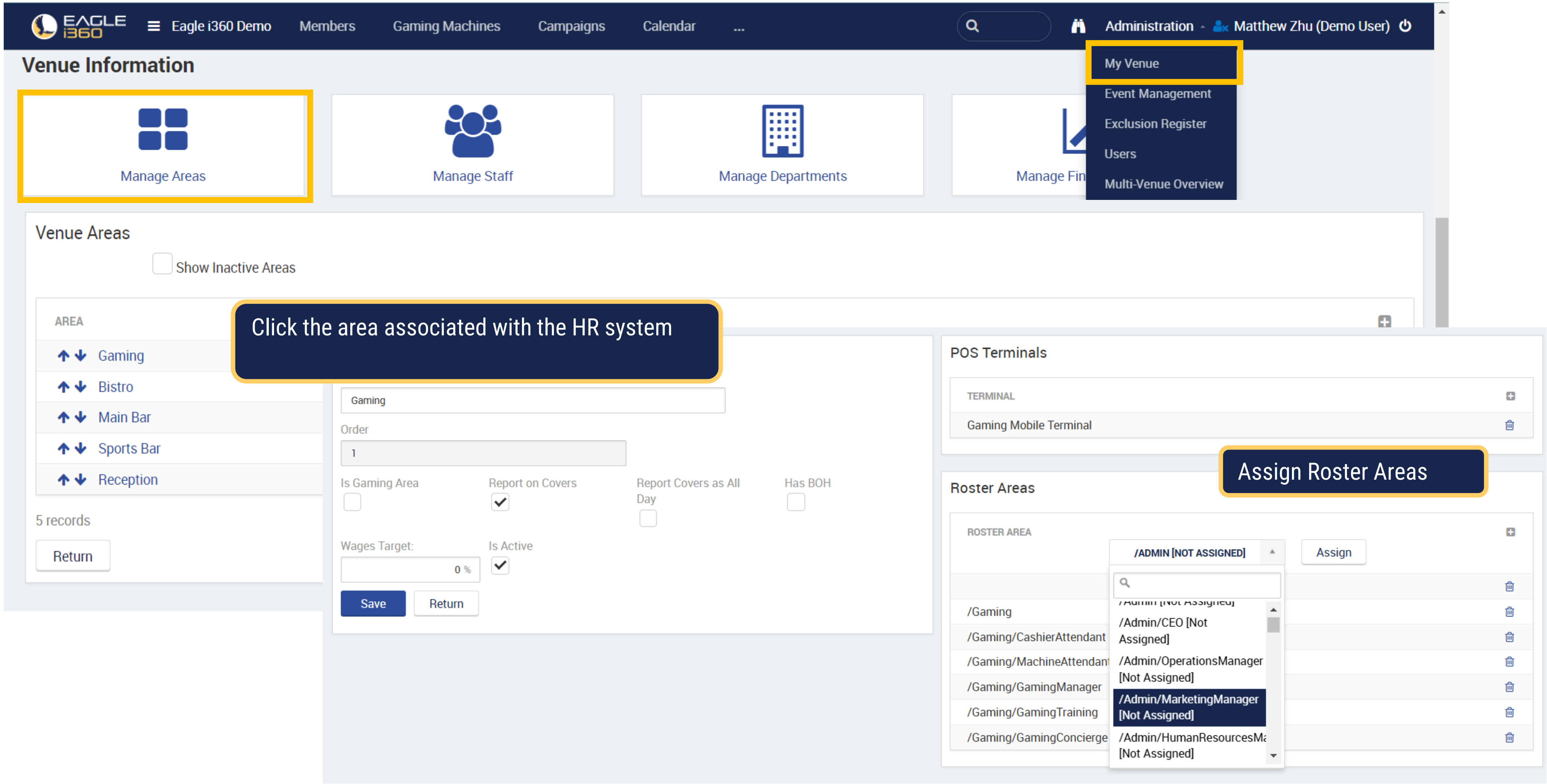
Response Category All Selected

	MEMBERSHIP	FIRST NAME	LAST NAME	TIER	RESPONSE CATEGORY	TRIGGER	LEVEL	DATE TIME
👤	79857	Boyd	Ivvoh	H	Gaming	Period Expenditure Change threshold of 50.00% was exceeded.	Interaction	05-11-2024
👤	79887	Oliver	Vivia	I	Gaming	Period Turnover threshold of $1,000.00 was exceeded.	Interaction	27-10-2024
👤	78849	Samuel	Vimmuw	I	Gaming	Period Expenditure Change threshold of 50.00% was exceeded.	Interaction	01-11-2024
👤	78210	Daniel	Divv	I	Gaming	Period Turnover threshold of $1,000.00 was exceeded.	Interaction	27-10-2024
👤	78342	Jake	Feahil	I	Gaming	Period Turnover threshold of $1,000.00 was exceeded.	Interaction	29-10-2024
👤	79071	Leeann	Hemcilhum	I	Gaming	Period Turnover threshold of $1,000.00 was exceeded.	Interaction	04-11-2024
👤	75783	Laty	Qenih	I	Gaming	Period Expenditure Change threshold of 50.00% was exceeded.	Interaction	28-10-2024
👤	75251	Wayne	Elpomhgevv	I	Gaming	Period Turnover threshold of $1,000.00 was exceeded.	Interaction	02-11-2024
👤	75229	Joseph	Huloemu	I	Gaming	Period Expenditure Change threshold of 50.00% was exceeded.	Interaction	27-10-2024
👤	74905	Jocelinda	Fivoh	I	Gaming	Period Turnover threshold of $1,000.00 was exceeded.	Interaction	28-10-2024
👤	71715	Michael	Hnogs	I	Gaming	Period Turnover threshold of $1,000.00 was exceeded.	Interaction	27-10-2024
👤	71557	Kristina	Lez	I	Gaming	Period Turnover threshold of $1,000.00 was exceeded.	Interaction	01-11-2024
👤	72604	Linda	Yuuvil	I	Gaming	Period Expenditure Change threshold of 50.00% was exceeded.	Interaction	02-11-2024

HR Management

Managing Roster Areas

Ensure that you accurately associate the roster areas with the EAGLEi360 areas and configure the wage targets accordingly..



Click the area associated with the HR system

Assign Roster Areas

Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
...
Administration
Matthew Zhu (Demo User)
My Venue
Event Management
Exclusion Register
Users
Multi-Venue Overview
Manage Areas
Manage Staff
Manage Departments
Manage Fin

Venue Information

Venue Areas

☐ Show Inactive Areas

AREA
Gaming
Bistro
Main Bar
Sports Bar
Reception

5 records

Return

Gaming

Order: 1

Is Gaming Area ☐ Report on Covers ☑ Report Covers as All Day ☐ Has BOH ☐

Wages Target: 0 % Is Active ☑

Save Return

POS Terminals

TERMINAL
Gaming Mobile Terminal

Roster Areas

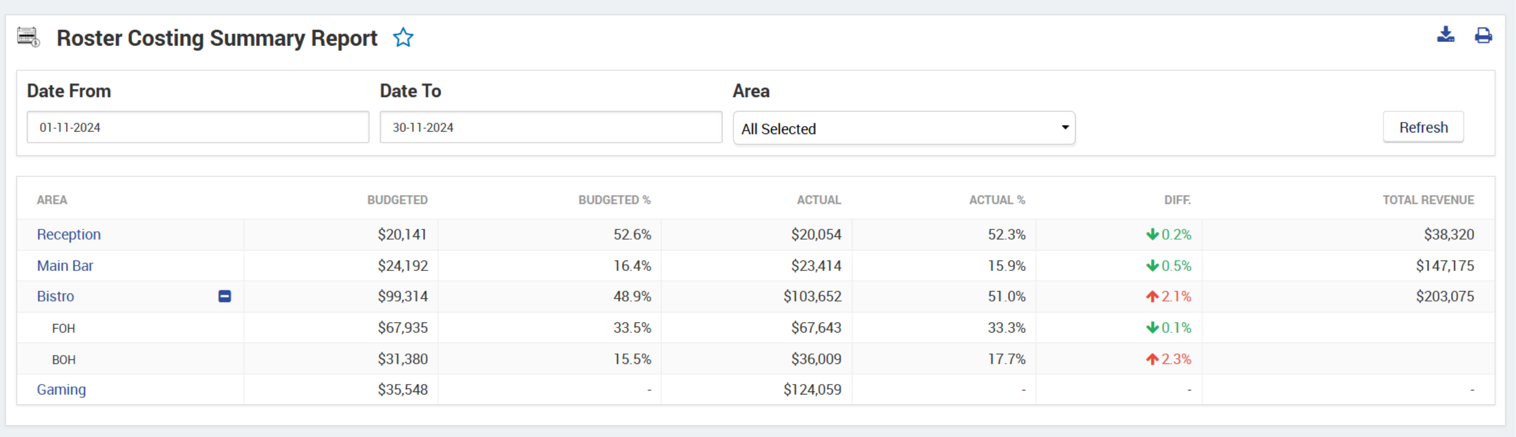
ROSTER AREA: /ADMIN [NOT ASSIGNED] Assign

ROSTER AREA
/Gaming
/Gaming/CashierAttendant
/Gaming/MachineAttendant
/Gaming/GamingManager
/Gaming/GamingTraining
/Gaming/GamingConcierge

- /Admin [Not Assigned]
- /Admin/CEO [Not Assigned]
- /Admin/OperationsManager [Not Assigned]
- /Admin/MarketingManager [Not Assigned]
- /Admin/HumanResourcesMa [Not Assigned]

Roster Costing Reports

Roster Costing Summary Report: Review summarised roster costing data for areas over selected periods

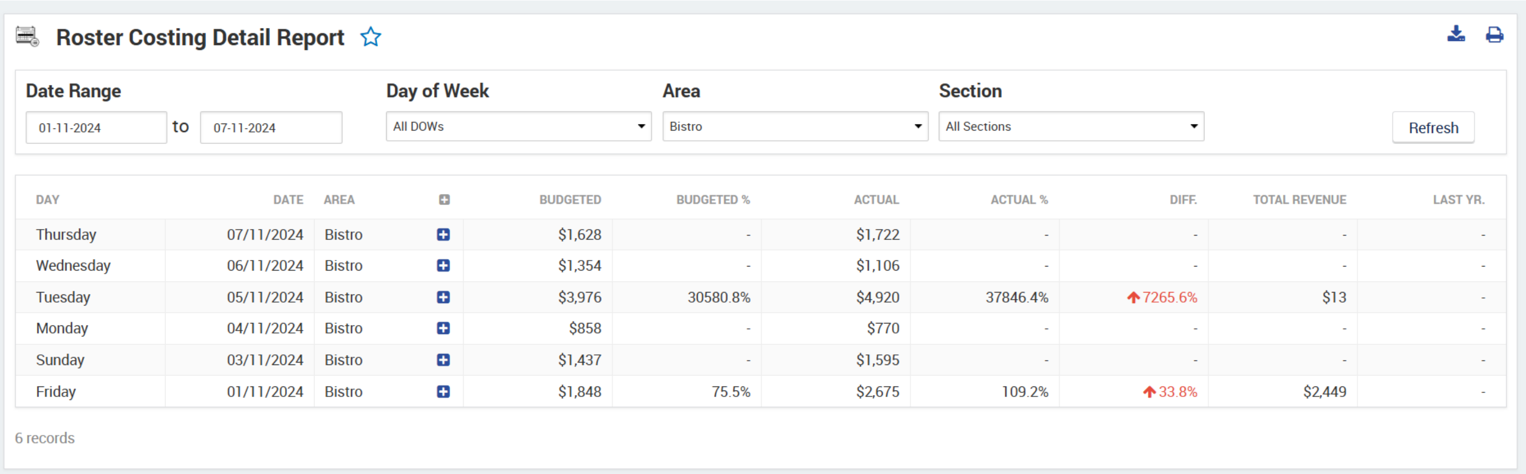


Roster Costing Summary Report ☆

Date From: 01-11-2024
Date To: 30-11-2024
Area: All Selected

AREA	BUDGETED	BUDGETED %	ACTUAL	ACTUAL %	DIFF.	TOTAL REVENUE
Reception	$20,141	52.6%	$20,054	52.3%	↓0.2%	$38,320
Main Bar	$24,192	16.4%	$23,414	15.9%	↓0.5%	$147,175
Bistro ⊟	$99,314	48.9%	$103,652	51.0%	↑2.1%	$203,075
FOH	$67,935	33.5%	$67,643	33.3%	↓0.1%	
BOH	$31,380	15.5%	$36,009	17.7%	↑2.3%	
Gaming	$35,548	-	$124,059	-	-	-

Roster Costing Details Report: Review detailed roster costing data for an area over selected periods by day of week



Roster Costing Detail Report ☆

Date Range: 01-11-2024 to 07-11-2024
Day of Week: All DOWs
Area: Bistro
Section: All Sections

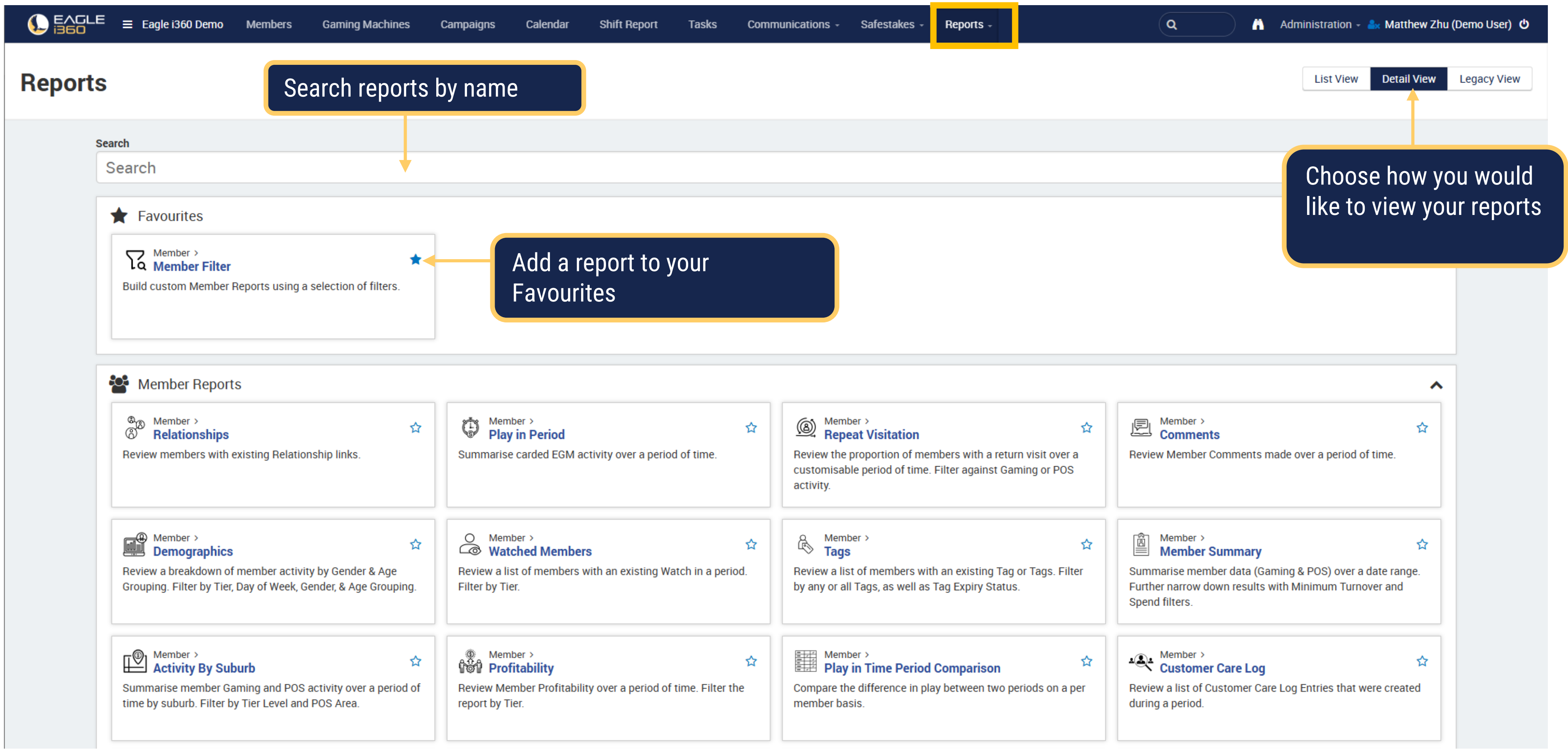
DAY	DATE	AREA	⊞	BUDGETED	BUDGETED %	ACTUAL	ACTUAL %	DIFF.	TOTAL REVENUE	LAST YR.
Thursday	07/11/2024	Bistro	⊞	$1,628	-	$1,722	-	-	-	-
Wednesday	06/11/2024	Bistro	⊞	$1,354	-	$1,106	-	-	-	-
Tuesday	05/11/2024	Bistro	⊞	$3,976	30580.8%	$4,920	37846.4%	↑7265.6%	$13	-
Monday	04/11/2024	Bistro	⊞	$858	-	$770	-	-	-	-
Sunday	03/11/2024	Bistro	⊞	$1,437	-	$1,595	-	-	-	-
Friday	01/11/2024	Bistro	⊞	$1,848	75.5%	$2,675	109.2%	↑33.8%	$2,449	-

6 records

Reports

Reports Overview

The Reports tab offers a variety of EAGLEi360 reports, including member, loyalty, machine, trade performance, and POS reports


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
Reports
Administration
Matthew Zhu (Demo User)
Reports
List View
Detail View
Legacy View
Search
Search
Favourites
Member Reports

Search reports by name

Choose how you would like to view your reports

Add a report to your Favourites

Member › **Member Filter**
Build custom Member Reports using a selection of filters.

Member › **Relationships**
Review members with existing Relationship links.

Member › **Play in Period**
Summarise carded EGM activity over a period of time.

Member › **Repeat Visitation**
Review the proportion of members with a return visit over a customisable period of time. Filter against Gaming or POS activity.

Member › **Comments**
Review Member Comments made over a period of time.

Member › **Demographics**
Review a breakdown of member activity by Gender & Age Grouping. Filter by Tier, Day of Week, Gender, & Age Grouping.

Member › **Watched Members**
Review a list of members with an existing Watch in a period. Filter by Tier.

Member › **Tags**
Review a list of members with an existing Tag or Tags. Filter by any or all Tags, as well as Tag Expiry Status.

Member › **Member Summary**
Summarise member data (Gaming & POS) over a date range. Further narrow down results with Minimum Turnover and Spend filters.

Member › **Activity By Suburb**
Summarise member Gaming and POS activity over a period of time by suburb. Filter by Tier Level and POS Area.

Member › **Profitability**
Review Member Profitability over a period of time. Filter the report by Tier.

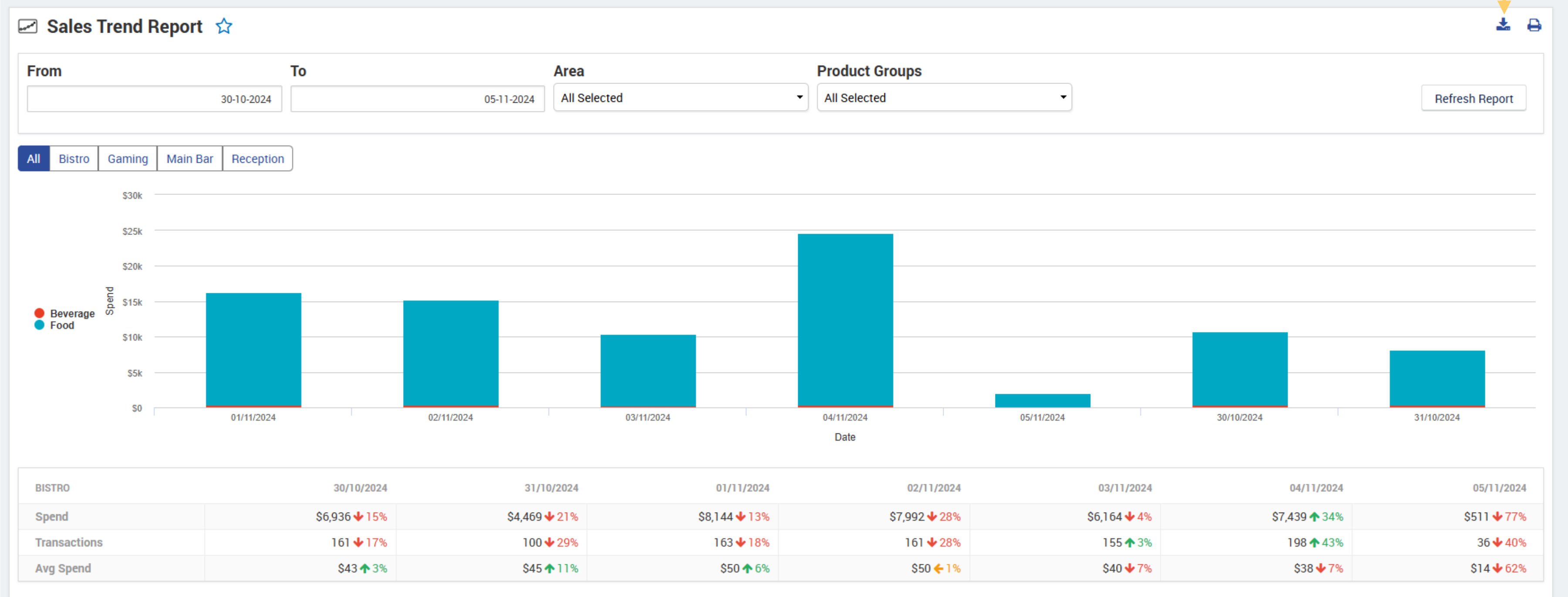
Member › **Play in Time Period Comparison**
Compare the difference in play between two periods on a per member basis.

Member › **Customer Care Log**
Review a list of Customer Care Log Entries that were created during a period.

Running Reports

You can export any report to Excel or PDF

Reports



Sales Trend Report ☆

All
Bistro
Gaming
Main Bar
Reception
Refresh Report
$30k
$25k
$20k
$15k
$10k
$5k
$0
Spend
Beverage
Food
01/11/2024
02/11/2024
03/11/2024
04/11/2024
05/11/2024
30/10/2024
31/10/2024
Date

From: 30-10-2024

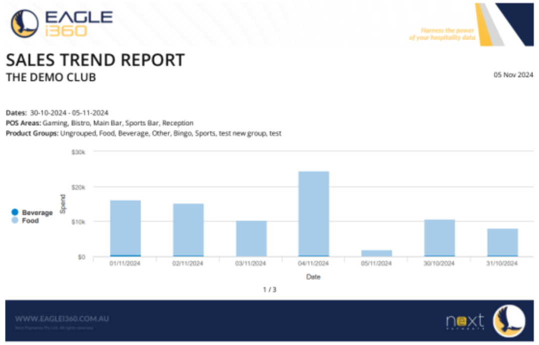
To: 05-11-2024

Area: All Selected

Product Groups: All Selected

BISTRO	30/10/2024	31/10/2024	01/11/2024	02/11/2024	03/11/2024	04/11/2024	05/11/2024
Spend	$6,936 ↓ 15%	$4,469 ↓ 21%	$8,144 ↓ 13%	$7,992 ↓ 28%	$6,164 ↓ 4%	$7,439 ↑ 34%	$511 ↓ 77%
Transactions	161 ↓ 17%	100 ↓ 29%	163 ↓ 18%	161 ↓ 28%	155 ↑ 3%	198 ↑ 43%	36 ↓ 40%
Avg Spend	$43 ↑ 3%	$45 ↑ 11%	$50 ↑ 6%	$50 ← 1%	$40 ↓ 7%	$38 ↓ 7%	$14 ↓ 62%

Exported PDF File



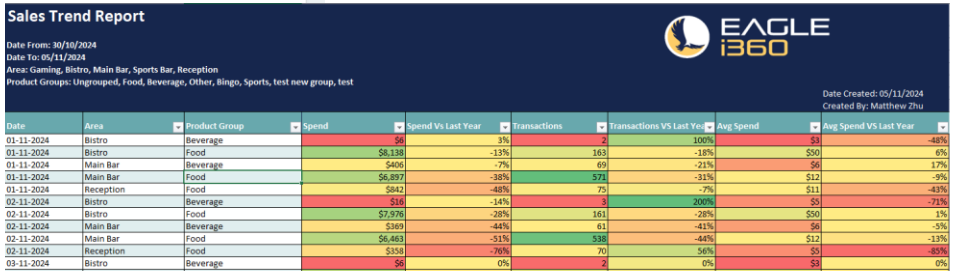
SALES TREND REPORT
THE DEMO CLUB

05 Nov 2024

Dates: 30-10-2024 - 05-11-2024
POS Areas: Gaming, Bistro, Main Bar, Sports Bar, Reception
Product Groups: Ungrouped, Food, Beverage, Other, Bingo, Sports, test new group, test

Harness the power of your hospitality data
$30k
$20k
$10k
$0
Spend
Beverage
Food
01/11/2024
02/11/2024
03/11/2024
04/11/2024
05/11/2024
30/10/2024
31/10/2024
Date
1 / 3
WWW.EAGLEI360.COM.AU

Exported Excel File



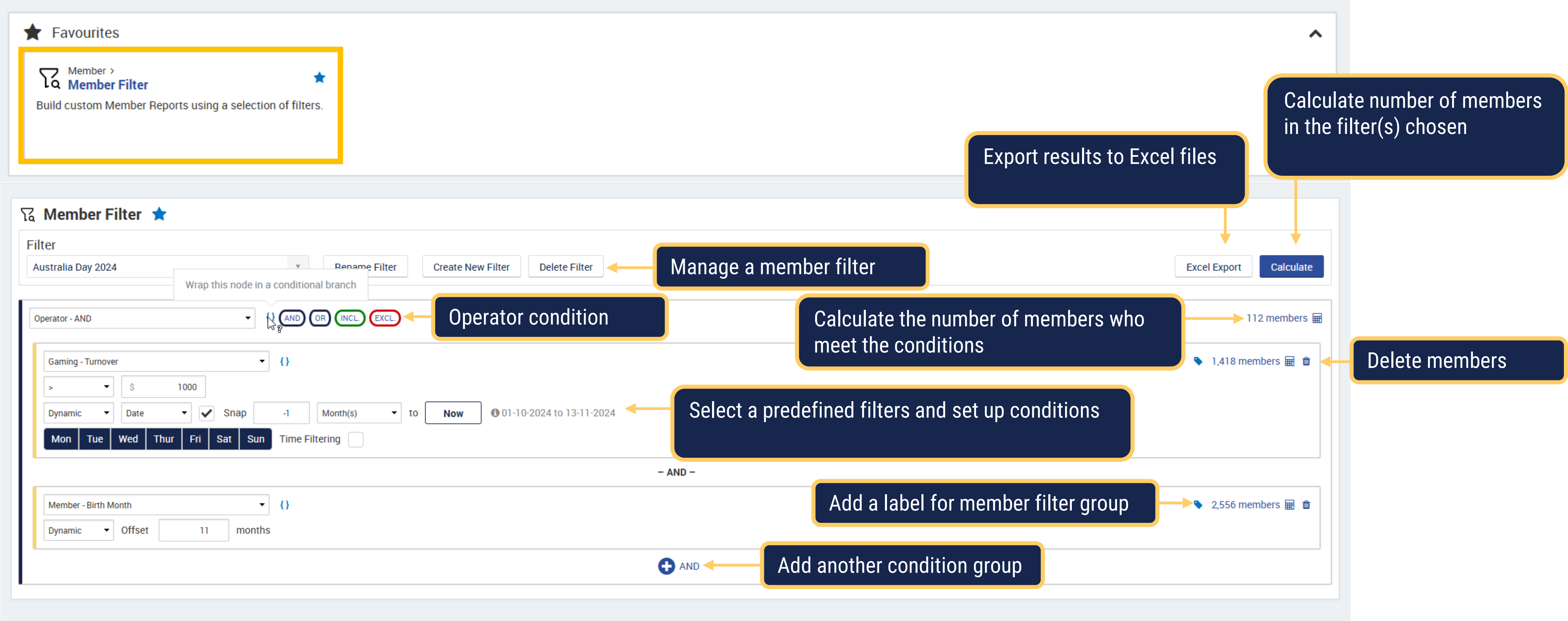
Sales Trend Report

Date From: 30/10/2024
Date To: 05/11/2024
Area: Gaming, Bistro, Main Bar, Sports Bar, Reception
Product Groups: Ungrouped, Food, Beverage, Other, Bingo, Sports, test new group, test

Date Created: 05/11/2024
Created By: Matthew Zhu

Date	Area	Product Group	Spend	Spend Vs Last Year	Transactions	Transactions VS Last Yea	Avg Spend	Avg Spend VS Last Year
01-11-2024	Bistro	Beverage	$6	3%	2	100%	$3	-48%
01-11-2024	Bistro	Food	$8,138	-13%	163	-18%	$50	6%
01-11-2024	Main Bar	Beverage	$406	-7%	69	-21%	$6	17%
01-11-2024	Main Bar	Food	$6,897	-38%	571	-31%	$12	-9%
01-11-2024	Reception	Food	$842	-48%	75	-7%	$11	-43%
02-11-2024	Bistro	Beverage	$16	-14%	3	200%	$5	-71%
02-11-2024	Bistro	Food	$7,976	-28%	161	-28%	$50	1%
02-11-2024	Main Bar	Beverage	$369	-44%	61	-41%	$6	-5%
02-11-2024	Main Bar	Food	$6,463	-51%	538	-44%	$12	-13%
02-11-2024	Reception	Food	$358	-76%	70	56%	$5	-85%
03-11-2024	Bistro	Beverage	$6	0%	2	0%	$3	0%

Report by Member Filters


Favourites
Member ›
Member Filter
Member Filter
Rename Filter
Create New Filter
Delete Filter
Excel Export
Calculate
Wrap this node in a conditional branch
AND
OR
INCL
EXCL
Mon
Tue
Wed
Thur
Fri
Sat
Sun
Now
– AND –
AND

Build custom Member Reports using a selection of filters.

Filter: Australia Day 2024

Operator - AND — 112 members

Gaming - Turnover — 1,418 members
> $ 1000
Dynamic Date ☑ Snap -1 Month(s) to Now 01-10-2024 to 13-11-2024
Time Filtering ☐

Member - Birth Month — 2,556 members
Dynamic Offset 11 months

Calculate number of members in the filter(s) chosen

Export results to Excel files

Manage a member filter

Operator condition

Calculate the number of members who meet the conditions

Delete members

Select a predefined filters and set up conditions

Add a label for member filter group

Add another condition group

Operator condition meanings:

AND – Both conditions are to be met

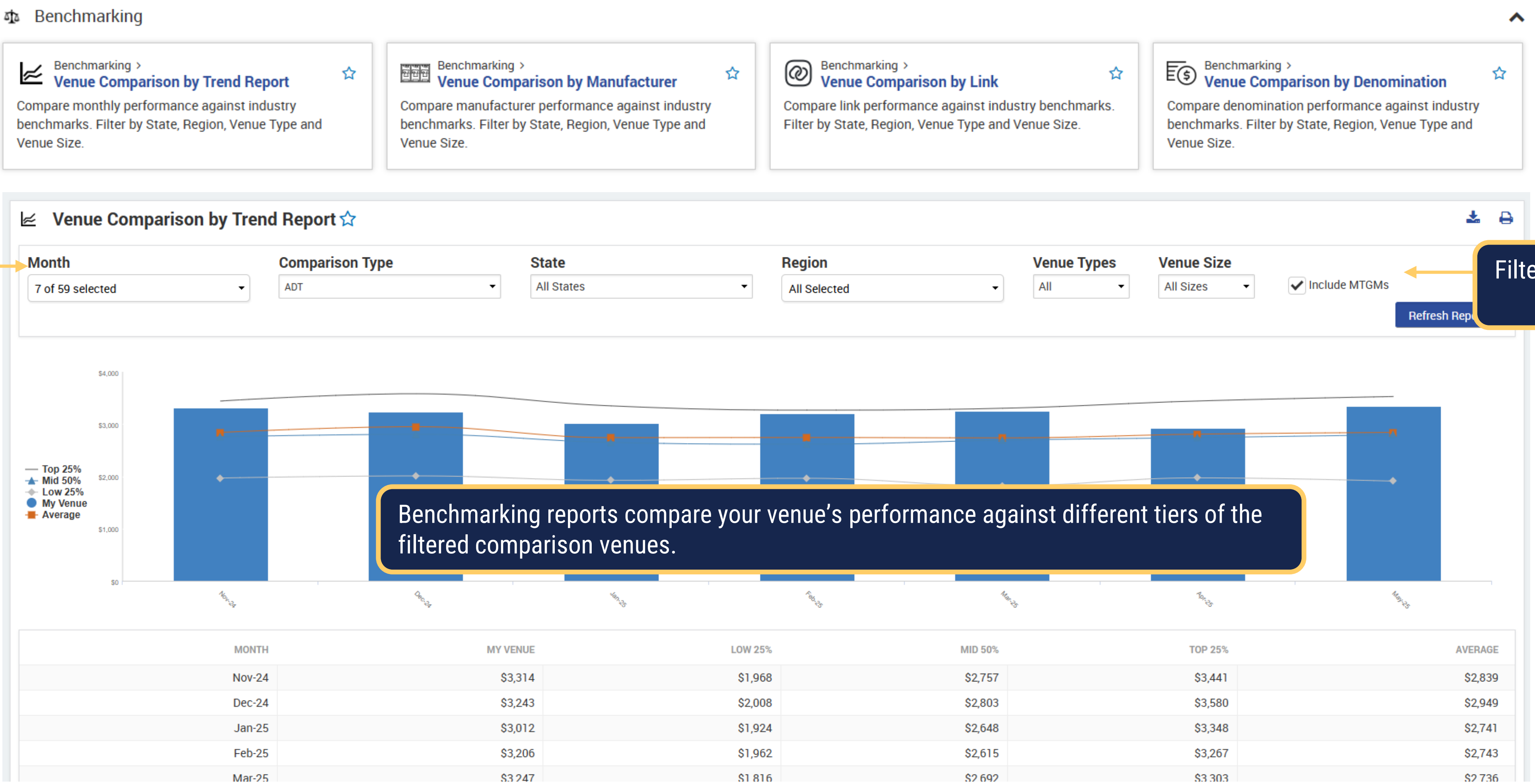
OR – Either condition is to be met

INCL – Include members meeting the condition

EXCL – Exclude members meeting the condition

Benchmarking Reports

We have introduced four benchmarking reports that enable you to compare your venue's monthly performance against industry benchmarks.
Select a report and apply filters by state, regions (LGA), venue type and size to refine your comparisons.



Benchmarking

Benchmarking >
Venue Comparison by Trend Report
Compare monthly performance against industry benchmarks. Filter by State, Region, Venue Type and Venue Size.

Benchmarking >
Venue Comparison by Manufacturer
Compare manufacturer performance against industry benchmarks. Filter by State, Region, Venue Type and Venue Size.

Benchmarking >
Venue Comparison by Link
Compare link performance against industry benchmarks. Filter by State, Region, Venue Type and Venue Size.

Benchmarking >
Venue Comparison by Denomination
Compare denomination performance against industry benchmarks. Filter by State, Region, Venue Type and Venue Size.

Venue Comparison by Trend Report

Month: 7 of 59 selected
Comparison Type: ADT
State: All States
Region: All Selected
Venue Types: All
Venue Size: All Sizes
☑ Include MTGMs

MONTH	MY VENUE	LOW 25%	MID 50%	TOP 25%	AVERAGE
Nov-24	$3,314	$1,968	$2,757	$3,441	$2,839
Dec-24	$3,243	$2,008	$2,803	$3,580	$2,949
Jan-25	$3,012	$1,924	$2,648	$3,348	$2,741
Feb-25	$3,206	$1,962	$2,615	$3,267	$2,743
Mar-25	$3,247	$1,816	$2,692	$3,303	$2,736

Select months

Filter comparing venues

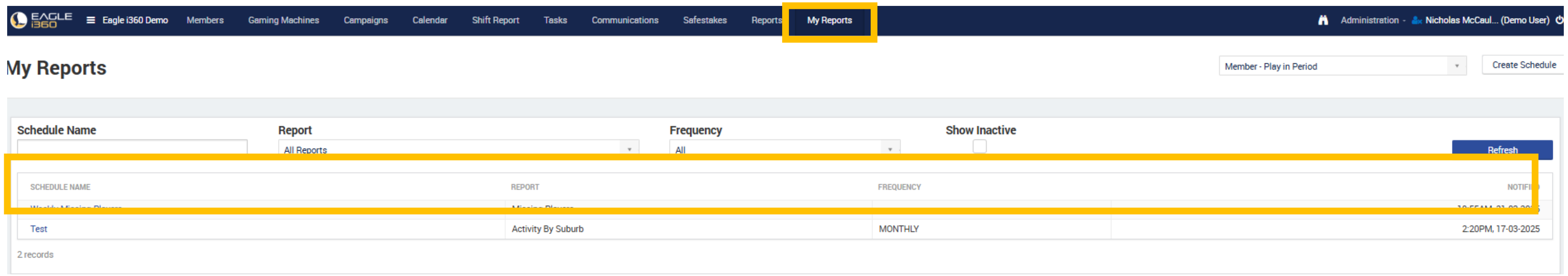
Benchmarking reports compare your venue's performance against different tiers of the filtered comparison venues.

* Low 25%, Mid 50%, and Top 25% venues are unavailable when too few venues are filtered

Scheduled Reports

Scheduled Reporting Overview

Scheduled Reporting offers a variety of EAGLEi360 reports, that can be scheduled to be run at a later stage. It also allows for reports to be run periodically. E.G., daily, weekly, monthly. Reports will be saved in Eaglei360 for future use, and you will receive an email notification when a report is generated and available.


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
Reports
My Reports
Administration -
Nicholas McCaul... (Demo User)
Member - Play in Period
Create Schedule
Refresh

My Reports

Schedule Name

Report All Reports

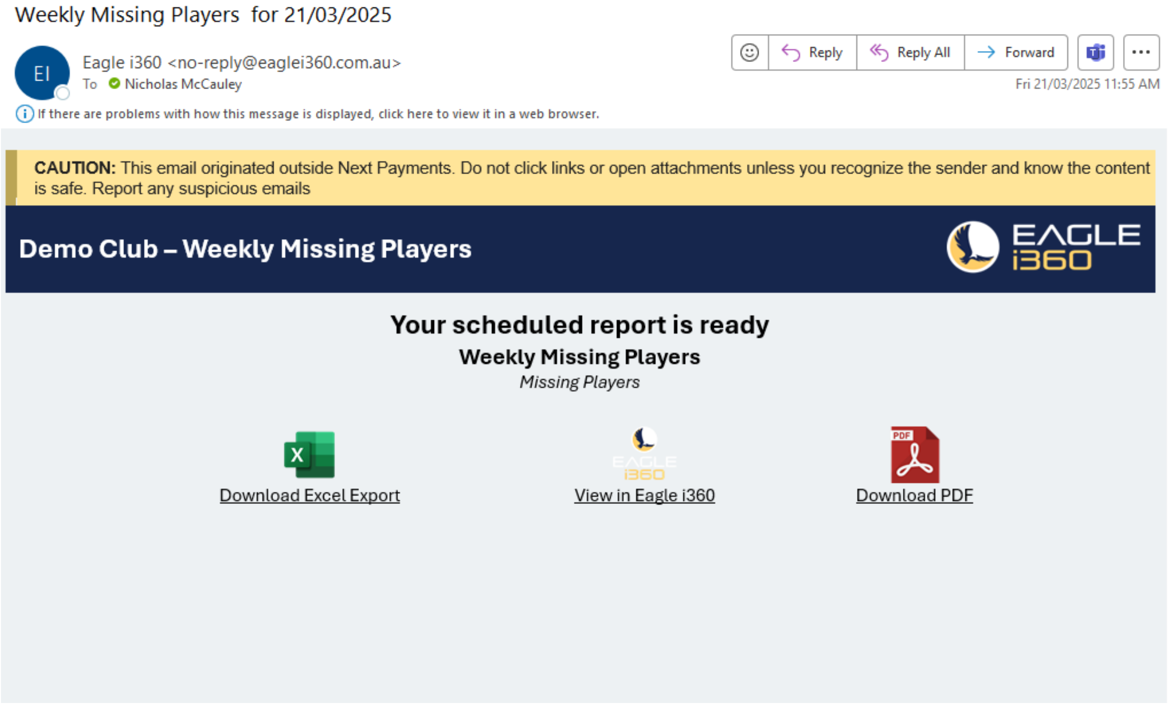
Frequency All

Show Inactive ☐

SCHEDULE NAME	REPORT	FREQUENCY		NOTIFI
Weekly Missing Players	Missing Players			10:55AM, 21-03-2025
Test	Activity By Suburb	MONTHLY		2:20PM, 17-03-2025

2 records

Reports can be viewed by two methods. Either by going to the “My Reports” tab in the Navigation bar, or by clicking the link in the email notification.


Reply
Reply All
Forward
EI

Weekly Missing Players for 21/03/2025

Eagle i360 <no-reply@eaglei360.com.au>
To Nicholas McCauley
Fri 21/03/2025 11:55 AM

If there are problems with how this message is displayed, click here to view it in a web browser.

CAUTION: This email originated outside Next Payments. Do not click links or open attachments unless you recognize the sender and know the content is safe. Report any suspicious emails

Demo Club – Weekly Missing Players

Your scheduled report is ready

Weekly Missing Players

Missing Players

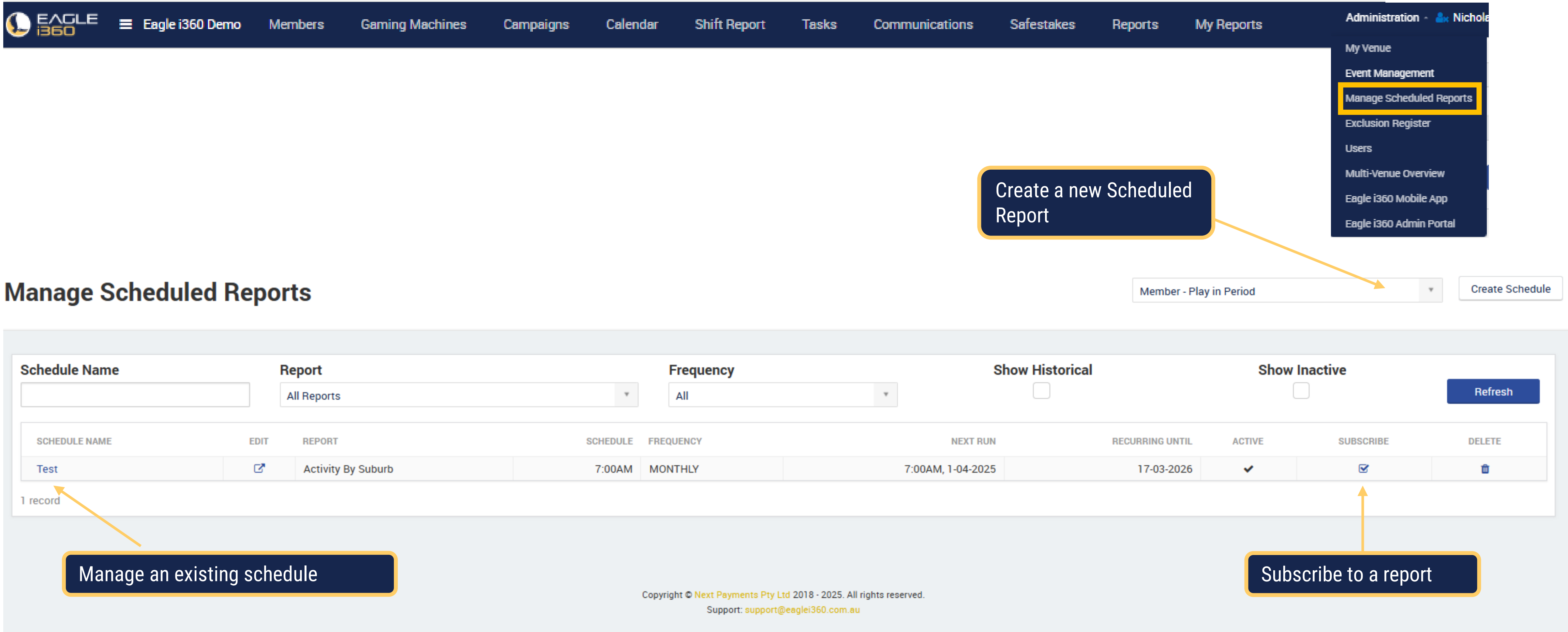
Download Excel Export

View in Eagle i360

Download PDF

View and manage existing Scheduled Reports

Scheduled Reports can be managed via the “Manage Scheduled Reports” link In the Administration dropdown on the navigation bar


EAGLE i360
Eagle i360 Demo
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Reports
My Reports
Administration
Nichola
My Venue
Event Management
Manage Scheduled Reports
Exclusion Register
Users
Multi-Venue Overview
Eagle i360 Mobile App
Eagle i360 Admin Portal
Create Schedule
Refresh

Create a new Scheduled Report

Manage Scheduled Reports

Member - Play in Period

Schedule Name

Report All Reports

Frequency All

Show Historical ☐

Show Inactive ☐

SCHEDULE NAME	EDIT	REPORT	SCHEDULE	FREQUENCY	NEXT RUN	RECURRING UNTIL	ACTIVE	SUBSCRIBE	DELETE
Test	↗	Activity By Suburb	7:00AM	MONTHLY	7:00AM, 1-04-2025	17-03-2026	✓	☑	🗑

1 record

Manage an existing schedule

Subscribe to a report

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Support: support@eaglei360.com.au

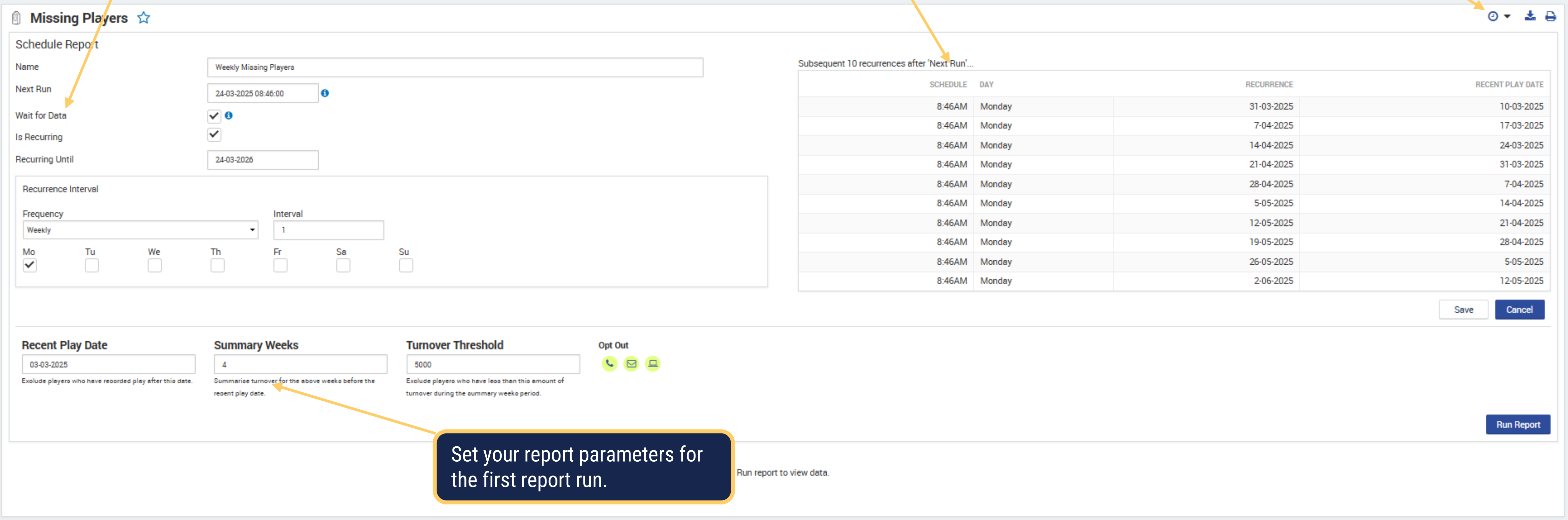
Creating a Scheduled Report

When creating a recurring report, selected report dates will change dynamically based on run date. The adjusted date for subsequent runs, can be viewed on the right-hand side on the page.

Wait until the previous day's data is ingested

View subsequent occurrences for recurring reports

Create a new Scheduled Report



Missing Players ☆

Schedule Report

Name	Weekly Missing Players
Next Run	24-03-2025 08:46:00
Wait for Data	☑
Is Recurring	☑
Recurring Until	24-03-2026

Recurrence Interval

Frequency: Weekly

Interval: 1

Mo	Tu	We	Th	Fr	Sa	Su
☑	☐	☐	☐	☐	☐	☐

Subsequent 10 recurrences after 'Next Run'...

SCHEDULE	DAY	RECURRENCE	RECENT PLAY DATE
8:46AM	Monday	31-03-2025	10-03-2025
8:46AM	Monday	7-04-2025	17-03-2025
8:46AM	Monday	14-04-2025	24-03-2025
8:46AM	Monday	21-04-2025	31-03-2025
8:46AM	Monday	28-04-2025	7-04-2025
8:46AM	Monday	5-05-2025	14-04-2025
8:46AM	Monday	12-05-2025	21-04-2025
8:46AM	Monday	19-05-2025	28-04-2025
8:46AM	Monday	26-05-2025	5-05-2025
8:46AM	Monday	2-06-2025	12-05-2025

Recent Play Date: 03-03-2025
Exclude players who have recorded play after this date.

Summary Weeks: 4
Summarise turnover for the above weeks before the recent play date.

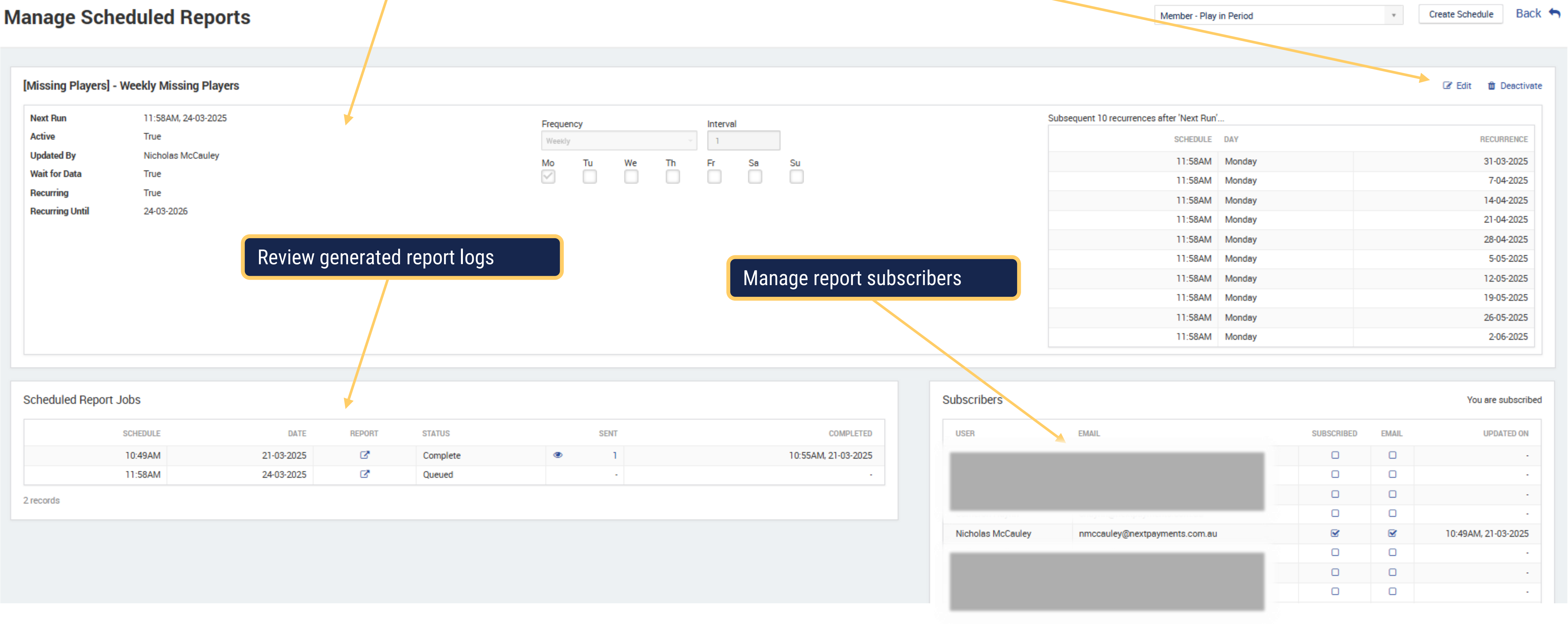
Turnover Threshold: 5000
Exclude players who have less than this amount of turnover during the summary weeks period.

Opt Out ☎ ✉

Set your report parameters for the first report run.

Run report to view data.

Managing a Scheduled Report



Review scheduled parameters

Edit the scheduled filters/parameters

Review generated report logs

Manage report subscribers

Manage Scheduled Reports

[Missing Players] - Weekly Missing Players

Next Run	11:58AM, 24-03-2025
Active	True
Updated By	Nicholas McCauley
Wait for Data	True
Recurring	True
Recurring Until	24-03-2026

Frequency: Weekly

Interval: 1

Mo ☑ Tu ☐ We ☐ Th ☐ Fr ☐ Sa ☐ Su ☐

Subsequent 10 recurrences after 'Next Run'...

SCHEDULE	DAY	RECURRENCE
11:58AM	Monday	31-03-2025
11:58AM	Monday	7-04-2025
11:58AM	Monday	14-04-2025
11:58AM	Monday	21-04-2025
11:58AM	Monday	28-04-2025
11:58AM	Monday	5-05-2025
11:58AM	Monday	12-05-2025
11:58AM	Monday	19-05-2025
11:58AM	Monday	26-05-2025
11:58AM	Monday	2-06-2025

Scheduled Report Jobs

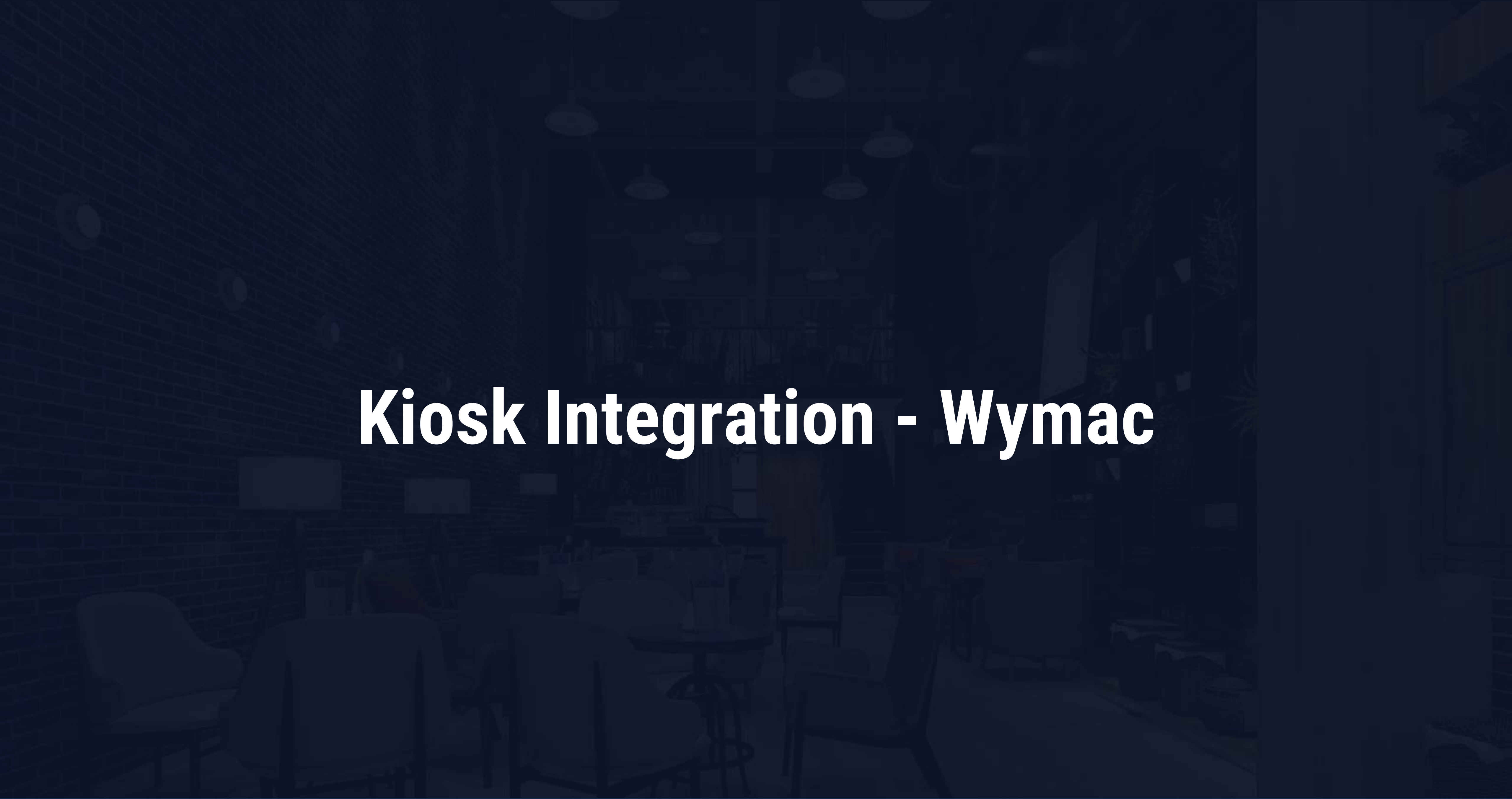
SCHEDULE	DATE	REPORT	STATUS		SENT	COMPLETED
10:49AM	21-03-2025		Complete		1	10:55AM, 21-03-2025
11:58AM	24-03-2025		Queued		-	-

2 records

Subscribers

You are subscribed

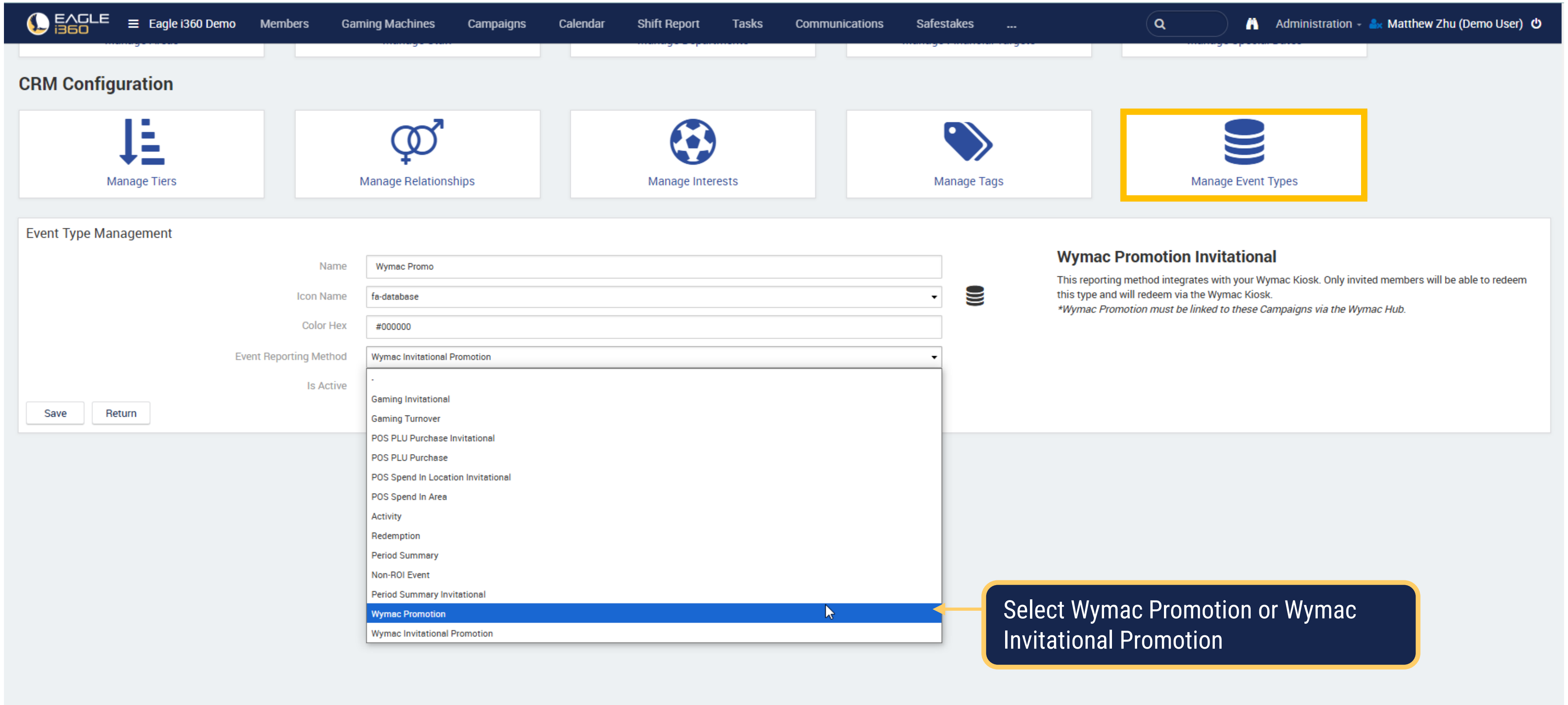
USER	EMAIL	SUBSCRIBED	EMAIL	UPDATED ON
[redacted]	[redacted]	☐	☐	-
[redacted]	[redacted]	☐	☐	-
[redacted]	[redacted]	☐	☐	-
[redacted]	[redacted]	☐	☐	-
Nicholas McCauley	nmccauley@nextpayments.com.au	☑	☑	10:49AM, 21-03-2025
[redacted]	[redacted]	☐	☐	-
[redacted]	[redacted]	☐	☐	-
[redacted]	[redacted]	☐	☐	-



Kiosk Integration - Wymac

Create Event Types for Wymac Promotions

Set up the event type to enable Eagle i360 – Wymac connection and unlock Wymac prize redemption tracking.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Safestakes
...
Administration
Matthew Zhu (Demo User)
CRM Configuration
Manage Tiers
Manage Relationships
Manage Interests
Manage Tags
Manage Event Types
Is Active
Save
Return
-
Gaming Invitational
Gaming Turnover
POS PLU Purchase Invitational
POS PLU Purchase
POS Spend In Location Invitational
POS Spend In Area
Activity
Redemption
Period Summary
Non-ROI Event
Period Summary Invitational
Wymac Promotion
Wymac Invitational Promotion

Event Type Management

Name: Wymac Promo
Icon Name: fa-database
Color Hex: #000000
Event Reporting Method: Wymac Invitational Promotion

Wymac Promotion Invitational

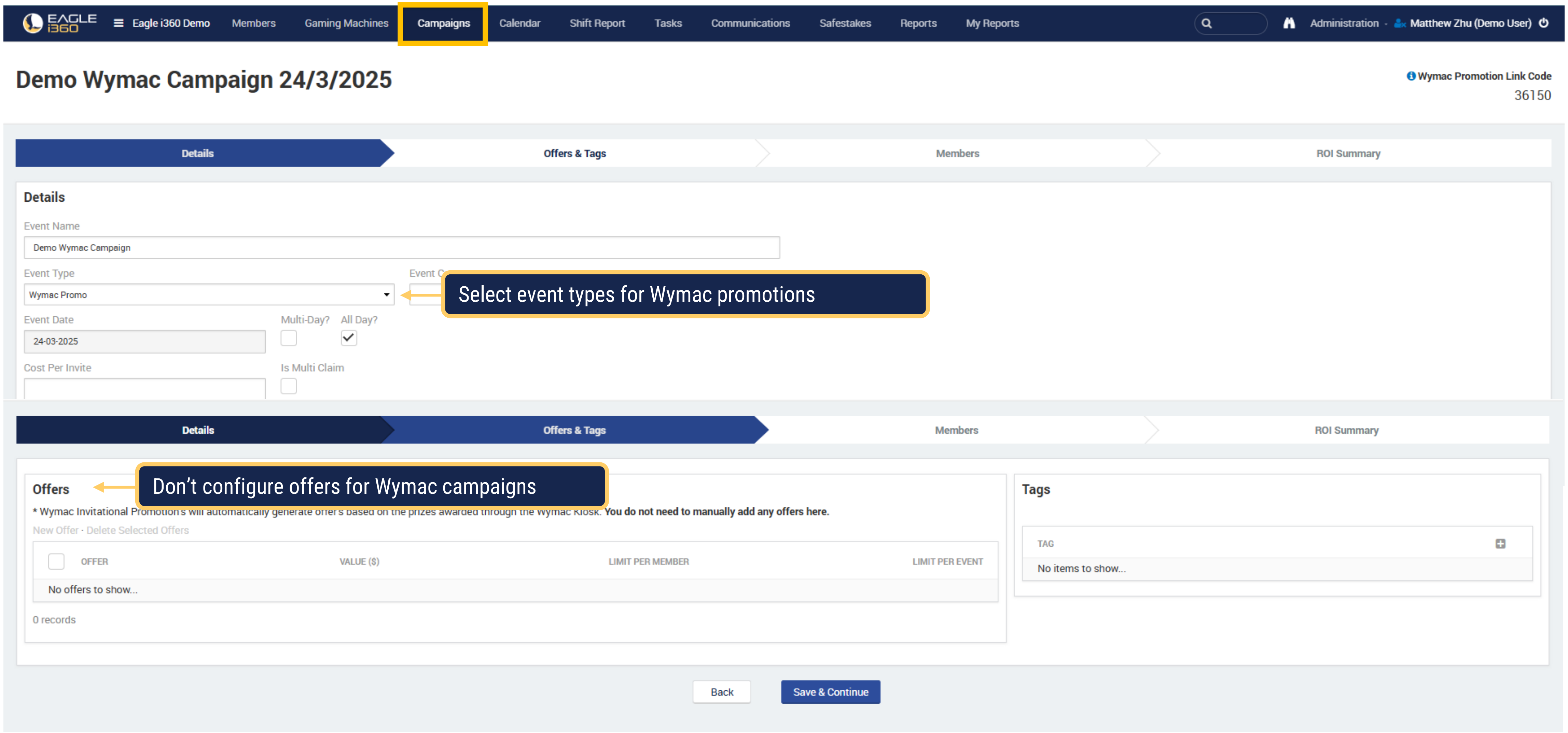
This reporting method integrates with your Wymac Kiosk. Only invited members will be able to redeem this type and will redeem via the Wymac Kiosk.
**Wymac Promotion must be linked to these Campaigns via the Wymac Hub.*

Select Wymac Promotion or Wymac Invitational Promotion

- Wymac Promotion: Event reporting method designed for Eagle i360 events (all members will be eligible to participate)
- Wymac Invitational Promotion: Event reporting method designed for Eagle i360 campaigns (targeted members will be eligible to participate)

Create a Wymac Campaign/Event

Step 1 – Configure basic information for the campaign/event


EAGLE i360
Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
Shift Report
Tasks
Communications
Safestakes
Reports
My Reports
Administration
Matthew Zhu (Demo User)
Details
Offers & Tags
Members
ROI Summary
New Offer · Delete Selected Offers
OFFER
VALUE ($)
LIMIT PER MEMBER
LIMIT PER EVENT
TAG
Back
Save & Continue

Demo Wymac Campaign 24/3/2025

Wymac Promotion Link Code
36150

Details

Event Name: Demo Wymac Campaign

Event Type: Wymac Promo

Event Date: 24-03-2025

Multi-Day? ☐ All Day? ☑

Cost Per Invite:

Is Multi Claim ☐

Select event types for Wymac promotions

Offers

Don't configure offers for Wymac campaigns

* Wymac Invitational Promotions will automatically generate offers based on the prizes awarded through the Wymac Kiosk. **You do not need to manually add any offers here.**

No offers to show...

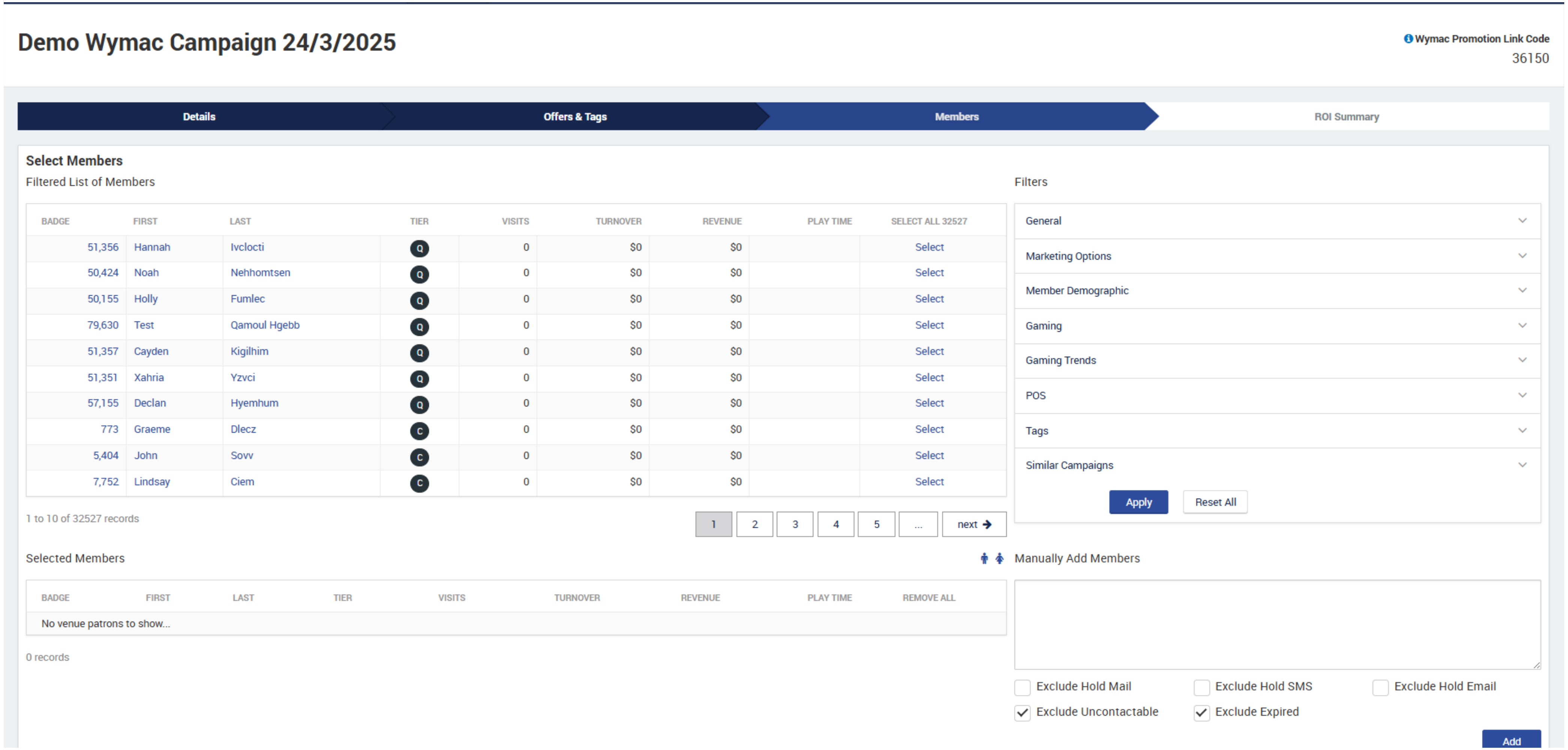
0 records

Tags

No items to show...

Create a Wymac Campaign/Event continued

Step 2 – Configure the member list for the Wymac Campaign. ONLY invited members can redeem offers on the Wymac kiosk at your venue



Demo Wymac Campaign 24/3/2025

Wymac Promotion Link Code
36150

Details
Offers & Tags
Members
ROI Summary

Select Members

Filtered List of Members

BADGE	FIRST	LAST	TIER	VISITS	TURNOVER	REVENUE	PLAY TIME	SELECT ALL 32527
51,356	Hannah	Ivclocti	Q	0	$0	$0		Select
50,424	Noah	Nehhomtsen	Q	0	$0	$0		Select
50,155	Holly	Fumlec	Q	0	$0	$0		Select
79,630	Test	Qamoul Hgebb	Q	0	$0	$0		Select
51,357	Cayden	Kigilhim	Q	0	$0	$0		Select
51,351	Xahria	Yzvci	Q	0	$0	$0		Select
57,155	Declan	Hyemhum	Q	0	$0	$0		Select
773	Graeme	Dlecz	C	0	$0	$0		Select
5,404	John	Sovv	C	0	$0	$0		Select
7,752	Lindsay	Ciem	C	0	$0	$0		Select

1 to 10 of 32527 records

Filters

General
Marketing Options
Member Demographic
Gaming
Gaming Trends
POS
Tags
Similar Campaigns
Apply
Reset All

Selected Members

BADGE	FIRST	LAST	TIER	VISITS	TURNOVER	REVENUE	PLAY TIME	REMOVE ALL
No venue patrons to show...								

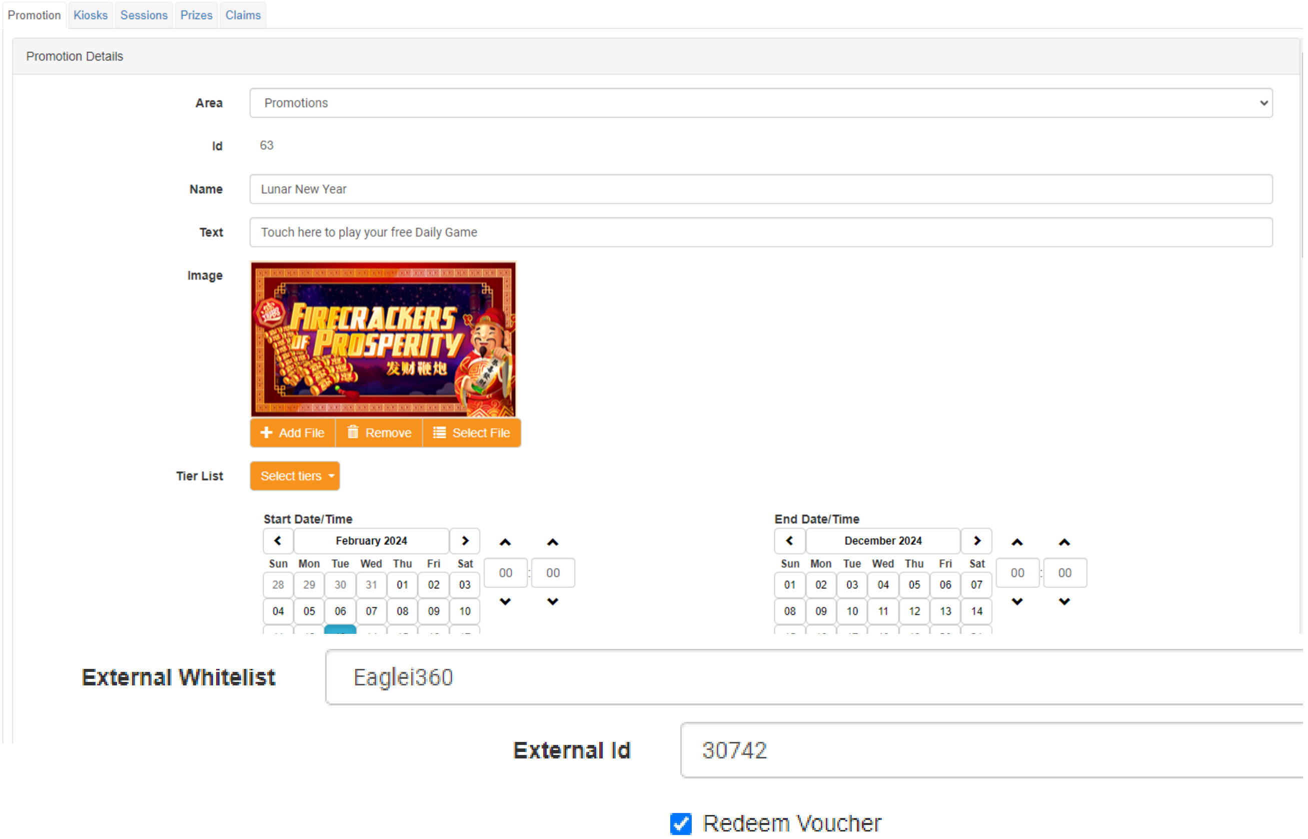
0 records

Manually Add Members

☐ Exclude Hold Mail ☐ Exclude Hold SMS ☐ Exclude Hold Email

☑ Exclude Uncontactable ☑ Exclude Expired

Configure Wymac Promotions



Promotion
Kiosks
Sessions
Prizes
Claims

Promotion Details

Area Promotions

Id 63

Name Lunar New Year

Text Touch here to play your free Daily Game

Image

FIRECRACKERS OF PROSPERITY
发财鞭炮
Add File
Remove
Select File

Tier List Select tiers

Start Date/Time February 2024 00 : 00

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	01	02	03
04	05	06	07	08	09	10

End Date/Time December 2024 00 : 00

Sun	Mon	Tue	Wed	Thu	Fri	Sat
01	02	03	04	05	06	07
08	09	10	11	12	13	14

External Whitelist Eaglei360

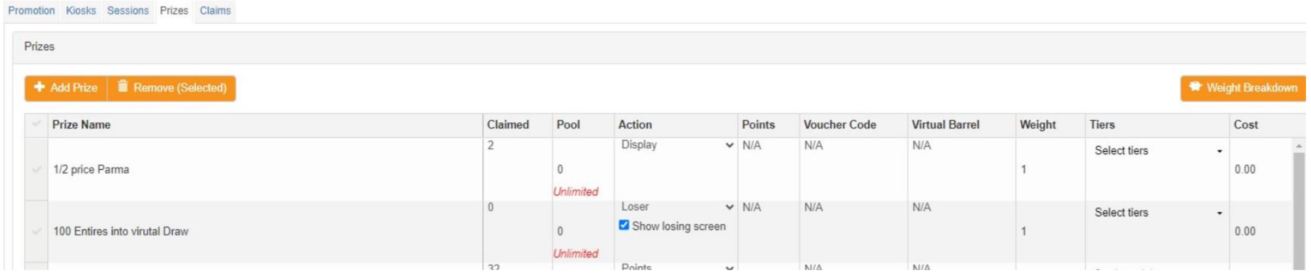
External Id 30742

☑ Redeem Voucher

Create a promotion on the Wymac Hub

Align start and end date/time with Eagle i360 campaign/event

Link Eagle i360 campaign/event



Promotion
Kiosks
Sessions
Prizes
Claims
Add Prize
Remove (Selected)
Weight Breakdown

Prizes

Prize Name	Claimed	Pool	Action	Points	Voucher Code	Virtual Barrel	Weight	Tiers	Cost
1/2 price Parma	2	0 *Unlimited*	Display	N/A	N/A	N/A	1	Select tiers	0.00
100 Entires into virutal Draw	0	0 *Unlimited*	Loser ☑ Show losing screen	N/A	N/A	N/A	1	Select tiers	0.00
	32		Points		N/A	N/A			

Configure prizes

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9:41
EAGLE
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safestakes
Angie Smith
Eagle i360 Demo
Record an event
Alerts
Reporting
Menu