



EAGLE
i360

Detailed User Guide



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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 Eagle i360 Demo Members Gaming Machines Campaigns Calendar Shift Report Tasks Communications Safestakes Reports My Reports Administration - Matthew Zhu (Demo User)

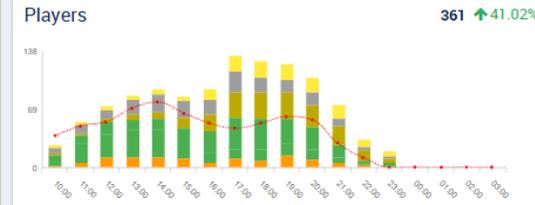
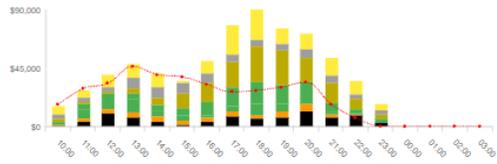
Dashboard

31 °C Min. 21 °C Clouds

Main menu bar:
Navigate to each area of EAGLEi360

Daily View Weekly View Monthly View

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%	\$12,300,000
REVENUE				43,518 ↓0%	\$1,100,000
HOLD				8.12% ↓12%	9.24%
PLAYERS				2,981 ↑8%	2,749
CARDED				78.81% ↓5%	82.66%
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

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

My Venue
 Event Management
 Manage Scheduled Reports
 Exclusion Register
 Users
 Multi-Venue Overview
 Eagle i360 Mobile App
 Eagle i360 Admin Portal

15th November 2025

Dashboard Overview

Dashboard 5th June 2023

Daily trade summary

Turnover: \$239,665 ↓ 34.75% | Revenue: 201 ↑ 1.01% | Weather: 40 °C

Daily trade details against target and projection

	TODAY	LAST 4 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	\$32,281	\$25,135 ↑ 22%	\$11,769 ↑ 183%	\$162,523 ↓ 15%	\$190,997	\$1,140,390	\$956,209 ↓ 16%
HOLD	13.89%	8.61% ↑ 61%	3.20% ↑ 333%	8.71% ↑ 10%	9.71%	8.99%	8.89% ↑ 1%
PLAYERS	261	219 ↑ 6%	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	\$2,953 ↓ 60%	\$1,416 ↑ 11%	\$19,739 ↓ 2%	\$19,335		\$111,665
TEST GAMING	\$-	\$2,236 ↑ 98%	\$2,236 ↑ 111%	\$36,348 ↑ 111%	\$36,348		\$185,388

Top & Bottom 10 games

GAME	TURNOVER	REVENUE	HOLD	PLAYERS	CARDED %
#53 MAGIC TOTEM - LIGHTNING LINK / L	\$13,325	\$4,198	31.50%	20	97.36%
#87 HAPPY & PROSPEROUS - DRAGON LINK	\$8,471	\$770	9.09%	14	99.87%
#122 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	\$5,380	\$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 - SO LI	\$4,669	\$708	15.17%	13	85.12%

Top & Bottom 10 players

MEMBER	TIER	TURNOVER	REVENUE	PLAY TIME	SPEND
41,29	Monday Membership	\$12,912	\$2,679	3h 59m	-
61,604	Golden Century	\$8,816	\$3,829	2h 9m	\$909
531	Amadeo Member	\$6,665	\$308	3h 17m	\$57
73,943	Hyper Hits	\$6,495	\$1,045	2h 33m	-
4,112	Hyper Hits	\$5,733	\$1,456	4h 6m	-
60,443	Golden Century	\$5,218	\$897	5h 53m	\$40
3,932	Hyper Hits	\$5,097	\$1,150	5h 45m	\$38
8,091	Hyper Hits	\$4,970	\$163	2h 6m	-
4,372	Hyper Hits	\$4,884	\$248	1h 26m	-
981	Hyper Hits	\$4,837	\$652	3h 11m	-

Bottom 10 Gaming 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 10 Spenders

MEMBER	TIER	TRANSACTIONS	TOTAL SPEND	TOTAL TURNOVER
61,604	Golden Century	7	\$909	\$8,816
5,108	Amadeo Member	5	\$624	\$1,852
9,621	Amadeo Member	1	\$500	\$7
4,612	Hyper Hits	6	\$411	\$1,316
1,285	Hyper Hits	8	\$291	-
8,765	Hyper Hits	2	\$250	\$2,218
76,280	Hyper Hits	4	\$208	\$5
68,478	Hyper Hits	4	\$190	\$579
71,830	Hyper Hits	1	\$167	-
9,802	Hyper Hits	1	\$158	-

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

Top POS 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
CNBC 3.5 SCHNR	\$7.20	28	\$202
XXXX GOLD SCHNR	\$7.00	25	\$175
\$10 Keno Loyalty	\$10.00	24	\$240
Membership Yearly	\$3.00	17	\$51
GRAVY JUG	\$2.00	16	\$32

HR & Roster Costing

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

List of member comments

BADGE	MEMBER	SUBJECT
69,684	Mostafa	

Daily campaign ROI

CAMPAIGN	TURNOVER	SPEND	ROI
Crazy Monday Night	\$192	\$192	\$441.80%

Watched members

MEMBER	TIER	TURNOVER	TIME	SPEND
4,129	Monday Membership	\$12,912	3h 59m	-
531	Amadeo Member	\$6,665	3h 17m	\$57
9,621	Amadeo Member	\$7	1m	\$500
76,280	Hyper Hits	\$5	9m	\$208

Communication campaigns

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

Safestakes statistics

Interaction 1: 1.00
Interaction 2: 1.00

Venue area covers

	SPEND	COVERS	VS 6 WK AVGS	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%
Diner Period (5pm to 9pm)	\$3,225	134	↑ 3.1%	↓ 5.6%
BISTRO - Main	\$2,012	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

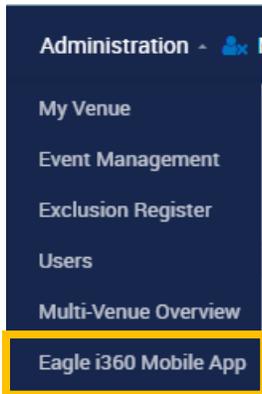


Scan here for iPhone

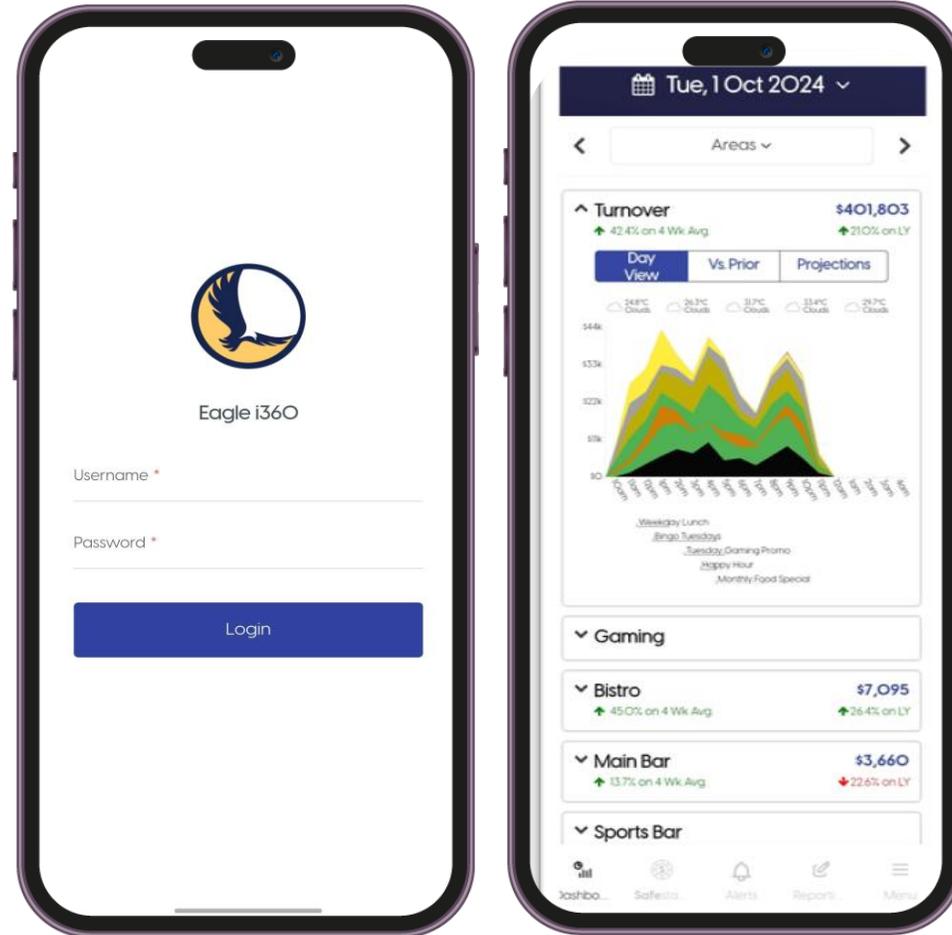


Scan here for Android

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



3. Once the EAGLEi360 mobile app is downloaded, log in with your confidential username and password



Venue Management

Configuring EAGLEi360 for Your Venue

The screenshot displays the EAGLEi360 Administration portal. The top navigation bar includes the EAGLEi360 logo, a hamburger menu, and various navigation items: Eagle i360 Demo, Members, Gaming Machines, Campaigns, Calendar, Shift Report, Tasks, Communications, Safestakes, and a search bar. The user profile 'Matthew Zhu (Demo User)' is visible in the top right. A dropdown menu is open under the 'Administration' tab, listing options: My Venue (highlighted), Event Management, Exclusion Register, Users, Multi-Venue Overview, and Eagle i360 Mobile App. The main content area is titled 'Venue Configuration' and is organized into several sections, each with a grid of management tiles:

- Venue Properties:** Manage Settings, Manage IP Addresses, Manage Dashboards, Manage Notifications, Manage Comp Budget, and Dashboard Report.
- Eagle i360 User Access:** Manage Users, Manage Permission Groups, and Manage Daily Email Reports.
- Venue Information:** Manage Areas, Manage Staff, Manage Departments, Manage Financial Targets, and Manage Special Dates.
- CRM Configuration:** Manage Tiers, Manage Relationships, Manage Interests, Manage Tags, Manage Event Types, and Manage Safestakes.
- Venue Data:** Manage Datasets, Manage Product Groups, Manage Member Filters, Manage POS Data, Manage Exclusion Register, and Manage Historical Data.
- Communication:** Pack Purchasing, Communication Management, Custom Fields, Image Library, and 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

The screenshot shows the 'Venue Configuration' page in the EAGLE i360 system. The top navigation bar includes 'Eagle i360 Demo', 'Members', 'Gaming Machines', 'Campaigns', 'Calendar', and 'Administration - Matthew Zhu (Demo User)'. A dropdown menu is open under 'Administration', listing options like 'My Venue', 'Event Management', 'Exclusion Register', 'Users', 'Multi-Venue Overview', 'Eagle i360 Mobile App', and 'Eagle i360 Admin Portal'. The 'Manage Settings' option is highlighted in the main content area.

Venue Properties

- Manage Settings (highlighted)
- Manage IP Addresses
- Manage Dashboards
- Manage Notifications

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	Product Groups	
Multi-factor Authentication	<input type="checkbox"/>		

Callouts:

- 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

Buttons: Save, Return

Manage IP Address

Off-site access restrictions by IP address

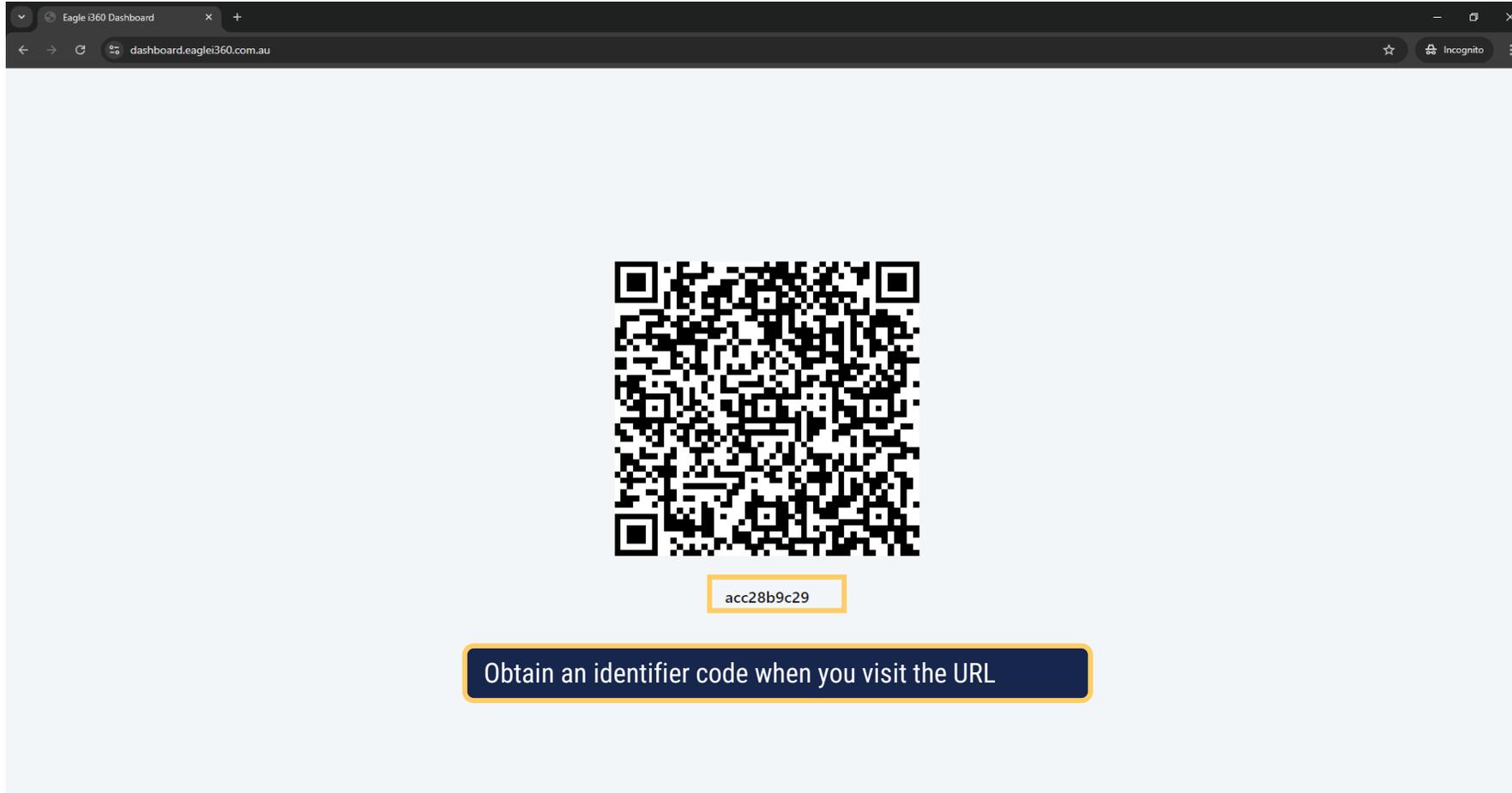
The screenshot displays the EAGLE i360 Administration interface. The top navigation bar includes the EAGLE i360 logo, a hamburger menu, and various navigation items: Eagle i360 Demo, Members, Gaming Machines, Campaigns, Calendar, Shift Report, and Tasks. The user is logged in as Matthew Zhu (Demo User). The main content area is titled 'Venue Configuration' and features a 'Venue Properties' section with five management cards: Manage Settings, Manage IP Addresses (highlighted with a yellow border), Manage Dashboards, Manage Notifications, and Manage Comp Budget. Below this is the 'Venue IP Addresses' section, which contains an 'ADDRESS' input field, an 'Add' button, and a table area currently showing 'No items to show...'. A 'Return' button is located at the bottom left. On the right side, a dropdown menu is open, listing options like 'My Venue', 'Event Management', 'Exclusion Register', 'Users', 'Multi-Venue Overview', 'Eagle i360 Mobile App', and 'Eagle i360 Admin Portal'. At the bottom right, the current IP address is displayed as '111.220.44.122 (Blocked)'. Two callout boxes with yellow borders and arrows provide instructions: one points to the 'Add' button area with the text 'Record IP addresses of your venue to limit access for users', and another points to the current IP address with the text '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



Manage Dashboards continued

Step 2: Create and claim an Infoboard

The screenshot shows the 'Venue Configuration' page in the EAGLE i360 system. The 'Manage Dashboards' option is highlighted with a yellow box. A dropdown menu is open, showing various management options. A callout box points to the 'Manage Dashboards' icon with the text 'Click to create a new dashboard'. Another callout box points to a plus icon in the dashboard table with the text 'Click to add a dashboard to your EAGLEi360 mobile app'. A 'Claim Dashboard' modal is open, showing a 'Dashboard Identifier' input field. A callout box points to this field with the text 'Enter the dashboard identifier code obtained at step 1'. The dashboard table contains the following data:

NAME	KEY	IS ACTIVE	LAST IP
20a6d8f	20a6d8f	True	103.22.197.98
4a8cb7480bb7	4a8cb7480bb7	True	103.22.197.98
758ee2	758ee2	True	110.239.26.189
99112999	99112999	True	103.22.197.98
Mobile App Dashboard			
Test Dashboard			103.22.197.98
test2			139.130.31.246

Manage Dashboards continued

Step 3: Add views to the Infoboard

The screenshot shows the Eagle i360 dashboard management interface. At the top, there is a navigation bar with various menu items like 'Members', 'Gaming Machines', 'Campaigns', etc. Below this, a dashboard configuration form is visible. A callout box points to the 'Description' field, suggesting to 'Add a description for the Infoboard (e.g. location of the screen)'. Another callout box points to a plus icon in the top right corner, labeled 'Add a new view'. Below the form, a table displays dashboard data with columns for 'ORDER', 'TYPE', 'DURATION', and 'IS ACTIVE'. A '2 records' indicator and a 'Return' button are also present. In the foreground, an 'Add View' dialog box is open, showing a 'Dashboard Identifier' field and a dropdown menu for 'Select View Type...'. The dropdown menu lists various view types such as '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', and 'Machine Faults'. A 'Create View' button is located at the bottom right of the dialog box. A callout box points to the dropdown menu, labeled 'Select a view'.

- 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

Save

Return

POS Overview

Zoom Scale:
0

Refresh 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
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Save

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

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

The screenshot displays the 'Venue Configuration' page in the EAGLE i360 system. The top navigation bar includes 'EAGLE i360', 'Eagle i360 Demo', 'Members', 'Gaming Machines', 'Campaigns', 'Calendar', 'Shift Report', 'Tasks', and a search bar. The user is logged in as 'Matthew Zhu (Demo User)'. The main content area is titled 'Venue Configuration' and includes a 'Venue Properties' section. A 'Manage Notifications' button is highlighted with a yellow box. Below it, the 'General' tab is active, showing a 'Global Override' section with an 'Enable Notifications' checkbox and a 'Notification Interval' input field. A 'Tier Overrides' section is also visible. The 'EGM Event Notifications' section contains various event notification options with checkboxes. The bottom section features four notification categories: 'Hot Players', 'Hot Machines', 'Average Bet - Carded', and 'Average Bet - Uncarded', each with 'Notify Enabled' checkboxes and input fields for 'Duration (sec)', 'Threshold (\$)', and 'Cooldown (sec)'. A 'Min Stroke' field is also present for the average bet categories.

The system will check for notifications after this many seconds

Manage Notifications

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

The screenshot shows the Eagle i360 management interface. The top navigation bar includes the Eagle i360 logo, a hamburger menu, and links for 'Eagle i360 Demo', 'Members', 'Gaming Machines', 'Campaigns', 'Calendar', 'Shift Report', and 'Tasks'. A search bar and user information 'Administration - Matthew Zhu (Demo User)' are on the right. The main content area is titled 'Venue Configuration' and contains a 'Venue Properties' section with five cards: 'Manage Settings', 'Manage IP Addresses', 'Manage Dashboards', 'Manage Notifications', and 'Manage Comp Budget' (highlighted with a yellow border). Below this is the 'Comp Budget Settings' section, which includes a form with the following fields: 'Enable Comp Budget' (checked), 'Calculation Type' (Turnover), 'Budget as Percentage' (5%), 'Include Auto Comps' (checked), and 'Include Promo Wins' (checked). A 'Save' button is at the bottom right of the form. To the right of the form, explanatory text states: '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.

Text Colour
Sets the colour for text in table header rows.

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



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

No file chosen

Preview image will show once uploaded.

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



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

No file chosen

Preview image will show once uploaded.

Creating a New EAGLEi360 User

You can create an EAGLEi360 login for another user

The screenshot displays the EAGLE i360 Administration interface. The top navigation bar includes the EAGLE i360 logo, a hamburger menu, and links for 'Eagle i360 Demo', 'Members', 'Gaming Machines', 'Campaigns', and 'Calendar'. A search bar and user profile for 'Matthew Zhu (Demo User)' are also present. The main content area is titled 'Eagle i360 User Access' and features three cards: 'Manage Users' (highlighted with a yellow border), 'Manage Permission Groups', and 'Manage Daily Email Reports'. A dropdown menu for 'Administration' is open, with 'Users' highlighted. Below the cards, a table lists users with columns for 'FIRST NAME', 'LAST NAME', 'LEVEL', 'ACCESS GROUP', 'IP RESTRICTED?', 'MFA ENABLED?', and 'LAST SEEN'. A modal window titled 'Add New User' is overlaid on the table, containing an 'Email Address' input field and 'Add User' and 'Cancel' buttons. A callout box points to the plus sign in the top right of the user list, and another callout box points to the email input field.

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 7:11 am (236d 2h 57m ago)
Angela	Thompson					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	<input type="checkbox"/>	<input type="checkbox"/>	20/7/23 10:53am (446d 23h 15m ago)
Ben	Young	Venue Manager	Full Access	<input type="checkbox"/>	<input type="checkbox"/>	27/6/24 10:28am (103d 23h 40m ago)
Benjamin	Scott	Venue Manager	Full Access	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1/10/24 1:37pm (7d 20h 31m ago)
Cameron	Huynh	Venue Manager (NextPayments.local\SSO-NextSaaS-AppSupport)	Full Access	<input type="checkbox"/>	<input checked="" type="checkbox"/>	23/9/24 8:37am (16d 1h 31m ago)
Campbell	Thompson	Venue Manager	Full Access	<input type="checkbox"/>	<input checked="" type="checkbox"/>	28/7/23 4:09pm (438d 17h 59m ago)
Chris	Lee	Venue Manager	Full Access	<input type="checkbox"/>	<input checked="" type="checkbox"/>	26/7/24 12:02pm (74d 22h 6m ago)
Chris	Pevitt	Staff	Trail Account	<input type="checkbox"/>	<input type="checkbox"/>	24/7/24 3:54pm (76d 18h 14m ago)

Add New User

Email Address:

Add User Cancel

Enter the new user's email address

Manage EAGLEi360 Users

Manage the user's permissions and reset the temporary password

The screenshot shows the EAGLE i360 User Manager interface. At the top, there is a navigation bar with the EAGLE i360 logo, a menu icon, and navigation links for Eagle i360 Demo, Members, Gaming Machines, Campaigns, and Calendar. A search bar and user profile (Administration - Matthew Zhu (Demo User)) are also present. Below the navigation bar, there are three main action buttons: "Manage Users" (highlighted with a yellow box), "Manage Permission Groups", and "Manage Daily Email Reports".

The "Venue Information" section is visible below the main actions. The "User Manager" section contains a form for user management. The form includes fields for Email (Test@test.com.au), First Name, Last Name, Account Status (Active), User Level (Staff Member), and Permission Group (Full Access). There are also checkboxes for App Access, IP Limited, and MFA Enabled. A "Save" button is at the bottom of the form.

On the right side of the form, there are fields for User Since (09-10-2024 00:09:46), Last Logged In, Welcome Email Sent, and Temporary Password (oQXQ3). A "Send" button is next to the Welcome Email Sent field. Below this, there is a "Set New Temp Password" field and an "Override Password" button.

Callouts provide additional information:

- 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.

A callout box on the right says "Send a welcome email to the user with an initial password" with an arrow pointing to the "Send" button.

Manage User Group Permissions

Set up the accessibility of EAGLEi360 features for different permission groups

Eagle i360 User Access

Administration - Matthew Zhu (Demo User)

My Venue
Event Management
Exclusion Register
Users
Multi-Venue Overview

Manage Users **Manage Permission Groups** Manage Daily Email Reports

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

Return

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/AMM...

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

- View...
- Edit...
- Edit Marketing Shift Reports
- Edit Staff Comments
- Limit Shift Report Area

Venue Management

- Access "MyVenue" Configuration

Exclusion Register

- View Exclusion Register

Customer Care Log

- Create Log Entries

Report Access

- View Member Reports
- View Loyalty Reports
- View Machine Reports
- View Trade Reports
- View POS Reports

Roster Data

- View Roster Data Figures

Click the plus sign to add a permission group

Click on a permission group to make edits to that group

- 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 User Access

- Manage Users
- Manage Permission Groups
- Manage Daily Email Reports

Venue Daily Report Settings

- Enable Daily Shift Report Emails
- Enable Daily Summary Report Emails

Reply To Email Address *

no-reply@eaglei360.com.au

Save Return

Recipient Management

Eagle i360 Users

Extra Recipients (2 Users)

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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scott Robertson	srobertson@nextpayments.com.au	Full Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dianna Bova	dbova@nextpayments.com.au	Full Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Resend Report

Date: 08-10-2024

Report: Shift Report

Recipient: Please Select...

Send

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

The screenshot displays the Eagle i360 management interface. At the top, the navigation bar includes the Eagle i360 logo, user information (Matthew Zhu), and various menu items. The 'Venue Information' section features four main cards: 'Manage Areas' (highlighted with a yellow box), 'Manage Staff', 'Manage Departments', and 'Manage Fin...'. A dropdown menu for 'My Venue' is open, showing options like 'Event Management', 'Exclusion Register', 'Users', and 'Multi-Venue Overview'. Below this, the 'Venue Areas' section contains a table of areas with up/down arrows for reordering. A callout box explains: 'Switch the order of the venue areas by clicking the arrows' and 'Click on an area to edit'. A '+ sign' button is highlighted with a callout: 'Click the + sign to add a new area'. The 'Area Details' form shows fields for Name, Order, and checkboxes for 'Is Gaming Area', 'Report on Covers', 'Report Covers as All Day', and 'Is Active'. A 'POS Terminals' section shows a table with a '+ sign' button and a callout: '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

The screenshot shows the 'Manage Staff' interface in the EAGLE i360 system. The top navigation bar includes 'Administration' and the user 'Matthew Zhu (Demo User)'. The main content area is titled 'Venue Information' and contains four cards: 'Manage Areas', 'Manage Staff' (highlighted with a yellow box), 'Manage Departments', and 'Manage Fin...'. A dropdown menu is open for 'Administration', listing 'My Venue', 'Event Management', 'Exclusion Register', 'Users', and 'Multi-Venue Overview'. A callout box points to a plus sign icon with the text: 'Click the plus sign to add a staff member'. Below the cards is the 'Venue Staff' section, which includes a 'Show Inactive Staff' checkbox, search filters for 'Identifier' and 'First Name', and a 'Reset' button. A callout box points to an upload icon with the text: 'Click the upload sign to upload a bulk staff list through a CSV file'. The main table lists staff members with columns for IDENTIFIER, FIRST NAME, LAST NAME, and EMAIL. A callout box points to a staff member row with the text: 'Click on any staff member to edit their details, view comments against them, or link them to an EAGLEi360 user'. The details panel for the selected staff member (Identifier: 0710) shows fields for First Name (mmm), Last Name (xsa), and Email (seugoem.xsa0710@uagvuup.fun). It also includes a 'Linked User' dropdown (set to 'No Linked User'), an 'Exclude from Wages Reporting' checkbox, and an 'Is Active' checkbox (checked). A 'Comments' section shows a table with columns for SHIFT REPORT, SUBJECT, BY, and AT, and a 'Staff Merge Tool' with a dropdown to 'Merge This Staff Member To' and a 'Merge' button.

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	feamti	niha@feamti.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		

* 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

The screenshot displays the Eagle i360 Management System interface. At the top, the navigation bar includes the Eagle i360 logo, a hamburger menu, and the text "Eagle i360 Demo". The main navigation menu contains "Members", "Gaming Machines", "Campaigns", and "Calendar". A search bar and a user profile for "Matthew Zhu (Demo User)" are also present. The "Administration" dropdown menu is open, showing options like "My Venue", "Event Management", "Exclusion Register", "Users", "Multi-Venue Overview", and "Eagle i360 Mobile App".

The "Venue Information" section features four cards: "Manage Areas", "Manage Staff", "Manage Departments" (highlighted with a yellow border), and "Manage Fin...". A callout box with an arrow pointing to the "Manage Departments" card contains the text: "Click the plus sign to add a new department".

The "Departments" section includes a "Show Inactive Departments" checkbox and a table with the following data:

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)

A callout box with an arrow pointing to the "Gaming" row contains the text: "Click a department to edit the name or link staff members to that department".

The "Venue Configuration" section has a "Name:" field with "Gaming" entered and an "Active:" checkbox checked. "Save" and "Return" buttons are at the bottom.

The "Department Staff" section includes a "Cancel" button, a "Select a staff member..." dropdown, and an "Add" button. Below is a table with the following data:

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

Manage Financial Targets

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

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

2 records

[Return](#)

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

The screenshot displays the Eagle i360 management interface. At the top, a navigation bar includes the Eagle i360 logo, a hamburger menu, and various navigation options: Eagle i360 Demo, Members, Gaming Machines, Campaigns, Calendar, Shift Report, Tasks, Communications, Safestakes, and a search bar. The user is logged in as Matthew Zhu (Demo User). Below the navigation bar, a row of dashboard tiles includes Manage Areas, Manage Staff, Manage Departments, Manage Financial Targets, and **Manage Special Dates** (highlighted with a yellow border). The main content area is titled 'Venue Configuration' and contains a 'Special Dates' section. This section has two checked filters: 'Show Inactive Dates' and 'Show Older Dates'. It includes a form with fields for 'Date' (09-11-2024), 'Name', 'Closed' (checkbox), and 'Public Holiday' (checkbox), and a 'Save' button. Below the form is a table with the following data:

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

Below the table, it indicates '1 record' and a 'Return' button. A callout box with a yellow border and an arrow pointing to the edit and delete icons in the table contains the text: 'You can edit or delete a special date by clicking these icons'. At the bottom of the interface, there are several more management tiles: Manage Datasets, Manage Product Groups, Manage Member Filters, Manage Historical Data, and a 'Communication' section with tiles for Pack Purchasing, Communication Management, Custom Fields, Image Library, and Communication Report.

Manage Tiers

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

The screenshot shows the EAGLE i360 CRM Configuration interface. The 'Manage Tiers' option is highlighted in the CRM Configuration menu. Below the menu, there are five callout boxes with the following text:

- This shows the tier data received from gaming providers
- Manage minimum and maximum tier points and short codes
- Click to choose tier colours

The table below displays the tier data:

Order	Active	Reports	Name	Code	Points	Points	Code	Colour
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Platinum	P	3000	100000	Platinum	
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Gold	G	15000	29999	Gold	
3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Silver	S	2500	14999	Silver	
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Bronze	B	0	2499	Bronze	
5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Non-Loyalty	N	0	1	Non-Loyalt	
Uncarded								

Return

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

The screenshot displays the Eagle i360 CRM Configuration interface. The top navigation bar includes the Eagle i360 logo, a search bar, and user information for Matthew Zhu (Demo User). The main content area is divided into two sections: CRM Configuration and Venue Configuration.

CRM Configuration: This section contains five tiles: Manage Tiers, Manage Relationships (highlighted with a yellow border), Manage Interests, Manage Tags, and Manage Event Types.

Venue Configuration: This section is titled "Relationship Type Management" and features a search bar, a "Search" button, and a "Reset" button. A callout box labeled "Search relationships" points to the search bar. Below the search bar is a table of relationship types:

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

A callout box labeled "Manage relationships" points to the "Remove | Edit" actions in the table. Below the table is a form for adding new relationships, with a callout box labeled "Add new relationships" pointing to it. The form includes a "Relation (e.g. Father)" dropdown menu, a "Relation (e.g. Son)" dropdown menu, and "Save" and "Cancel" buttons. A dropdown menu is open, showing options: Any, Male, and Female.

Manage Interests

Managing member interests enables easier CRM management and campaign invitations

CRM Configuration

- Manage Tiers
- Manage Relationships
- Manage Interests**
- Manage Tags
- Manage Event Types

Patron Interest Management

Search [] Reset [] Add New []

INTEREST	Used	Actions
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

Return []

Manage Tags

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

CRM Configuration

- Manage Tiers
- Manage Relationships
- Manage Interests
- Manage Tags**
- Manage Event Types

Venue Configuration

Tag Management

Tag Name Save Cancel

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

TAG	Used	Actions
.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

Apply Tags Clear Input

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

CRM Configuration

- Manage Tiers
- Manage Relationships
- Manage Interests
- Manage Tags
- Manage Event Types**

Event Types

Event Type Management

Show Inactive Event Types

ICON	EVENT TYPE	
	A free beer	
	Beer Special	
	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:

Icon Name:

Color Hex:

Event Reporting Method:

Is Active:

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.

Annotations:

- Click the + symbol to add a new event type
- Event types are a list of event categories that determine how you want to measure ROI
- 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)

Event Reporting Methods of Event Type

GAMING	POS	MEMBERS
<p>Gaming Invitational</p> <ul style="list-style-type: none"> 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 	<p>PLU Purchase Invitational</p> <ul style="list-style-type: none"> 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 	<p>Activity</p> <ul style="list-style-type: none"> 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
<p>Gaming Turnover</p> <ul style="list-style-type: none"> 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 	<p>PLU Purchase</p> <ul style="list-style-type: none"> 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 	<p>Redemption</p> <ul style="list-style-type: none"> 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
EVENTS		
<p>Period Summary</p> <ul style="list-style-type: none"> 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 	<p>Spend in Location Invitational</p> <ul style="list-style-type: none"> 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 	<p>Kiosk Swipe</p> <ul style="list-style-type: none"> Automatically add members who swiped at a kiosk to the event Only available for Odyssey and Ebet venues
<p>Period Summary Invitational</p> <ul style="list-style-type: none"> 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 	<p>Spend in Location</p> <ul style="list-style-type: none"> 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 	<p>Kiosk Swipe Invitational</p> <ul style="list-style-type: none"> Classify a member as redeemed if they have swiped at a kiosk during the event period Only available for Odyssey and Ebet venues
<p>Non-ROI Event</p> <ul style="list-style-type: none"> This reporting method will not track any members or activity against the event Ideal for categorising additional events in the event calendar 		<p>Wymac Promotion</p> <ul style="list-style-type: none"> 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 <p>Wymac Promotion Invitational</p> <ul style="list-style-type: none"> 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

The screenshot displays the Eagle i360 CRM Configuration interface. The top navigation bar includes the Eagle i360 logo, a hamburger menu, and various menu items: Eagle i360 Demo, Members, Gaming Machines, Campaigns, Calendar, Shift Report, Tasks, Communications, Safestakes, and a search bar. The user is logged in as Matthew Zhu (Demo User).

The main content area is titled "CRM Configuration" and contains five tiles: "Manage Tiers", "Manage Relationships", "Manage Interests", "Manage Tags", and "Manage Event Types". The "Manage Event Types" tile is highlighted with a yellow border.

Below the tiles, there are two tabs: "Event Types" and "Event Categories". The "Event Categories" tab is active. The "Event Category Management" section includes a checkbox for "Show Inactive Event Categories" and a table of event categories. A callout box with a yellow border and a blue background contains the text "Click the + sign to add a new event category" and an arrow pointing to a plus sign icon in the top right corner of the table.

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

[Return](#)

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

Venue Data

- Manage Datasets
- Manage Product Groups**
- Manage Member Filters
- Manage POS Data
- Manage Exclusion Register

Venue Product Groups

Show Inactive Product Groups

ORDER	NAME	DASHBOARD EXCLUDED?	DASHBOARD REPORTED?	PLU GROUPS
↑ ↓	Food		<input checked="" type="checkbox"/>	28
↑ ↓	Beverage		<input checked="" type="checkbox"/>	24
↑ ↓	Bingo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2
↑ ↓	Functions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2
↑ ↓	Other	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	7

Product Group Details

Name:

Order:

Exclude from Dashboard:

Report Group on Dashboard:

Is Active:

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

The screenshot shows the top navigation bar of the Eagle i360 system. The navigation bar includes the Eagle i360 logo, a hamburger menu, and several menu items: Eagle i360 Demo, Members, Gaming Machines, Campaigns, Calendar, Shift Report, Tasks, Communications, Safestakes, and a search icon. The user profile is identified as Matthew Zhu (Demo User). Below the navigation bar is the 'Venue Data' section, which contains five cards: 'Manage Datasets' (database icon), 'Manage Product Groups' (cocktail glass icon), 'Manage Member Filters' (funnel icon, highlighted with a yellow border), 'Manage POS Data' (POS terminal icon), and 'Manage Exclusion Register' (no entry sign icon).

Venue Configuration

The screenshot shows the 'Manage Member Filters' table in the Venue Configuration section. The table has columns for NAME, LINKED COMMUNICATIONS, UPDATED AT, and UPDATED BY. A search bar and a '+ New Filter' button are located at the top right of the table area. A dark blue callout box with a yellow border is overlaid on the table, containing the text 'On this page, you can:' followed by a bulleted list of actions: 'Review created member filters', 'Create or duplicate a member filter', and 'Modify a member 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	

Manage POS Data

Assign the PLU group to a product group quickly

Venue Data

- Manage Datasets
- Manage Product Groups
- Manage Member Filters
- Manage POS Data**
- Manage Exclusion Register

Venue Configuration

Product Groups

Group Id: Name: Master Product Group:

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

Display the PLU group on the covers report

Review assigned product group

Manage the Exclusion Register

Record and review the self-exclusion register for the members

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

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

Return

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

Venue Configuration

Exclusion Register Record

Administration

Exclusion Notice Received By: Position Held:

Location: Reference:

Reclaimed Date:

Member Details

Membership ID: Exclusion Type:

First Name: Last Name: Alias:

Date of Birth: Sex: Postcode:

Exclusion Details

Start Date: End Date: Issue Date:

Reason for Exclusion:

Referral To Notes: Prohibited Area Notes:

Renovation Notes: Contribution Of Exclusion Notes:

Q&A Casino Control Act 1982
 Q&A Gaming Machine Act 1991
 Q&A Keno Act 1996
 Q&A Wagering Act 1998

Photo Requested
 Photo Received

Save Delete Return

Upload Photo: No file chosen

View Photo: 

Clear 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

Venue Data

Manage Historical Data | **Non-Member Contacts**

Add or update an individual non-member contacts

Bulk upload non-member contacts

Export non-member contacts to Excel

Non-Member Contacts

First Name | Last Name | Email | Mobile | Label (Type or double-click for list) | Add

First Name | Last Name | Email | Mobile | Label (Type or double-click for list) | Reset | Filter

FIRST NAME	LAST NAME	EMAIL	MOBILE	LABELS	OPT OUT EMAIL	OPT OUT SMS	
Syeda	Marshall	456ythg@gmail.com	61412555677	x beer x 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	678tyuijhgf@gmail.com	61412555678		-	-	

6 records

Return

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

[Download Template](#)

No file chosen

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.

The screenshot shows an Excel spreadsheet with the following columns: First Name, Last Name, Email, Mobile, and Labels (Separate by semicolon). The spreadsheet is currently empty, with rows 1 through 21 visible. The 'Labels' column is intended for multiple labels separated by semicolons.

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

The screenshot shows the Eagle i360 Members profile page. The navigation bar includes 'Eagle i360', 'Eagle i360 Demo', 'Members', 'Gaming Machines', 'Campaigns', 'Calendar', 'Shift Report', 'Tasks', and 'Administration - Matthew Zhu (Demo User)'. The profile page is divided into several sections:

- Info:** Contains a 'Status' field with a callout: "Document when a patron is on holiday or significant information to help with reporting".
- Relationships:** A section for related members with a callout: "Record relationships, significant dates, and interests for targeted campaigns".
- Significant Dates:** A section for recording dates with a callout: "Record relationships, significant dates, and interests for targeted campaigns".
- Interests:** A section for recording interests with a callout: "Record relationships, significant dates, and interests for targeted campaigns".
- Tags:** A section for assigning tags with a callout: "Assign tags to the member manually, or when the member joins events".
- Comments:** A section for recording member comments with a callout: "Record the members comments and review them via the Shift Report".
- Customer Care Log:** A section for recording RSA issues with a callout: "Record an RSA issue or any other matter to maintain a comprehensive patron history".
- Safestakes Logs:** A section for reviewing safetakes with a callout: "Review the patron's Safetakes entries and record comments".
- Watch Member:** A button to watch the member with a callout: "Watch the member during a period. Watched member's POS and gaming data will be displayed on the dashboard".

On the right side, the member's profile information is displayed:

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

Viewing Member Activity

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

#4,891 Peter Voccvi

Show activated events only

Show recurring events

Activity

Gaming / POS

Events

DATE	EVENT	TIME	LOCATION	ACTIVATED	REDEEMED
20/9/2024	Friday XXXX Gold Promotion			<input checked="" type="checkbox"/>	\$1
11/8/2024	Wednesday Pizzas			<input type="checkbox"/>	-
1/7/2024	Buffet Vouchers			<input type="checkbox"/>	-
2/8/2023	Punters Day			<input type="checkbox"/>	-
10/6/2023	Create a campaign	All Day		<input type="checkbox"/>	-
19/5/2023	tier upgrade	All Day		<input checked="" type="checkbox"/>	\$0
14/5/2023	\$20 Bonus Day	All Day		<input type="checkbox"/>	-
15/2/2023	a	All Day		<input type="checkbox"/>	-
1/10/2022	fsd	All Day		<input checked="" type="checkbox"/>	\$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
1:41 pm, 1 Oct 24	Comps Example	\$10.00

0 records

Peter Voccvi

Dlumxi

Watch Member

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: FEWOUKI

Review events/campaigns and their activation and redemption costs

Viewing Member History

Oversee monthly spending on Gaming and POS for all members

#4,891 Peter Voccvi

Info | Activity | **History** | Profile | Gaming / POS

Historical Summary

YEAR	Gaming						Spend					
	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 (To Yesterday)

Nov Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep

Mon
Wed
Fri
Sun

Turnover (Inner Colour) \$0 to \$3,533
 POS Spend (Outer Colour) \$0 to \$200
 Legend: Red = Participated, but zero POS Spend; Black = Kiosk Swiped, but zero POS Spend

Visitation Pattern (4 Week Summary)

10a | 12p | 2p | 4p

Mon
Wed
Fri
Sun

Turnover (Inner Colour) \$0 to \$1,090
 POS Spend (Outer Colour) \$0 to \$80

Member Profile: Peter Voccvi (Blumxi)
 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: kvoccv53@zesuu.fun.ea
 Mail Out: No
 Actions: SMS Histor, Send SMS

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

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

Consolidate visitation by different periods

Viewing Member Profiles

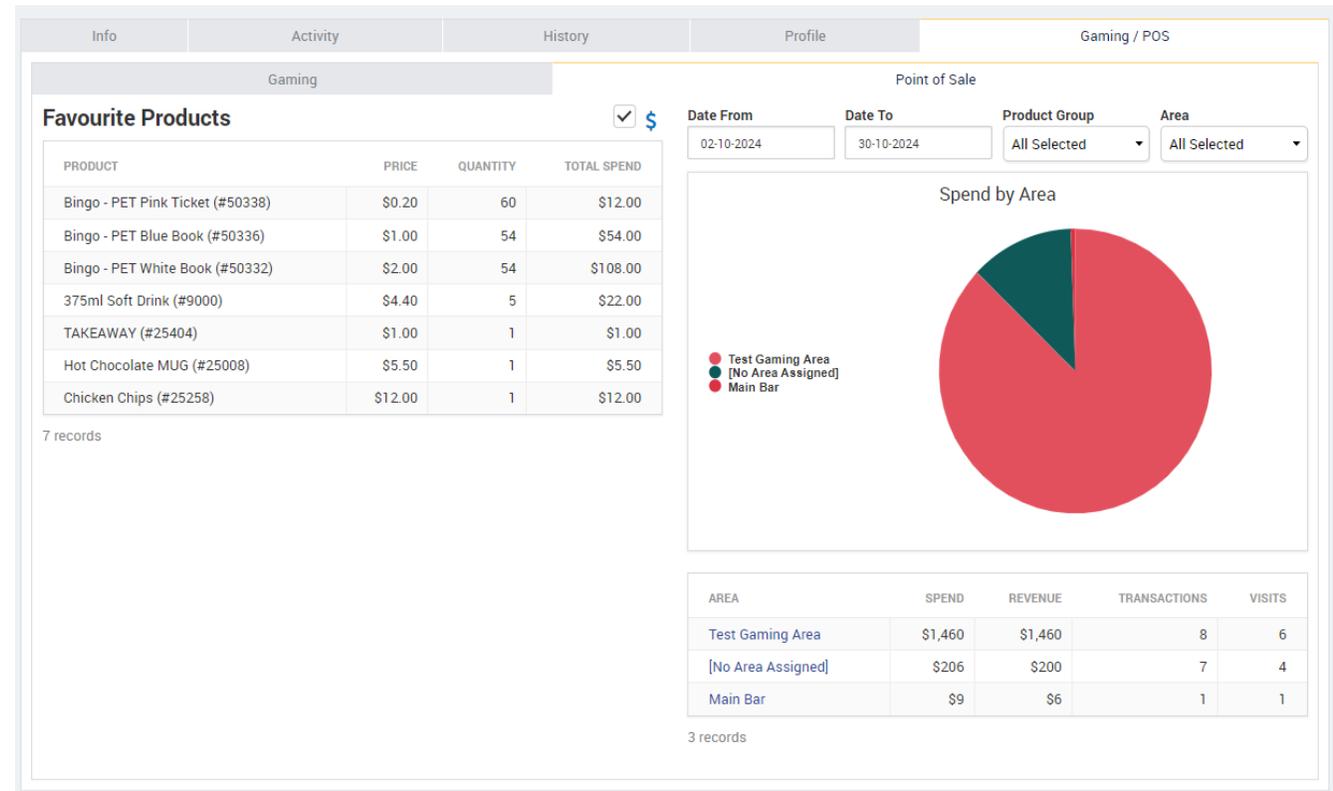
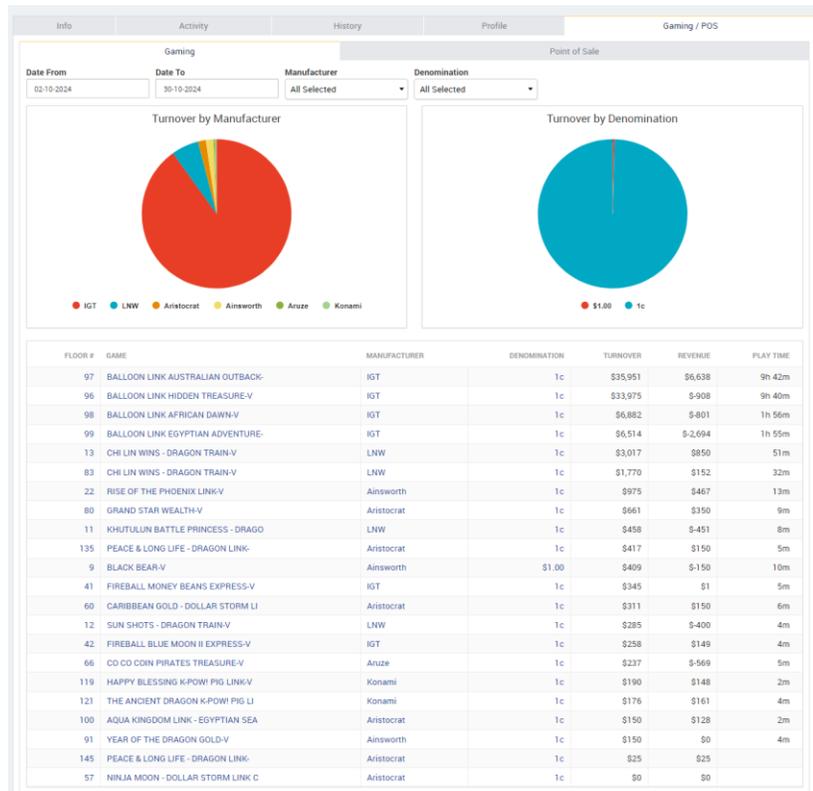
The Member Profile dashboard provides a clear visual representation of a member's historical Gaming and POS activity



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



- 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

Filter by month, zone, manufacturer, model, etc

Sep, 2024 to Nov, 2024

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

The image displays a gaming floor layout with four zones: Zone 1, Zone 2, Zone 3, and Zone 4. Zone 1 is at the bottom left, Zone 2 is at the top left, Zone 3 is in the center, and Zone 4 is on the right. A 'DOSA' area is located at the top center, and a 'Bar / Cashier' area is at the bottom center. A 'CRT' area is also present in Zone 3. Each zone contains numerous gaming machines represented by small colored squares. A color scale for Average Daily Total (ADT) is shown at the bottom right, ranging from \$787 (light blue) to \$7,651 (red). The interface includes a navigation bar at the top with 'EAGLE i360' logo, 'Eagle i360 Demo', 'Members', 'Gaming Machines', 'Campaigns', and 'Calendar'. A search bar and user profile 'Administration - Matthew Zhu (Demo User)' are also visible. A filter box allows selection by month (Sep, 2024 to Nov, 2024) and view (heat map and list view). Callouts provide instructions: 'Hover over an EGM to see general stats' and '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
Toggle to historical view

Gaming Machines

Live data updates every 15 mins

Hover over an EGM to see general statistics

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

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

Position #84
Zone 3 Bank 13
GRAND FORTUNE ANCIENT TEMPLE-V
Ainsworth - A727 EGM

Player: Anna Notvoulense
Tier: Tuvc

Last Play: now
Turnover: \$342
Revenue: \$44
Stroke: 167
Avg. Bet: \$2.04

Show Tier Legend: Show Fault Legend:

- VIP Maroon +
- VIP Maroon
- VIP Gold
- VIP White
- Player
- Member
- Touch mini
- 45 - Note Acceptor Disconnected Fault
- 167 - Main Door Open

Turnover last 15min
\$1 \$570

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Support: support@eaglei360.com.au

*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

The screenshot displays the EGM Management interface with the following sections:

- Game Performance:**
 - Average Daily Turnover: \$2,311 (↓ 32.10%)
 - Average Daily Revenue: \$278 (↓ 3.74%)
 - Occupancy: 16.02% (↓ 28.06%)
- Turnover By Tier:** A pie chart showing turnover distribution by player tier since 02 Oct 2024.

Tier	Percentage
Kvegoman +	8.90%
Hovrll	14.48%
Kvegoman	12.70%
Tuve	14.92%
Dlumxt	16.58%
Inlievt	15.03%
Uncarded	17.41%
- Faults:** A table with columns: DATE, TITLE, DESCRIPTION, STATUS, CLOSED, UPDATED. It shows "No faults to show..." and 0 records.
- Trading Summary:** A table with columns: DAY OF WEEK, TRADING DATE, TURNOVER, REVENUE, ACTUAL HOLD, OCCUPANCY, AVG BET, PLAYERS, CARDED PLAY. It shows 13 records from 17-10-2024 to 30-10-2024.
- Game Details (Floor Position #32):**
 - 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:
 - Save button
- 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

Summary			History						Players	
Location History						Serial History				
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

Summary		History		Players				
BADGE	FIRST NAME	LAST NAME	TIER	VISITS	FORFEIT	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

Filter players by date

02-10-2024 to 30-10-2024



Export Excel files

Click on a player to navigate to their CRM page

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)

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

Faults

All Selected +

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: 5 of 6 selected +

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

Save

Manage EGM essential information here

Record performance warranty details for the EGM here

EGM Fault management

Edit fault

Add comments for fault

Filter faults by status

Click the plus sign to add a fault

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

Start Date:

End Date:

Level:

Performance:

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

Costs Hide Future Costs: 5 of 6 selected

	DATE	DESCRIPTION	TYPE	FAULT	COST
<input type="button" value="edit"/>	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

Campaigns

Search campaigns by name or date

Create a new campaign

Create a new Campaign

Search: Date Range: Search Reset

Click a header title to sort campaigns by that category

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%

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 Offers & Tags Members ROI Summary

Details

Event Name*

Event Type* Event Category

Event Date* 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
No offers to show...			

0 records

Tags

TAG

No items to show...

Back Save & Continue

EAGLEi360 automatically assigns tags to patrons who join this campaign

Add or remove an offer

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

The screenshot shows the 'Select Members' interface with the following callout boxes:

- Click Select All to add all filtered members**: Points to the 'SELECT ALL 30995' button in the table header.
- Filter members by demographic, tags, and previous activities**: Points to the right-hand sidebar containing filters like 'General', 'Marketing Options', 'Member Demographic', etc.
- Click Select to add a particular member**: Points to a 'Select' button in the table.
- Check the relationship exception report for non-invited partners**: Points to the 'next' button at the bottom of the table.
- Review selected members**: Points to the 'Selected Members' section below the table.
- Add members manually with their badge ID**: Points to the 'Manually Add Members' input field.

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	C	0	\$0	\$0		Select
79,623	Test	Colifgul	C	0	\$0	\$0		Select
773	Graeme	Dlecz	C	0	\$0	\$0		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	Lofseit	C	0	\$0	\$0		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

Manually Add Members

Exclude Hold Mail Exclude Hold SMS Exclude Hold Email
 Exclude Uncontactable Exclude Expired

Buttons: Back, Save & Continue, Apply, Reset All, Add

Reviewing Campaign ROI Reports

The dashboard is divided into several sections:

- ROI Summary:** Includes a 'Refresh' button, a 'Print' button, and a weather widget showing 32 °C.
- Activation:** A red circle chart showing 279 Invited, 279 Activated, and 0 Not Activated.
- Turnover By Tier:** A pie chart showing turnover distribution with a total of \$174,861.
- Revenue By Tier:** A pie chart showing revenue distribution with a total of \$16,891.
- Spend By Tier:** A pie chart showing spend distribution with a total of \$1,538.
- Statistics:** A table for the period 'Thu, 17th Oct 2024 6am - Fri, 18th Oct 2024 6am' showing metrics like Total Invited (279), Redeemed (279), Total Cost (\$3,434), Turnover (\$174,861), and Total Profit (\$14,995).
- Winners:** A table with columns: WINNER, TIER, WON AT, DESCRIPTION, VALUE. It currently shows 0 records.
- Costs:** A table with columns: DESCRIPTION, VALUE. It lists 'Prizes' (\$2,000) and 'Per Member Costs' (\$39).
- Comments:** A section for adding comments, currently empty.
- Top 10 Activated Members by Turnover:** A table listing the top 10 members with columns: MEMBER, TIER, TURNOVER, REVENUE, SPEND, REDEEMED.

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

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

The screenshot shows the Eagle i360 Event Management interface. At the top, there is a navigation bar with the Eagle i360 logo and a user profile for Matthew Zhu (Demo User). Below the navigation bar, there is a search and filter section with fields for Name, Date Range (25-10-2024 to 29-11-2024), Type (Any Type), Show Recurring (checked), and Show Inactive (checked). A 'Create Event' button is located in the top right corner. Below the filters is a table of events with columns for EVENT, TYPE, DATE, TIME, LOCATION, and FLAGS. The table contains several rows of event data, including 'Bingo Thursdays', 'Bingo Tuesdays', 'BOS Portal data test', 'Chicken Schnitzel Lunch Special', 'Gaming Promotion', 'Happy Hour', 'Happy Weekend', 'Live Music', 'Mahjong Thursdays', and 'Monthly Food Special'. A callout box points to the table header, indicating that clicking it sorts the event list. Another callout box points to the 'Create Event' button, indicating that clicking it creates a new event. A third callout box points to the event list, indicating that clicking an event tile allows editing or reviewing its description, and clicking the copy icon duplicates the event.

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	–	🔄

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

The screenshot shows the 'Event Details' form with the following fields and callouts:

- Name***: Text input field.
- Event Type***: Dropdown menu with 'Please Select an Event Type'.
- Event Category**: Dropdown menu with 'No Category'.
- Is Recurring**:
- Is Ongoing**:
- Is Multiday**:
- Is All Day**:
- Cost Per Invite**: Text input field with '0'.
- Location**: Text input field with 'Type or double-click for list'.
- Description**: Rich text editor with a toolbar.
- Is Active**:
- Short Description**: Text input field.
- Event Date***: Date picker showing '08-11-2024'.
- Start Time***: Time picker showing '10:00'.
- End Time***: Time picker field.
- Is Multi Claim**: with callout: 'Check 'Multi Claim' if you want to enable patrons to claim multiple offers'.
- Is Published**: with callout: 'Check this if you want the event to be published and visible on any external website/apps'.
- Hidden From Marketing Calendar**: with callout: 'Check this if you would like to hide the event from the marketing calendar'.
- Save**: Button at the bottom left.

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

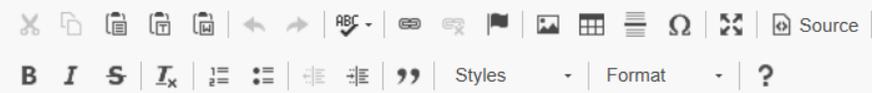
Creating Events continued

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


Is Featured

Image
 No file chosen

No Image.

Creating Campaigns continued

Step 3: Setting offers & tags

Details Offers & Tags Summary

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...

Back Save & Continue

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, 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

Calendar

Filter events and campaigns by event types here

Gaming Promo, Gaming Invitational Type, Bingo



November

2024



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

The screenshot shows the 'Shift Report' interface. At the top is a dark navigation bar with the 'EAGLE i360' logo and menu items: 'Eagle i360 Demo', 'Members', 'Gaming Machines', 'Campaigns', 'Calendar', and 'Shift Report' (highlighted with a yellow box and an arrow). To the right of the navigation bar is a search bar and user information: 'Administration - Matthew Zhu (Demo User)'. Below the navigation bar, the main heading 'Shift Report' is on the left, and on the right is a 'Select date' button (highlighted with a yellow box and an arrow) pointing to a date selector showing '1st November 2024' with a 'Print' link below it. The main content area features a tabbed interface with five tabs: 'Comments' (highlighted with a yellow box), 'Staff', 'Members', 'Events', and 'Tasks/Faults'. Below the tabs is a form with an 'Area:' dropdown menu (set to 'Gaming') and a 'Comment:' text area. A large dark blue callout box with a yellow border is overlaid on the comment area, containing the text 'Select a tab to review or record different types of comments'. At the bottom right of the form is a 'Save' button. The text 'No items to show..' is visible at the bottom left of the form area.

Managing Tasks

The screenshot shows the Eagle i360 Tasks management interface. At the top, a navigation bar includes the Eagle i360 logo, a menu icon, and links for Eagle i360 Demo, Members, Gaming Machines, Campaigns, Calendar, Shift Report, **Tasks** (highlighted), Communications, and a search bar. The user is identified as Matthew Zhu (Demo User).

The main content area is titled "Tasks" and features a filter section with three columns: "Subject", "Status", and "Department". The "Status" dropdown is set to "Open, In Progress, On Hold". The "Department" list includes checkboxes for "All Selected", "[Select All]", "Gaming", "Functions", "Food and Beverage", "Cellar Operations", "Finance", and "Payroll". A "Refresh Table" button is located to the right of the filters.

Below the filters is a table of tasks. The first row is highlighted, showing a task with the subject "bar clean please", updated by "Justin C.", on "12/9/2024 5:48 PM", with a status of "Open" and 0 replies. A plus sign (+) icon is visible to the right of the table, with a callout: "Click the plus sign to assign a task to department".

A callout "Filter tasks by subjects, status, and assigned departments" points to the filter section. Another callout "Click a task name to review any tasks" points to the "broken tap" task in the table.

Below the table, a task detail view for "Task Example" is shown. It includes a "Status:" dropdown (set to "Open") and an "Assigned To:" dropdown (set to "Gaming"). A "Reply:" text area is present, with a callout: "Edit the task status, reassign it to other departments, and record comments". A "Reply" button is at the bottom right of the detail view.

At the bottom right of the task detail view, the user's name "Matthew Z." and the timestamp "15/11/2024 9:10 AM" are displayed.

Communications

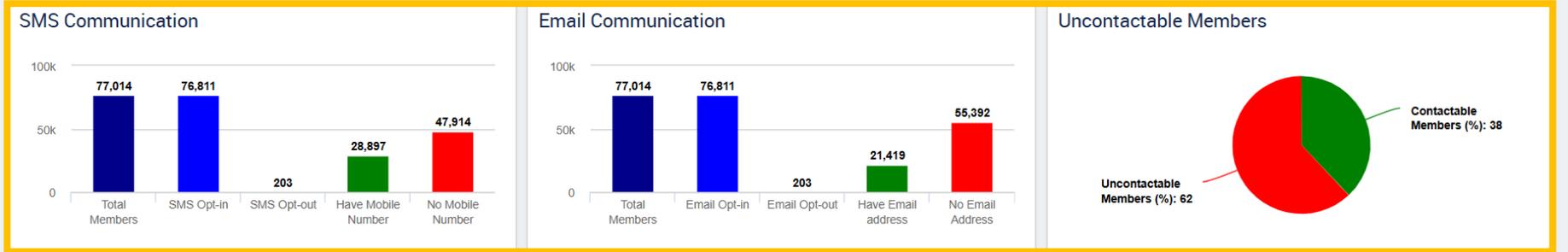
Communications Dashboard

Communications

Create a communication

Export communication reports and opt-out members from communications

The visual graphs show general communication statistics



Name:
 Date Range:
 Type:
 Approval:

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

Schedule | Email Builder | Message | Members | Review

GENERAL
Communication Name: *

DELIVERY CHANNELS

Email
Send an Email

SMS
Send text Message

DELIVERY PRIORITY
Choose a preferred channel, or send to all available channels.

Both | Email | SMS

SCHEDULING
Send At: 23-01-2026 14:13
Recurring

DISTRIBUTION SETTINGS

Web View Only ⓘ
Send SMS only with a web link to the Email template.

Non-Marketing Communication ⓘ
Exempt from marketing rules

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

Choose the delivery priority if you choose both email and SMS channels

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

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

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

Check this to flag the communication as non-marketing. Non-marketing communication will be delivered to contacts even if they have unsubscribed. **They must only be used for AGM notices, membership rewards, or other operational purposes!**

Creating a Campaign continued

Step 2a: Setting email template and subject

The screenshot shows the 'Email Builder' step in a campaign creation process. The interface includes a progress bar at the top with steps: Schedule, Email Builder (active), Message, Members, and Review. The main content area is divided into several sections:

- Select Template:** A dropdown menu with '+ Create New Template' and a 'Create Template' button below it.
- Create New Email Template:** A form with a 'Template Name' input field and a 'Create Template' button.
- YES MAIL:** A sidebar menu with 'Inbox', 'Unread', and 'Sent' options.
- Subject:** An input field.
- From:** A dropdown menu showing 'Demo@ei3. au'.
- Email Template Preview:** A large grey area labeled 'Email Template Preview'.
- Preview Badge #:** An input field with a 'Refresh Preview' button below it.
- Test Email Recipient:** An input field with a 'Send Test Email' button below it.

Callouts in dark blue boxes with yellow borders provide instructions:

- 'Select an existing email template or create a new one' points to the 'Select Template' dropdown.
- 'Edit the email template with the template builder' points to the 'Edit Template' link.
- 'Edit the email subject' points to the 'Subject' input field.
- 'Display the value of merge fields based on entered badge number' points to the 'Preview Badge #' input field.

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 2b: Editing SMS content

The screenshot shows the 'Message' step of the campaign creation process. The interface includes a navigation bar with 'Schedule', 'Email Builder', 'Message', 'Members', and 'Review'. The main content area is divided into several sections:

- FROM / SENDER ID:** A dropdown menu showing 'NxtPymtsTST'.
- MESSAGE CONTENT:** A large text area for editing the SMS content.
- TEST MEMBER DETAILS:** An 'Input Badge ID' field and an 'Update Preview' button.
- Preview:** A mobile phone mockup showing the SMS content: 'NXTPYMTSTST Text Message TODAY opt-out TapTh.is/xxxxxxx'.
- Test SMS:** An 'Input Test SMS Mobile Number' field and a 'Send Test SMS' button.

Callouts provide additional instructions:

- 'Editing SMS content' points to the MESSAGE CONTENT area.
- 'Insert merge field or emoji' points to the 'Select Merge Field' dropdown.
- 'Content length and the indicative number of SMSs' points to the '0 Characters (1 SMSs)' indicator.
- 'Edit the email template with the template builder' points to the top navigation bar.
- 'Display the value of merge fields based on entered badge number' points to the 'Update Preview' button.
- 'Enter a mobile number to receive test SMS' points to the 'Input Test SMS Mobile Number' field.

The actual SMS length and the number of SMSs may vary, as the unsubscribe link will be included. A single SMS contains up to 140 characters. Content longer than 140 characters will be split into multiple SMSs.

Creating a Campaign continued

Step 3: Setting recipients

Schedule > Email Builder > Message > **Members** > Review

Standard <> Advanced

ADD MEMBERS BY BADGE (MEMBER ID)

Badge Numbers
Enter the badge numbers of members you wish to add. This can be copied and pasted directly from Excel reports.
Separated by commas or new lines.

Example: 1001,1002,1003...

Add Members

ADD NON-MEMBER CONTACTS

Search
First Name / Last Name / Email / Mobile

Labels
Select Labels...

SMS Contacts
Show contacts reachable via SMS

Email Contacts
Show contacts reachable via Email

<input type="checkbox"/>	SELECT	FIRST NAME	LAST NAME	EMAIL	MOBILE	LABELS
No non members to show...						

0 records

Add Selected Non-Members

Current List

0 Members in Communication.
0 Members able to receive SMS
0 Members able to receive email

View Member Clear List

Over-communication

No over communicated members found

View Dashboard Back **Save & Continue** Delete

Add Members by Badge Number: Select specific members as recipients by entering their badge numbers

Add Non-members: Filter and select non-members as recipients

Advanced: Apply a member filter to the communication, with EAGLEi360 automatically runs the filter at the scheduled send time to message all filtered members

Creating a Campaign continued

Step 4: Complete your communications

The screenshot displays a campaign review interface with a progress bar at the top showing steps: Schedule, Email Builder, Message, Members, and Review. The 'Message' step is currently active. The main content area is titled 'Everything is Ready' and includes a confirmation prompt: 'Your communication is ready to be sent out – Please confirm the details below and click Approve'. The interface is divided into three columns of details:

- 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)

At the bottom, the status is 'Status: To Be Approved'. A navigation bar contains buttons for 'View Dashboard', 'Back', 'Approve', and 'Delete'. A dropdown menu is open above the 'Approve' button, listing 'Members List', 'Badge List', and 'PID List'. Two callout boxes provide instructions: one points to the dropdown menu with the text 'Export the recipient list', and another points to the 'Approve' button with the text 'Click the Approve button to complete the process'.

Reporting on a Communication

Summary

Members

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



- Dropped
- Delivered
- Bounce

34% 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

The screenshot shows the Eagle i360 web application interface. At the top is a navigation bar with the logo and menu items: Eagle i360 Demo, Members, Gaming Machines, Campaigns, Calendar, Shift Report, Tasks, and a search bar. The user is logged in as Matthew Zhu (Demo User). Below the navigation bar is a 'Communication' section with four tiles: Communication Management, Custom Fields, Image Library, and Communication Report (highlighted with a yellow border). The main area is titled 'Communication Report' and features a date filter (01-10-2024 to 31-10-2024) and a 'Search' button. Below the filter are four summary cards: Total Communications (0), Total SMSs (0), Total Emails (0), and No Communications. At the bottom, there are toggle buttons for 'SMS' and 'Email', a table header with columns 'COMM NAME', 'PREFERRED SEND', 'SCHEDULED CONTACT', and 'SMSS', and an 'Export to Excel' button. Annotations in blue boxes with yellow borders point to the 'Search' button ('Filter report by dates'), the 'Email' toggle ('Toggle between SMS and Email'), and the 'Export to Excel' button ('Export the report to Excel files').

Building an Email Template

The screenshot shows a web-based email template editor. At the top, there's a header with a 'Template Name' field containing 'Showcase 1 - Birthday EDM' and 'Save' and 'Exit' buttons. A callout 'Edit the template name' points to the template name field. On the left, three device view icons (desktop, tablet, mobile) are shown, with a callout 'Preview template on different device views' pointing to them. The main area displays a birthday-themed email template with 'HAPPY BIRTHDAY!' text and gold balloons. A 'Merge Fields' dropdown menu is open, listing fields like 'First Name', 'Last Name', 'Reward Points Balance', etc., with a callout 'Insert merge fields into the content to enable EAGLEi360 to dynamically personalise the content for each recipient' pointing to it. On the right, a component palette contains icons for '2 Columns', '3 Columns', 'Text', 'Button', 'Image', 'Divider', 'Spacer', 'Navbar', and 'Navbar Link'. A callout 'Edit styles for the selected component' points to the top of the palette, and another callout 'Drag and drop a component to the email template' points to the 'Image' component icon.

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.

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

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

Process Data

Voucher Codes.xlsx

Require Field Mappings

	IS BADGE	IS PID	MAP TO CUSTOM FIELD
Badge ID	<input type="checkbox"/>	<input type="checkbox"/>	Ignore
Voucher Code	<input type="checkbox"/>	<input type="checkbox"/>	Ignore

Save

Create merge fields for uploaded values

Custom Fields

Process Data

Voucher Codes.xlsx

Require Field Mappings

	IS BADGE	IS PID	MAP TO CUSTOM FIELD
Badge ID	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Ignore
Voucher Code	<input type="checkbox"/>	<input type="checkbox"/>	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

- Opt Out Email ?
- Opt Out SMS ?
- SMS History
- Send SMS

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

CRM Configuration

- Manage Tiers
- Manage Relationships
- Manage Interests
- Manage Tags
- Manage Events
- Manage Safestakes**

Venue Data
Venue Configuration

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

Threshold Configuration | Response Configuration | Patron Exceptions | Tier Override | AML Configuration

Live & Historical

Do Not Reflag Period:

Historical

Is Play Period Enabled?	<input checked="" type="checkbox"/>	Review Period:	<input type="text" value="7 Day"/>
Is Period Loss Enabled?	<input checked="" type="checkbox"/>	Play Period:	<input type="text" value="1000 Minutes"/>
Is Period Turnover Enabled?	<input checked="" type="checkbox"/>	Period Loss:	<input type="text" value="\$1,000"/>
Is Period Expenditure Enabled?	<input checked="" type="checkbox"/>	Period Turnover:	<input type="text" value="\$1,000"/>
Is Period Visitation Enabled?	<input checked="" type="checkbox"/>	Expenditure Change %:	<input type="text" value="50%"/>
		Visitation Change %:	<input type="text" value="50%"/>

Configuring Safestakes Responses

CRM Configuration

[Manage Tiers](#)
[Manage Relationships](#)
[Manage Interests](#)
[Manage Tags](#)
[Manage Events](#)

Manage Safestakes

Administration - Matthew Zhu (Demo User)

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

Venue Data

Threshold Configuration

Response Configuration

Step:
 Category:
 Level:

	ACTIVE?	LABEL	STEP	RESPONSE CATEGORY	LEVEL	SKIPS TO END?
 	<input checked="" type="checkbox"/>	Internal systems	Step1	Gaming	<input type="text" value="Interaction"/>	<input type="text" value="Default"/>
	<input type="checkbox"/>	Internal systems	Step1	Liquor	Interaction	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	Internal Systems	Step1	Other	Interaction	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	Patron comment direct to staff member	Step1	Other	Interaction	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	Patron comment direct to staff member	Step1	Liquor	Interaction	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	Patron comment direct to staff member	Step1	Gaming	Interaction	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	Overheard conversation	Step1	Gaming	Interaction	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	Overheard conversation	Step1	Liquor	Interaction	<input type="checkbox"/>
	<input type="checkbox"/>	Overheard conversation	Step1	Other	Interaction	<input type="checkbox"/>
	<input type="checkbox"/>	Change in behaviour witnessed	Step1	Other	Interaction	<input type="checkbox"/>

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

Overriding Safestakes Thresholds

EAGLE i360 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 Safestakes

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

Override Safestakes thresholds for specific members or tiers

Venue Data

Threshold Configuration Response Configuration Patron Exceptions Tier Override AML Configuration

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 Kieffi	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

The screenshot displays the EAGLE i360 CRM Configuration interface. The top navigation bar includes the EAGLE i360 logo, a menu icon, and various system navigation options: Eagle i360 Demo, Members, Gaming Machines, Campaigns, Calendar, Shift Report, Tasks, Communications, Safestakes, and a search bar. The user is logged in as Matthew Zhu (Demo User) under the Administration section.

The main content area is titled "CRM Configuration" and features five management tiles: Manage Tiers, Manage Relationships, Manage Interests, Manage Tags, and Manage Events. The "Manage Safestakes" tile is highlighted with a yellow border.

A dropdown menu is open for "My Venue", listing options: Event Management, Exclusion Register, Users, Multi-Venue Overview, Eagle i360 Mobile App, and Eagle i360 Admin Portal.

The "Venue Data" section is active, showing a configuration form for AML (Anti-Money Laundering) settings. The form includes a "Save" button and the following fields:

Threshold Configuration	Response Configuration	Patron Exceptions	Tier Override	AML Configuration
AML Enabled: <input checked="" type="checkbox"/>				
Withdrawal Threshold: \$ <input type="text" value="100"/> ?				
Max Turnover: \$ <input type="text" value="10"/> ?				
End Session Balance: \$ <input type="text" value="1"/> ?				
Win Threshold: \$ <input type="text" value="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.

The screenshot shows the Eagle i360 Safestakes interface. At the top, there is a navigation bar with the Eagle i360 logo and various menu items including Members, Gaming Machines, Campaigns, Calendar, Shift Report, Tasks, Communications, and Safestakes (which is highlighted). A search bar and user information (Administration - Matthew Zhu (Demo User)) are also present.

Below the navigation bar, the main heading is "Safestakes" with a toggle for "AML". The interface includes a filter section with the following options:

- Date From: 22-10-2024
- Date To: 05-11-2024
- Tier: All Selected
- Response Category: All Selected

Two callout boxes provide instructions:

- A blue box with a yellow border says "Manually log a suspicious/problematic patron activity and behaviour" with an arrow pointing to a plus sign icon (+).
- A blue box with a yellow border says "Filter Safestakes logs by date, tier, category, and level" with an arrow pointing to a "Filter" button.

The main content is a table of Safestakes logs with the following columns: MEMBERSHIP, FIRST NAME, LAST NAME, TIER, RESPONSE CATEGORY, TRIGGER, LEVEL, and DATE TIME.

MEMBERSHIP	FIRST NAME	LAST NAME	TIER	RESPONSE CATEGORY	TRIGGER	LEVEL	DATE TIME
79857	Boyd	Ivoh	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..

The screenshot displays the EAGLE i360 management interface. At the top, the navigation bar includes the EAGLE i360 logo, a menu icon, and links for Eagle i360 Demo, Members, Gaming Machines, Campaigns, and Calendar. The user is logged in as Matthew Zhu (Demo User) in the Administration section.

The main content area is titled "Venue Information" and features four primary action buttons: "Manage Areas" (highlighted with a yellow border), "Manage Staff", "Manage Departments", and "Manage Fin". A dropdown menu is open from the "Administration" link, showing options like "My Venue", "Event Management", "Exclusion Register", "Users", and "Multi-Venue Overview".

Below the venue information, the "Venue Areas" section is visible, with a "Show Inactive Areas" checkbox. A list of areas is shown: Gaming, Bistro, Main Bar, Sports Bar, and Reception. A callout box with a yellow border points to the "Gaming" area, stating "Click the area associated with the HR system".

The "Gaming" area configuration form is open, showing fields for "Order" (set to 1), "Is Gaming Area" (unchecked), "Report on Covers" (checked), "Report Covers as All Day" (unchecked), "Has BOH" (unchecked), "Wages Target" (set to 0%), and "Is Active" (checked). "Save" and "Return" buttons are at the bottom.

To the right, the "POS Terminals" section shows a "Gaming Mobile Terminal". Below it, the "Roster Areas" section is active, with a callout box stating "Assign Roster Areas". A dropdown menu is open, listing various HR system roles such as "/Admin [NOT ASSIGNED]", "/Admin/CEO [Not Assigned]", and "/Admin/MarketingManager [Not Assigned]". The "/Admin/MarketingManager [Not Assigned]" option is currently selected.

Roster Costing Reports

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

Roster Costing Summary Report ☆ 📄 🖨️

Date From
Date To
Area

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 to
Day of Week
Area
Section

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

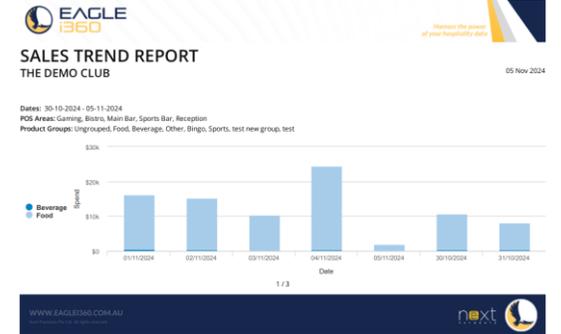
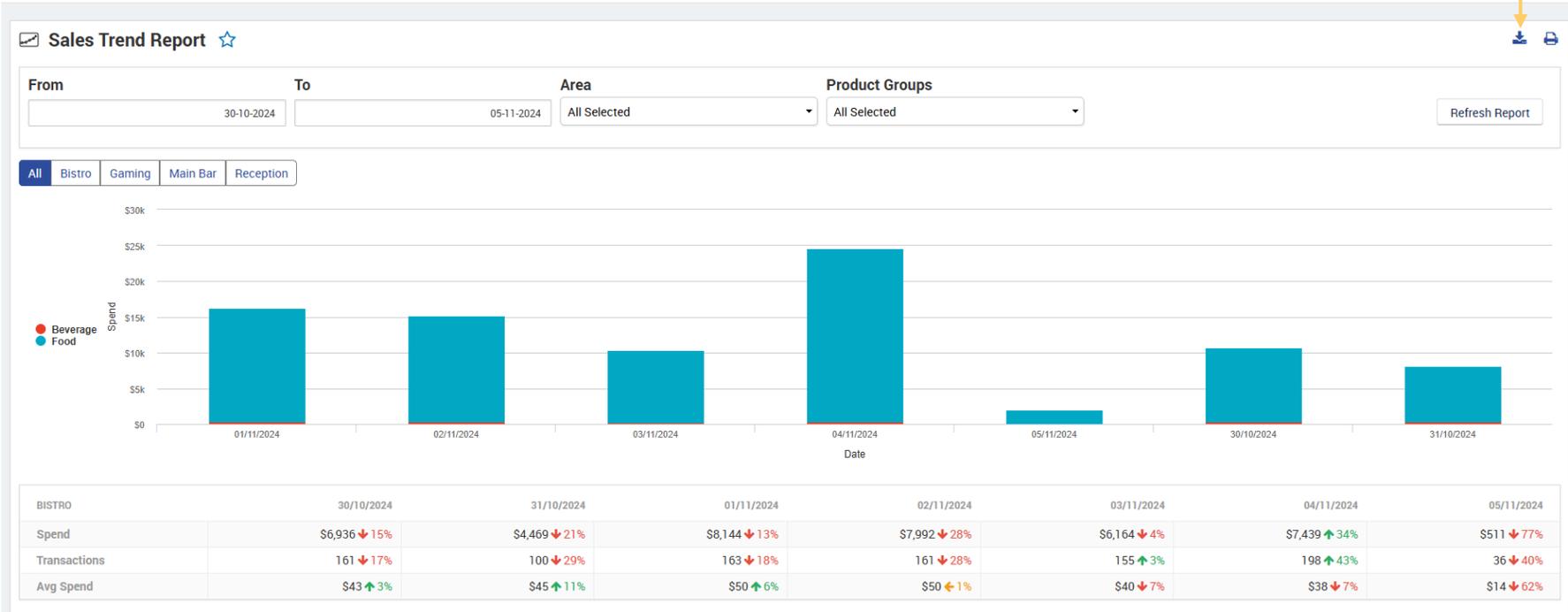
The screenshot shows the EAGLEi360 Reports interface. At the top, a navigation bar includes the EAGLEi360 logo, a menu, and various tabs like 'Members', 'Gaming Machines', and 'Reports'. The 'Reports' tab is highlighted with a yellow box. Below the navigation bar, the page title 'Reports' is displayed. A search bar is present with the text 'Search reports by name' and an arrow pointing to it. To the right of the search bar, there are three view options: 'List View', 'Detail View', and 'Legacy View'. The 'Detail View' option is highlighted with a yellow box and an arrow pointing to it, with a callout box that says 'Choose how you would like to view your reports'. Below the search bar, there is a 'Favourites' section. A callout box with the text 'Add a report to your Favourites' and an arrow points to a star icon next to the 'Member Filter' report. The main content area is titled 'Member Reports' and contains a grid of 12 report cards. Each card has a title, a brief description, and a star icon. The reports include: Relationships, Play in Period, Repeat Visitation, Comments, Demographics, Watched Members, Tags, Member Summary, Activity By Suburb, Profitability, Play in Time Period Comparison, and Customer Care Log.

Running Reports

Reports

You can export any report to Excel or PDF

Exported PDF File



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 Year	Avg Spend	Avg Spend Vs Last Year
01-11-2024	Bistro	Beverage	\$6	-3%	2	100%	\$3	-88%
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%	371	-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	\$7,978	-28%	161	-28%	\$50	1%
02-11-2024	Main Bar	Beverage	\$169	-44%	61	-41%	\$6	-3%
02-11-2024	Main Bar	Food	\$6,463	-51%	338	-44%	\$12	-13%
02-11-2024	Reception	Food	\$359	-76%	70	56%	\$5	-85%
03-11-2024	Bistro	Beverage	\$6	0%	2	0%	\$3	0%

Report by Member Filters

The screenshot shows the 'Member Filter' configuration page. At the top, there's a 'Favourites' section with a 'Member Filter' saved filter. Below, the main configuration area includes a filter name 'Australia Day 2024', buttons for 'Rename Filter', 'Create New Filter', and 'Delete Filter'. The filter logic is built using a tree structure with operators (AND, OR, INCL, EXCL) and conditions. Two conditions are shown: 'Gaming - Turnover > \$ 1000' and 'Member - Birth Month Offset 11 months'. The interface also features 'Excel Export' and 'Calculate' buttons, and member counts for each filter group (112, 1,418, and 2,556 members).

Callouts and their functions:

- Member Filter**: Build custom Member Reports using a selection of filters.
- Export results to Excel files**: Points to the 'Excel Export' button.
- Calculate number of members in the filter(s) chosen**: Points to the 'Calculate' button.
- Manage a member filter**: Points to the 'Rename Filter', 'Create New Filter', and 'Delete Filter' buttons.
- Operator condition**: Points to the operator selection dropdown (AND, OR, INCL, EXCL).
- Calculate the number of members who meet the conditions**: Points to the '112 members' count.
- Select a predefined filters and set up conditions**: Points to the filter configuration fields (e.g., 'Gaming - Turnover > \$ 1000').
- Delete members**: Points to the trash icon next to the '1,418 members' count.
- Add a label for member filter group**: Points to the '2,556 members' count.
- Add another condition group**: Points to the '+ AND' button to add a new filter 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

Venue Comparison by Trend Report

Compare monthly performance against industry benchmarks. Filter by State, Region, Venue Type and Venue Size.

Venue Comparison by Manufacturer

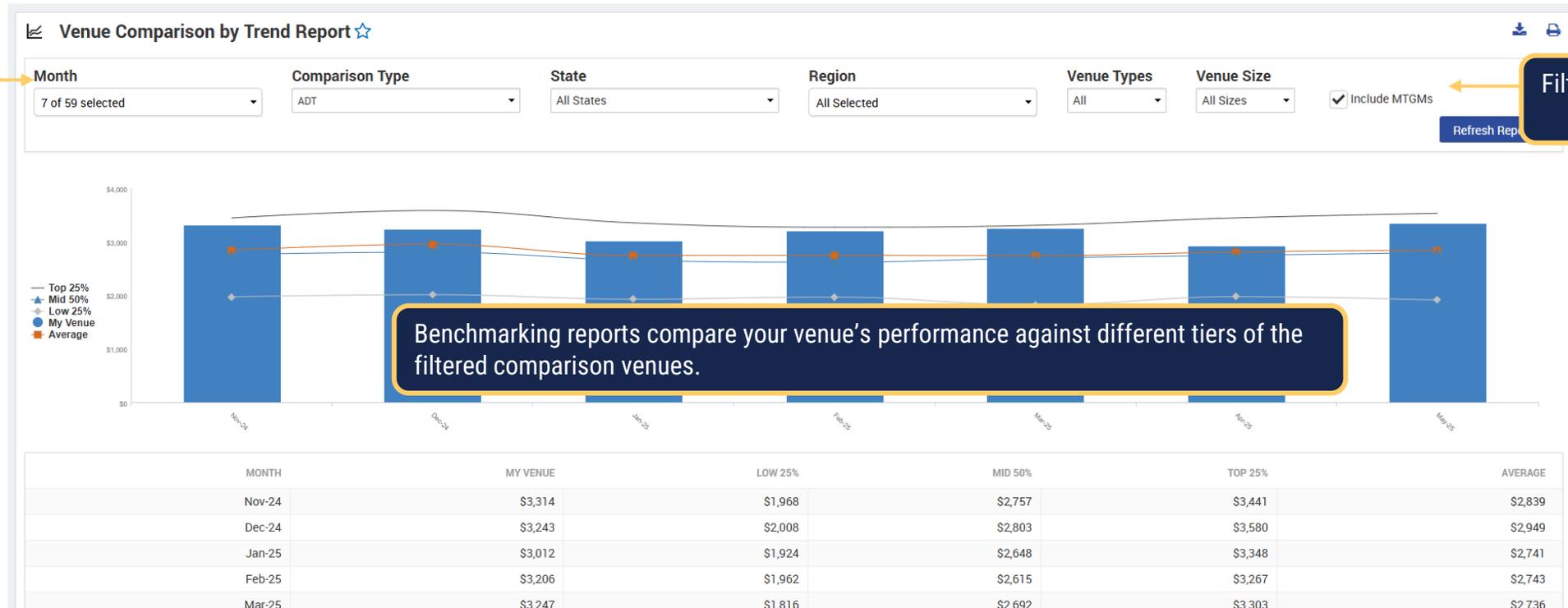
Compare manufacturer performance against industry benchmarks. Filter by State, Region, Venue Type and Venue Size.

Venue Comparison by Link

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

Venue Comparison by Denomination

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



* 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.

My Reports Member - Play in Period Create Schedule Refresh

SCHEDULE NAME	REPORT	FREQUENCY	NOTIFY
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.

Weekly Missing Players for 21/03/2025

Eagle i360 <no-reply@eaglei360.com.au>
To Nicholas McCauley

Reply Reply All Forward 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](#)



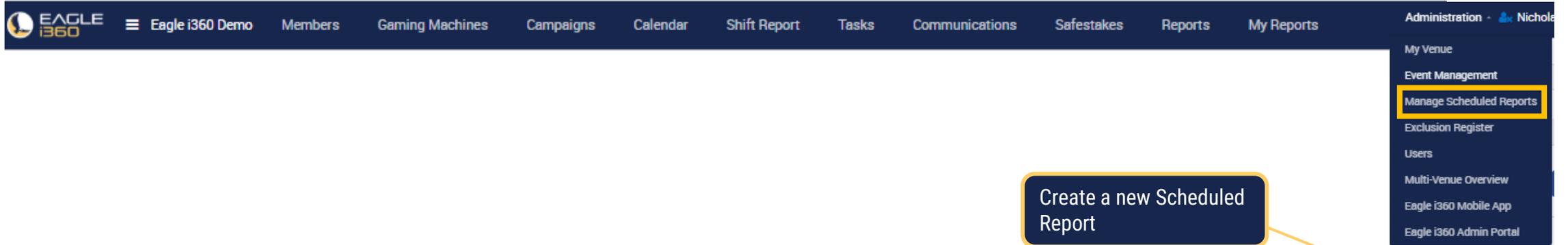
[View in Eagle i360](#)



[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



Manage Scheduled Reports

Member - Play in Period ▼ Create Schedule

Schedule Name Report Frequency Show Historical Show Inactive Refresh

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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	🗑️

1 record

Manage an existing schedule

Subscribe to a report

Copyright © Next Payments Pty Ltd 2018 - 2025. All rights reserved.
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

Next Run

Wait for Data

Is Recurring

Recurring Until

Recurrence Interval

Frequency Weekly Interval

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

Save Cancel

Recent Play Date

Exclude players who have recorded play after this date.

Summary Weeks

Summarize turnover for the above weeks before the recent play date.

Turnover Threshold

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

Opt Out

📞 📧 📠

Run Report

Run report to view data.

Set your report parameters for the first report run.

Managing a Scheduled Report

Manage Scheduled Reports

Member - Play in Period
Create Schedule
Back

[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

[Edit](#) [Deactivate](#)

Scheduled Report Jobs

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

2 records

Subscribers You are subscribed

USER	EMAIL	SUBSCRIBED	EMAIL	UPDATED ON
[Redacted]	[Redacted]	<input type="checkbox"/>	<input type="checkbox"/>	-
Nicholas McCauley	nmccauley@nextpayments.com.au	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	10:49AM, 21-03-2025
[Redacted]	[Redacted]	<input type="checkbox"/>	<input type="checkbox"/>	-

Review scheduled parameters

Edit the scheduled filters/parameters

Review generated report logs

Manage report subscribers

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.

The screenshot displays the Eagle i360 CRM Configuration interface. The top navigation bar includes the Eagle i360 logo, a hamburger menu, and various navigation items: Eagle i360 Demo, Members, Gaming Machines, Campaigns, Calendar, Shift Report, Tasks, Communications, Safestakes, and a search bar. The user is logged in as Matthew Zhu (Demo User).

The main content area is titled "CRM Configuration" and features five management tiles: Manage Tiers, Manage Relationships, Manage Interests, Manage Tags, and Manage Event Types (highlighted with a yellow border). Below these tiles is the "Event Type Management" section, which contains a form for creating or editing an event type. The form fields are:

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

Buttons for "Save" and "Return" are located at the bottom left of the form. To the right of the form, there is a section titled "Wymac Promotion Invitational" with a database icon and the following text:

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.*

The "Event Reporting Method" dropdown menu is open, showing a list of options. The "Wymac Promotion" option is highlighted in blue. A callout box with a yellow border and a blue background points to this option, containing the text: "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)

Demo Wymac Campaign 24/3/2025 Wymac Promotion Link Code 36150

Details Offers & Tags Members ROI Summary

Details

Event Name
Demo Wymac Campaign

Event Type
Wymac Promo **Select event types for Wymac promotions**

Event Date
24-03-2025

Multi-Day? All Day?

Cost Per Invite

Is Multi Claim

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.

New Offer · Delete Selected Offers

<input type="checkbox"/>	OFFER	VALUE (\$)	LIMIT PER MEMBER	LIMIT PER EVENT
No offers to show...				

0 records

Tags

TAG

No items to show...

Back Save & Continue

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

1 2 3 4 5 ... next →

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

Add

Filters

- General ▾
- Marketing Options ▾
- Member Demographic ▾
- Gaming ▾
- Gaming Trends ▾
- POS ▾
- Tags ▾
- Similar Campaigns ▾

Apply
Reset All

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: 

 + Add File Remove Select File

Tier List: Select tiers

Start Date/Time: February 2024 (06) 00:00

End Date/Time: December 2024 (07) 00:00

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

Prizes

+ Add Prize Remove (Selected) Weight Breakdown

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 Entries into virtual Draw	0	0 Unlimited	Loser <input checked="" type="checkbox"/> Show losing screen	N/A	N/A	N/A	1	Select tiers	0.00

← Configure prizes



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