



EAGLE
i360

Detailed User Guide



Table of Contents

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

Acronym Table

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

Get Started

Navigating EAGLEi360

Search bar:

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

EAGLE i360

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

My Venue

Event Management

Manage Scheduled Reports

Exclusion Register

Users

Multi-Venue Overview

Eagle i360 Mobile App

Eagle i360 Admin Portal

15th November 2025

Daily View

Weekly View

Monthly View

Toggle between different dashboard views

Revenue

\$65,021 ↑33.68%

Players

361 ↑41.02%

POS

\$25,350 ↑3030.88%

Trade Figures Summary

TODAY

LAST 6 WK AVG.

SAME DATE LAST YEAR

MTD

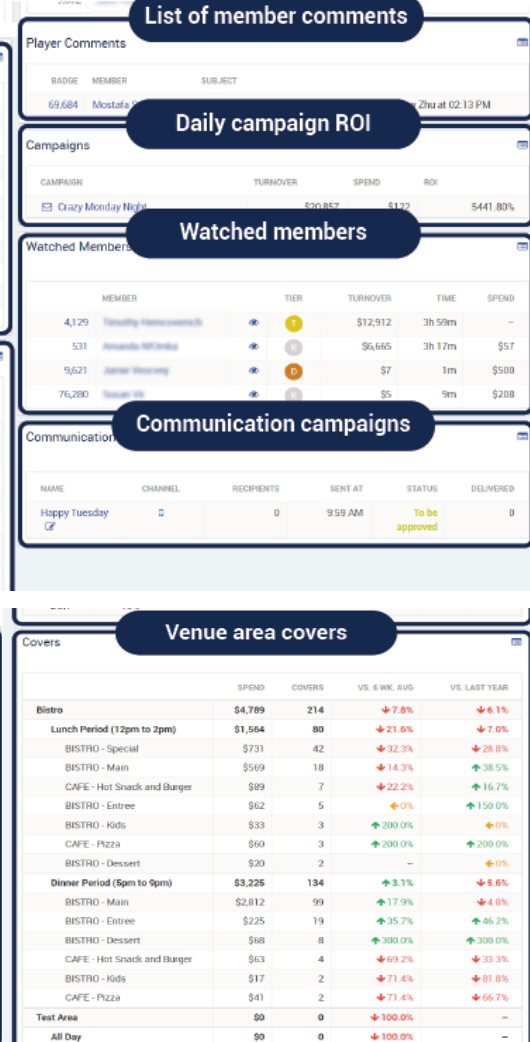
TURNOVER	\$686,783	\$601,830 ↑14%	\$327,254 ↑110%	\$14,088,794 ↑14%	\$12,345,678
REVENUE				43,518 ↓0%	\$1,123,456
HOLD				8.12% ↓12%	9.24%
PLAYERS				2,981 ↑8%	2,749
CARDED				78.81% ↓5%	82.66%
OCCUPANCY	29.25%	24.84% ↑18%	14.16% ↑107%	21.95% ↑4%	21.10%
UNKNOWN	-	-	\$2,625	-	\$110,720
GAMING	\$317	\$386 ↓18%	-	\$8,673	-
MAIN BAR	-	-	\$2,973	-	\$122,824
BISTRO	-	-	\$4,643	-	\$171,894
SPORTS BAR	\$355	\$339 ↑5%	-	\$13,771	-
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

Dashboard Overview



Using EAGLEi360 on Your Mobile device

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

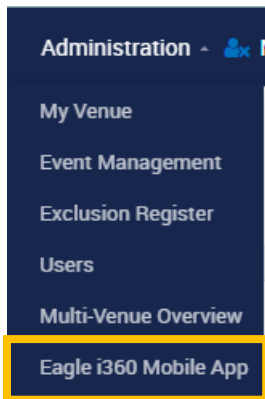


Scan here for iPhone

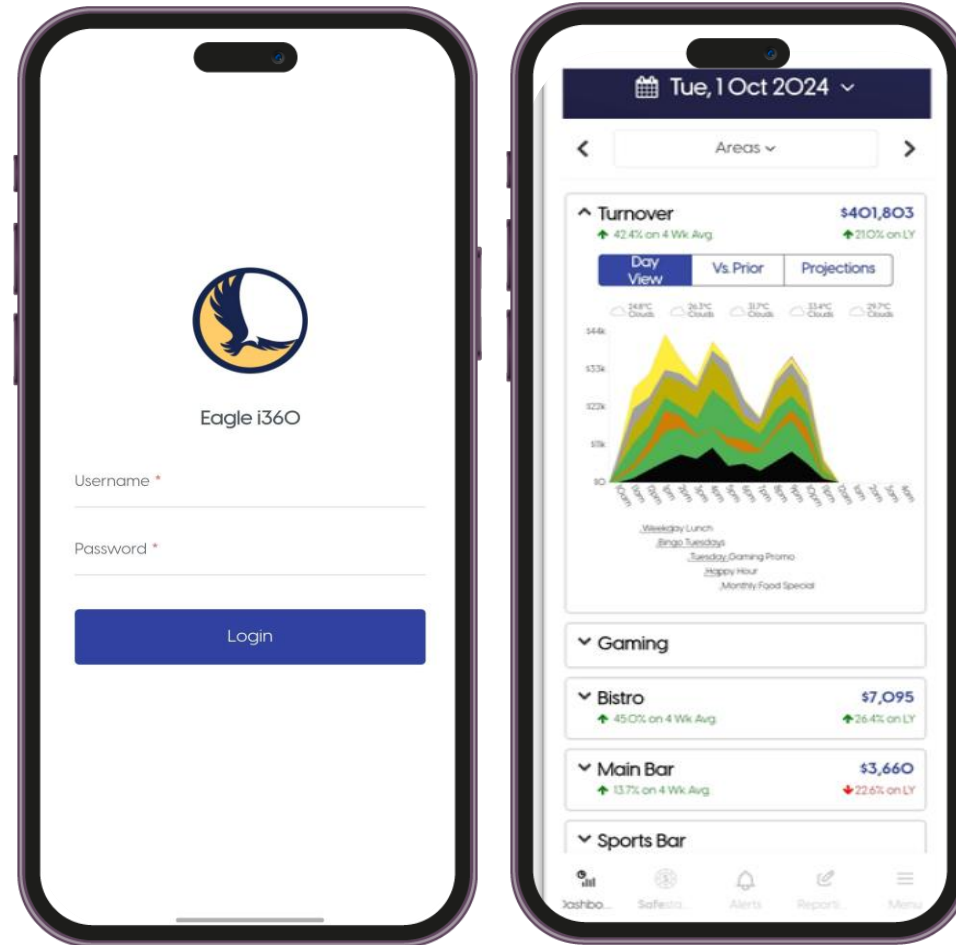


Scan here for Android

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

Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

Tasks

Communications

Safestakes

...

Q

Administration - Matthew Zhu (Demo User)

My Venue

Event Management

Exclusion Register

Users

Multi-Venue Overview

Eagle i360 Mobile App

Venue Configuration

Venue Properties

Manage Settings

Manage IP Addresses

Manage Dashboards

Manage Notifications

Manage Comp Budget

Eagle i360 User Access

Manage Users

Manage Permission Groups

Manage Daily Email Reports

Venue Information

Manage Areas

Manage Staff

Manage Departments

Manage Financial Targets

Manage Special Dates

CRM Configuration

Manage Tiers

Manage Relationships

Manage Interests

Manage Tags

Manage Event Types

Manage Safestakes

Venue Data

Manage Datasets

Manage Product Groups

Manage Member Filters

Manage POS Data

Manage Exclusion Register

Manage Historical Data

Non-Member Contacts

Communication

Peak Purchasing

Communication Management

Custom Fields

Image Library

Communication Report

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

Basic set-up for EAGLEi360 dashboard and reports

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

Manage IP Address

Off-site access restrictions by IP address

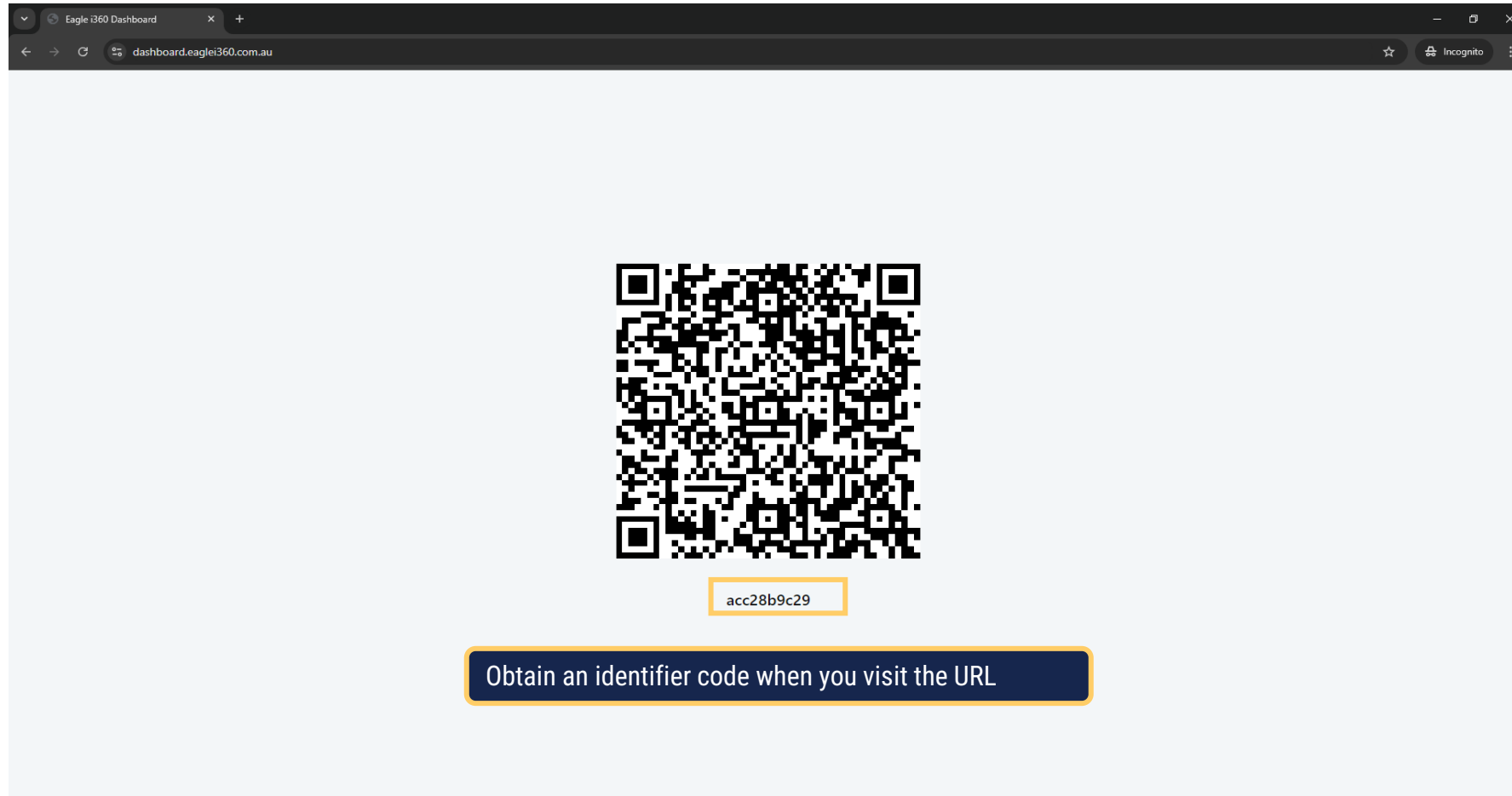
The screenshot displays the EAGLE i360 web application interface. The top navigation bar includes the EAGLE i360 logo, a hamburger menu, and links to Eagle i360 Demo, Members, Gaming Machines, Campaigns, Calendar, Shift Report, Tasks, and a search bar. The user is logged in as Matthew Zhu (Demo User) under the Administration menu. The main content area is titled 'Venue Configuration' and features a 'Venue Properties' section with five tiles: Manage Settings, Manage IP Addresses (highlighted with an orange border), Manage Dashboards, Manage Notifications, and Manage Comp Budget. Below this is the 'Venue IP Addresses' section, which contains a text input field labeled 'ADDRESS', an 'Add' button, and a message 'No items to show...'. A callout box with an orange border and text 'Record IP addresses of your venue to limit access for users' points to the 'Add' button. Another callout box with an orange border and text 'Populate your IP address to the text field' points to the 'ADDRESS' input field. At the bottom right of the 'Venue IP Addresses' section, the text 'Current IP Address: 111.220.44.122 (Blocked)' is displayed with a plus icon.

- 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

Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

Tasks

...

Administration - Matthew Zhu (Demo User)

Venue Configuration

Venue Properties

Manage Settings

Manage IP Addresses

Manage Dashboards

Manage Notifications

Dashboards

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

7 records

Return

My Venue

Event Management

Exclusion Register

Users

Multi-Venue Overview

Eagle i360 Mo

Eagle i360 Ad

Click to create a new dashboard

Click to add a dashboard to your EAGLEi360 mobile app

Claim Dashboard

Dashboard Identifier:

Claim

Enter the dashboard identifier code obtained at step 1

Manage Dashboards continued

Step 3: Add views to the Infoboard

The screenshot shows the Eagle i360 dashboard management interface. At the top, a navigation bar includes the Eagle i360 logo, a menu icon, and various navigation links: 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) in the Administration section.

The main content area displays a dashboard configuration for 'Dashboard: (99112999)'. It includes a 'Description' field (highlighted with a yellow box and an arrow pointing to it from the text 'Add a description for the Infoboard (e.g. location of the screen)'), an 'Active' checkbox (checked), and a 'Save' button. Below this is a table with columns: ORDER, TYPE, DURATION, and IS ACTIVE. The table contains two rows of data: one for 'Hot Machines' with a duration of 60 and 'True' for 'IS ACTIVE', and another row with 'True' for 'IS ACTIVE'. A 'Return' button is located below the table.

An 'Add View' modal is open, showing a 'Dashboard Identifier' field and a 'Select View Type...' dropdown menu. The dropdown menu is open, displaying a list of view types: Select View Type..., Important Players, Hot Machines, Hot Players, Max Live Jackpots, Live Overview, Two Column View, Gaming Overview, Live Floor View, Text Board, POS Overview, What's On Today, and Machine Faults. A 'Create View' button is visible in the modal. An arrow points from the text 'Select a view' to the dropdown menu.

Annotations on the screenshot include:

- 'Add a description for the Infoboard (e.g. location of the screen)' pointing to the Description field.
- 'Add a new view' pointing to the '+' icon in the top right corner of the dashboard configuration area.
- 'Select a view' pointing to the 'Select View Type...' dropdown menu in the 'Add View' modal.

- 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

☒

Save

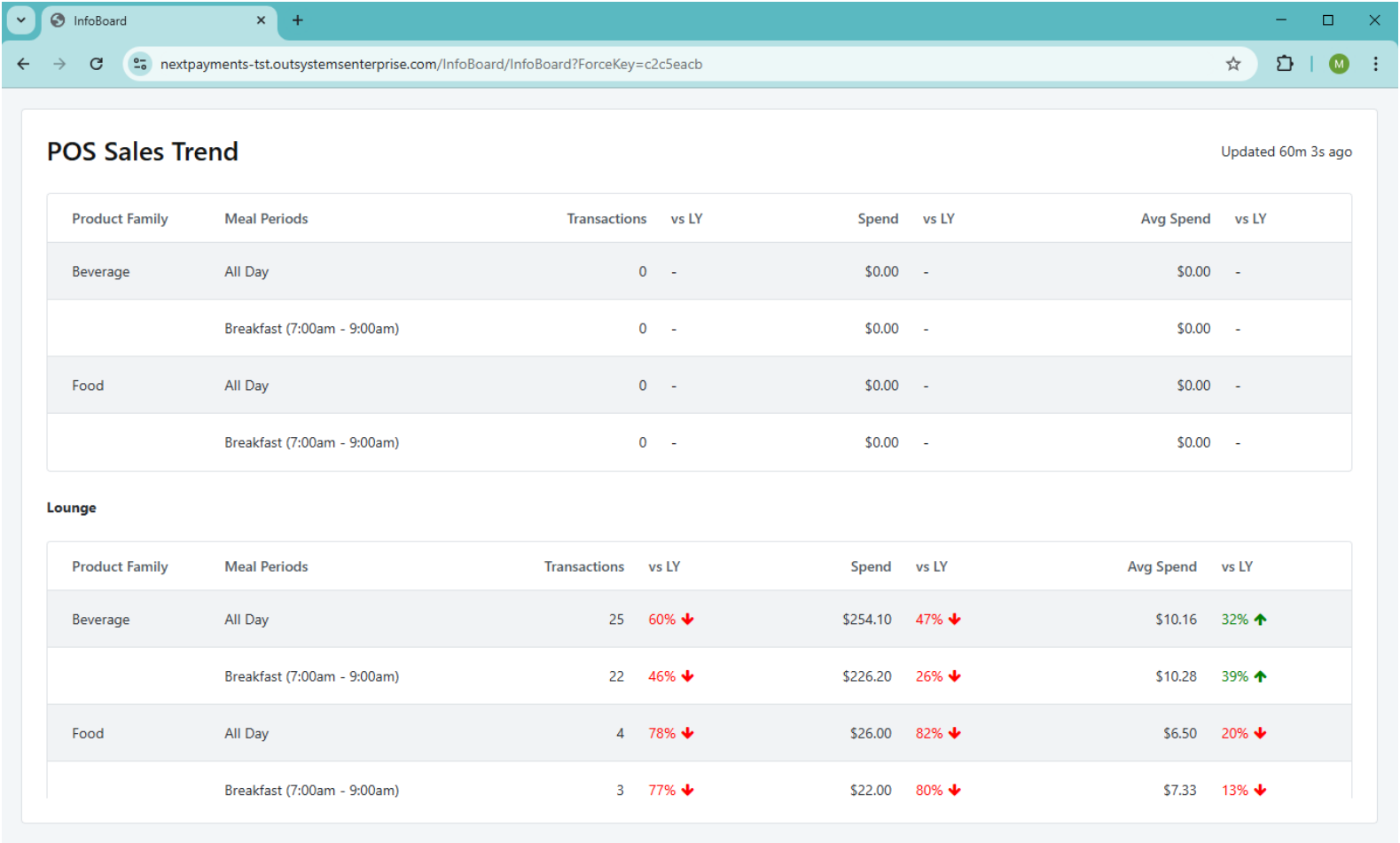
Change the order and display duration for the view

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



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 shows the 'Venue Configuration' page in the EAGLE i360 system. The page is divided into several sections: 'Venue Properties', 'Global Override', 'EGM Event Notifications', and four notification categories: 'Hot Players', 'Hot Machines', 'Average Bet - Carded', and 'Average Bet - Uncarded'. Annotations highlight key features: a callout points to the 'Enable Notifications' checkbox in the 'Global Override' section; another points to the 'Notification Interval' input field; a third points to the 'Manage Notifications' button in the top right; and a fourth points to the 'EGM Event Notifications' section, which contains various event notification checkboxes and thresholds. The 'Hot Players' section includes fields for 'Duration (sec)' and 'Threshold (\$)'. The 'Hot Machines' section includes fields for 'Duration (sec)', 'Threshold (\$)', and 'Cooldown (sec)'. The 'Average Bet - Carded' and 'Average Bet - Uncarded' sections include fields for 'Duration (sec)', 'Threshold (\$)', 'Cooldown (sec)', and 'Min Stroke'.

Venue Configuration

Venue Properties

The system will check for notifications after this many seconds

Manage Notifications

Global Override

Enable Notifications ☐

Notification Interval

Override notification types and their thresholds for particular tiers

EGM Event Notifications

Notify Excessive Note Rejects ☐

Notify Note Acceptor Jammed ☐

Notify Ticket Printer Paper Jam ☐

Notify Ticket Printer Paper Low ☐

Notify Ticket Printer Paper Out ☐

Notify Main Door Opened ☐

Notify Belly Panel Door Opened ☐

Notify LP Award ☐

Notify SAP Award ☐

SAP Award Threshold (\$)

Hot Players

Notify Enabled ☐

Duration (sec)

Threshold (\$)

Hot Machines

Notify Enabled ☐

Duration (sec)

Threshold (\$)

Cooldown (sec)

Average Bet - Carded

Notify Enabled ☐

Duration (sec)

Threshold (\$)

Cooldown (sec)

Min Stroke

Average Bet - Uncarded

Notify Enabled ☐

Duration (sec)

Threshold (\$)

Cooldown (sec)

Min Stroke

Tick the box to enable mobile app notifications

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

Manage Comp (Complimentary) Budget

Set up and track the complimentary budget for members



Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

Tasks

...

Administration -

Matthew Zhu (Demo User)

Venue Configuration

Venue Properties



Manage Settings



Manage IP Addresses



Manage Dashboards



Manage Notifications



Manage Comp Budget

Comp Budget Settings

Enable Comp Budget:

☒

Calculation Type:

Turnover

Budget as Percentage:

5

%

Include Auto Comps:

☒

Include Promo Wins:

☒

Save

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



next

PAYMENTS

18

Manage Board Report

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



☰

Eagle i360 DemoMembersGaming MachinesCampaignsCalendarShift ReportTasks...

🔍

Administration -  Matthew Zhu (Demo User) ⚙️

Venue Configuration



Manage Board Report

Customise Board Report

Primary Colour

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

Default

Custom

Save

Text Colour

Sets the colour for text in table header rows.

Default

Custom

Return

Background Image

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

Default

Custom



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

Choose File

No file chosen

Click to upload

Preview image will show once uploaded.

Logo Image

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

Default

Custom



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

Choose File

No file chosen

Click to upload

Preview image will show once uploaded.



next

PAYMENTS

19

Creating a New EAGLEi360 User

You can create an EAGLEi360 login for another user

Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

...

Administration - Matthew Zhu (Demo User)

Eagle i360 User Access

Manage Users

Manage Permission Groups

Manage Daily Email Reports

My Venue

Event Management

Exclusion Register

Users

Multi-Venue Overview

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

Click the plus sign to add a new user

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

Add New User

Email Address:

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. The top navigation bar includes the EAGLE i360 logo, a hamburger menu, and links to Eagle i360 Demo, Members, Gaming Machines, Campaigns, and Calendar. The user is logged in as Matthew Zhu (Demo User) under the Administration section. The main content area is titled "Eagle i360 User Access" and features three cards: "Manage Users" (highlighted with a yellow box), "Manage Permission Groups", and "Manage Daily Email Reports". Below these is the "Venue Information" section, which contains the "User Manager" form. The form has two main sections. The left section contains fields for Email (Test@test.com.au), First Name, Last Name, Account Status (Active), User Level (Staff Member), and Permission Group (Full Access). Below these are checkboxes for App Access, IP Limited, and MFA Enabled, and a "Save" button. The right section contains fields for User Since (09-10-2024 00:09:46), Last Logged In, Welcome Email Sent, and Temporary Password (oQXQ3), with a "Send" button. Below this is a "Set New Temp Password" field and an "Override Password" button. Annotations include a yellow box around the "Manage Users" card, a yellow box around the "User Manager" form, a yellow box around the "Send" button, and a yellow box around the "Save" button. A blue box on the left explains user levels, and a blue box at the bottom explains the checkboxes. A blue box on the right explains the "Send" button.

Eagle i360 User Access

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

Venue Information

User Manager

Email: Test@test.com.au

First Name:

Last Name:

Account Status: Active

User Level: Staff Member

Permission Group: Full Access

App Access: ☐

IP Limited: ☐

MFA Enabled: ☐

Save

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

Last Logged In:

Welcome Email Sent:

Temporary Password: oQXQ3

Send

Set New Temp Password:

Override Password

User Level:

- Venue Manager:** full access to all features
- Staff Member:** limited access based on assigned permission group

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

Send a welcome email to the user with an initial password

Manage User Group Permissions

Set up the accessibility of EAGLEi360 features for different permission groups



Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

...

Administration

Matthew Zhu (Demo User)

My Venue

Event Management

Exclusion Register

Users

Multi-Venue Overview

Eagle i360 User Access

Manage Users

Manage Permission Groups

Manage Daily Email Reports

Permission Groups Management

Show Inactive Groups

GROUP

Full Access

Limited Report Access

New Group

Staff

Trail Account

No access to tasks

New Group

New Group

Testing Group

9 records

Return

Click the plus sign to add a permission group

Click on a permission group to make edits to that group

Permissions Manager

Group Name

New Group

(0 current group members)

Dashboard

☐ View Projections

☐ View Overview Screen

Gaming

☒ View Patron Gaming Data

☐ View Gaming Data

☐ View Gaming Revenue Data

☐ Modify Gaming Attributes

☐ View/Manage Members

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 Reports

☐ View Shift Reports

☐ Edit Shift Reports

☐ 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



next

PAYMENTS

22

Manage Daily Email Reports

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

 Eagle i360 Demo Members Gaming Machines Campaigns Calendar ...

Administration - Matthew Zhu (Demo User)

My Venue

Event Management

Exclusion Register

Users

Multi-Venue Overview

Eagle i360 Mobile App

 Manage Users

 Manage Permission Groups

 Manage Daily Email Reports

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	☐	☐	☐
Scott Robertson	srobertson@nextpayments.com.au	Full Access	☐	☐	☐
Dianna Bova	dbova@nextpayments.com.au	Full Access	☐	☐	☐

Resend Report

Date

08-10-2024

Report

Shift Report

Recipient

Please Select...

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

Manage Venue Areas

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

Venue Information

- Manage Areas
- Manage Staff
- Manage Departments
- Manage Finances

Venue Areas

☐ Show Inactive Areas

AREA

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

5 records

[Return](#)

Area Details

Name: Gaming

Order: 4

Is Gaming Area: ☐

Report on Covers: ☐

Report Covers as All Day: ☐

Is Active: ☒

[Save](#) [Return](#)

POS Terminals

TERMINAL

No items to show...

[+](#)

[+](#)

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 Eagle i360 'Manage Staff' interface. The top navigation bar includes 'Eagle i360', 'Eagle i360 Demo', 'Members', 'Gaming Machines', 'Campaigns', 'Calendar', and a search bar. The user is logged in as 'Matthew Zhu (Demo User)'. The 'Venue Information' section has four cards: 'Manage Areas', 'Manage Staff' (highlighted with a yellow box), 'Manage Departments', and 'Manage Fin'. A dropdown menu for 'My Venue' is open, showing options: 'Event Management', 'Exclusion Register', 'Users', and 'Multi-Venue Overview'. A callout box points to a plus icon in the top right, stating 'Click the plus sign to add a staff member'. Below the cards, the 'Venue Staff' section has a 'Show Inactive Staff' checkbox and search filters for 'Identifier' and 'First Name'. A table lists staff members with columns for Identifier, First Name, Last Name, and Email. A callout box points to an upload icon, stating 'Click the upload sign to upload a bulk staff list through an CSV file'. A 'Details' modal is open for staff member 0710, showing fields for First Name, Last Name, Email, and a dropdown for 'Linked User'. It also has checkboxes for 'Exclude from Wages Reporting' and 'Is Active'. A 'Comments' section shows a table for shift reports. A 'Staff Merge Tool' allows merging a staff member with another. A final callout box states: 'Click on any staff member to edit their details, view comments against them, or link them to an EAGLEi360 user'.

Venue Information

- Manage Areas
- Manage Staff**
- Manage Departments
- Manage Fin

Venue Staff

☐ Show Inactive Staff

Identifier: First Name:

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	nihn@fsemti.fun.ea
113	Qimmobil		
143	Qusm		
186	Vele		
3023648	Eggeyag		
3023653	Felvoi		
3023654	Fsillo-emce		
3023655	Fslohgomi		
3023657	Fummul		
3023659	Cenoim		
3023660	Cemoivvi		
3023661	Clem		
3023665	Czvem		
3023667	Ivime		

Details

Identifier:

First Name:

Last Name:

Email:

Linked User:

Exclude from Wages Reporting: ☐

Is Active: ☒

Comments

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

0 records

Staff Merge Tool

Merge This Staff Member To:

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

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

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

Manage Departments

Set up departments and assign staff members to specific departments



Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

...

Administration

Matthew Zhu (Demo User)

My Venue

Event Management

Exclusion Register

Users

Multi-Venue Overview

Eagle i360 Mobile App

Venue Information

Manage Areas

Manage Staff

Manage Departments

Manage Finance

Click the plus sign to add a new department

Departments

☐ Show Inactive Departments

NAME

Add

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

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

Venue Configuration

Name:

Gaming

Active:

☒

Save

Return

Department Staff

Cancel

Select a staff member...

Add

IDENTIFIER	FIRST NAME	LAST NAME	
3023653	Carlie	ROBINSON-LENNANE	

Manage Financial Targets

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

Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

Tasks

Communications

Safestakes

...

Administration - Matthew Zhu (Demo User)

Manage Areas

Manage Staff

Manage Departments

Manage Financial Targets

Manage Special Dates

Financial Targets

☐ Show Old Financial Targets

Create New Financial Target

Gaming Target

POS Target

Area

Turnover

DD-MM-YYYY

0

Please note POS Financial Targets should include GST.

Save

Cancel

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

2 records

Return

Create financial targets every month

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

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

Manage Special Dates

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

Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

Tasks

Communications

Safestakes

...

Administration

Matthew Zhu (Demo User)

Manage Areas

Manage Staff

Manage Departments

Manage Financial Targets

Manage Special Dates

Venue Configuration

Special Dates

☒ Show Inactive Dates

☒ Show Older Dates

Date *

09-11-2024

Name

☐ Closed

☐ Public Holiday

Save

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

1 record

Return

Manage Datasets

Manage Product Groups

Manage Member Filters

Manage Historical Data

Communication

Pack Purchasing

Communication Management

Custom Fields

Image Library

Communication Report

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

EAGLE
i360

next
PAYMENTS

28

Manage Tiers

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

- Eagle i360 Demo
- Members
- Gaming Machines
- Campaigns
- Calendar
- Shift Report
- Tasks
- Communications
- Safestakes
- ...

Administration - Matthew Zhu (Demo User)

CRM Configuration

Manage Tiers

This shows the tier data received from gaming providers

Manage Relationships

Manage Interests

Manage minimum and maximum tier points and short codes

Manage Tags

Manage Event Types

Click to choose tier colours

Order	Active	Reports	Name	Code	Points	Points	Code	Colour
1	☒	☒	Platinum	P	3000	100000	Platinum	
2	☒	☒	Gold	G	15000	29999	Gold	
3	☒	☒	Silver	S	2500	14999	Silver	
4	☒	☒	Bronze	B	0	2499	Bronze	
5	☒	☒	Non-Loyalty	N	0	1	Non-Loyalt	
Uncarded								

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

Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

Tasks

Communications

Safestakes

...

Administration

Matthew Zhu (Demo User)

CRM Configuration

Manage Tiers

Manage Relationships

Manage Interests

Manage Tags

Manage Event Types

Venue Configuration

Relationship Type Management

Search

Reset

Search relationships

Add New

RELATIONSHIP

Husband (M) - Wife (F)

Used 5 times

Remove | Edit

Father (M) - Daughter (F)

Used 1 times

Remove | Edit

Father (M) - Son (M)

Used 1 times

Remove | Edit

Mother (F) - Son (M)

Used 1 times

Remove | Edit

Sister (F) - Sister (F)

Used 1 times

Remove | Edit

Add new relationships

Relationship Type Management

Relation (e.g. Father)

Any

--

Relation (e.g. Son)

Any

Save

Cancel

RELATIONSHIP

Any

Male

Female

Manage Interests

Managing member interests enables easier CRM management and campaign invitations

Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

Tasks

Communications

Safestakes

...

Administration - Matthew Zhu (Demo User)

CRM Configuration

Manage Tiers

Manage Relationships

Manage Interests

Manage Tags

Manage Event Types

Patron Interest Management

Search

Reset

Create an 'Interest' to assign members in the CRM

Add New

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

Click to view members linked to campaigns they are interested in

Edit the 'Interests' name or remove them

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

- Eagle 360 Demo
- Members
- Gaming Machines
- Campaigns
- Calendar
- Shift Report
- Tasks
- Communications
- Safestakes
- ...

- Administration - Matthew Zhu (Demo User)

CRM Configuration

Manage Tiers

Manage Relationships

Manage Interests

Manage Tags

Manage Event Types

Venue Configuration

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

Tag Management

Save

Cancel

☒ Tag Expires

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

TAG	Used	
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	Mugsvom	T	-	PEYEME	20-01-1949	Remove

Managing Event Types

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

EAGLE
i360

☰ Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

Tasks

Communications

Safestakes

...

🔍

👤 Administration - Matthew Zhu (Demo User)

⚙️

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

New Event Type

Icon Name

fa-database

Color Hex

#000000

Event Reporting Method

Activity

Is Active

☒

Save

Return

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)

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.

EAGLE
i360

next
PAYMENTS

33

Event Reporting Methods of Event Type

GAMING	POS	MEMBERS
Gaming Invitational - Classify a member as redeemed if they have any gaming turnover during the event period - The member must be pre-entered into the event - Ideal for gaming promotions targeted at a specific list of members	PLU Purchase Invitational - Classify a member as redeemed if they purchase a product from the selected list of PLUs managed below - The members must be pre-entered into the event - Ideal for POS promotions targeted at a specific list of members who need to purchase a specific product	Activity - Track all activity on the event's trading date for members who are listed within the event - Members must be added to the event manually - Ideal for tracking ancillary spend for club activities like poker, mahjong, etc
Gaming Turnover - Automatically add members to the event if they have gaming turnover in the event period - Members will be automatically added to the event list based on their gaming turnover - Ideal for daily gaming promotions to track ongoing ROI and patron interest in the promotion	PLU Purchase - Automatically add members to the event if they purchased a product from the selected list of PLUs managed below during the event period - Members will be automatically added to the event list based on their POS transactions - Ideal for tracking ancillary spend of promotional food offers	Redemption - Track all activity for members who have been marked as redeemed - The members must be pre-entered into the event and manually marked as redeemed - Ideal for tracking redemption-based promotions
EVENTS		KIOSKS
Period Summary - Automatically add all members with Gaming or POS activity during the event period - Members will be automatically added to the event - Ideal for tracking total activity over an extended period	Spend in Location Invitational - Classify a member as redeemed if they have any POS transactions within the selected locations during the event period - The members must be pre-entered to the event - Ideal for tracking invited members who attended an event within your venue	Kiosk Swipe - Automatically add members who swiped at a kiosk to the event - Only available for Odyssey and Ebet venues
Period Summary Invitational - Classify an invited member as redeemed if they have Gaming or POS activity during the event period - Members must be pre-entered to the Campaign - Ideal for tracking total activity	Spend in Location - Automatically add members to the event if they have any POS activity in the selected list of areas managed below during the event - Members will be automatically added to the event list based on their POS transactions - Ideal for tracking entertainment ROI and ancillary spend or regular club events like bingo	Kiosk Swipe Invitational - Classify a member as redeemed if they have swiped at a kiosk during the event period - Only available for Odyssey and Ebet venues
Non-ROI Event - This reporting method will not track any members or activity against the event - Ideal for categorising additional events in the event calendar		Wymac Promotion - All members will be able to redeem these events via the Wymac Kiosk - Wymac Promotion must be linked to these events via the Wymac Hub
		Wymac Promotion Invitational - Only invited members will be able to redeem this type and will redeem via the Wymac Kiosk. - Wymac Promotion must be linked to these Campaigns via the Wymac Hub

Manage Event Categories

Assign Event Categories when you create events/campaigns. Event Categories are useful when you run Event Summary Reports, which consolidate ROIs for the same Event Category

The screenshot displays the Eagle i360 CRM Configuration interface. The top navigation bar includes the Eagle i360 logo, a hamburger menu, and various navigation links: 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 icons: 'Manage Tiers', 'Manage Relationships', 'Manage Interests', 'Manage Tags', and 'Manage Event Types'. The 'Manage Event Types' icon is highlighted with a yellow border. Below this, the 'Event Categories' tab is selected, showing the 'Event Category Management' section. A callout box with a yellow border and a blue background contains the text 'Click the + sign to add a new event category' with an arrow pointing to a plus sign icon. The table below lists 11 event categories, each with edit and delete icons. The categories are: Gaming Promo, Bonus Cash Day, Keno, Rugby League Event, Bonus Points Day, Sports Bar Promotion, \$20 Bonus, \$30 Bonus, \$40 Bonus, Club Promotion, and Bingo. The bottom of the table shows '11 records' and a 'Return' button.

CRM Configuration

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

Event Categories

Event Category Management

Show Inactive Event Categories ☐

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](#)

Click the + sign to add a new event category

Manage Product Groups

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

Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

Tasks

Communications

Safestakes

...

Q

Administration - Matthew Zhu (Demo User)

Venue Data

Manage Datasets

Manage Product Groups

Manage Member Filters

Manage POS Data

Manage Exclusion Register

Venue Product Groups

☐ Show Inactive Product Groups

Click the + sign to add a new product group

Click a product group to edit

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

Product Group Details

Name

Food

Order

1

Exclude from Dashboard

☐

Report Group on Dashboard

☒

Is Active

☒

Save

Return

POS Linked Product Groups

POS PRODUCT GROUPS

SYSTEM

Beer/Cider Carton

BISTRO - Special

BISTRO - OLD

BISTRO - Extra

BISTRO - Instruction

- Exclude from Dashboard

- Exclude the group from 'All Products' report on the dashboard
- Report Group on Dashboard

- Allowing viewing the top products in the group separately on the dashboard
- POS Linked Product Groups

- Link POS PLU groups to Product Group

Manage Member Filters

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

 Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

Tasks

Communications

Safestakes

...



Administration -  Matthew Zhu (Demo User) 

Venue Data

 Manage Datasets

 Manage Product Groups

 Manage Member Filters

 Manage POS Data

 Manage Exclusion Register

Venue Configuration

Manage Member Filters

Search

New Filter

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

On this page, you can:

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

Manage POS Data

Assign the PLU group to a product group quickly

EAGLE
i360

☰ Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

Tasks

Communications

Safestakes

...

🔍

🏠 Administration - 🧑 Matthew Zhu (Demo User) ⚙️

Venue Data



Manage Datasets



Manage Product Groups



Manage Member Filters



Manage POS Data



Manage Exclusion Register

Venue Configuration

Product Groups

Tender Type Rules

Group Id

Name

Master Product Group

Any Group

⚙️ Batch Modify Selected POS PLU groups.

Filter List

Reset

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

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 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

Venue Configuration

Exclusion Register Record

Administration

Exclusion Notice Received By

Location

Received Date

Membership ID

First Name

Date of Birth

Exclusion Details

Start Date

Reason for Exclusion

Referral To Notes

Revocation Notes

GDPR Control Act 1982

GDPR Gaming Machine Act 1991

GDPR Remote Act 1996

GDPR Wagering Act 1998

Photo Requested

Save

Delete

Return

Position Held

Reference

Exclusion Type

Alias

Sex

Postcode

End Date

Issue Date

Prohibited Area Notes

Confirmation Of Exclusion Notes

Photo Received

Upload Photo

View Photo

Clear Photo

Upload File

File Description

Upload File

Files Available For Download

DESCRIPTION

DOWNLOAD FILE

No items to show



next

PAYMENTS

39

Manage the Non-Member Contacts

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



Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

Tasks

Communications

Safestakes

...

Administration

Matthew Zhu (Demo User)

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	beer cricket	-	-	
Valerie	Montoya	dfgdfg@gmail.com	61412555667		-	-	
Viola	Connor	453etrdfg@sfgdfg.om	61412555670		-	-	
Will	Meyers	245resdf@gmail.com	61412555680		-	-	
Yasin	Ali	67rdfgshjk@gmail.com	61412555684		-	-	
Zak	Mann	678tyuijhgf@gmail.com	61412555678		-	-	

6 records

Return

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](#)

Choose File

No file chosen

Import

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

1 record

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

AutoSave OffNon Member ContactsNo LabelSaved to this PC

FileHomeInsertPage LayoutFormulasDataReviewViewAutomateDeveloperHelpTable Design

ClipboardFontAlignmentNumberStylesCellsEditingSensitivityAdd-insAnalyze Data

A2

1	First Name	Last Name	Email	Mobile	Labels (Separate by semicolon)
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					

Non Member Contacts

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 displays the Eagle i360 system interface, specifically the member profile page. The top navigation bar includes the Eagle i360 logo, a menu icon, and several navigation links: Eagle i360 Demo, Members, Gaming Machines, Campaigns, Calendar, Shift Report, Tasks, and a search bar. The main content area is divided into several sections, each with a callout explaining its function:

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

The right sidebar shows the member's profile information, including a profile picture, a "Watch Member" button, and a list of details: Patron ID (173978400001), Gender (Female), Join Date (6/3/2008), Expiry Date (31/12/2023), Street (62 Hgimvepi Erimai), Suburb (PEYEME), Mobile (489940881), and Email.

Viewing Member Activity

Eagle i360 Demo
Members
Gaming Machines
Campaigns
Calendar
...

Administration - Matthew Zhu (Demo User)

#4,891 Peter Voccvi

Info

Activity

History

Profile

Gaming / POS

Show activated events only

Show recurring events

Events

DATE

EVENT

TIME

LOCATION

ACTIVATED

REDEEMED

20/9/2024

Friday XXXX Gold Promotion

☒

\$1

11/8/2024

Wednesday Pizzas

☐

-

1/7/2024

Buffet Vouchers

☐

-

2/8/2023

Punters Day

☐

-

10/6/2023

Create a campaign

All Day

☐

-

19/5/2023

tier upgrade

All Day

☒

\$0

14/5/2023

\$20 Bonus Day

All Day

☐

-

15/2/2023

a

All Day

☐

-

1/10/2022

fsd

All Day

☒

\$0

9 records

Wins

View win history

DATE

PROMOTION

TIME

DESCRIPTION

VALUE

3/6/22

Friday Night Mega Draws!

5:00pm

-

\$1,000

1 record

Comps

Manage Comps

WHEN

COMP

VALUE

1:41pm, 1 Oct 24

Comps Example

\$10.00

0 records

Peter Voccvi

Dlumxi

Watch Member

Patron ID

8014300575

Gender

Male

Membership Type

Hufioev

Date of Birth

1/7/1953

Join Date

2/2/2022

Expiry Date

31/12/2024

Street

1906 Ceyhum Syz

Suburb

FEVVOUKI

Oversee monthly spending on Gaming and POS for all members

Oversee monthly spending on Gaming and POS for all members

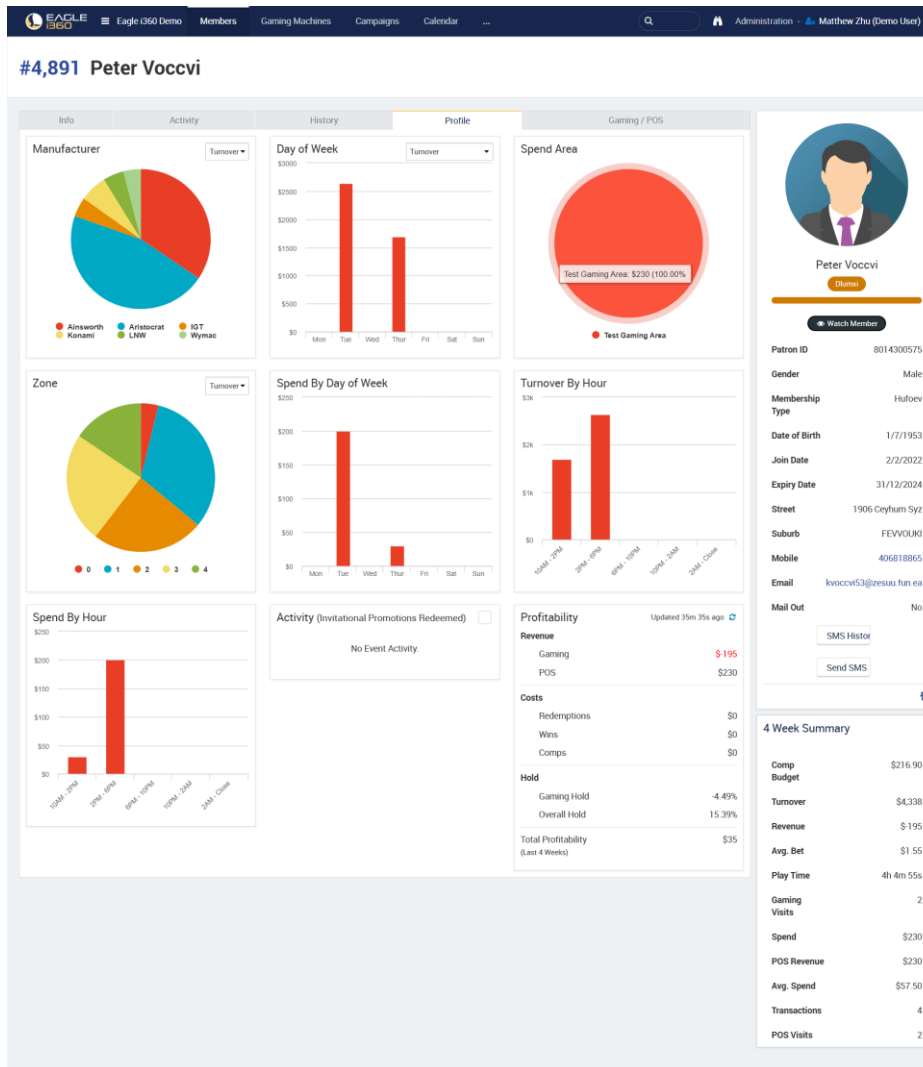
- Hover over a block to review a summary of the day
- Click to review more in-depth details

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

Consolidate visitation by different periods

Viewing Member Profiles

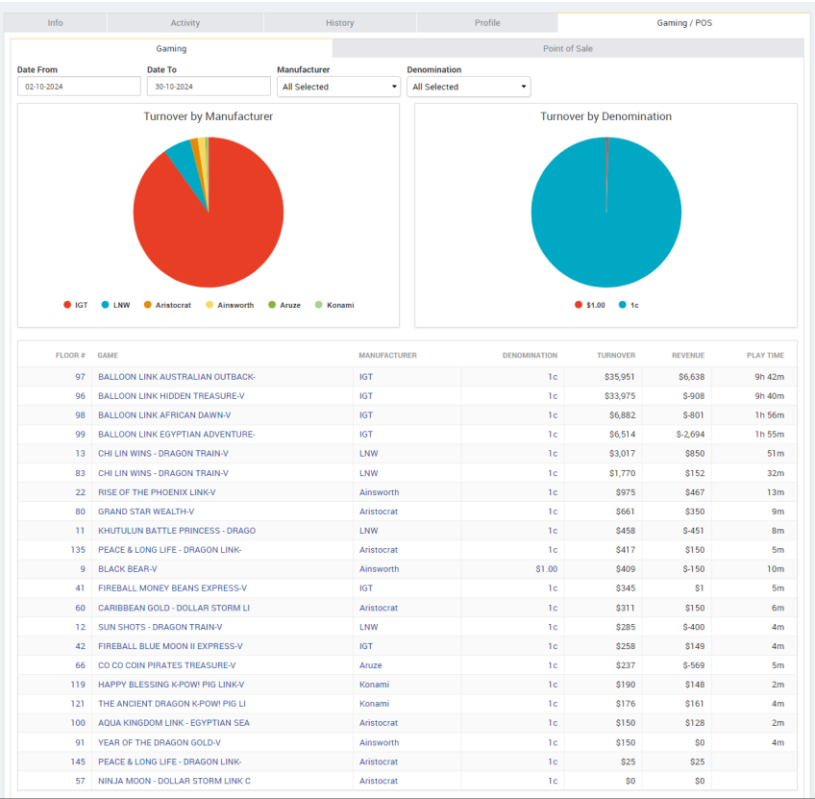
The Member Profile dashboard provides a clear visual representation of a member's historical Gaming and POS activity



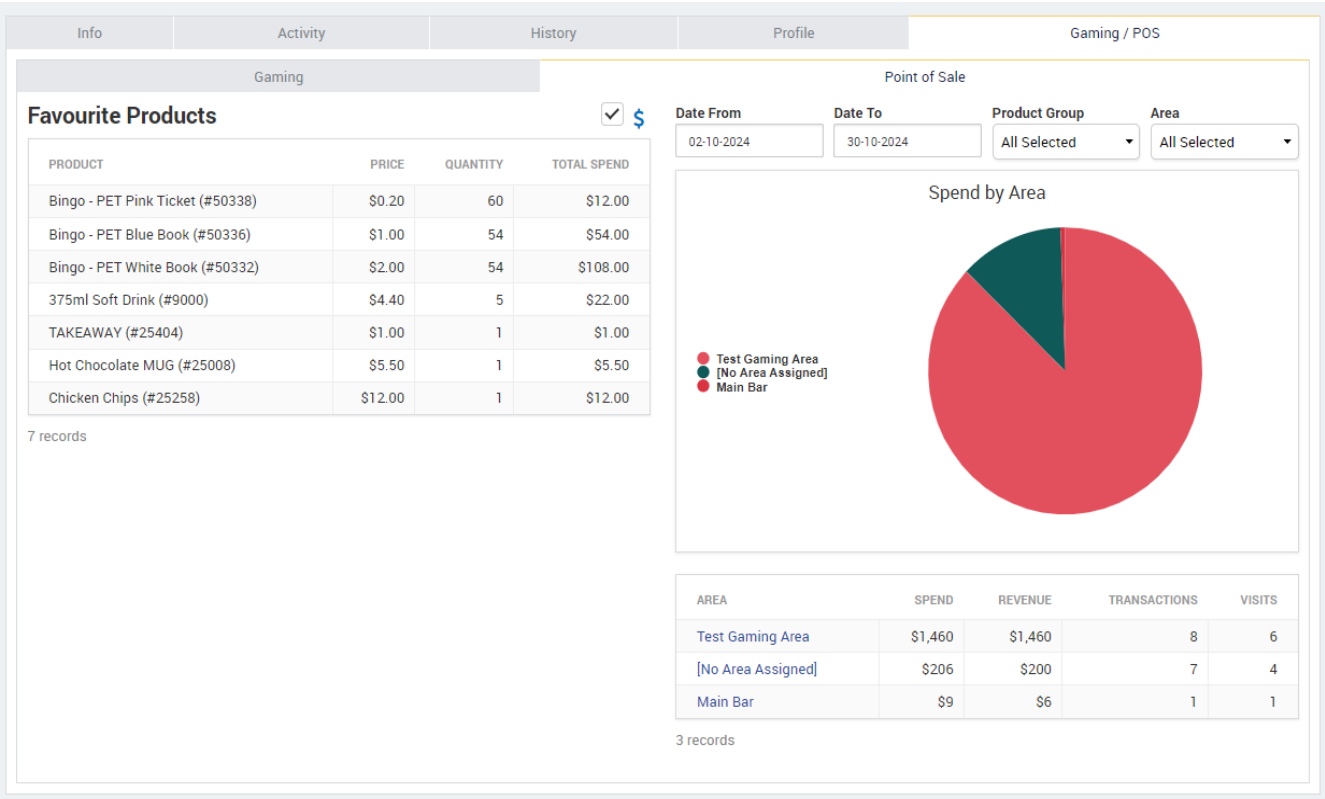
In the Member Profile tab, you can:

- 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



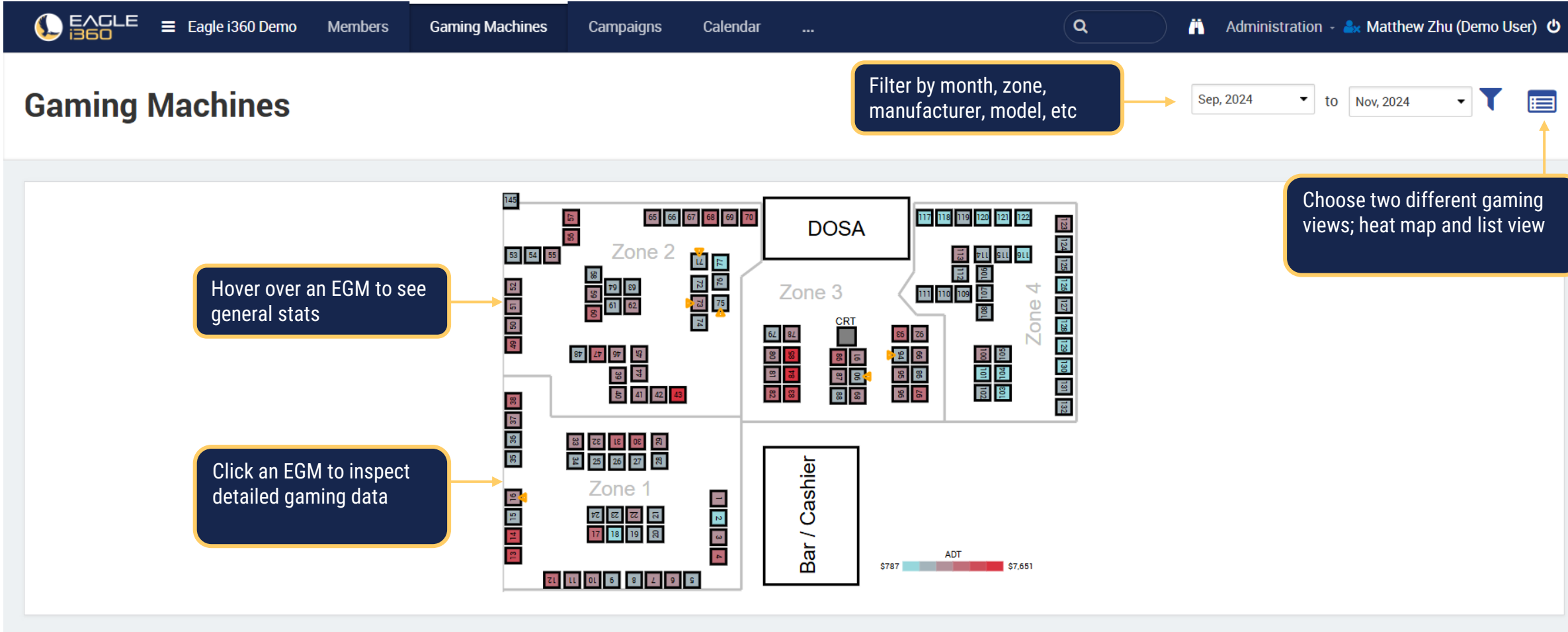
- Summarise a member's turnover for specific periods, with options to filter by manufacturer and denomination
- View consolidated gaming data categorised by games they have played



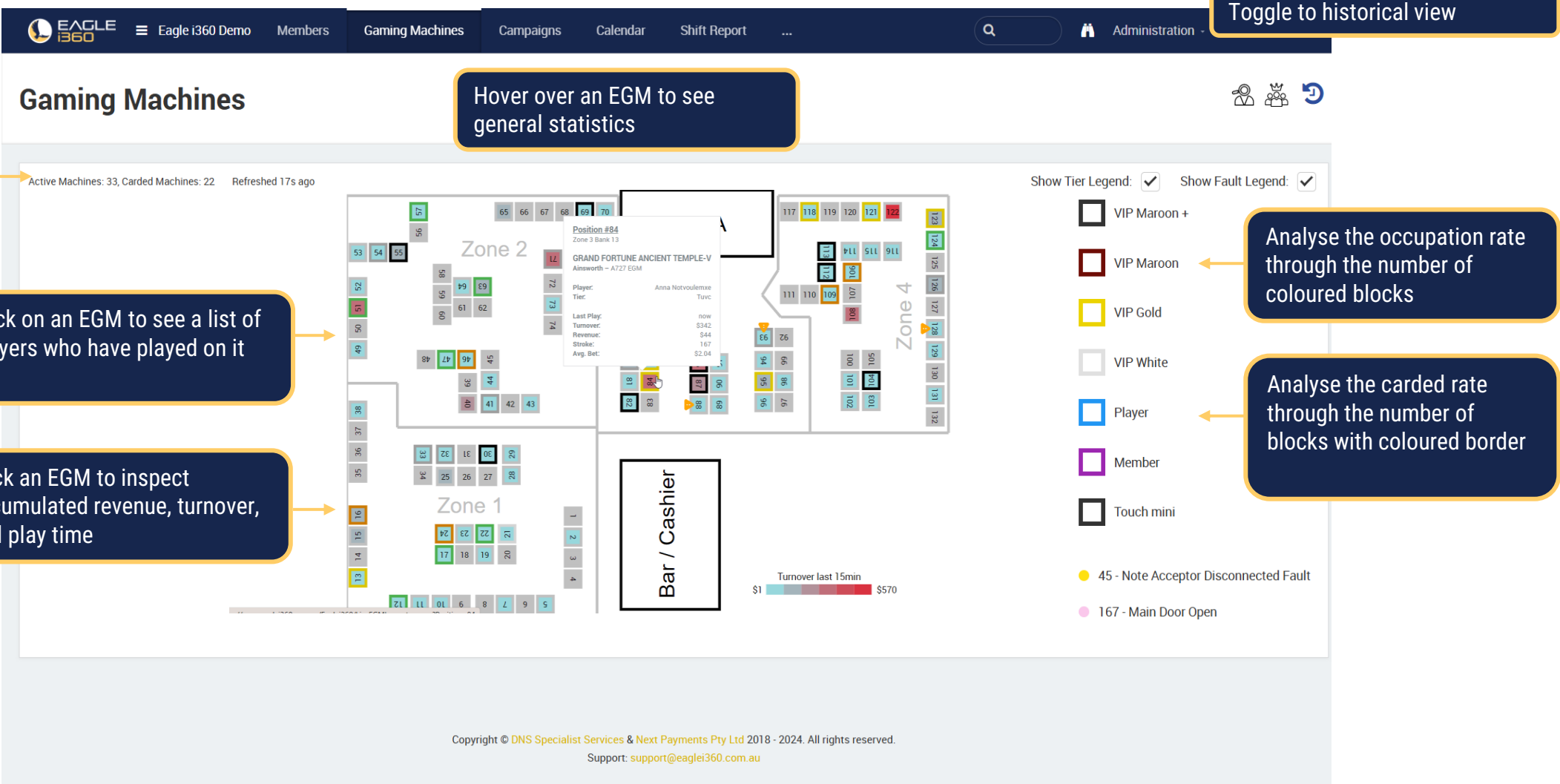
- See a summary of a member's POS spending during specific periods and filter by product group and area
- Consolidate POS spending by areas
- Identify a member's favourite products based on POS transactions

Gaming Management

Gaming Floor Heat Map



Gaming Floor Heat Map with Live Data*



*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

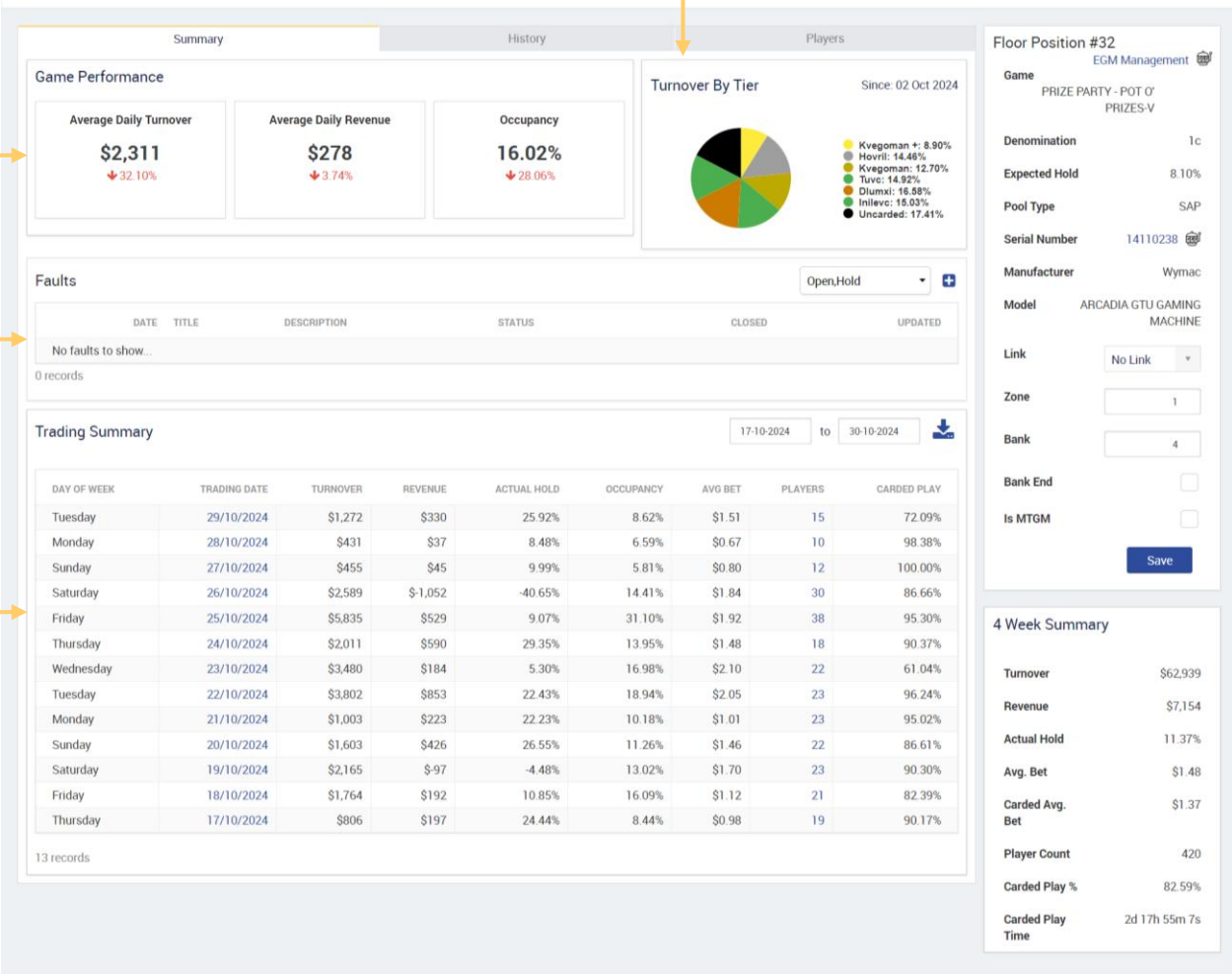
Log and manage any faults of that EGM here

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



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

Click on a player to navigate to their CRM page

Filter players by date

02-10-2024 to 30-10-2024



Export Excel files

EGM Management

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


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 ess

Record perform the EGM here

Review and manage EGM faults

Track EGM positions and games history

Review and track all types of costs on the EGM

Manage EGM essential information here

Record performance warranty details for the EGM here

EGM Fault management

Click the plus sign to add a fault

Edit fault

Add comments for fault

Filter faults by status

All Selected

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

1 record

History

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

3 records

EGM Warranty and Costs

Performance Warranty

Start Date:01-07-2019

End Date:01-07-2019

Level:

Performance:100 %

Performance Warranty

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

Save Warranty

Costs

Hide Future Costs: ☒ 5 of 6 selected +

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

1 record

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

The Machine Warranty Report consolidates all EGM performance warranty details

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

Campaign Management

Managing Campaigns

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



Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

...

Q

Administration - Christine Menic... (Demo User)

Campaigns

Search:

Date Range: 01-08-2024

Click a header title to sort campaigns by that category

Search

Reset

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

Search campaigns by name or date

Create a new campaign

Create a new Campaign

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 *

30-10-2024

Multi-Day?

All Day?

Cost Per Invite

Is Multi Claim

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

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

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

Specify the cost per invite when sending a campaign to patrons

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

Creating Campaigns continued

Step 2: Setting offers and tags

Details

Offers & Tags

Members

ROI Summary

Offers

New Offer · Delete Selected Offers

☐

OFFER

VALUE (\$)

LIMIT PER MEMBER

LIMIT PER EVENT

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

New Event Offer

Offer Name*

Offer Type*

Offer Value (\$)

Redemption Limit Per Member

Redemption Limit Per Event

Save

Cancel

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

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

Creating Campaigns continued

Step 3: Inviting members

Details

Offers & Tags

Members

ROI Summary

Select Members

Filtered List of Members

BADGE	FIRST	LAST	TIER	VISITS	TURNOVER	REVENUE	PLAY TIME	
79,630	Test	Qamoul Hgebb	Q	0	\$0	\$0		SELECT ALL 30995 Select
5,404	John	Sovv	C	0	\$0	\$0		Select
7,752	Lindsay	Ciem	C					Select
79,623	Test	Colifgul	C					Select
773	Graeme	Dlecz	C					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

... next

Click Select All to add all filtered members

Filter members by demographic, tags, and previous activities

Click Select to add a particular member

Check the relationship exception report for non-invited partners

Selected Members

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

0 records

Review selected members

General

Marketing Options

Member Demographic

Gaming

Gaming Trends

POS

Tags

Similar Campaigns

Apply

Reset All

Manually Add Members

Add members manually with their badge ID

☐ Exclude Hold Mail

☐ Exclude Hold SMS

☐ Exclude Hold Email

☒ Exclude Uncontactable

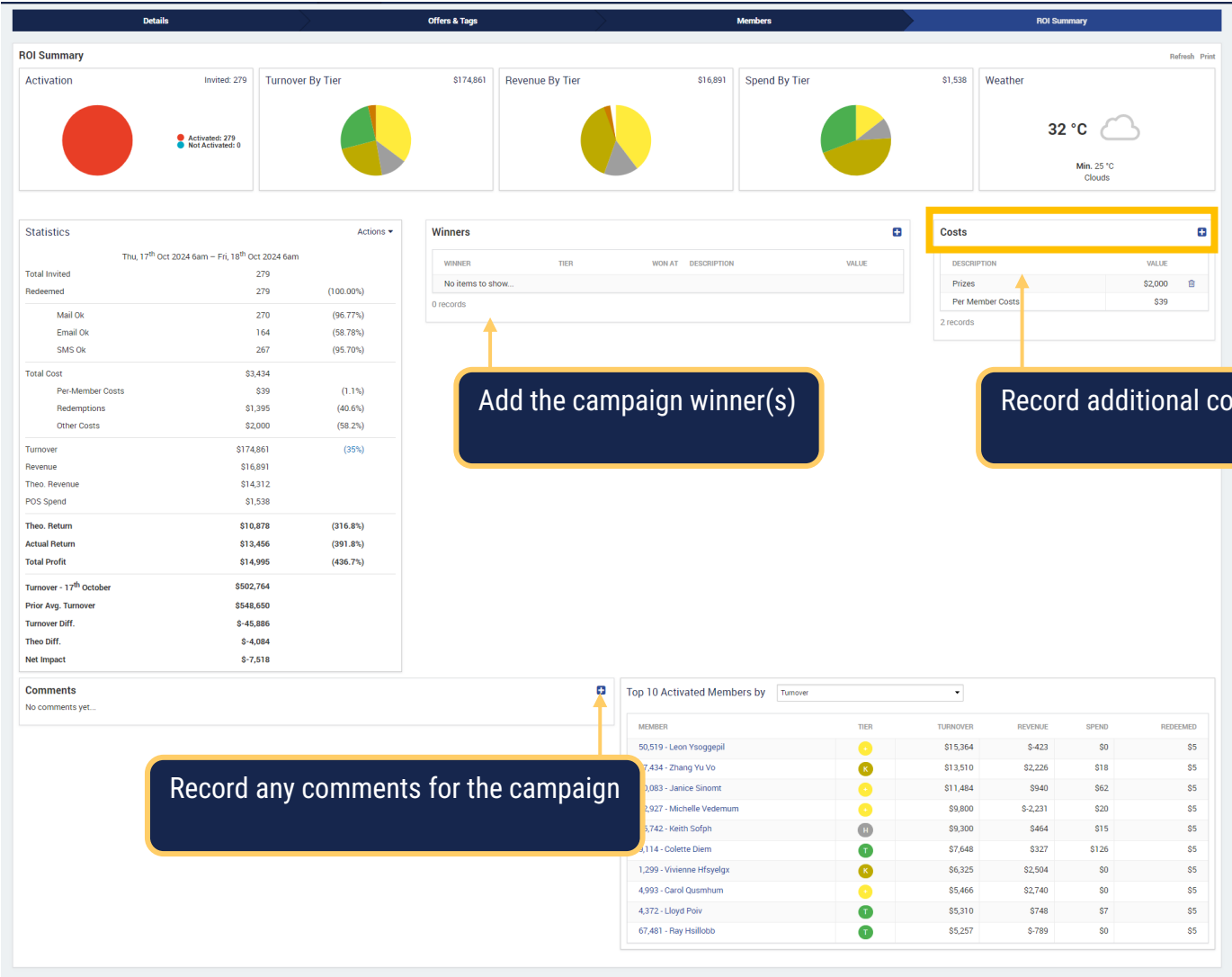
☒ Exclude Expired

Add

Back

Save & Continue

Reviewing Campaign ROI Reports



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

The screenshot displays the Eagle i360 Event Management interface. At the top, a dark blue header contains the Eagle i360 logo, a hamburger menu, and the text "Eagle i360 Demo". Below the header, the main title "Event Management" is visible. A dark blue callout box with a yellow border points to the top navigation area, containing the text: "Filter events by name, date range, event type, and repeating type".

On the right side, a user profile dropdown menu is open, showing options: "Administration", "My Venue", "Event Management" (highlighted with a yellow box), "Exclusion Register", "Users", "Multi-Venue Overview", "Eagle i360 Mobile App", and "Eagle i360 Admin Portal". A dark blue callout box with a yellow border points to the "Create Event" button, containing the text: "Create an event".

Below the navigation, there is a filter section with the following fields:

- Name: [Text Input]
- Date Range: [25-10-2024] [29-11-2024]
- Type: [Any Type] (dropdown)
- Show Recurring: [checked]
- Show Inactive: [checked]

The main content area features a table with the following columns: EVENT, TYPE, DATE, TIME, LOCATION, and FLAGS. The table lists several events, each with a copy icon (two overlapping squares) in the TYPE column and a refresh icon (circular arrow) in the FLAGS column.

A dark blue callout box with a yellow border at the bottom contains the text: "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".

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

Event Details

Name *

Event Type * Event Category

Please Select an Event Type No Category

Is Recurring Is Ongoing Is Multiday

Is All Day

Cost Per Invite

0

Location

Type or double-click for list

Description

Is Active

Short Description

Event Date *

08-11-2024

Start Time * End Time *

10:00

Is Multi Claim

Is Published Hidden From Marketing Calendar

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

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

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

Save

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

✂

📄

📄

📄

📄

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ABC

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☰

”

Styles

Format

?

Is Featured

☐

Image

Choose File

No file chosen

No Image.

Save

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



☰

Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

...

Q

Administration -  Matthew Zhu (Demo User) 

Shift Report

Select date

<

1st November 2024

Print

Comments

Staff

Members

Events

Tasks/Faults

Area:

Gaming

Comment:

Select a tab to review or record different types of comments

No items to show...

Save

Managing Tasks

EAGLE i360

Eagle i360 DemoMembersGaming MachinesCampaignsCalendarShift ReportTasksCommunications...

AdministrationMatthew Zhu (Demo User)

Tasks

Subject

Status

Department

Open, In Progress, On Hold

All Selected

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

SUBJECT

bar clean please

Beer Taps

broken tap

Chair Rotation

Chuck a 10er on odds

Coldroom needs a clean

Filter tasks by subjects, status, and assigned departments

Click the plus sign to assign a task to department

Click a task name to review any tasks

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

Refresh Table

UPDATED BY

JUSTIN C.

UPDATED AT

12/9/2024 5:48 PM

STATUS

Open

REPLIES

0

Task Example

Created 14/11/2024 11:09 PM

Status:

Open

Assigned To:

Gaming

Reply

Reply Example

Communications

Communications Dashboard

Communications

Create a communication

Export communication reports and opt-out members from communications



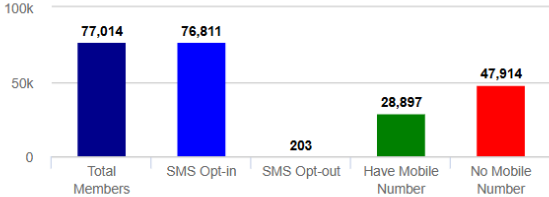
Create New Communication

Campaigns

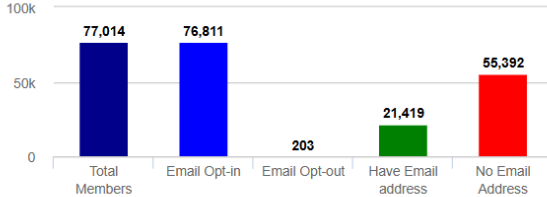
Opt-out by date

The visual graphs show general communication statistics

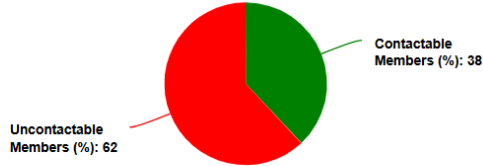
SMS Communication



Email Communication



Uncontactable Members



Name:

Search Communication Name

Date Range:

25-10-2024

01-12-2024

Type:

All Selected

Approval

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

Search

Reset

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

The screenshot shows the 'New Communication' form with the following sections and callouts:

- Schedule** (Active tab) | Email Builder | Message | Members | Review
- GENERAL**
 - Communication Name: *
- DISTRIBUTION SETTINGS**
 - Web View Only** ☐ Send SMS only with a web link to the Email template. (Callout: The link for the email template will be sent to recipients via SMS)
 - Non-Marketing Communication** ☐ Exempt from marketing rules. (Callout: 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!**)
- DELIVERY CHANNELS**
 - Email** ☒ Send an Email (Callout: Check what communication type you would like to send, Email or SMS)
 - SMS** ☒ Send text Message
- Delivery Priority**
 - Choose a preferred channel, or send to all available channels. (Callout: Choose the delivery priority if you choose both email and SMS channels)
 - Buttons: Both | Email | SMS
- SCHEDULING**
 - Send At: 23-01-2026 14:13 (Callout: Choose the date and time you want the communication to be sent)
 - Recurring ☐ (Callout: Check the tick box for recurring communication, then set up repeating frequency and intervals between two communications)

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 top navigation bar with 'Schedule', 'Email Builder', 'Message', 'Members', and 'Review'. The 'Email Builder' section contains a 'Select Template' dropdown with a '+ Create New Template' button. Below this is a 'Create New Email Template' section with a 'Template Name' input field and a 'Create Template' button. To the right is a 'YES MAIL' section with a 'Subject' input field, a 'From' dropdown (showing 'Demo@ei3.au'), and a large 'Email Template Preview' area. At the bottom right are fields for 'Preview Badge #' and 'Test Email Recipient', with 'Refresh Preview' and 'Send Test Email' buttons. Callouts are present: '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; and 'Display the value of merge fields based on entered badge number' points to the 'Preview Badge #' field.

Select an existing email template or create a new one

Edit the email template with the template builder

Edit the email subject

Display the value of merge fields based on entered badge number

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

Creating a Campaign continued

Step 2b: Editing SMS content

The screenshot shows the 'Message' step of the campaign creation process. The interface includes a top navigation bar with 'Schedule', 'Email Builder', 'Message', and 'Members'. The 'Message' section contains a 'FROM / SENDER ID' dropdown set to 'NxtPymtsTST' and a large 'MESSAGE CONTENT' text area. To the right, the 'TEST MEMBER DETAILS' section has an 'Input Badge ID' field and an 'Update Preview' button. Below this is a mobile phone preview showing an incoming SMS from 'NXTPYMTSTST' with an 'opt-out' link. At the bottom, the 'Test SMS' section includes an 'Input Test SMS Mobile Number' field and a 'Send Test SMS' button. Annotations with arrows point to various elements: 'Editing SMS content' points to the message content area; 'Insert merge field or emoji' points to a 'Select Merge Field' dropdown and an emoji icon; 'Content length and the indicative number of SMSs' points to a character count field showing '0 Characters (1 SMSs)'; 'Edit the email template with the template builder' points to the 'Email Builder' tab; 'Display the value of merge fields based on entered badge number' points to the 'Input Badge ID' field; and 'Enter a mobile number to receive test SMS' points to the 'Input Test SMS Mobile Number' field.

FROM / SENDER ID
NxtPymtsTST

MESSAGE CONTENT

TEST MEMBER DETAILS

Input Badge ID

Update Preview

04:47

N

NXTPYMTSTST

Text Message

TODAY

opt-out
TapTh.is/xxxxxxx

Test SMS

Input Test SMS Mobile Number

Send Test SMS

0 Characters (1 SMSs)

Select Merge Field

Insert merge field or emoji

Editing SMS content

Edit the email template with the template builder

Display the value of merge fields based on entered badge number

Enter a mobile number to receive test SMS

Content length and the indicative number of SMSs

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

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

Schedule

Email Builder

Message

Members

Review

Everything is Ready

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

General Details

Communication Type

SMS & Email

Send At

ASAP

Members in List

41 Members

Member Filter

-

Linked Event Campaign

SMS Details

Contactable Members

41 Members

Total Estimated SMSs

41

Est. SMS Per Message

1

Languages

English (41 Contacts)

Message Content

This is an example

Email Details

Contactable Members

17 Members

Total Emails

17

Languages

English (17 Contacts)

Status: To Be Approved

View Dashboard

Back

Approve

Delete

Members List

Badge List

PID List

Export the recipient list

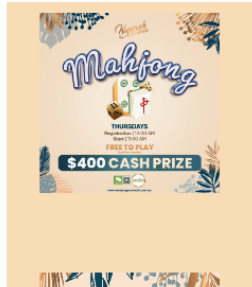
Click the Approve button to complete the process

EAGLE
i360

next
PAYMENTS

78

Reporting on a Communication

Summary		Members	
Statistics Date Created2:01PM 4/11/24 Date Approved2:01PM 4/11/24 Approved ByExample User Last Updated2:01PM 11/11/24 Member FilterWEEKLY NEW MEMBERS Communication Scheduling Email Friendly NameDemo Venue Email Frominfo@eaglei360.com.au Send From2:00PM 11/11/24 Total Contacts54 Opt-outs from this campaign0 Uncontactable0		SMS Delivery No SMS component	
		Email Delivery Active Email Contacts0 Dropped1 Delivered26 Bounce7 Opened9 PreviewEnlarge Welcome To Eaglei360  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

 Eagle i360 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

Tasks

...



Administration -  Matthew Zhu (Demo User) 

Communication

 Communication Management

 Custom Fields

 Image Library

 Communication Report

Communication Report

Date From

Date To

Search

01-10-2024

31-10-2024

0

Total Communications

0

Total SMSs

0

Total Emails

No Communications

SMS

Email

COMM NAME

PREFERRED SEND

SCHEDULED CONTACT

SMSS

No Communications in this date range...

0 records

Filter report by dates

Toggle between SMS and Email

Export the report to Excel files

Building an Email Template

The screenshot shows the Eagle i360 email template editor. At the top, a dark header bar contains icons for device preview (desktop, tablet, mobile), a text input for 'Template Name: Showcase 1 - Birthday EDM', and 'Save' and 'Exit' buttons. A callout 'Edit the template name' points to the template name field. Below the header, a preview of a birthday email template is shown, featuring gold balloons and the text 'HAPPY BIRTHDAY!'. A callout 'Preview template on different device views' points to the device icons. A 'Merge Fields' dropdown menu is open over the email content, listing fields like 'Venue Name', 'First Name', 'Last Name', 'Badge', 'Tier Level Name', 'Reward Points Balance', 'Merge Field Example', 'preferred first name', 'reward ticket', 'rewards', and 'rewards point'. A callout 'Insert merge fields into the content to enable EAGLEi360 to dynamically personalise the content for each recipient' points to this menu. On the right, a sidebar contains various email components like '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 this sidebar. Another callout 'Drag and drop a component to the email template' points to the 'Image' component in the sidebar. A 'Save the template' callout points to the 'Save' button in the top right.

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

Process Data

Upload Data

Choose File

No file chosen

Save

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

5 records

Upload the CSV file

Upload Data

Process Data

Manage Fields

Process Data

Voucher Codes.xlsx

No Selection

Voucher Codes.xlsx

Require Field Mappings

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

Save

Create merge fields for uploaded values

Custom Fields

Upload Data

Process Data

Manage Fields

Process Data

Voucher Codes.xlsx

No Selection

Voucher Codes.xlsx

Require Field Mappings

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

Save

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

Managing Communication Subscription

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

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



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 Events



Manage Safestakes

Venue Data

Venue Configuration

My Venue

Event Management

Exclusion Register

Users

Multi-Venue Overview

Eagle i360 Mobile App

Eagle i360 Admin Portal

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: 14 Day

Historical

Review Period: 7 Day

Play Period: 1000 Minutes

Period Loss: \$1,000

Period Turnover: \$1,000

Expenditure Change %: 50%

Visitation Change %: 50%

Is Play Period Enabled? ☒

Is Period Loss Enabled? ☒

Is Period Turnover Enabled? ☒

Is Period Expenditure Enabled? ☒

Is Period Visitation Enabled? ☒

Edit



EAGLE
i360



next
PAYMENTS

85

Configuring Safestakes Responses

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 Events

Manage Safestakes

Venue Data

Threshold Configuration

Response Configuration

Step

All Selected

Category

All Selected

Level

All Selected

FILTER

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

My Venue

Event Management

Exclusion Register

Users

Multi-Venue Overview

Eagle i360 Mobile App

Eagle i360 Admin Portal

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 Demo

Members

Gaming Machines

Campaigns

Calendar

Shift Report

Tasks

Communications

Safestakes

...

Administration - Matthew Zhu (Demo User)

My Venue

Event Management

Exclusion Register

Users

Multi-Venue Overview

Eagle i360 Mobile App

Eagle i360 Admin Portal

CRM Configuration

Manage Tiers

Manage Relationships

Manage Interests

Manage Tags

Manage Events

Manage Safestakes

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 Comviz	I	Default	Default	Default	Default	Default	Default	Default	Default
	6128	Janelle Hfugg	I	Default	Default	Default	Default	Default	Default	Default	Default
	6740	Marcia Kielfi	I	Default	Default	Default	Default	Default	Default	Default	Default
	59108	TESTING CMHH	I	Default	Default	Default	Default	Default	Default	Default	Default

4 records

Overriding Safestakes Thresholds

Eagle i360 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 Events

Manage Safestakes

My Venue

Event Management

Exclusion Register

Users

Multi-Venue Overview

Eagle i360 Mobile App

Eagle i360 Admin Portal

Venue Data

Threshold Configuration

Response Configuration

Patron Exceptions

Tier Override

AML Configuration

AML Enabled: ☒

Withdrawal Threshold: \$ 100 ?

Max Turnover: \$ 10 ?

End Session Balance: \$ 1 ?

Win Threshold: \$ 50 ?

Save

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.

Eagle 360

[Eagle 360 Demo](#)
[Members](#)
[Gaming Machines](#)
[Campaigns](#)
[Calendar](#)
[Shift Report](#)
[Tasks](#)
[Communications](#)
[Safestakes](#)

[Administration](#)
[Matthew Zhu \(Demo User\)](#)

Safestakes

[Safestakes](#)
[AML](#)

Date From
22-10-2024

Date To
05-11-2024

Tier
All Selected

Response Category
All Selected

+

Manually log a suspicious/problematic patron activity and behaviour

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

Filter

MEMBERSHIP	FIRST NAME	LAST NAME	TIER	RESPONSE CATEGORY	TRIGGER	LEVEL	DATE TIME
79857	Boyd	Ivoh		Gaming	Period Expenditure Change threshold of 50.00% was exceeded.	Interaction	05-11-2024
79887	Oliver	Vivia		Gaming	Period Turnover threshold of \$1,000.00 was exceeded.	Interaction	27-10-2024
78849	Samuel	Vimmuw		Gaming	Period Expenditure Change threshold of 50.00% was exceeded.	Interaction	01-11-2024
78210	Daniel	Divv		Gaming	Period Turnover threshold of \$1,000.00 was exceeded.	Interaction	27-10-2024
78342	Jake	Feahil		Gaming	Period Turnover threshold of \$1,000.00 was exceeded.	Interaction	29-10-2024
79071	Leeann	Hemcilhum		Gaming	Period Turnover threshold of \$1,000.00 was exceeded.	Interaction	04-11-2024
75783	Laty	Qenih		Gaming	Period Expenditure Change threshold of 50.00% was exceeded.	Interaction	28-10-2024
75251	Wayne	Elpomhgevv		Gaming	Period Turnover threshold of \$1,000.00 was exceeded.	Interaction	02-11-2024
75229	Joseph	Huloemu		Gaming	Period Expenditure Change threshold of 50.00% was exceeded.	Interaction	27-10-2024
74905	Jocelinda	Fivoh		Gaming	Period Turnover threshold of \$1,000.00 was exceeded.	Interaction	28-10-2024
71715	Michael	Hnogs		Gaming	Period Turnover threshold of \$1,000.00 was exceeded.	Interaction	27-10-2024
71557	Kristina	Lez		Gaming	Period Turnover threshold of \$1,000.00 was exceeded.	Interaction	01-11-2024
72604	Linda	Yuvuil		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 Admin interface. At the top, a dark blue navigation bar contains the logo, a hamburger menu, and links to Eagle i360 Demo, Members, Gaming Machines, Campaigns, Calendar, and a search bar. On the right, it shows 'Administration' and the user 'Matthew Zhu (Demo User)' with a power icon.

The main content area is divided into several sections:

- Venue Information:** A row of four white cards with blue icons. The first card, 'Manage Areas', is highlighted with a yellow border. The other cards are 'Manage Staff', 'Manage Departments', and 'Manage Fin'.
- Venue Areas:** A section with a 'Show Inactive Areas' checkbox. Below it is a list of areas: Gaming, Bistro, Main Bar, Sports Bar, and Reception. A yellow-bordered callout box with the text 'Click the area associated with the HR system' points to the 'Gaming' area.
- POS Terminals:** A section with a 'TERMINAL' list containing 'Gaming Mobile Terminal'.
- Roster Areas:** A section with a 'ROSTER AREA' list. A dropdown menu is open, showing a search bar and a list of roles including '/Admin [NOT ASSIGNED]', '/Admin/CEO [Not Assigned]', '/Admin/OperationsManager [Not Assigned]', '/Admin/MarketingManager [Not Assigned]', and '/Admin/HumanResourcesM [Not Assigned]'. A yellow-bordered callout box with the text 'Assign Roster Areas' points to the 'Assign' button.

At the bottom, there is a 'Gaming' form with fields for 'Order' (set to 1), 'Is Gaming Area' (checkbox), 'Report on Covers' (checked), 'Report Covers as All Day' (checkbox), 'Has BOH' (checkbox), 'Wages Target' (set to 0%), and 'Is Active' (checked). It includes 'Save' and 'Return' buttons.

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

01-11-2024

30-11-2024

All Selected

Refresh

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	Day of Week	Area	Section	
01-11-2024 to 07-11-2024	All DOWs	Bistro	All Sections	Refresh

Reports

Reports Overview

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

EAGLEi360Eagle i360 DemoMembersGaming MachinesCampaignsCalendarShift ReportTasksCommunicationsSafestakesReportsAdministrationMatthew Zhu (Demo User)

Reports

Search reports by name

List ViewDetail ViewLegacy View

Search

Favourites

Member >Member Filter

Build custom Member Reports using a selection of filters.

Add a report to your Favourites

Member Reports

Member >Relationships

Review members with existing Relationship links.

Member >Play in Period

Summarise carded EGM activity over a period of time.

Member >Repeat Visitation

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

Member >Comments

Review Member Comments made over a period of time.

Member >Demographics

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

Member >Watched Members

Review a list of members with an existing Watch in a period. Filter by Tier.

Member >Tags

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

Member >Member Summary

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

Member >Activity By Suburb

Summarise member Gaming and POS activity over a period of time by suburb. Filter by Tier Level and POS Area.

Member >Profitability

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

Member >Play in Time Period Comparison

Compare the difference in play between two periods on a per member basis.

Member >Customer Care Log

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

EAGLEi360

nextPAYMENTS

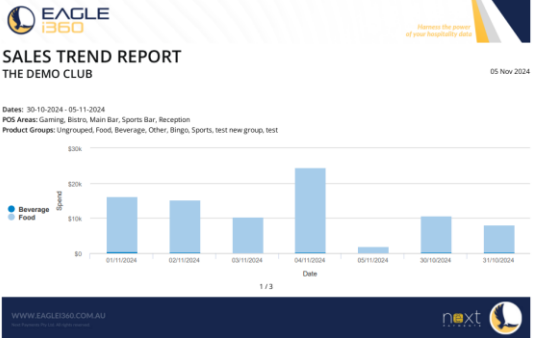
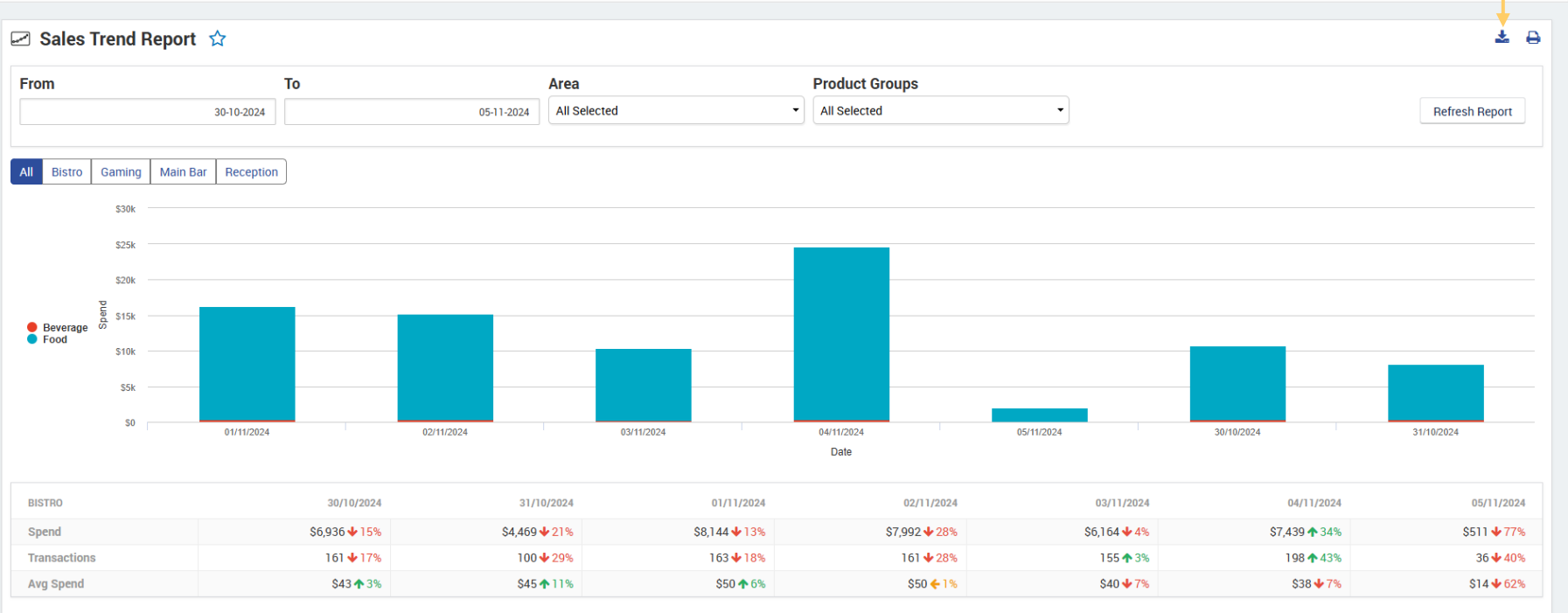
94

Running Reports

You can export any report to Excel or PDF

Exported PDF File

Reports



Exported Excel File

Sales Trend Report									
Date From: 30/10/2024 Date To: 05/11/2024 Areas: 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	-48%	
01-11-2024	Bistro	Food	\$8,138	-15%	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%	373	-31%	\$12	-9%	
01-11-2024	Reception	Food	\$842	-48%	75	-7%	\$11	-43%	
02-11-2024	Bistro	Beverage	\$16	-14%	3	200%	\$5	-71%	
02-11-2024	Bistro	Food	\$7,976	-26%	161	-26%	\$50	1%	
02-11-2024	Main Bar	Beverage	\$169	-44%	61	-41%	\$6	-5%	
02-11-2024	Main Bar	Food	\$6,463	-51%	338	-44%	\$12	-13%	
02-11-2024	Reception	Food	\$358	-76%	70	-56%	\$5	-85%	
03-11-2024	Bistro	Beverage	\$6	0%	2	0%	\$3	6%	

Report by Member Filters

★ Favourites

Member >
Member Filter

Build custom Member Reports using a selection of filters.

Member Filter ★

Filter
Australia Day 2024

Rename Filter Create New Filter Delete Filter

Wrap this node in a conditional branch

Operator - AND

AND OR INCL EXCL

Gaming - Turnover

> \$ 1000

Dynamic Date Snap -1 Month(s) to Now 01-10-2024 to 13-11-2024

Mon Tue Wed Thur Fri Sat Sun Time Filtering

Member - Birth Month

Dynamic Offset 11 months

Excel Export Calculate

112 members

1,418 members

2,556 members

Manage a member filter

Operator condition

Calculate the number of members who meet the conditions

Select a predefined filters and set up conditions

Add a label for member filter group

Add another condition group

Export results to Excel files

Calculate number of members in the filter(s) chosen

Delete members

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.

Benchmarking > Venue Comparison by Manufacturer ☆

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

Benchmarking > Venue Comparison by Link ☆

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

Benchmarking > Venue Comparison by Denomination ☆

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

Venue Comparison by Trend Report ☆

Month: 7 of 59 selected | Comparison Type: ADT | State: All States | Region: All Selected | Venue Types: All | Venue Size: All Sizes | ☒ Include MTGMS | Refresh Report

MONTH	MY VENUE	LOW 25%	MID 50%	TOP 25%	AVERAGE
Nov-24	\$3,314	\$1,968	\$2,757	\$3,441	\$2,839
Dec-24	\$3,243	\$2,008	\$2,803	\$3,580	\$2,949
Jan-25	\$3,012	\$1,924	\$2,648	\$3,348	\$2,741
Feb-25	\$3,206	\$1,962	\$2,615	\$3,267	\$2,743
Mar-25	\$3,247	\$1,816	\$2,692	\$3,303	\$2,731

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

Scheduled Reports

Scheduled Reporting Overview

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

EAGLE i360

Eagle i360 DemoMembersGaming MachinesCampaignsCalendarShift ReportTasksCommunicationsSafestakesReportsMy ReportsAdministrationNicholas McCaul... (Demo User)

Member - Play in PeriodCreate Schedule

My Reports

Schedule NameReportFrequencyShow InactiveRefresh

SCHEDULE NAMEREPORTFREQUENCYNOTIFY

Weekly Missing PlayersMissing PlayersMONTHLY10:55AM, 21-03-2025

TestActivity By SuburbMONTHLY2:20PM, 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

EI

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

ReplyReply AllForward

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.

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Demo Club – Weekly Missing Players

EAGLE i360

Your scheduled report is ready

Weekly Missing Players

Missing Players

X

Download Excel Export

EAGLE i360

View in Eagle i360

PDF

Download PDF

EAGLE i360

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99

View and manage existing Scheduled Reports

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



Eagle i360 DemoMembersGaming MachinesCampaignsCalendarShift ReportTasksCommunicationsSafestakesReportsMy Reports

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

Create a new Scheduled Report

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	✓		

1 record

Manage an existing schedule

Subscribe to a report

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Support: support@eaglei360.com.au

Creating a Scheduled Report

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

Wait until the previous day's data is ingested

View subsequent occurrences for recurring reports

Create a new Scheduled Report

Missing Players

☆

Schedule Report

Name

Weekly Missing Players

Next Run

24-03-2025 08:46:00

ⓘ

Wait for Data

☒ ⓘ

Is Recurring

☒

Recurring Until

24-03-2026

Recurrence Interval

Frequency

Weekly

Interval

1

Mo

☒

Tu

☐

We

☐

Th

☐

Fr

☐

Sa

☐

Su

☐

Recent Play Date

03-03-2025

Exclude players who have recorded play after this date.

Summary Weeks

4

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

Turnover Threshold

5000

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

Opt Out

☐ ☐ ☐

Run Report

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

Run report to view data.

Set your report parameters for the first report run.

101

Managing a Scheduled Report

Manage Scheduled Reports

Review scheduled parameters

Edit the scheduled filters/parameters

Member · Play in Period

Create Schedule

Back

[Missing Players] - Weekly Missing Players

Next Run11:58AM, 24-03-2025

ActiveTrue

Updated ByNicholas McCauley

Wait for DataTrue

RecurringTrue

Recurring Until24-03-2026

FrequencyWeekly

Interval1

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

Review generated report logs

Manage report subscribers

Scheduled Report Jobs

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

2 records

Subscribers

You are subscribed

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

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102

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 links: 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 section is titled "CRM Configuration" and contains five 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.

The "Event Type Management" form includes the following fields:

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

The dropdown menu for "Event Reporting Method" is open, showing a list of options. The option "Wymac Promotion" is highlighted in blue. A callout box points to this option with the text "Select Wymac Promotion or Wymac Invitational Promotion".

On the right side of the form, there is a section titled "Wymac Promotion Invitational" with 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.*

- 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

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

Event Date

24-03-2025

Cost Per Invite

Multi-Day?

All Day?

Is Multi Claim

Select event types for Wymac promotions

Details

Offers & Tags

Members

ROI Summary

Offers

* Wymac Invitational Promotion's will automatically generate offer's based on the prizes awarded through the wymac kiosk. You do not need to manually add any offers here.

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

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	Dlecuz	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 →

Filters

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

Apply
Reset All

Selected Members

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

0 records

Manually Add Members

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

Add

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 >

Sun Mon Tue Wed Thu Fri Sat

28 29 30 31 01 02 03

04 05 06 07 08 09 10

00 00

End Date/Time

< December 2024 >

Sun Mon Tue Wed Thu Fri Sat

01 02 03 04 05 06 07

08 09 10 11 12 13 14

00 00

External Whitelist

Eaglei360

External Id

30742

← 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 Show losing screen	N/A	N/A	N/A	1	Select tiers	0.00

← Configure prizes



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info@nextpayments.com.au
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