WTX-01 - Universal Paging System

The **WTX** system integrates directly with all Gaming Loyalty Systems to alert gaming attendants when an event arises like a service, payout or drink request. All events are queued to ensure the first patron requesting service, is the first one attended to. Calls rotate evenly to all attendants logged on to the system. Attendants receive messages via Smartphone, Smartwatches, RF pagers and SMS to mobile phones from the **WTX** system.

ESCALATIONS AND NOTIFICATIONS

With **WTX** escalation levels, you can ensure that every call gets answered within a certain time frame. If a call is not responded to in time, there is a number of different escalation types from repeating the call to notifying a Duty Manager or Gaming Manager. Managers can also be notified if there are too many calls active at any one time, enabling additional staff to be rostered on to the system.

REAL-TIME REPORTING AND STATISTICS

The **WTX** Reporting module allows any authorised user to generate real-time reports quickly and efficiently. These reports can be exported to Power BI, Excel or printed as a PDF. Monitor Attendants performance, busiest times and days, busy areas within a zone and receive strategic information from any PC or Smartphone on the network. Monitor productivity and efficiency enabling roster scheduling based on area or EGM performance through a given period of the day.

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BENEFITS OF WTX

- Smartphones and Smartwatches integration.
- Smartphone or PDA that allows managers to make changes on the fly
- Send messages to Pager, Smartphone and/or visual alert screen, SMS, pop up email and LAN PC Networks
- Multiple zoning
- Tiered Loyalty
- VIP Paging
- Car Park VIP Alert
- All major loyalty provider integration
- Escalations & notifications
- Real-time reporting with the flexibility of Power BI
- Smartphone or PDAs touch screen to allow staff to log on or off during breaks to change tasks and/or shifts
- Smartphone or PDAs screen to allow staff to visually monitor the entire floors calls
- Full user restriction, password protection and fully networkable with web based features

The **WTX VIP** module allows gaming attendants to receive notification when a VIP is onsite and swipes their card in a kiosk or inserts it into a gaming machine.

It will provide the attendant with all relevant customer details such as Name and Tier Level
The other function of the VIP module allows for top tier players to progress faster within a gaming queue when a service or drinks button is pressed.
This will provide your VIP customers with faster service levels consistent with their status in your club.

WTX FEATURES

- Extended messaging provided via our Wi-Fi Watch and Smartphone options.
- Full Alphanumeric messaging to pagers
- Smartphone PDA bistro paging keypad for flexible applications
- Email LOG files to designated management staff
- Dynamic real-time reporting and statistics
- Escalation paths
- Multiple gaming zone configurations
- Escalation colour coding for easy reference
- User restrictions and password restrictions
- Networkable to any authorised computer
- Alarm integration and notification alerts
- Simple user interfaces
- Touch Screen compatible for gaming floor access

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