



# CONNECT GAMING

USE CUSTOMER EXPERIENCE TO  
ATTRACT & RETAIN CUSTOMERS

**NEW!**

Automated Responsible  
Gaming and AML  
Notifications

Connect it all for faster responses | Better customer service | Prevent Gaming Harm

#1 GAMING COMMUNICATION SOLUTION FOR  
PUBS | CLUBS | CASINOS

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## WHAT IS IT?

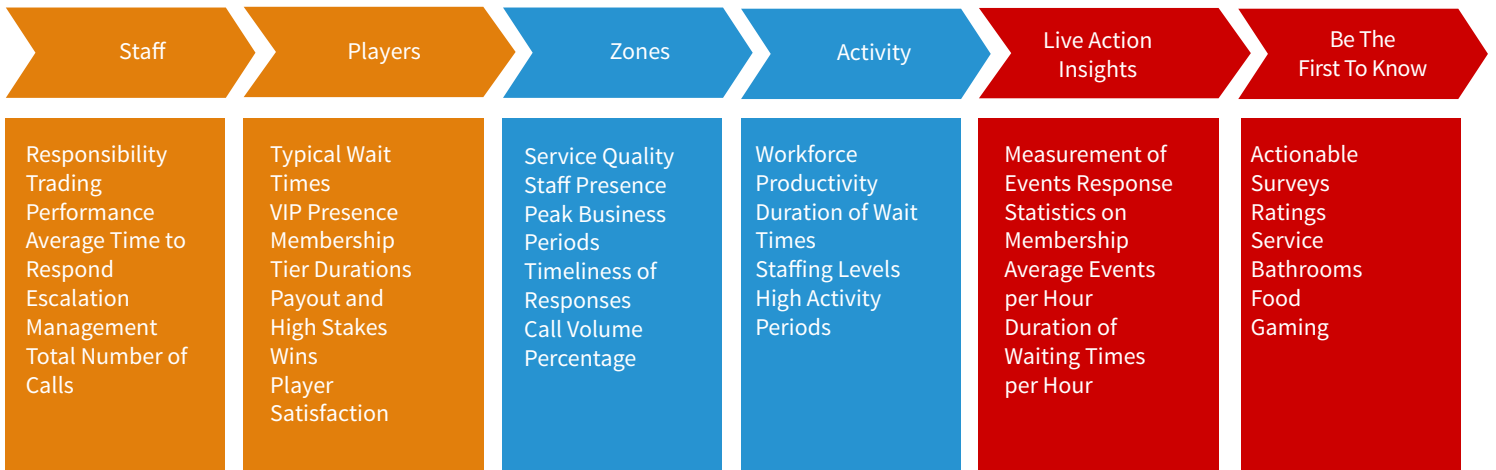
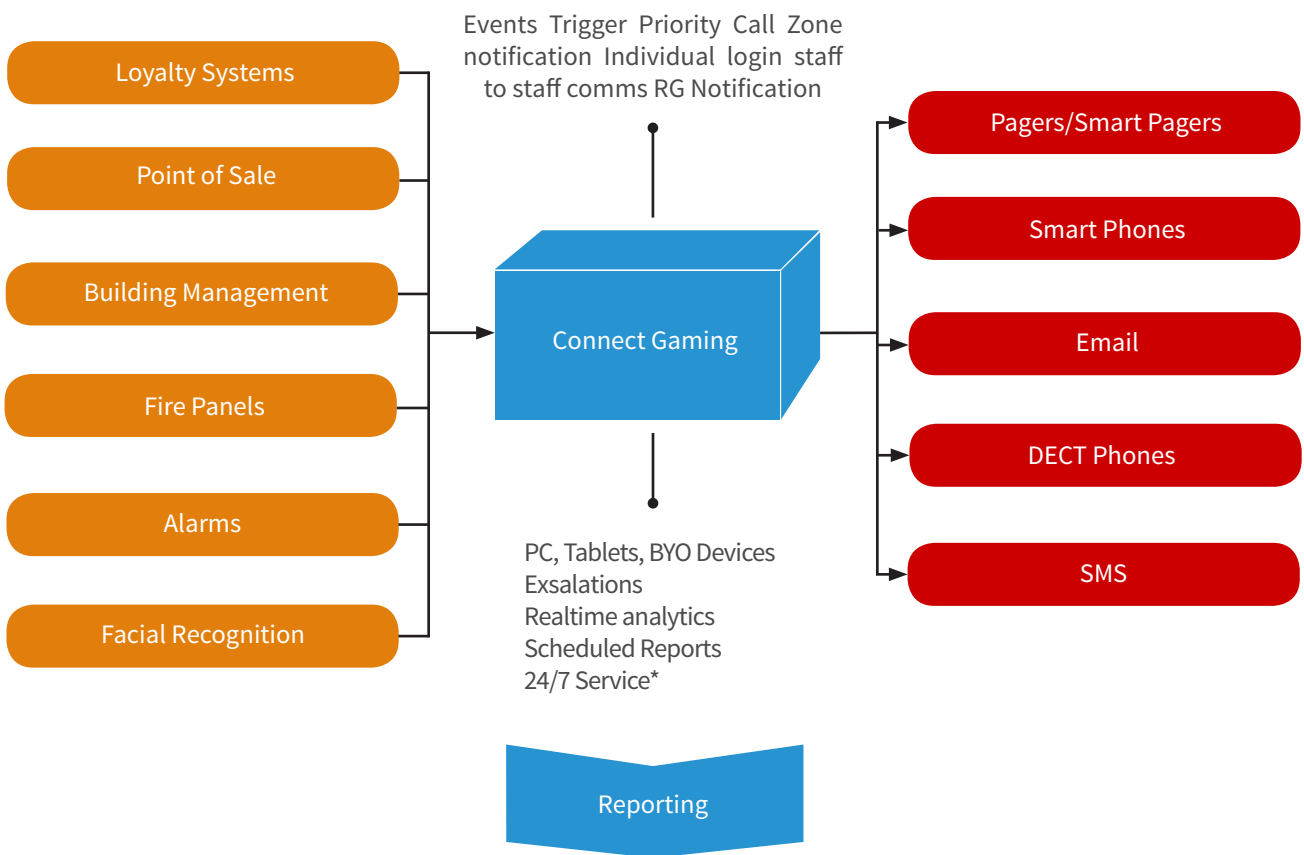
Connect Gaming is an advanced and automated communication solution that effortlessly combines your gaming system and separate third-party systems including Loyalty, Building Management, Facial Recognition, and many more. By bringing these systems together in one platform, Connect allows the right staff to be in the right place at the right time. If you want to use service and customer experience to attract and retain customers, Connect Gaming is for you.

## HOW DOES IT WORK?

Connect Gaming can be added to any Gaming System to make it even better. It adds features that make staff accountable, help staff work quicker, and serve customers without delay by creating efficient workflows in real-time.

# CONNECT ECOSYSTEM

CONNECT IT ALL AND WATCH THE CHANGE



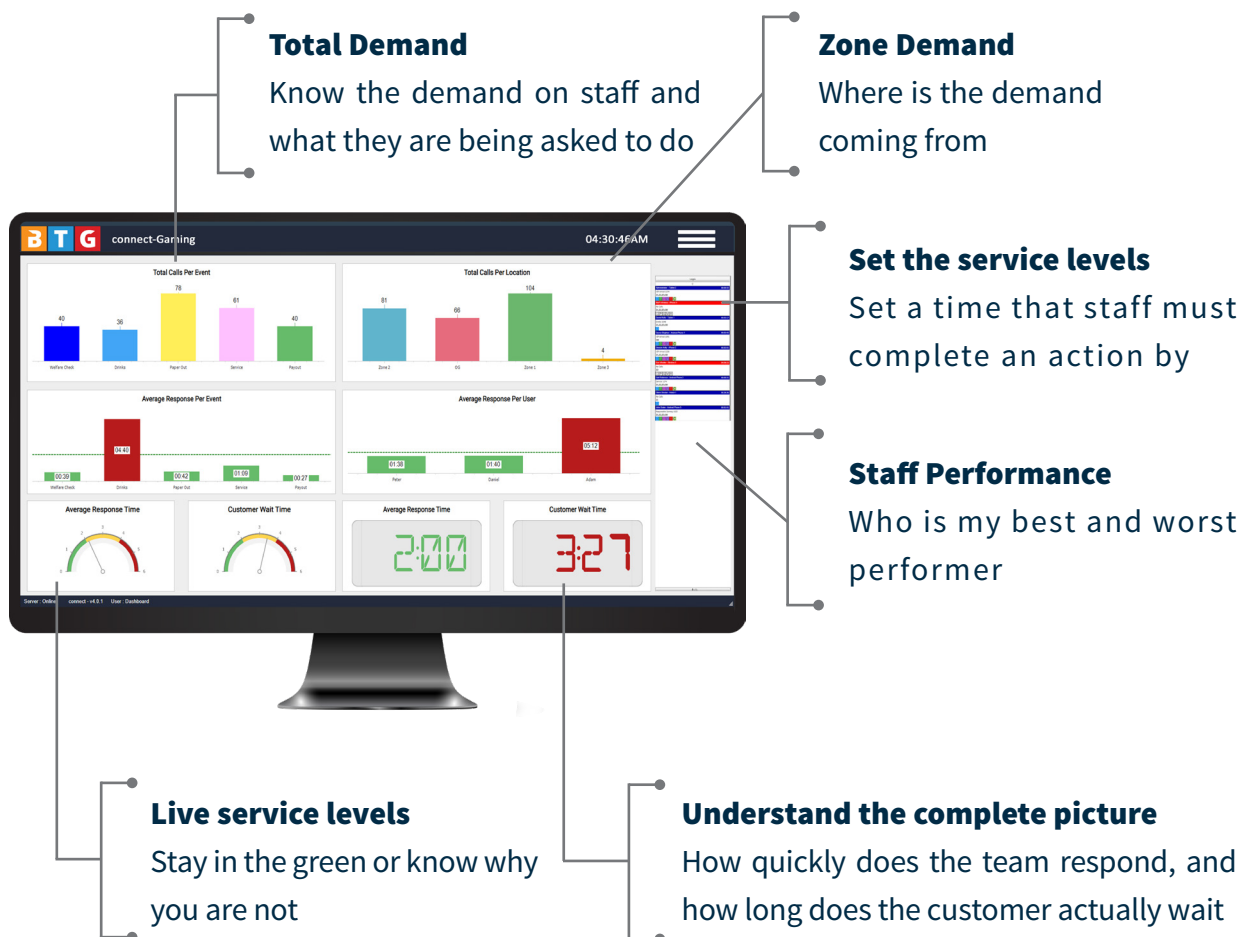
# WHAT DOES IT LOOK LIKE?



The live dashboard is a manager's best friend. The managers have all the information they need to know if the team is off the service KPIs & they can diagnose where the delay is occurring instantly, is it a person, high demand, or just one area. It allows actionable insight to prevent a poor service experience.

## LIVE DASHBOARD

STAY IN THE GREEN OR INSTANTLY  
DIAGNOSE WHY YOU ARE NOT





# DEVICE OPTIONS

Staff members have the flexibility to receive events through various devices, including company issued devices or their personal smartphones. This allows them to stay updated and receive notifications conveniently. For instance, managers can opt to receive event notifications on their smartphones instead of carrying a separate pager. This empowers managers to stay informed and take prompt actions without the hassle of managing multiple devices



## DEVICE OPTIONS

BEST RANGE IN THE INDUSTRY

### Smartphones

Event notifications, internal messaging and voice,  
Allocation of Event eg VIP greeting and much more

### Slimline Pagers

#1 seller, modern look, great memory,  
rechargeable, drop proof, water proof

### Hand Free Watch Pagers

Inexpensive good range, great  
for doing multiple tasks



### Compact Smartphone/Radio

All the functionality of a smartphone  
and radio without the price tag

### Traditional Pagers

Inexpensive, good range, battery  
operated, gets the job done

# ACTIONABLE INSIGHTS FROM REPORTS

The Connect Gaming system provides easy access to actionable insights that will make a difference to the customer. This is all about preventing poor customer experience before it causes a lost customer. The insights will help you plan and run the venue smoothly and efficiently, ensuring the right decisions made to deliver the best customer experience.



60 detailed reporting options to choose from including live reporting from each of your venues, all in one interface.

**How is each team member performing**

**Reward the high achievers**

**Incentivise for performance**

## STAFF PERFORMANCE MEASURES

**UNDERSTAND YOUR DAILY CALL DEMAND**

**Total Calls Per Week**

**Sundays and Wed are your busiest days**

**Sundays is the busiest day for VIP Service**

**Benchmark your wait times and know if you are on track/or not**

**Improve your service level**

Staff ID	Total Calls	Average Response
STAFF #2	50	00:20
STAFF #5	50	00:20
STAFF #1	88	00:20
STAFF #3	90	00:20
STAFF #4	90	00:20
STAFF #6	14	00:20
STAFF #7	14	00:20
STAFF #8	14	00:20
STAFF #9	14	00:20
STAFF #10	14	00:20
STAFF #11	14	00:20
STAFF #12	14	00:20
STAFF #13	14	00:20
STAFF #14	14	00:20
STAFF #15	14	00:20
STAFF #16	14	00:20
STAFF #17	14	00:20
STAFF #18	14	00:20
STAFF #19	14	00:20
STAFF #20	14	00:20
STAFF #21	14	00:20
STAFF #22	14	00:20
STAFF #23	14	00:20
STAFF #24	14	00:20
STAFF #25	14	00:20
STAFF #26	14	00:20
STAFF #27	14	00:20
STAFF #28	14	00:20
STAFF #29	14	00:20
STAFF #30	14	00:20

Day	Service	Total Calls	Average Response	Average Wait
Sunday	Service	191	00:18	00:21
	Disks	2145	00:13	00:15
	VIP Service	184	00:11	00:18
	VIP Disks	81	00:11	00:16
	Payment	97	00:08	00:06
Monday	Service	1416	00:16	00:19
	Disks	142	00:15	00:16
	VIP Service	182	00:19	00:21
	VIP Disks	65	00:11	00:11
	Payment	50	00:05	00:05
Tuesday	Service	1509	00:16	00:16
	Disks	170	00:12	00:06
	VIP Service	138	00:12	00:19
	VIP Disks	83	00:15	00:15
	Payment	36	00:05	00:05
Wednesday	Service	218	00:14	00:17
	Disks	832	00:14	00:14
	VIP Service	118	00:13	00:17
	VIP Disks	181	00:13	00:15
	Payment	40	00:08	00:08

# RELATED PRODUCTS

## CONNECT SMART BUTTON

Say goodbye to customers waiting at unattended counters. With a Connect Smart Button, customers can easily request assistance. Staff members are discreetly alerted. But here is the best part: Our device does more than solve the waiting problem. It also features irresistible promotions and specials. Get ready to boost customer engagement, extend their stay, and increase your venue's revenue. Connect Smart Button is the ultimate solution for efficient customer service and profitable advertising.



## CONNECT BATHROOM SURVEY

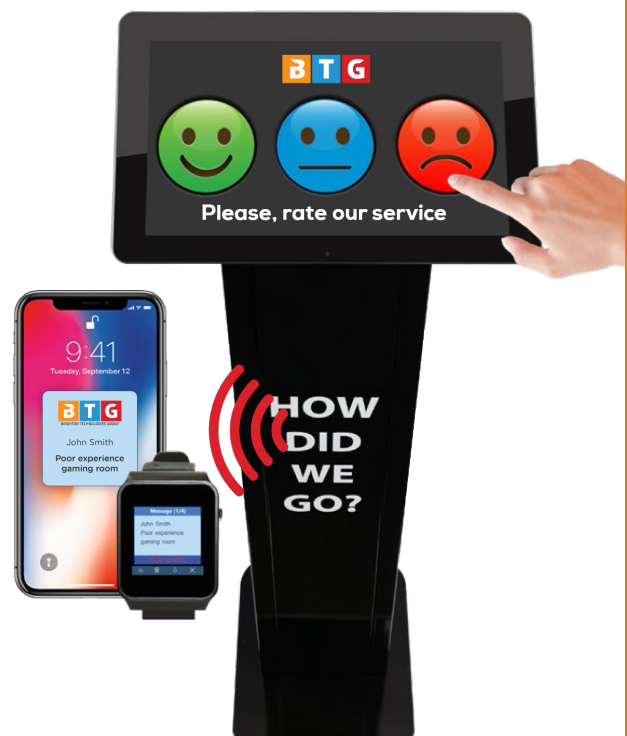
Elevate the Bathroom Experience with Connect Bathroom Survey Solution. Every detail matters when it comes to customer satisfaction, including experiences in the bathroom. Our Solution empowers staff to quickly address any issues, ensuring a pleasant environment that leaves a lasting positive impression. Say goodbye to poor bathroom experiences and hello to enhanced customer satisfaction. Invest in our Action Survey Solution today and create a restroom experience that truly delights your customers.



## ACTION SURVEY KIOSK

Your solution to Delighting Customers & Preventing Lost Opportunities.

In the highly competitive hospitality industry every customer's experience counts. With Action Survey, you can proactively address any concerns before they escalate, ensuring customer satisfaction and loyalty. Our innovative kiosk allows customers to share their feedback in real-time, giving you the power to take immediate action and turn unhappy customers into delighted ones. By leveraging instant notifications and responsive staff interactions, you can prevent negative experiences from turning into lost opportunities. Stay ahead of the game, retain more clients, and create a positive impact with Action Survey.





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## WHO DO WE PARTNER WITH?



## WHO TRUSTS US WITH THEIR CRITICAL MESSAGING?



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