Paging with
⚡LiveDataAPI

Helping your team respond to real time events as they occur, and providing personalisation at scale.

Together with AAC Solutions, MAX provides a real time paging solution giving you the tools to manage your venue smarter, enhance customer service levels and provide real time actionable insights.

This holistic solution includes a fully integrated event-based alerts product available on smartphones or Smart Pager technology. It integrates directly with MAX's Live Data API to consume and process all gaming and patron events live to ensure events are handled quickly and efficiently allowing you to focus on the right customer at the right time.

Paging with Live Data API is available in Queensland.

AAC SOLUTIONS | MAX

Over 270 event types delivered live through our advanced paging solution

The Live Data API enables venues and third-party application providers to deliver enhanced applications, streaming events in real time, including:

✓ EGM fault/warning reporting   ✓ Player Tracking Module (PTM) events from MAX Vectors and Gemini units
✓ Card in/out events at EGM   ✓ EGM play events   ✓ EGM status

MAX's Live Data stream is also combined with the ability to request all EGM and patron details at any time.

Never miss an opportunity with Paging by Live Data API

✓ Respond to real time events as they occur, providing personalisation at scale

✓ Help customer service teams be more efficient, focusing on the right customer at the right time

✓ Increase customer loyalty and engagement

✓ Get live visibility of events on your gaming floor

✓ Better manage your venue with live configurable alerts and reporting across multiple platforms including smart pager technology and PC

Activate Paging with Live Data API on your choice of device with the fully integrated PulseLive app

The PulseLive app can be used on any device including Smart Pager or any smartphone. Staff members can initiate an action based on an event they have just received e.g. a patron has pressed a drinks button and requested a coffee, the staff member can then send the request to the bar via the app.

All events are processed and logged through the PulseLive database giving your venues access to their data, allowing for real-time reports and analytical information.

"Paging with Live Data API and the Pulselive application has given us the ability to set clear, measurable KPIs on service and response times for our staff. This is helping to drive a higher performance culture within our team and ultimately improving our customer experience throughout the venue.

Access to this data has also improved our staff rostering by highlighting our peak and off-peak times. This enables our business to tailor our staffing levels accordingly.

MAX and AAC Solutions were quick, courteous, and very helpful. They communicated regularly throughout the implementation process and made sure our managers and staff were well trained and educated before the system went live.

We can't speak more highly of this product and how it has improved our day-to-day operations."
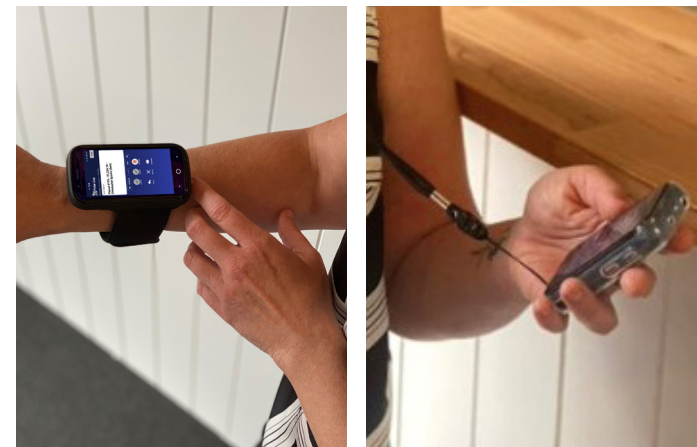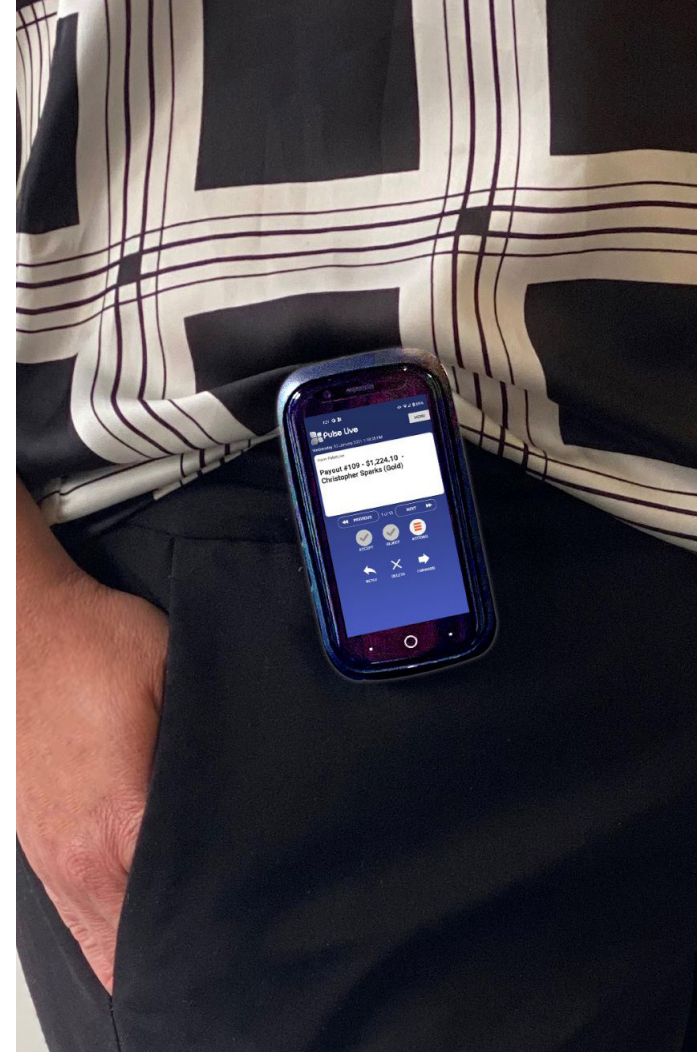

Daniel Gray
Insights Manager

Smart Pager is an advanced, revolutionary device making a big impact.

The Smart Pager looks like a pager but performs as smart phone with a 3-inch screen and 2000mAh battery. It has been designed to be conveniently carried, being the size of a credit card and users have the flexibility to carry the device with the wrist strap, lanyard or belt buckle.
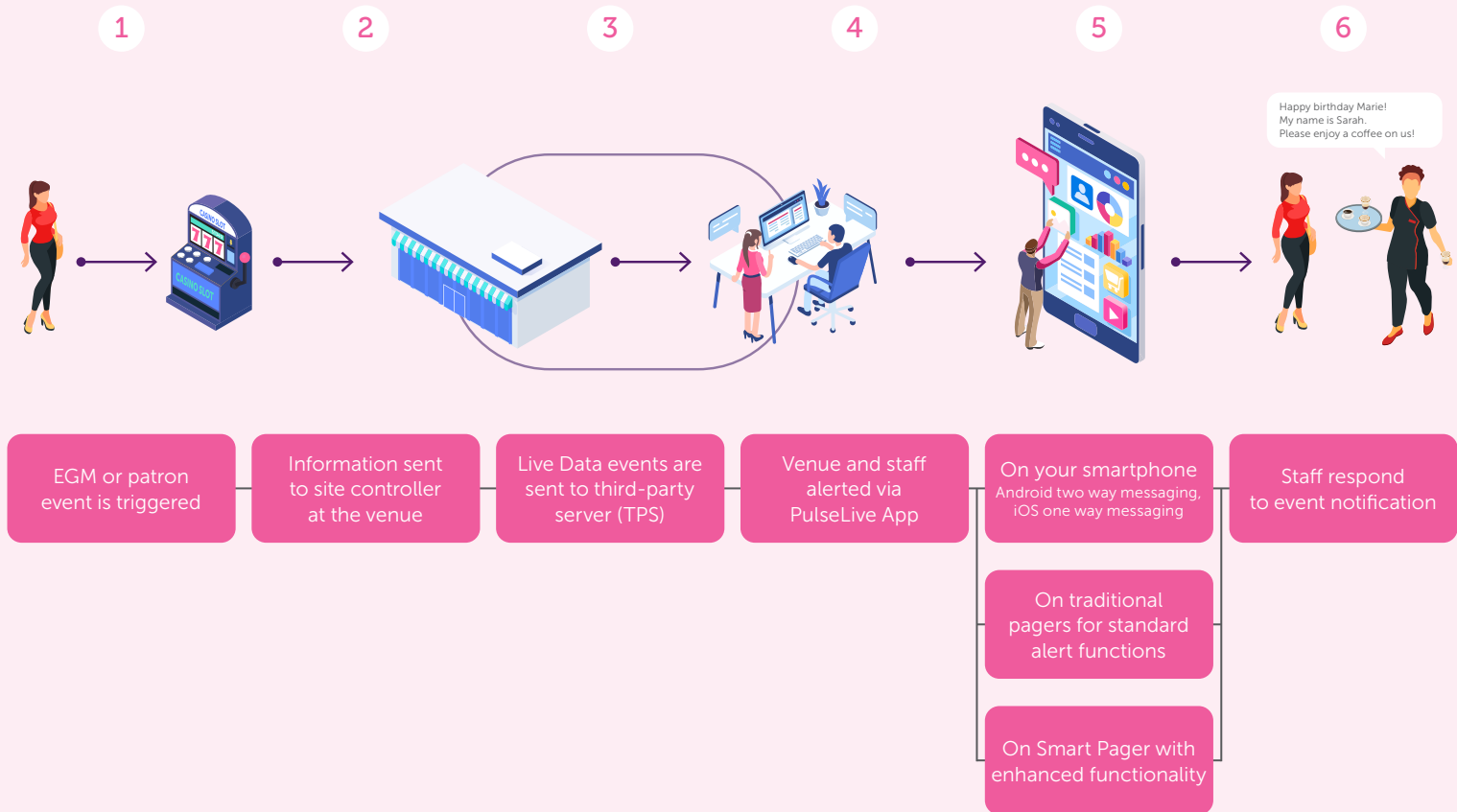
Smart Pager is being used across industries that have traditionally relied on antiquated pages. You can use dual SIM cards to conveniently stay connected while separating work from personal life. Or equip 1 SIM card + 1 micro SD card to expand storage and transmit data conveniently.

Smart Pager provides all the functionality of a smart phone, but the size of a pager

- ✓ Easy, simple to use interface
- ✓ Lock device to pager use only, or activate to receive and make calls
- ✓ Small and compact 95 x 49.4 x 16.5mm

- ✓ Receives messages over WiFi and/or 4G
- ✓ Receive messages while not on site
- ✓ Ability to acknowledge, accept or reject events

- ✓ Send messages to other devices
- ✓ Vibrate and alert tones with alert settings for different priority levels
- ✓ View all active gaming events and receive scheduled alerts and reminders

- ✓ Message receipts to confirm message has been received
- ✓ Locked down settings and configuration

How it works

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Happy birthday Marie!
My name is Sarah.
Please enjoy a coffee on us!

| EGM or patron event is triggered | Information sent to site controller at the venue | Live Data events are sent to third-party server (TPS) | Venue and staff alerted via PulseLive App | On your smartphone Android two way messaging, iOS one way messaging | Staff respond to event notification |

| On traditional pagers for standard alert functions |

| On Smart Pager with enhanced functionality |

Paging with
LiveDataAPI

We have a range of options to suit your individual needs

Essentials

✓ All inclusions of Basics

✓ Advanced member alerts for patron rating upgrade

✓ Large play and jackpot win alerts

✓ Enhanced paging features allowing for more tailored alerts and service approach with staff

✓ Reporting on key events such as large play or patron visitation

✓ Staff response times and staff efficiency scoring

Venues can maximise their resources (staff, areas, opening hours, etc) to best service their patrons and reduce operational costs based on what is happening in-venue - rather than historical information only.

Pro

✓ All inclusions of Essentials

✓ Advanced VIP alerts to better service your top tier members

✓ Hot play alerts to celebrate your patrons and enhance gaming experience

✓ RSG alerts

✓ Enhanced paging alerts on your members to offer added personalisation e.g. favourite food and beverage, birthday

✓ Access to all reports giving you the ability to track staff and service efficiencies, EGM performance and patron movement and visitation

An elevated set of features that help to ensure your venue are providing guests with exceptional customer service, with a focus on patron personalisation and engagement, staff efficiency, and the ability to tailor the system to your venue's needs.

> ## Contact our team today:

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