An extensive manual for G.A.M.E. on how to find, make and adjust Tickets and Assets.

GAMING
SUPPORT

Index

Introduction

G.A.M.E. is used as an overview of all the Assets Gaming Support ever handled. All these different Assets are in different phases. These phases all have a unique tab and are: "Ordered", "Received", "In configuration", "In transport" and "On site". When an Asset is created, see the explanation further on in the manual, it starts in the "Ordered" phase. Occasionally an Asset can be returned to "In configuration" through the "In transport" phase for reconfiguration. Every Asset needs maintenance once in a while. To see when the next maintenance service is or plan a next one, there is the "Maintenance" tab. It happens that an Asset has a problem, these problems are reported using "Tickets". A Ticket can either be about an "Issue" that the Asset has or about a "Work order" that needs to be dealt with. Within each different phase a "Ticket" can be created for a specific Asset, how and where to do this will be explained thoroughly in this manual. All the Tickets are in the "Tickets" tab. To get a better overview of all the different Assets, there is the "Dashboard" tab. This tab is to design graphs to make the Asset-information comprehensible.

This is a manual for all these different tabs. Each one of these tabs has its own package of functions which will be explained in detail.

The dashboard

The main function of the dashboard is to comprehend and compare all the information given in the other tabs. For example: if you want to compare the amount of Slots in Amsterdam and Nijmegen you can fill in the variables and make a graph with those numbers.

First fill in the basics, the Title, the graph type and the period the data has to come from.

In this graph there are 2 different "Series", Amsterdam and Nijmegen. To fill in the name of the series click here.

Then you have to set the conditions for the data in the graph. The first condition is "Asset type" and it is set equal to "Slots" The second condition is "Location" and set equal to "Amsterdam". This way only the slots in Amsterdam are in this bar chart. Do the exact same for Nijmegen. Now the graph is only about slots and locations with the only variable the locations.

To add a condition or to add a series, click on the corresponding buttons. When the graph is finished, click on Confirm. The graph will go to the dashboard.

To change the color of the bar charts. Click on the colored circle. Then select another color. If you need more than 5 colors, fill in another color code.

To delete a graph, serie or condition, click on the three vertical dots to the right of the thing you want to delete.

When you have more than 1 graph on your dashboard and you want to move them. Click here: This function makes it possible to change the size and location of the graphs.
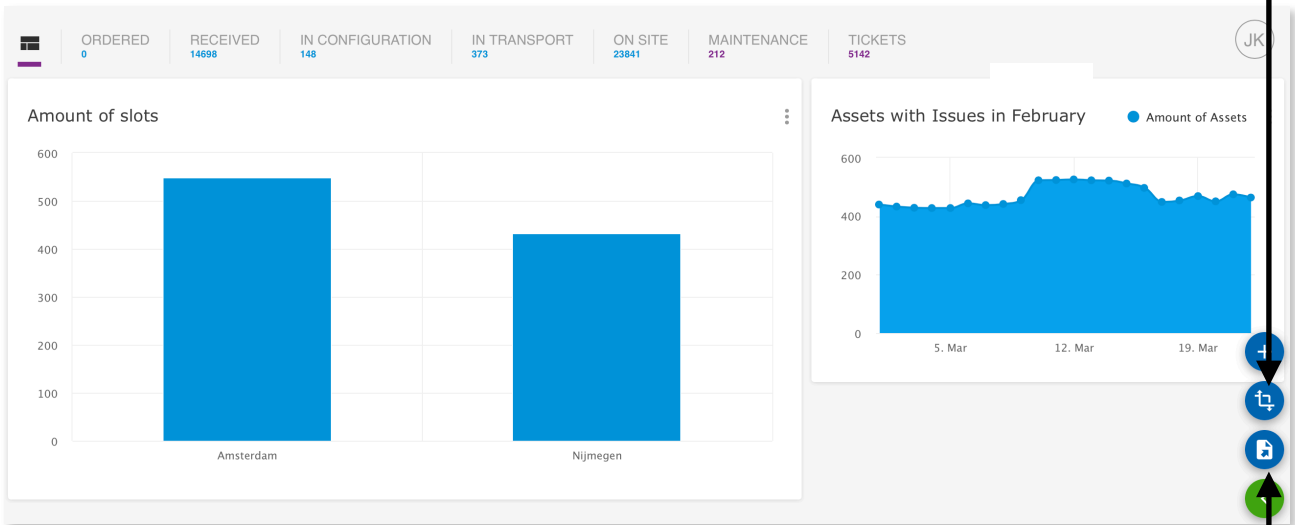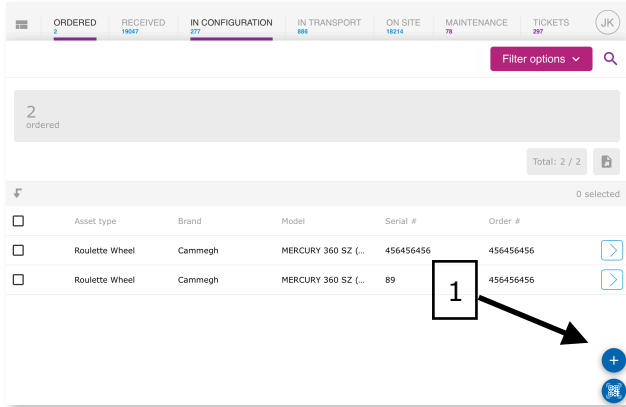

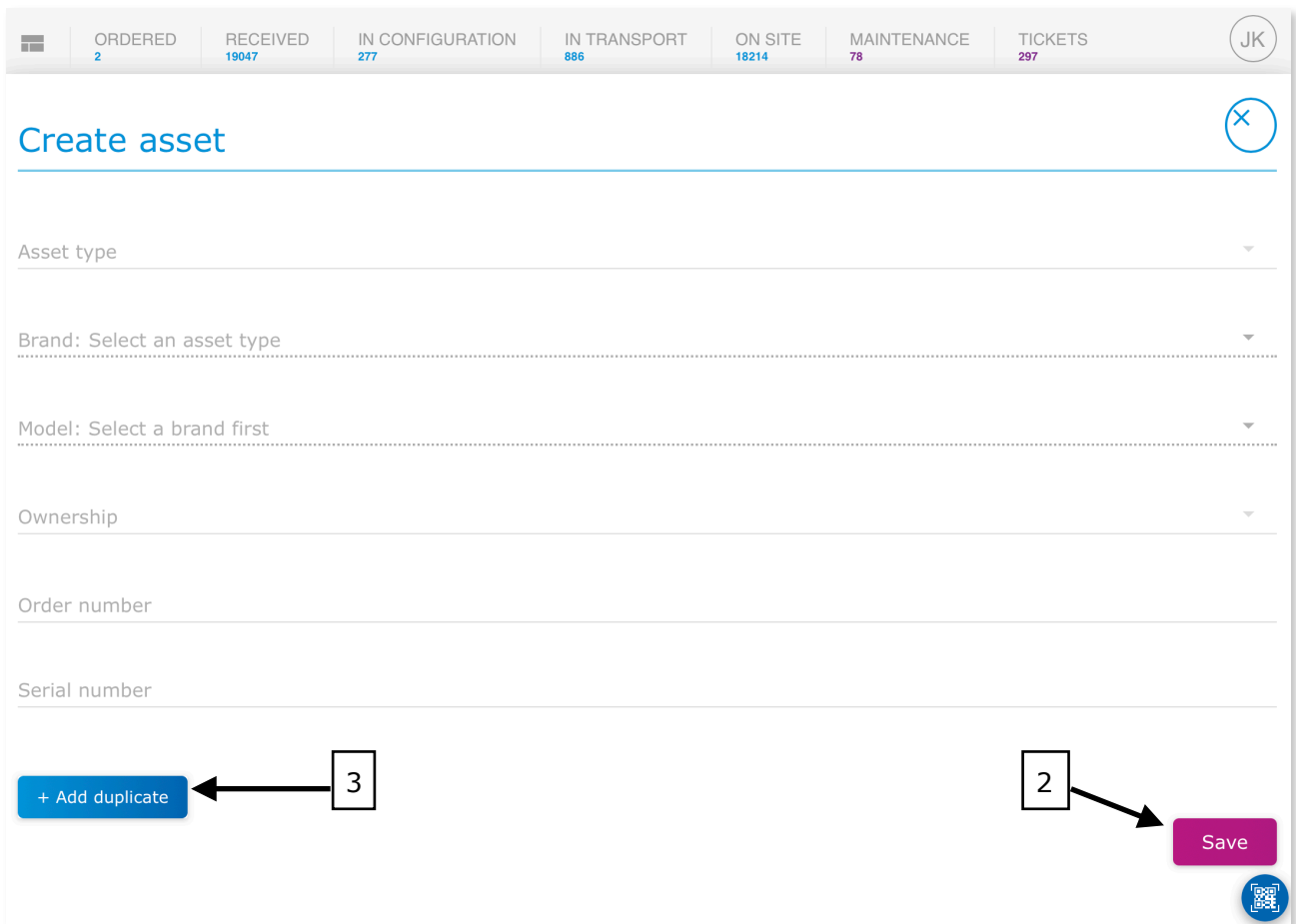If you want to export the graphs to Numbers or Excel, click here.

Ordered

How to create an "Asset" in the Ordered tab:

1. Press the plus button.

2. Fill in all the necessary information and click on save.

3. When you want to make more than one Asset, click on 'add duplicate' and add another serial number.

4. To change the Asset in the Ordered tab, click on the Asset you want to change. This screen will pop up:

Cashcode - MFLV-2110

Type:	Serial #:	Created:	Last modified:	Location:
BillAcceptor	1234	20-03-2018 at 11:32	20-03-2018 at 11:32	Gaming Support

Ownership:
Purchase

Actions

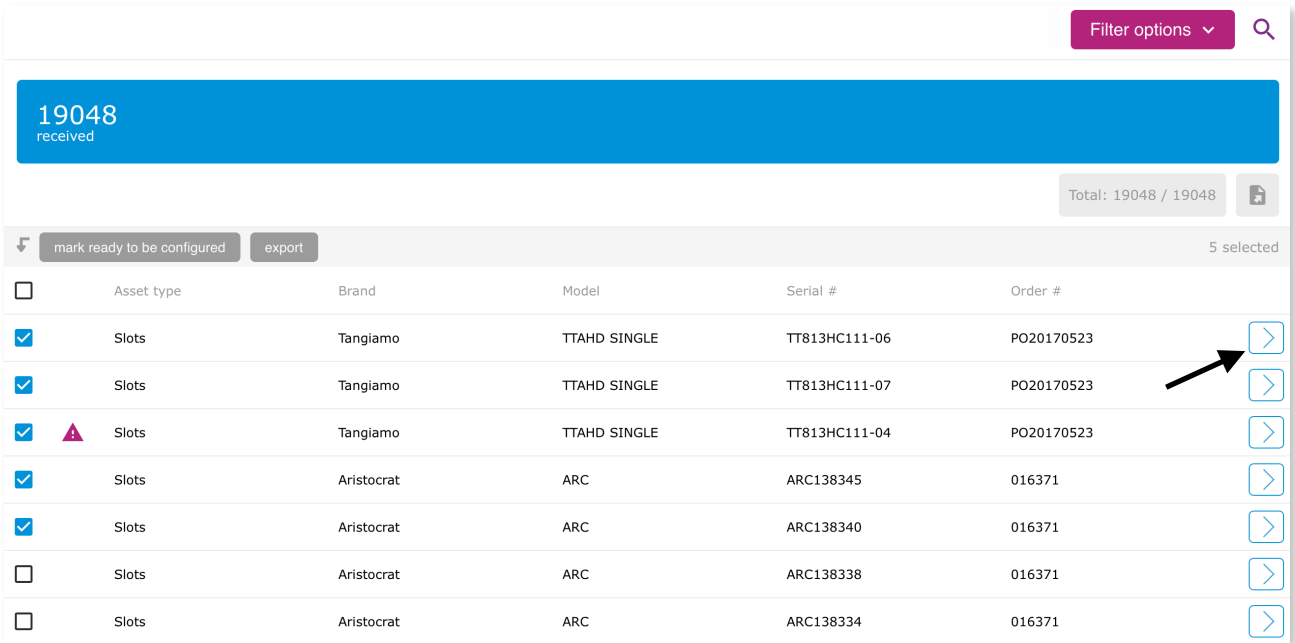| Print QR code | Mark as received | Create ticket |

Destination

Select location...

Duplicate asset

+ Add duplicate

On this screen it is possible to print the QR code corresponding with the Asset, create a Ticket for this Asset (a more extensive explanation of these functions can be found on pages 23, 25 and 26) or mark the ordered Asset as received. It is also possible to give this ordered Asset a destination or duplicate the Asset by giving another serial number. In the unlikely event of a change of ownership, click on the current status, in this case "Purchase", and change it to the correct ownership.

When an Asset is 'marked as received' it doesn't stay in the Ordered tab, it moves on to the Received tab.
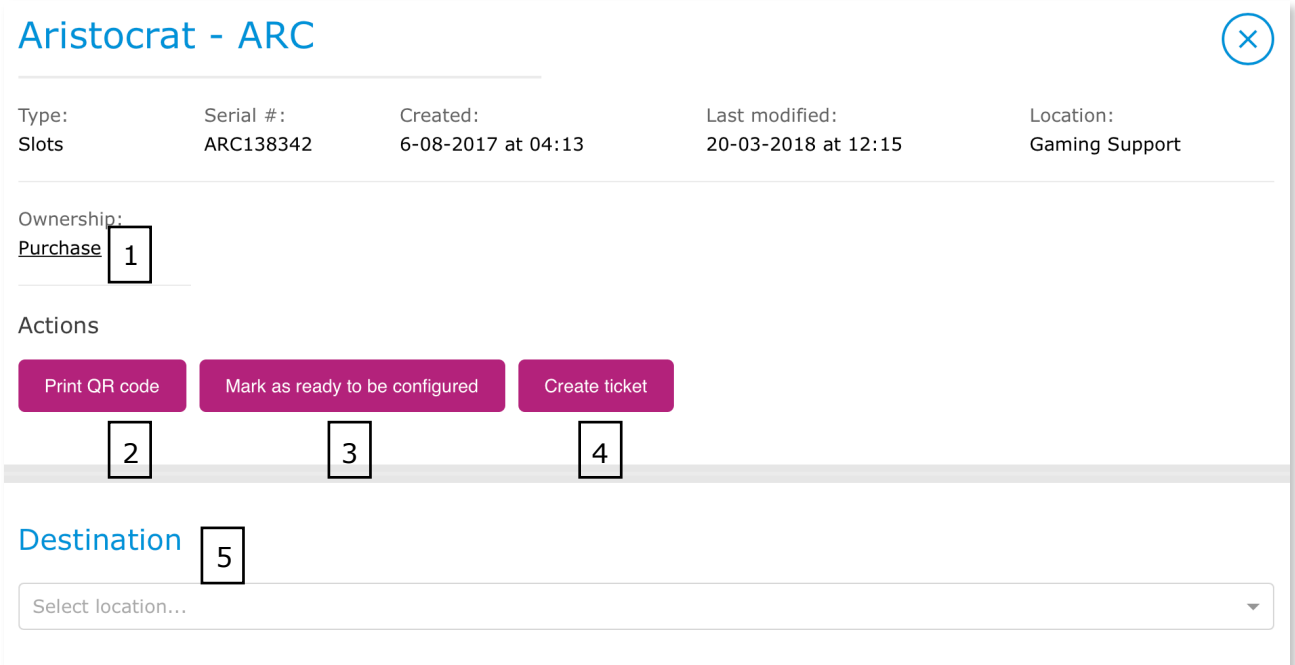
Received

Every order that has been received and isn't yet marked as 'ready to be configured' is placed in the "Received" tab.

In the tab you can either select multiple Assets at once or click on one Asset. When there is more than one Asset selected it is possible to mark them all as "Ready to be configured" at the same time, or export all the Asset files (a more extensive explanation on pages 23). If you only click on one Asset or the symbol on the right side of the screen, this screen will pop up:
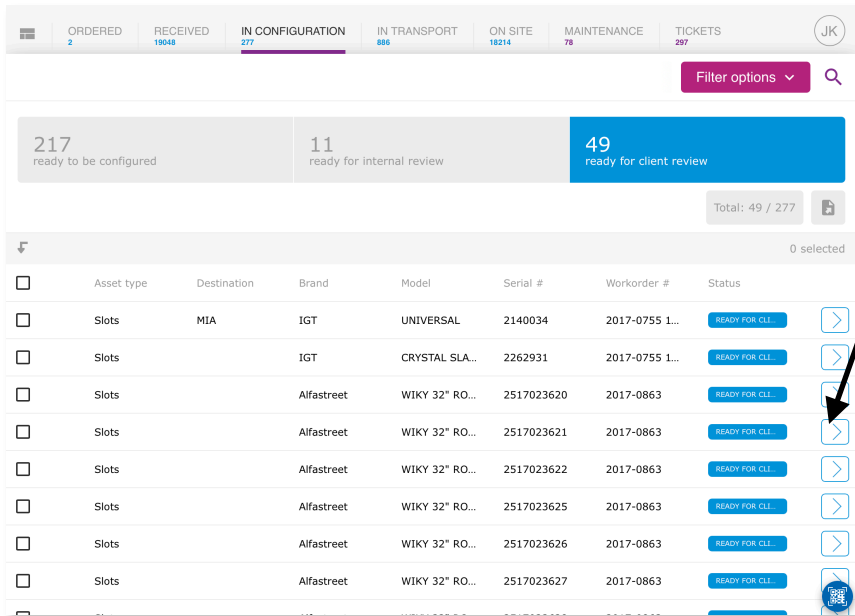
On this screen there are only a few options.

1. Change the ownership
2. Print QR code
3. Mark as ready to be configured
4. Create a Ticket
5. Select a destination

When all the parts are delivered and everything is ready to configure the Asset, you can click on 'mark as ready to be configured'. This moves this Asset on to the next tab, "In configuration".

In configuration

Within this tab there are three phases: "Ready to be configured", "Ready for internal review" and "Ready for client review". Each one of these three phases say something about the stage of configuration of the Asset. Only after the last stage an Asset can be transported to the correct destination.

To find Assets that are in one of these phases simply click on that phase.

To take a closer look at a specific Asset, click on the symbol on the right side of the screen.

To change the ownership, click on, "unknown" and choose the correct ownership.

The screen that pops up has a lot of the same functions as in the Ordered or Received tab. It is possible to print the QR code or create a Ticket. You can also "renew all configs". When you click this button, all the information has to be specified again and checks have to be done again. This will load the latest configuration for the Asset type form the server.

Any Tickets relating to this Asset are in this screen. Old and closed Tickets have a separate tab. Click on the Ticket to see the specifics.

To select a location, click here and select the correct location.

An Asset has to go through a lot of thorough checks before it can be delivered at its destination. All these checks are listed as in the picture below:

Every row in the list is another part of the checklist. Every column in the list is another person to do those checks. One of the frames in the picture is not blue but gray. This is because there is still information missing to complete this row. To complete that row you first need to specify that row.

After completing a column click on confirm. By clicking on confirm the Asset moves from the first subcategory "Ready to be configured" to the second "Ready for internal review", this also changes the place where the Asset can be found.

If an Asset needs an extra part, for example a Ticket-printer, click on "Add part". This adds new rows for the checklist, more parts means more checks. To add a gamebook, click on "Add gamebook". Then choose one of the gamebooks available. This also adds new rows for the checklist.

It is also possible that an Asset has to be rejected because of a problem that with the configuration. Click on the cross instead of the check mark to reject an Asset.

Configuration

Slots

Configuration items	Technician	Internal check	Client check
Hardware Controle Configuratie GLI/NMI/Cadv	☑	☑ ✕	✓ ✕
Speelautomaat Behuizing Controle	☑	☑ ✕	✓ ✕
Sloten Bi-Lock	☑	☑ ✕	✓ ✕

Comments

Client comment

Reject

To tell the Technicians what to fix it is necessary to leave a Comment. Click on Client comment and fill in the problem. Then click on Reject.

When a configuration is rejected, all the previous checks have to be marked again. Whenever all the checks are done, which makes the Asset completely configured, the Asset moves to the next tab, the "In transport" tab.

In transport

The first of four phases in this tab is "Ready for transportation". To complete this phase you only have to give the Asset a destination. If this information is filled in, click on "Mark as in transport". In this phase you can also create a Ticket and print the QR code.

Actions

[Print QR code] [Mark as in transport] [Create ticket]

The second ("In transportation"), third ("ready for internal transport review") and fourth ("ready for client transport review") phase involve another checklist.

Aristocrat - HELIX
Configuration

Open asset info ▾   ⊗

Slots   ...

Configuration items	Install	Field	HC
Slotmachine geïnstalleerd op locatie	☐		
Overgedragen aan Field		✓ ✕	
Restpunten Yes	☐		
Alle Progressive Jackpots, Controllers, Signs, Links en Animaties Functioneel	☐		
Slotmachine Online met CasinoLink	☐		
Sloten en Deuren functioneel	☐		
Opgeleverd aan HC			✓ ✕
Beschadigingen No	☐		

Ticketprinter - FutureLogic GEN2 ↗   ...

BillAcceptor - MARS-MEI SCN8348G ↗   ...

[Confirm]

To renew all the configurations, click on this button. Or click on this button a little higher on the screen:

[Renew all configs]

This button above does not only erase all the check-marks. It also erases all the information that was specified in the different rows. So this needs to be done again too.

When one of the parties rejects the Asset and marks the cross instead of the check mark, the person who does the disapproving check has to make a Ticket.
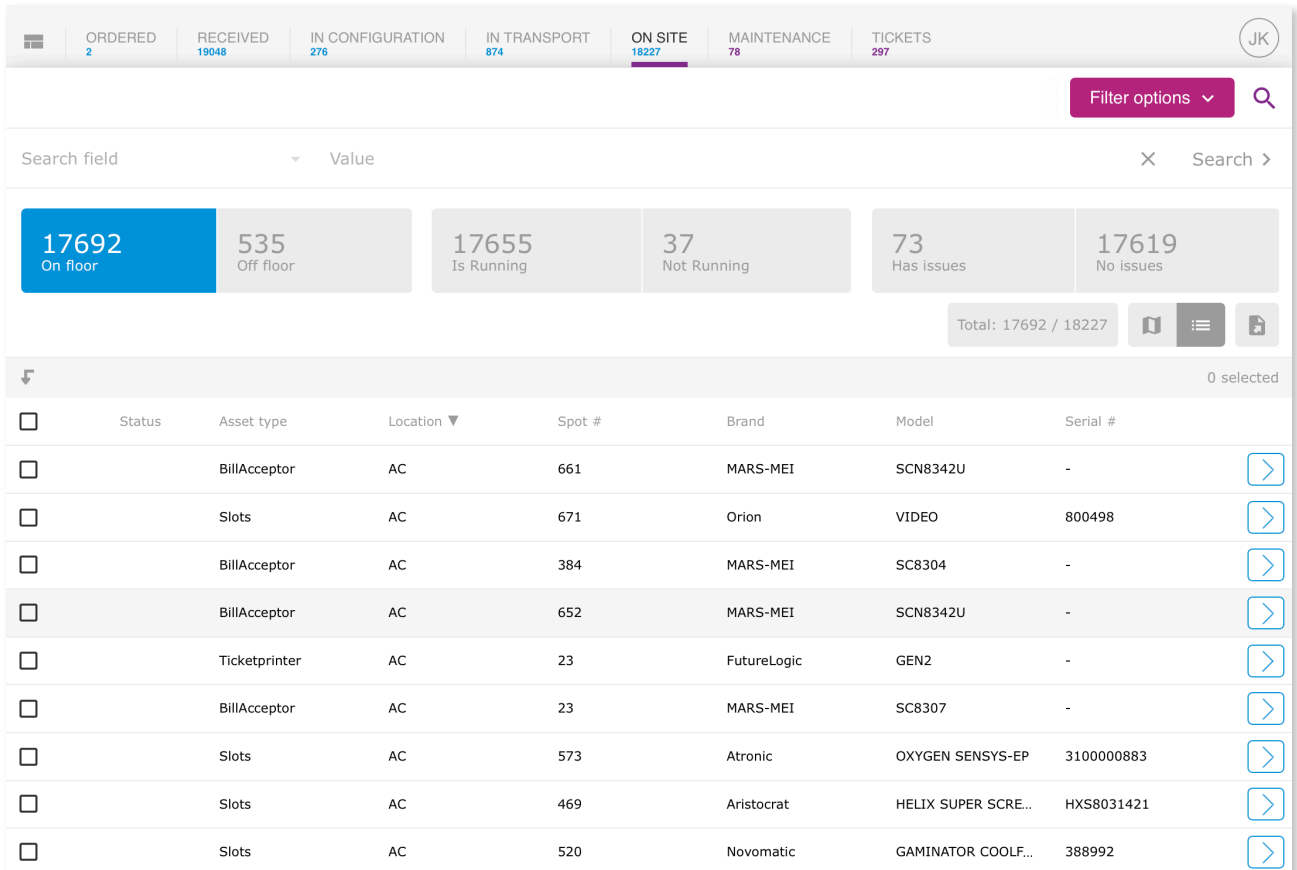
All the different rows represent different checks. Every different column stands for another person to do those specific checks.

The different parts of the Asset are also visible in this screen. Since these have already been checked earlier they don't have any checks.

If all the checks of the column have been marked, click on "confirm".

On site

The "On site" tab includes all the Assets that have been configured, delivered and installed at their destinations. In these Assets there are three different subcategories, there are Assets on the floor and off the floor, Assets that are running and not running and Assets that have issues and do not have issues. Using these subcategories it is easy to find one specific type of Assets.

For example, if you want to find the Assets that are on the floor, are running and don't have issues, you click on either of these variable and find all the Assets that meet these criteria. Which in this case are sixty-four different Assets (see picture below).

Aruze - PLAYER TERMINAL BIG WHEEL ⊗

Type:	Serial #:	Gamepack:	Created:	Last modified:
Slots	034194MO-2	LUCKY BIG WHEEL	12-04-2017 at 17:08	6-12-2017 at 16:46

Location:	Tk #:	Cabinet:	Order #:	Ownership:
London	10545	S	2017-1070 Aruze Big Wheel Utrecht	unknown

Status

[Running] [Not Running]   [On floor] [Off floor]

Actions

[Print QR code] [Create ticket] [Renew all configs] [Relocate]

Tickets

[Open tickets (1)] [Closed tickets (1)]

Ticket # ▲	Type	Priority	Status	Title	View details
125	ISSUE		OPEN	BRACKET, LABEL EN ...	→

When you click on a specific Asset, this screen pops up. On this screen you can change a lot of variables. Change the status of the Asset by clicking on "Not Running" or move it of the floor by clicking "Off floor". Changing the status also means that this Asset is no longer findable under "Running" or "On floor".

Printing a QR code and creating a Ticket are the standard functions. When you want all the configurations renewed, click on "Renew all configs". This button not only unmarks all the check-marks, it will load the latest configuration for the Asset type from the server. To complete the checklist again, it is necessary to redefine the configuration that is installed on the Asset. If the Asset needs to be transported back to gaming support or somewhere else, click on "Relocate". This screen pops up:

Relocate Slots - 2228520 - IGT CRYSTALDUAL LCD - spot #12

☑ Move back to Gaming Support

CANCEL   CONFIRM

"Move back to Gaming Support" is pre-marked. If the Asset needs to go somewhere else, unmark "Move back to Gaming Support" and select a new destination.

Maintenance

Next in: -97 days *(14 December 2017)*

Days from today

30

[Plan next maintenance]

Area

M3-01-BRE LEEG   ✕ ▼

Spot nr.

809ABKHBKU

After scrolling down you find these two functions. In "Maintenance" you can easily plan and see when the next maintenance service is or was scheduled. Just fill in the amount of days till the next maintenance and click on "Plan next maintenance".

The function "Area" is used to specify the location of the Asset at the destination. This is first specified with an area, if it needs further specification it is also possible to add a "Spot nr.".

| 63 On floor | 1 Off floor | 63 Is Running | 9 Not Running | 63 Has issues | 17589 No issues |

Total: 63 / 18224
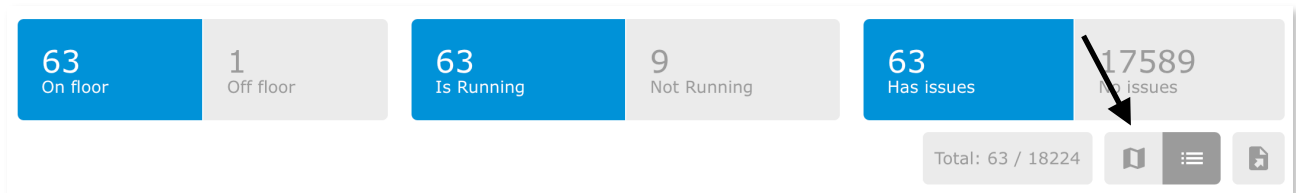
To get a geographic overview of where all the Assets are, click on the 'map'-button. A world map appears with all the Assets and their exact location.

When you only want to see the Assets in New York, click on New York and that filter is added.
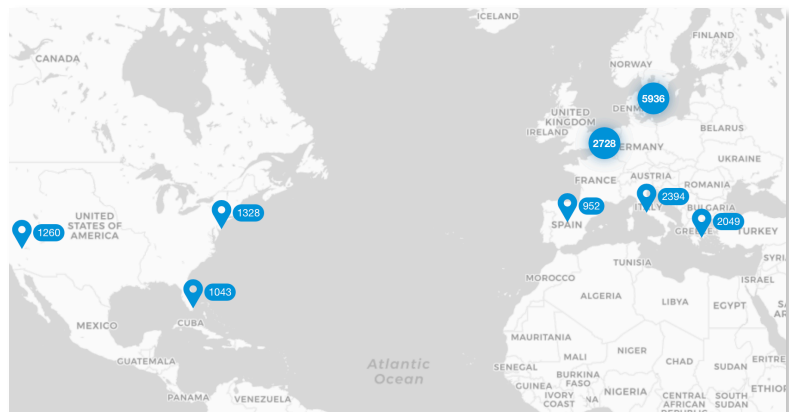
If you scroll even further down you find the complete configuration of the Asset, including all the parts and gamebooks.

If you want to edit or renew the configuration of the slots or other parts, click here.
If you edit the configuration only the check marks need to be redone.
When you renew the configuration all the software-information needs to be filled in again as well, because by renewing the configuration the updated configuration is downloaded form the servers

Bally - ALPHA 2 PRO WAVE

Open asset info ▾ (>)

Configuration

Slots   •••

Configuration items

Sloten
Bi-Lock

Sensor - B8:27:EB:09:0D:AE - Raspberry PI ↗   •••

SMIB - IGT LEGACY ↗   •••

Configuration items

SMIB Power Supply
Y-Harness

Software Versie

DID
32952E190000

Player Tracking Module
Legacy

Ticketprinter - FutureLogic GEN2 ↗   •••

Configuration items

Softwareversie
GUN157412

HC01356   •••

CAPTAIN'S GOLD   ≡✓   •••

Add part   Add gamebook

Select part...   ▾   Add   Select gamebook...   ▾   Add

It is possible to add a part or a gamebook in an Asset that is "On Site". Click on "Select part…" and "Select gamebook…" and then on "Add". This automatically adds a new checklist to the configuration that needs to be filled in and checked.

Maintenance

Every Asset that has a planned maintenance service is in this tab. Those Assets are divided in 4 categories.

1. Less than 0 days
2. 0 to 7 days
3. 7 to 14 days
4. 14 to 30 days

76 Less than 0 days	0 0 to 7 days	0 7 to 14 days	1 14 to 30 days

By clicking on the required category it is easy to find only those Assets you need to find. When you find the correct Asset a screen appears that has the exact same data as in the "On Site" tab. To learn more about the functions on this screen, go to page 15-17.

Tickets

The tab "Tickets" is a complicated tab. Not only can a Ticket be in 4 different phases, there are also 2 different types of Tickets.

Open	Issue
On hold	
In review	Work order
Done	

Both the types of Tickets have the 4 different phases, so in total there are 8 different categories. Click on the criteria for an Asset to navigate through these categories. For example, if you want to find all the open Tickets that include an issue:

107 open	11 on hold	13 in review	111 done	107 issue	13 work order

Total: 107 / 297

When you click on a Ticket that is about an issue this is the top of the screen that pops up:

Temperature sensor alert. Asset: 800

Ticket #	Location	Type	User
2767	Berlin	Issue	

Status	Priority	Tags	
open	Low	Sensor ✕	

This part of the screen contains the general information about the Ticket. The Ticket #, Location, Type and user are invariable, the Status, Priority and Tags are not. They can be changed on this screen. The status can be changed from Open to On-hold, In review or Done, which then automatically changes the place to find this specific Ticket. When the Ticket status is changed to "Done", the problem in the Ticket is resolved. If the status of the Ticket is "Done", all the Assets get the mark "Done" as well. It might create problems if not all the Assets are fixed but the status of the Ticket is changed to "Done" anyway. It is also possible to complete a Ticket in another way. More on that in the explanation below. The priority can be changed from Low to Medium, High or None. This doesn't change the place to find the Ticket, it only adds more urgency to the Ticket.

The tags added to the Ticket say something about the problem and who has to fix it. For example, if a Ticket is about an abnormal sensor reading, you add the Tag "Sensor". If the problem has to be fixed by a Field technician you add the Tag "Field", etcetera.

Assets

	Add an asset... ▾	Add

Done	Model	Brand	Serial #	Spot #		
☐	HIGH.LIMIT KAART TAFEL HOOG	HC Table	750	JP01	🗑	⟩
☐	BB2	Williams	W2317486	800	🗑	⟩

Below the general information is the information about the Asset(s) involved in this Ticket. In this case there are 2 Assets involved so this Ticket can't be completed until the problem in both Assets is resolved. This way it is easy to see the progress that is made with the Ticket. Whenever both the Assets are fixed, the status of the Ticket automatically changes to "Done".

Comments

> **System** 08 Mar 09:40
> Status changed to red because the temperature raised above 55.0

B *I* <u>U</u> ☰ ☰

Enter your comment

Try dropping some files here, or click to select files to upload.
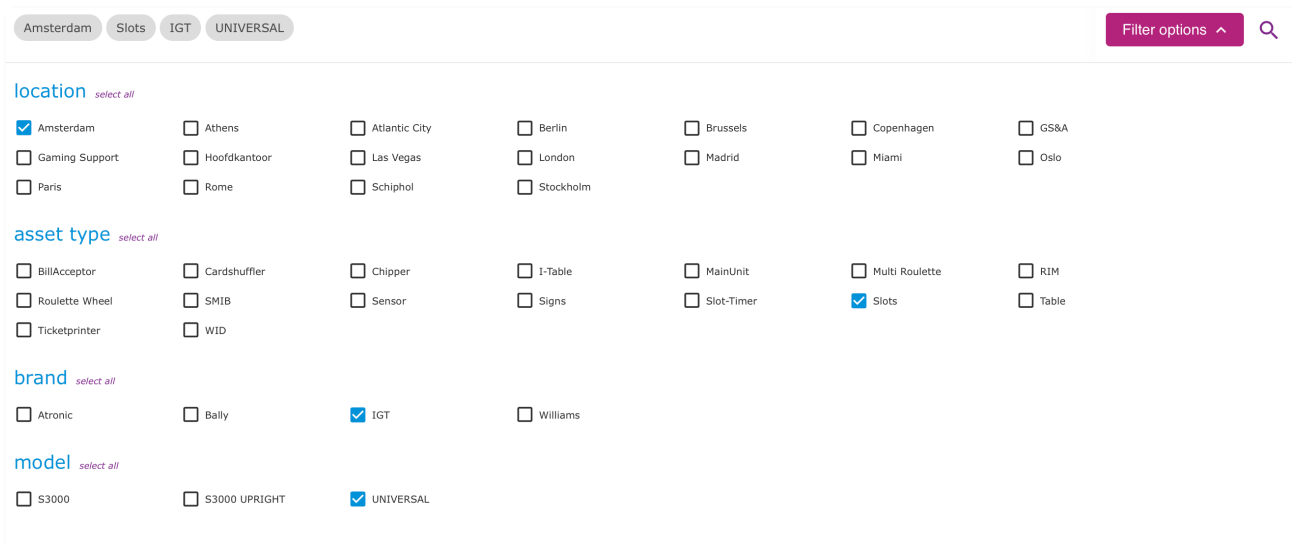
Log your hours   🕐 00:00

Add comment

Within a Ticket there is the possibility to make a comment. Everybody who has access to this Ticket can comment and leave a suggestion, a note or a question. The comment will then be placed on the 'timeline' of the Ticket with the newest comment as the lowest. To attach files to your comment, click on the blue rectangle and select those files. To show how long you have been busy with the Ticket you can "Log your hours" by clicking on the button and filling in the correct amount of time. Whenever your comment is finished, click on "Add comment".

Overlapping functions

1. Filter options

To narrow down the amount of Assets, it is useful to use the "Filter options" button. After clicking on the button this screen pops up:
In this screen there are several options. It is possible to choose a "Location" and an "Asset type". When you choose an Asset type the possibility to choose a "Brand" appears. When you even choose a Brand to narrow down the search, the possibility to choose a "Model" appears. If you close the Filter options menu, the filters remain on the screen. This way you can see what your search criteria were.

When you want to find the amount of slots in more than one location at a time, click on all the locations you want to search in. This is also possible with "Asset type", "Brand" and "Model". The number of hits just gets higher.

In the "Tickets" tab there is an extra Filter option, "Tags". The reason that this Filter option is only in this tab is because only Tickets have Tags.

2. *Search button*
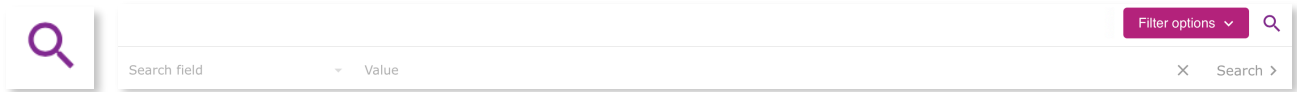
When you need to search for a specific Asset or Ticket it is easier to use the advanced search function. Click on this button and the menu will appear.

Click on "Search field" and it will show the options:

After selecting a "Search field", fill in the value that corresponds with the "Search field" and click on enter on your keyboard or click on "Search" on your screen.

If you are still not able to find your Asset, you can use both search functions, so the "Filter options" and the Search button. This will make it easier to find what you are looking for.

Area

Configuration #

Game

Game pack

Model

Purchase type

Serial #

Spot #

Ticket #

Ticket title

Tk #

Workorder #

To find a Ticket you have to go to the Ticket tab and then click on the search button. Now a different menu appears with other search options. The rest works the same as the other tabs.

ID

Priority

Title

Work order #

3. Export files and import QR codes

To export files to Microsoft Excel or to Numbers, select multiple Assets and click on "Export". This gives 4 different options.

- Export as CSV (Numbers)
- Export as CSV (Excel)
- Export for print
- Export QR labels

The other two options are "Export for print" and "Export QR labels"
Export for print speaks for itself. Export QR labels generates the QR labels for the specific Assets. Which can then be printed as a sticker and put on an Asset.

These same QR codes can be also be imported using the button on the down right corner of every screen. Importing a QR code will instantly give you all the information about the Asset that is linked to the QR code. A smart and fast way to get to the necessary data.

When you press the QR-button another button appears that will make it possible to - when you are using a computer - upload a file with a QR code. Only when the file has a QR code and nothing else, the correct Asset information will be showed. When you are using a tablet, it is also possible to make a picture of the QR code and upload it that way.
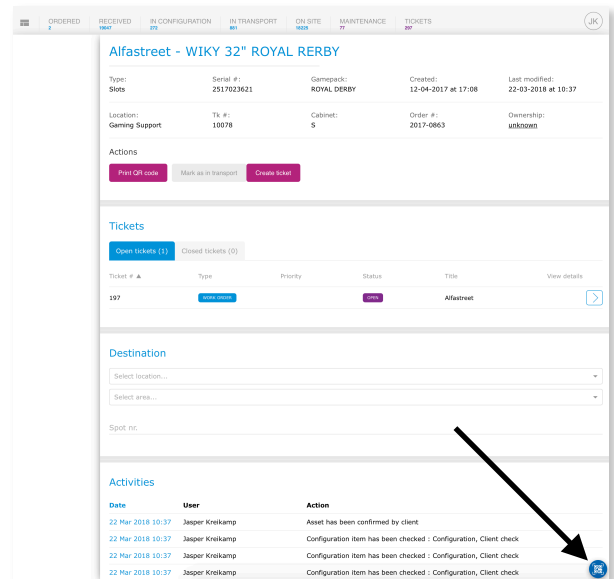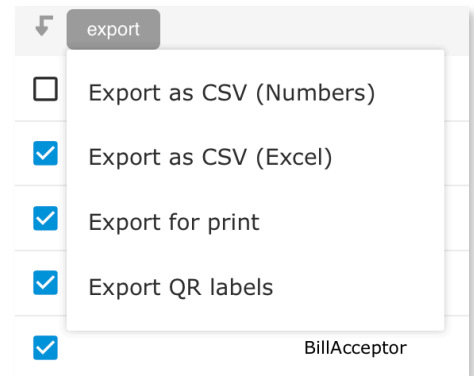
4. Print QR codes

Within all the tabs, except "Tickets", there is an option to print the QR code for an Asset.

When you want to print a QR code, click on the button "Print QR code". A pre-printing file appears. Press Ctrl + P or Cmnd + P and print the QR Code.
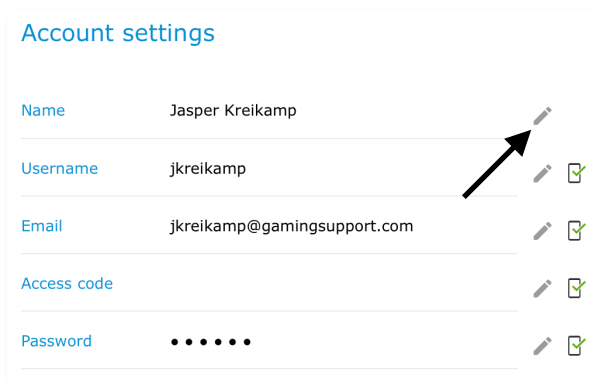
Type: Chipper
Shuffle Master
CHIPSTAR CSL
SN: CSL-1202
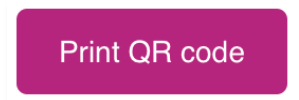
5. *Account information*

When you click on your initials in the top right corner of the screen, this screen pops up:

JK

( ) Sign out

⚙ Account settings

↻ Sync with Picqer

If you want to sign out, click on "Sign out". You will then automatically return to log in page.
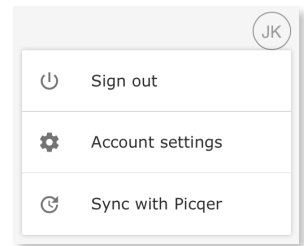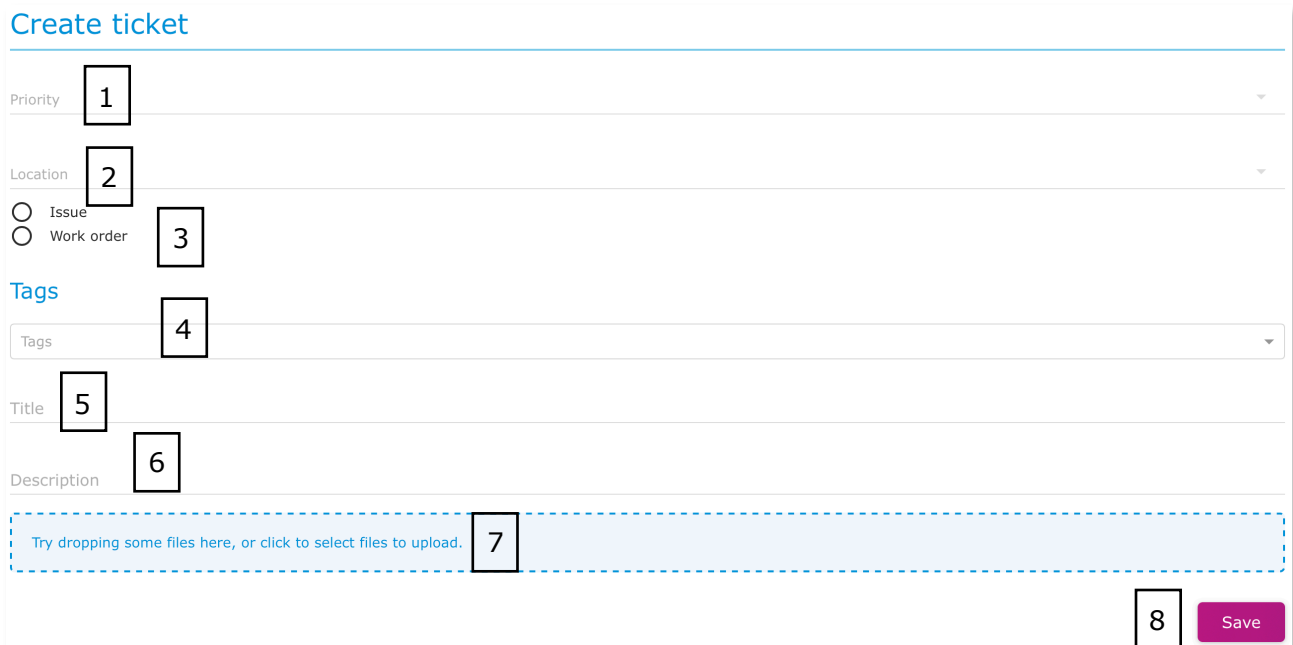
If you want to take a look at the account settings, click on "Account settings". This screen will pop up:

Account settings

Name	Jasper Kreikamp
Username	jkreikamp
Email	jkreikamp@gamingsupport.com
Access code	
Password	• • • • • •

To edit your account settings, click on the marker to the right of the setting you want to change. If it needs a two step verification with your e-mail, do that first. Then change.

6. *Create Tickets*

To report issues or create work orders, you have to make a Ticket. There are different ways to make a Ticket, the easiest one is to go to the Tickets tab and click on the plus in the downright corner of the screen. This screen pops up:

Create ticket

Priority | 1 |

Location | 2 |

○ Issue
○ Work order | 3 |

Tags

Tags | 4 |

Title | 5 |

Description | 6 |

Try dropping some files here, or click to select files to upload. | 7 |

| 8 | Save |

A Ticket has certain variables.
1. To set a "Priority", None, High, Medium or Low, click on priority and choose.

2. To select the location of the Asset, click on "Location" and choose.

3. Then choose whether it is an Issue or a Work order.

4. When you make a Ticket, it is necessary to add Tags to the Ticket. This way it is easy to see whose responsibility the Ticket is and what the Ticket is about. For example: if the Ticket has the tags "Field" and "Support", not only a Field technician has to take a look at the Ticket, also the Support department. If another department is involved in the problem, also add their Tag. Click on "Tags" and choose the correct Tags.

The Tag "Sensor" has a different purpose. Whenever a Ticket has the tag Sensor, it is not created by a human but automatically generated by a Raspberry Pi. A Raspberry Pi creates a Ticket whenever a threshold value is exceeded.

5. The Title of the Ticket is very important. It is advised to begin with the brand of the Asset followed by a colon. Then followed by a spotnumber (if applicable). At last the problem. For example:
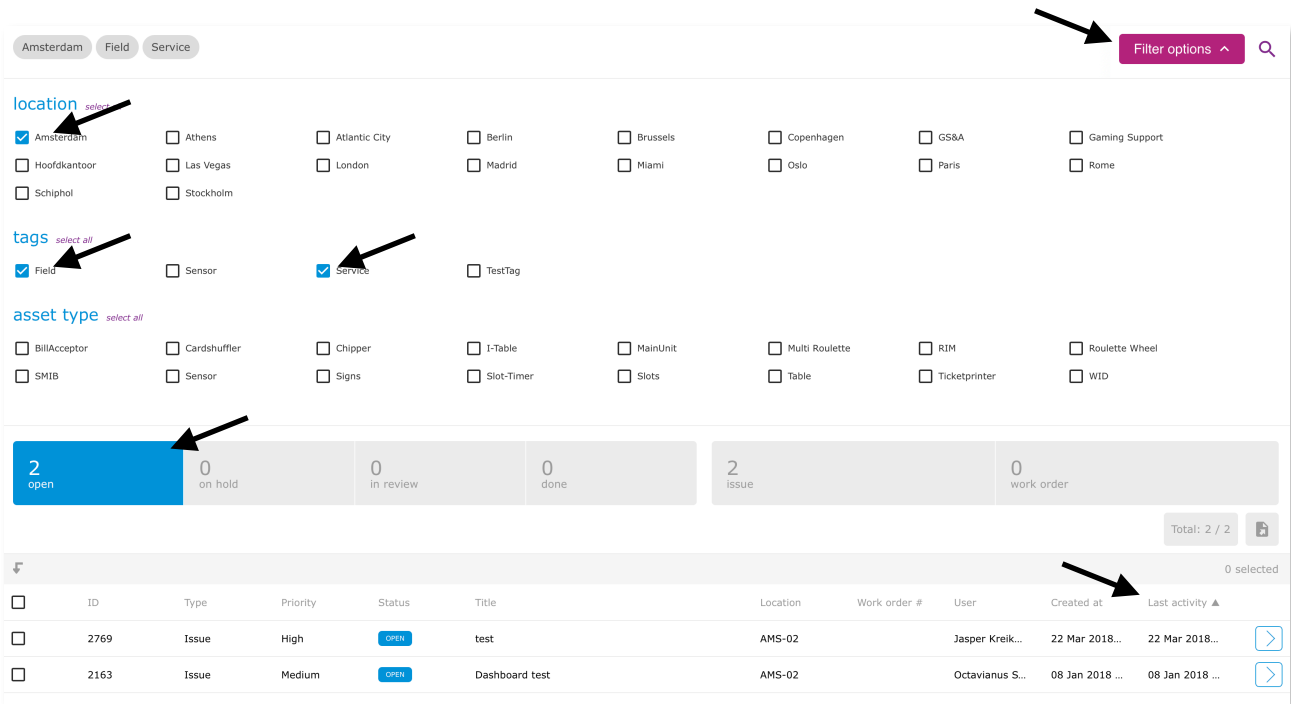*Bally: 354 License stick broken*

If the problem is stated this way. Sorting Tickets becomes way easier.

Click on "Title" to fill in the correct Title.

6. Give a short but thorough description of the problem. Click on "Description" to fill in a short description.

7. If a Ticket needs files attached to it, click on the blue frame and choose the correct file.

8. Click on "Save".

9. The last part is the most important part. To link an Asset or multiple Assets to the Ticket you need to find the Ticket you just created. To find your Ticket, click on "Filter options", select the correct location, the correct Tag(s), and select the open Tickets. If necessary you can also click on the column "Last activity". This will give you the Ticket you just created.
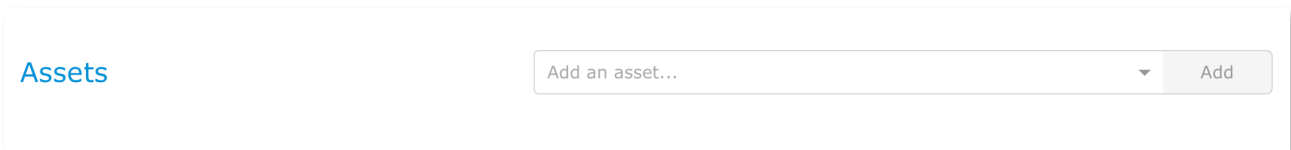

Click on the Ticket to open it and add an Asset.

It is possible to add more than one Asset for the same Ticket.

To avoid linking Assets afterwards there are other ways to create a Ticket:

The second way to create a Ticket is:

1. Open another tab than Tickets.
2. Select one or multiple Assets as in the picture to the right.
3. Click on "New Ticket".
4. Follow the exact same procedure as explained earlier, except the last step, since the Ticket already has an Asset linked.
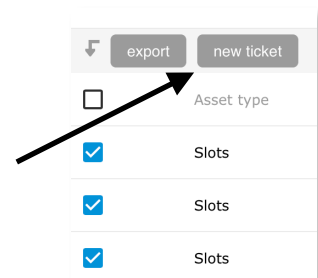
The third way to create a Ticket is:

1. Click on an Asset to see its information.
2. Click on "Create Ticket" as in the picture to the right.
3. Follow the exact same procedure as explained earlier, except the last step, since the Ticket already has an Asset linked.