

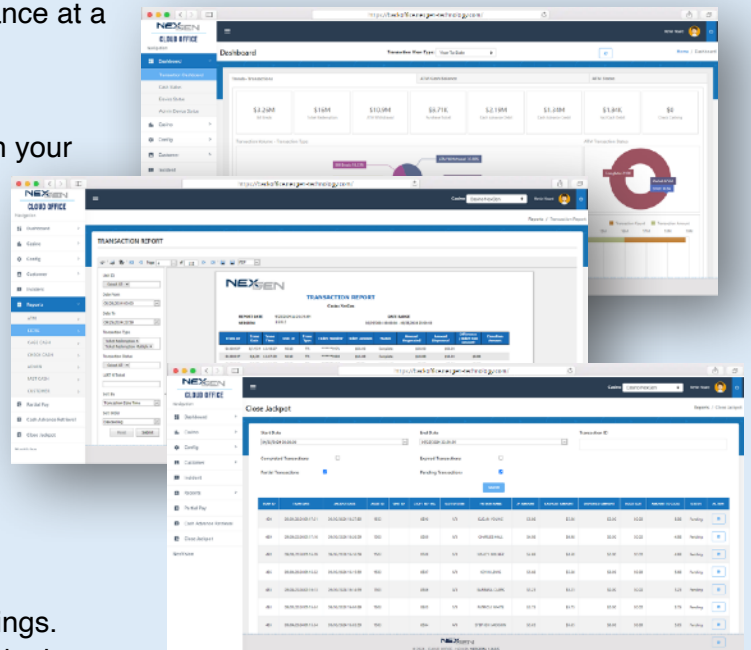
# Office

## Cloud Office by NexGen: Your Complete Casino Management Hub

Take control of your casino's operations with NexGen's **Cloud Office**, an all-in-one, web-based platform designed to simplify management, streamline transactions, and offer powerful insights. With a user-friendly interface and robust features, Cloud Office empowers you to manage every aspect of your casino's ATMs, kiosks, and financial services – all from one centralized dashboard.

### Dashboard: Your Command Center

- Comprehensive Transaction Overview:**  
 Track all transactions processed through NexGen services in one place. Easily view totals by transaction type, analyze trends with interactive charts, and keep an eye on the most recent transactions to understand your casino's performance at a glance.
- Real-Time Cash Status:**  
 Monitor the cash status of every ATM and kiosk on your floor. See denomination details, cash added, remaining balances, and the percentage to cassette capacity – all in real time, ensuring you're never caught off guard.
- Device Status at a Glance:**  
 Quickly assess the status of your ATMs and kiosks:



### Casino & Configuration Management: Tailored for Your Needs

- Casino Configuration:**  
 Effortlessly manage your property and device settings. Enable or disable features like bill breaking and ticketing, configure tablets, and adjust fees based on your unique requirements.
- Advanced Configuration Options:**  
 Manage payment processors, set user permissions, track every action with the audit log, and even create charity organizations. Our platform gives you the flexibility to fine-tune your casino operations from top to bottom, including features like Fast Cash management and kiosk user control.

### Customer Management: Insights Into Patron Behavior

- Frequent Patrons:**  
 Learn more about your customers' habits with detailed insights into frequent patrons using Cash Advance and Check Cashing services. Sort, filter, and analyze data such as the number of visits, totals, and the last time they visited – giving you a clearer understanding of their behaviors.

- **Patron Profiles:**  
Search, update, and manage patron information with ease. Modify contact details, VIP status, enrolled accounts, and more. Stay compliant with self-exclusion lists and run detailed transaction history reports.

### **Incident Management: Seamless Communication & Resolution**

- **Integrated Issue Tracking:**  
Work directly with our team to resolve any issues or answer questions using the built-in incident management system. Track the status of your tickets in real-time and receive email notifications on any updates, ensuring that no issue goes unresolved.

### **Powerful Reporting: The Data You Need, When You Need It**

- **Comprehensive Reporting Suite:**  
From regulatory reports to prebuilt transaction summaries, we make it easy for you to access the information you need. Whether it's ATM activity, ticketing, Cash Advance, Jackpots, or Reconciliation, you can filter reports to focus on exactly what matters to you. Stay informed with reports covering Employee Bank, Impression, Inventory, Audit, and so much more.

### **Streamlined Casino Operations: Fast and Efficient**

- **Partial Pay / Jackpot Closing / Cash Advance Retrieval:**  
Keep your cashier and cage lines moving fast. Approved Cash Advance transactions are easy to retrieve and complete. Jackpot payouts are quick and efficient, ensuring your customers don't wait. With tools for managing open transactions, adding notes, and closing transactions, you'll prevent duplicate payments and reduce delays.

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**Cloud Office** offers everything you need to manage your casino's financial transactions, devices, and customer interactions – all in one platform. Unlock the power of real-time insights, automated processes, and seamless customer management with Cloud Office.

### **Ready to take your casino operations to the next level?**

Contact us today to schedule a demo and see how Cloud Office can transform your management processes.