

Conrad Jupiters Casino

QLD, Australia

Due to the high sophisticated requirements of the Auckland Casino and Conrad Jupiters Casino both sites required a customized software solution developed by the world-renowned Research & Development Department at CommtechWireless.



Mr. Hamilton Colyer-Long, the then Research & Development Manager at Commtech visited Conrad Jupiters to finalise their requirements.

Mr. Mark Wood of Motek Communications explains,

'The concept was easy. When a player required some form of service, such as a drink or change, they press a button next to the poker machine and staff member is instantly notified of the request via a vibrating pager.'

The custom interface written by the R&D Department for Conrad Jupiters Casino, provided more than simply messaging.

Thanks to the custom interface, BASEPage also maintains a graphical display of the response times in each zone.

Each zone is displayed on the screen with a bar graph that changes between green, orange and red.

At a glance, red areas of the bar graph display where response times are slowest. Similarly, zones with green representation show exceptional service.

A simple click takes management to the staff assignment screen. From this screen, staff can be allocated and re-allocated from one area to another to ensure the highest level of customer service possible.



Location: QLD, Australia

CommtechWireless is a world-leader in the supply of wireless communication solutions for the Healthcare, Hospitality, Emergency Services and Casino industries.

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