



2016 TRAINING COURSES
BALLY SYSTEMS

Bally



Bally Systems training courses are designed and delivered by our Systems Training Consultants. This catalog lists the variety of current training offerings available to Bally product users. These courses are developed to be delivered either at a Scientific Games Training Facility or online. Some courses can also be held at a Property's training facility. Each course description indicates whether that course is designed to be delivered in classroom or online.

SCIENTIFIC GAMES TRAINING FACILITY LOCATION

Las Vegas, NV

(702) 584-7700

6601 South Bermuda Road, Las Vegas, NV 89119

Reno

(775) 336-2500

950 Sandhill Road, Reno, NV 89521

Atlantic City

(609) 407-7440

3133 Fire Road, Egg Harbor Township, NJ 08234

Travel Arrangements

Students attending a Scientific Games Training Class at a Scientific Games Training Facility are responsible for their own travel arrangements.

Training Fees

On-site and online training costs are quoted by your Scientific Games Project or Account Manager. The full fee is payable upon receipt of invoice. Fees include training materials. If you elect to have a Training Consultant conduct training at your location, you agree to pay all associated travel and lodging fees of that instructor. You also elect to provide the necessary training equipment and setup associated with the training.

Registration

To register for any course listed within this catalog or to inquire about other training not listed, contact your property's Scientific Games Client Project or Account Manager.

Cancellation Policy

Cancellations made 15 days or more prior to the start date of the course are subject to a full refund. If cancellations are made at least within 14 days prior to the course start date, your registration fee may be applied towards another course to be taken within one year, or a colleague can attend in your place. Confirmed participants who cancel less than 14 days prior to the course start date or do not attend their scheduled course are responsible for the entire fee.

Training Retainer

A set number of training days can be pre-purchased and applied to any Bally Systems catalog or custom training class within 12 months at time of retainer purchase. This is ideal for organizations that wish to allocate training funds at the beginning of their fiscal year.

CERTIFICATION PROGRAMS

Certified Training

Courses indicated as "Certified" give the student an in-depth review of specific functionality of Bally products. Upon completion of the course, a certification test is given. Students who elect to take and successfully pass the test within 30 days of receipt will earn certified status for that particular product and functionality.

Course Prerequisites

Due to the advanced nature of the training, Master Professional and Certified training enrollees will be asked for their level of experience in using the product and class instructors will review the information to ensure the training is suitable for the student and/or audience.

Learning Styles

Budgeting is normally the number one factor in determining the curriculum vehicle although the attendees learning style should also be factored into the decision. Your Scientific Games Account Manager or Training Consultant is available to discuss this topic in more detail.



Certified Course Listing

Our list of certified classes can be attended in one of our Scientific Games locations in New Jersey or Nevada. These classes can also be customized and delivered at your site.

Certified Slot Audit

3 Days


These courses are designed for the auditor tasked with completing the Slot Accounting audit. Slot accounting reports, revenue flow and analyzing slot data received from meters, jackpots, hopper fills and drop are covered in this in-depth class.

ACSC SMS Topics Include:

- Soft menu features
- Understand and interpret applicable meter, cashier, jackpot, soft count and ticket audit reports
- Research, calculate and enter meter adjustments
- Research, redeem and/or void slot-generated tickets
- Add, void and reconcile jackpot slips
- Research and adjust validator drop variances
- Understand and interpret end of day (EOD) reports

SDS Participants will learn how to:

- Understand data and revenue flow
- Understand and interpret applicable meter, cashier, jackpot, soft count and ticket audit reports
- Research, calculate and enter meter adjustments
- Research, redeem and/or void slot and cashier generated tickets
- Add, void and reconcile jackpot slips
- Research and adjust validator drop variances
- Understand and interpret end of day (EOD) reports



Our consultants have more than 175 combined years of operational experience.

ACSC Marketing Master Professional Series

Certified ACSC Groups Workshop

For all versions of ACSC

2 Days

Whether you are responsible for analysis, event management or hotel room blocking, mastering groups in ACSC is key to successfully managing these functions. This session provides a review of each process and how data is captured by groups, which can be used for analysis that provides the framework to maximize operational efficiencies and segment your player database to target incentives.

Using Groups for Analysis Purpose:

- Setting up the group
- Adding and removing players
- Assigning expenses to the group
- Adding functions and taking responses to functions
- Running group reports and viewing group activity
- Closing out the group

Setting Up a Group for a Hotel Room Offer (via LMS System):

- Creating and adjusting group/blocks
- Linking extracts to blocks and downloading
- Setting up room inventory
- Responding patrons to room offers via ACSC and automatically reserving inventory in LMS
- Accessing LMS from the ACSC system to add billing profiles to room reservations
- Canceling a room offer
- Running group reports
- Closing out the group

ACSC Setting Up Groups for Events / Entertainment:

- Creating and adjusting groups/blocks
- Linking extracts to blocks and downloading
- Taking patron responses and cancellations
- Printing event lists/comps for event check in
- Removing no shows from groups
- Running group reports
- Closing out the group



ACSC offers real-time integration of CMS, SMS, and LMS/HIS systems—letting you structure an unmatched range of defined and custom-tailored bonus programs.





You will have access to our complete team of experts for personalized planning.



Certified ACSC Player Development Workshop

For all versions of ACSC

1 Day

The connection between host and player is an important one because it allows you to develop relationships with your customers and drive loyalty. Mastering the ACSC host functionality enables you to efficiently manage this process, allowing for personalized attention to the customer.

In-House Hosts:

- Branch Office Hosts
- Defining Branch Office Hosts in the system
- System-assign and manual assignment of players to Branch Office Hosts
- Viewing and extracting assigned players
- Using sales features
- Reports

Outside Hosts:

- Splinter Hosts
- Defining Splinter Hosts in the system
- Manually assigning players to Splinter Hosts
- Managing assigned players
- Associate patron's monthly play to Splinter Host
- Reports

Certified ACSC Promotions Workshop

For all versions of ACSC

5 to 9 Days - (Based on ACSC Version)

This interactive workshop provides hand-on training of the extensive suite of segmented, floor-wide and new member promotions available in the ACSC system. An in-depth review of each promotion is conducted including set up, promotion features and parameters, assigning promotions to patrons, promotion redemption (including at the slot machine where applicable), troubleshooting tips, and reporting. Experienced ACSC Database Marketing and Promotions personnel will find this course invaluable in order to solidify a complete understanding of the ACSC promotions process.

This Workshop Includes:

- Promotion setup and features including available restrictions
- Promotion uses cases
- Linking promotions to patrons
- Manually adding and deleting promotions from patron accounts
- Promotion redemption
- Troubleshooting
- Reports

Segmented Promotions:

- Mystery Cash
- Power Rewards
- Incentive Cash Deposits
- Incentive Cash for Points Earned
- Changing the Cash Back Value of Points
- Room or Cash Offer
- Comp Cash Deposits
- Gaming/Non-Gaming Comps
- Comp Cash Multiplier
- Nth Trip
- Once-Per-Day Bonus Offer
- Barcoded Coupons
- Patron Choice Offers (Version 12 and above)
- Match Play (Version 13 and above)

Floor-Wide Promotions

- Power Rewards
- Bonus Points
- Comp Cash Multiplier
- Promotional Comps

New Member Promotions

- Member-Get-A-Member
- 1st Day Incentive Cash for Points Earned
- 1st Day Changing the Cash Back Value of Points
- 1st Day Double points



Create sustainable programs aimed at growing your loyal patron database, increasing ROI, and attracting new players.

Certified ACSC MPB Workshop

ACSC Version 11.5.4 and above

3 Days

Multi-Point Buckets, known as MPB, is a tool to enhance and improve your marketing programs. In this Workshop you'll learn about creating buckets to manage your card program, use as a promotional tool and to enhance player reinvestment. This Workshop includes creating rules, a Gift Matrix, setting up patron Achievements, Prizes, reporting and the Lounge Access module. This is an interactive hands-on workshop that will include Use Case Studies of how MPB can be utilized to enhance your marketing programs and improve player profitability.

MPB Overview

- MPB Bucket Maintenance
- Creating Buckets
- Creating Promotional Buckets
 - Creating Card/Tier Point Buckets
 - Creating a Comp Cash Bucket
 - Creating a Choice Credit Bucket
- MPB Rule Maintenance
- Gift Matrix
- Prize Pools and Achievement Maintenance
- Bucket Exchange Maintenance
- Patron MPB Activity Screens
- Reports
- Lounge Access
- MPB Achievement Notifications
- MPB Jobs
- MPB Night Audit Steps
- Use Case Studies



Certified ACSC Sweepstakes Workshop

2 Days

An intensive review of the complete sweepstakes functionality of ACSC is covered in this in-depth hands-on workshop. Included are defining criteria to meet your sweepstakes requirements, drawing methods and reporting. Slot level functionality of sweepstakes is also discussed. Casino personnel responsible for defining and implementing sweepstakes will benefit from this two day interactive session.



Setting up Sweepstakes

- Play Based Sweepstakes
 - Power Sweepstakes
 - Random Card Sweepstakes
 - Hollywood Hits Sweepstakes
- Instant Winner Sweepstakes
 - Random Card In Sweepstakes
 - Lady Luck Sweepstakes
 - Random Slot Play Sweepstakes
 - Random Card Used Sweepstakes
- Viewing/Printing/Adjusting Entries
- Submitting Drawings
- Reports

ACSC fully equips you to handle game monitoring, accounting, operations, bonusing, sweepstakes, promotions, cashless transfer, ticketing, jackpots, promotional coupons, redemptions, Ethernet and high-speed floors, multi-property support, and casino marketing with the iVIEW™ network.

Certified ACSC Extract Workshop

ACSC Version >12.x

Extract Management/Player Activity

1 Day

- Creating extracts
- Creating and using extract segments
- Running extracts against the database
- Points extracts
- Inquiring, updating, deleting, and copying extracts
- Viewing and editing extracts
- De-duping, merging/purging and reducing extracts
- Linking extracts to promotions and Groups
- Creating and downloading a job for output
- Running extract reports
- Downloading extracts to groups for analysis





Track the flow of inventory into and out of the cage area both to patrons and between different locations of the cage or pits.



Certified CMP Master Professional Series

8 Days

This series of courses is designed to provide an extensive review of all major CMP functions and empower students with the skills needed to support all CMP functions. This is essential learning for CMP System Administrators and IT Personnel. Accounting and Systems Auditors will also benefit from attending all tracks to gain an understanding of all system functional areas. A certification test will be given to each student at the conclusion of the program. Students who successfully pass the CMP Master Professional exam within 30 days of receipt will receive Master Professional Certification.

CMP Cage and Table Games Track

1 Day

- Table Games Ratings and Reports
- Table and Cage Accounting

CMP Credit and Collections Track

1 Day

- Credit and Collections Review

CMP Audit & Tax Forms Track

1 Day

- Title 31 Audit
- Table Audit
- Player Audit
- Tax Forms

CMP Marketing Track

3 Days

- Player's Club
- Promotions-in-a-box
- Marketing Reports
- Find Players Queries
- Tools – Prizes, Tags, Messages

CMP IT Track

2 Days

- Tools and Utilities
- SQL Jobs
- Basic Troubleshooting
- Recommended Maintenance

Certified CMP Marketing

3-4 Days

In this course, Marketing professionals will learn how to maximize the tools within their CMP system in order to achieve their marketing goals. Students will learn to fully utilize player's club functions, promotions applications and system reporting.

For CMP versions < 13.x

- Player's Club – **1 day**
- Promotions-in-a-Box – **1 day**
- Marketing Reports – **½ day**
- Find Players Queries – **½ day**
- Tools – Prizes, Tags, Messages – **1 day**

For CMP versions > 13.x

- Player's Club – **1 day**
- Dynamic Promotions **1.5 day**
- Marketing Reports – **½ day**
- Find Players Queries – **½ day**
- Tools – Prizes, Tags, Messages – **1 day**



Certified CMP Kiosk

2 Days

This course will educate marketing administrative users on various aspects of marketing program set up of kiosk as well as the promotional use of kiosks.

- Creating and managing advertisements, banners, screen savers and kiosk themes.
- Adding and managing property info and marketing calendars.
- Adding and managing kiosk promotions.
- Adding and editing Win/Loss Statements
- Reporting

Create sustainable programs aimed at growing your loyal patron database, increasing ROI, and attracting new players.



See your players,
your games, your
floor, and your
business like never
before.



Certified CMP IT

2 Days

This two-day course provides a concentrated look into IT Maintenance functions and Troubleshooting the CMP system. IT Professionals and System Administrators will learn the best practices for maintaining the CMP system. Although this course can be taken alone, we recommend that IT Professionals and System Administrators take the entire five-course CMP Master Professional series to learn full system functionality in order to support all CMP subject areas in a fast-paced environment.

- Tools and Utilities – ½ day
- SQL Jobs – ½ day
- Basic Troubleshooting – ½ day
- Recommended Maintenance – ½ day

Certified SDS Master Professional Series

10 Days

This series of courses, taken in its entirety, will provide an extensive overview of all SDS functions. Students will learn the skills necessary to support all SDS subject areas. Participants will have an opportunity to practice all skills in a controlled environment. A certification test will be given to each student at the conclusion of the program. Students who successfully pass the SDS Master Professional exam within 30 days of receipt will receive Master Professional Certification.

SDS Date and Revenue Flow Overview

1 Day

- Overview of SDS Data and Revenue Flows including Ticket Issuance, Ticket Redemption, GMU to SDS.

SDS IT Maintenance and Troubleshooting

2 Days

- System Administration – Site Configurations, Jobs, Tasks, Users, Terminals, Alerts
- SDT Pipes
- SQL Job Maintenance
- JBoss and UI Servers
- BIG Maintenance

SDS Slot Tech

2 Days

- Hardware Overview – components and floor layouts
- Asset Management/Moves– master information, slot file, change lists
- Progressives Configuration
- Troubleshooting Reports – transaction reports, communication reports, diapro, send it
- Fixgam
- Asset Matrix

SDS Slot Audit

3 Days

- Daily Audits – slip reconciliation, ePromo, cage cashier reconciliation, progressives reconciliation
- PTD Audits – soft count, kiosks
- Reports – troubleshooting, historical, liability

Certified SDS Slot Analysis

2 Days

- SDS Analysis Report
- MGMD Reports
- Jasper Custom Report Writer

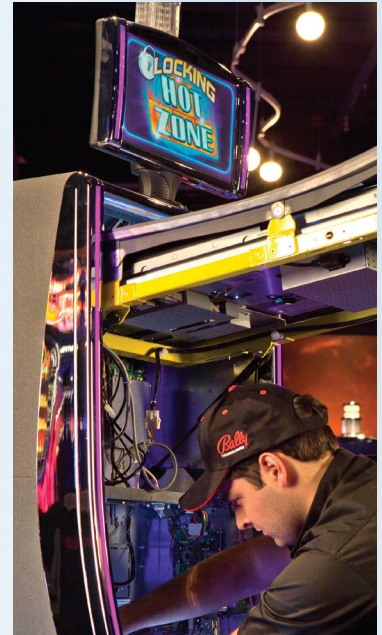
Certified Elite Bonusing Suite (EBS)

3 Days

This course is designed to give you the tools to drive excitement through successful EBS promotions and maximize ROI for Personalized and Community Bonusing as well Special Events. Participants will have an opportunity for hands on practice in creating, managing and analyzing each of the EBS applications. Learn when to use each application taking into account your goals, market and budget.

Topics:

- Dashboard and Tools
- EBS Reports
- Personalized Bonusing – Flex Rewards, U-Spin, Dynamic Random Bonusing
- Community Bonusing – Power Winners, Lucky Match, DM Tournaments, Virtual Racing
- Power Progressives
- Special Events – Real-time messaging to iView and DM, Video Poker Bonusing



Elite Bonusing Suite is a casino marketing platform that enables the casino operator to market to players right at the game.

**ELITE
BONUSING
SUITE™**
DYNAMIC BONUSING AT THE POINT-OF-PLAY

Certified Business Intelligence for SMS

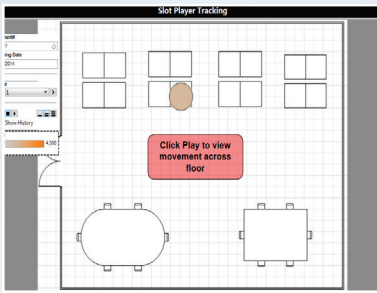
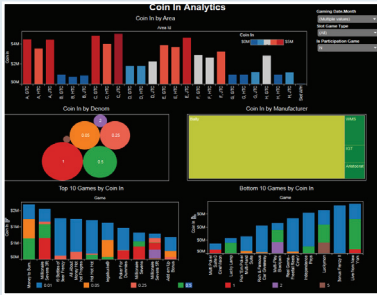
BI 13.0

2 Days

This course provides Slot Operations and Slot Analysis personnel with the tools to get the most out of Business Intelligence (BI) for analyzing the mix and performance of the slot floor.

Topics:

- Understanding the Dashboard and Warehouse Update Process
- BI Visualizer – Outside and Non-Spatial Maps
- System Reports – Marketing, Table and Cage Accounting, Player Tracking
- Ad Hoc Reports – Build your own queries
- Campaign Management – create campaigns, group players, create offers



Certified Business Intelligence for CMS

BI 14.0

3 Days

This course provides Marketing, Promotions and Table Game personnel with the tools to get the most out of Business Intelligence (BI) for analyzing marketing campaigns and players.

Topics:

- Understanding the Dashboard and Warehouse Update Process
- System Reports – Marketing, Table and Cage Accounting, Player Tracking
- Ad Hoc Reports – Build your own queries
- Campaign Management – Create campaigns, group players, create offers
- Tableau Desktop – Building your own dashboards

Servizio

1 Day

Understand what is happening on your casino floor with a rule-driven application that messages your employees with key information via iPhone, iPod, iPad hand held devices. It completely automates and eliminates the traditional casino dispatch system and other outdated forms of communication, increasing efficiency and elevating customer service to unprecedented new levels.

Servizio Topics Include:

- Automated Dispatching
- MEAL
- Patron Registration
- Jackpot Processing
- Ticket Redemption
- Bally VIP

ONLINE COURSE LISTING

We offer a selection of 4-8 hour online classes on a variety of topics to refresh and refine skills and focus on basics.

Attendees: Unlimited.

Live Floor View**SDS or ACSC SMS Track**

View a pictorial representation of the Casino Slot layout. The LFV application communicates with the Slot Management System at regular intervals to retrieve and display near real-time details on floor activities and Assets/EGMs on the casino floor. The application allows you to analyze Asset/EGM performance based on criteria such as Manufacturer, Theme and Hold percentage and see carded and un-carded hot players.

Attendees: These sessions can be geared toward IT/System Admin, Marketing and Slot Performance.

Length: 6 Hours

Slot Data and Revenue Flow Overview**SDS or ACSC SMS Track**

Understanding how data and revenue information flow from the game to the system is the foundation for troubleshooting floor issues and reconciling variances. This session is designed to provide Slot Technicians, Slot Auditors and Analysts with basic, easy-to-follow steps to improve revenue accuracy. Topics include the processes of ticket issuance and redemption, exception code creation, game meters, revenue flow and gaming day.

Attendees: Slot Accounting, Slot Performance and Analysis and Slot Technician personnel.

Length: 4 Hours

SDS Jasper Report Writer (Windows based Versions)

Create, edit and run customized reports for financial and performance reporting. Topics include domains, defining custom calculations, formatting and editing reports and scheduling reports to run automatically.

Attendees: Slot Accounting, Slot Performance and Analysis and Slot Technician personnel.

Length: 6 Hours

SDS Report Generator (Unix Based Versions)

A perfect course for SDS users interested in creating customized reports beyond those provided in SDS. Learn to create customized financial and troubleshooting reports from key data files. Topics include basic and advanced functions, maintaining spec files and practical suggestions for useful spec files. Analysts throughout your casino operation will find this course invaluable as they learn how to maximize the data available in the reporting they deliver to make operational, marketing and financial decisions.

Attendees: Slot Accounting, Slot Performance and Analysis and Slot Technician personnel.

Length: 8 Hours

SDS Asset Matrix (Windows based Versions)

Ideal for customers with multiple properties. Manage your assets across all sites. Topics include adding, converting and moving slot machines within and between properties.

Attendees: Slot Administration and Slot Accounting personnel.

Length: 4 Hours

SDS Front Moves (Unix based Versions)

This course is designed to teach Front Moves, a dynamic series of programs that simplifies the process of moving, adding or changing a large number of slot machines by letting you prepare the moves in advance. Topics include Revenue Saving Machines, the best time to perform moves and proper procedures for planning and executing slot moves. This is an excellent course for new Slot and IT personnel or a refresher for the seasoned SDS Front Moves user.

Attendees: Slot Administration and Slot Accounting personnel.

Length: 6 Hours

CMS Prizes

CMP Track

Define the prizes available for redemption at your casino. Set up prizes that are linked to other prizes, promotions and drawings. Add, edit, link, inactivate and delete prizes for a variety of uses throughout your system.

Attendees: Marketing personnel.

Length: 4 Hours

CMS Finance - Audit and Tax Forms

This course provides a review of system functionality and best practices to successfully audit data within your CMS system. Topics include Recommended Audit Checklist, Title 31 Audit, Table Audit, Player Audit and Tax Forms

Attendees: Casino Audit personnel.

Length: 8 Hours

CMS Credit and Collections Track

CMP or ACSC CMS Track

A review of the credit and collection functionality and processes within your CMS system are provided in this course. Credit Execs and Collection personnel responsible for issuing and managing credit player accounts, and the associated IRS tax reporting requirements, will benefit from this course.

Attendees: Credit Executives and Collection personnel.

Length: 8 Hours

Slot Supervisor Menu

ACSC SMS Track

Review of Slot Supervisor Functions and procedures using the Slot Supervisor Menu.

Understanding how game transactions and event information flow from the game to the system. This is the foundation for troubleshooting floor issues and reconciling disputes or variances on the gaming floor. This session is designed to provide Slot Operations, Slot Technicians, Slot Auditors and Analysts with basic, easy-to-follow steps to research events that occurred on the floor. Topics include the processes of ticket issuance and redemption, exception code creation, game meters and how to interpret the information provided on the transaction Display Screen.

Additional Topics Include:

- Maintain Mechanic / Attendant File
- Assignments (Accessing, Adding, Changing, Deleting, Displaying, Reactivating)
- Write Special Cards (Accessing Special Card Replacement Screen)
- Printing Special Cards, Printing Special Card Number Ranges, Printing Special Card Numbers)
- Accessing and Searching Received Transactions
- Accessing and Searching Display Transactions Sent
- Hopper / Jackpot Print Control (Accessing Hopper / Jackpot Print Control)
- Maintaining SMS to Cage / Hopper Fill Print Transactions
- Maintaining SMS to Cage / Jackpot Print Transactions
- Setting up Cage Workstations)
- Accessing Keypad Cage Overrides by Zone
- Maintain Jackpot Symbols (Accessing, Adding, Changing, Deleting)
- Alert Parameters (Accessing Alert Parameters,
- Maintaining Employee Alert Parameters
- Maintaining Illegal Slot Door Transactions to Surveillance
- Maintaining Unconfirmed E-Drop Transaction Notifications)
- Report Menu (Accessing, Printing a 'Jackpot Performance Report'
- Printing a 'Hopper Fill Performance Report')

Attendees: Slot Supervisors, Slot Performance, Slot Managers, Analysis and Slot Technician personnel.

Length: 4 Hours

Slot Configuration / Slot File Maintenance

ACSC SMS

This course is designed to train the actual building of and maintenance of assets in the SMS system. Understand how assets are configured in ACSC through the Slot File Maintenance Menu and the Slot Configuration Menu. Review the information flow from the game to the system.

Discuss best practices for slot moves and troubleshooting slot configuration issues. This class is provided in 2, 4, and 16 hour sessions designed to provide Slot Technicians, Slot operations with easy to follow steps in building slot assets. This Class is customizable to your needs. We offer the following training options.

Length: 2, 4 and 16 Hours

Overview:

Consists of reviewing all fields in the current clients ACSC version of slot configuration. This recommended for personnel who are already experienced in slot configuration maintenance and Slot File maintenance.

Refresher:

Consists of reviewing all fields in the current clients ACSC version and the correct practices in sending down slot configurations thru the auto schedule job. Hands on working with slot file maintenance and adding new assets. Recommended For experienced personnel who would like a review of slot configuration and how it is used.

Full Course:

Consists of complete training to the inexperienced personnel for Slot Configuration covering all aspects of slot file maintenance and slot configuration maintenance.

Topics Include:

Asset Configuration Set-Up; Slot Moves; Zone/Location Assignments; Troubleshooting and Maintenances.

Scientific Games also provides training on:

- Tournament Express
- PokerView
- Beverage Ordering Service System (BOSS)
- CoolSign
- Live Floor View



Scientific Games team of professionals are ready to assist across all facets of your gaming operations.

To learn more about Scientific Games Professional Services,
contact 866.316.1777 or 702.532.7700



Discounts please inquire with your Scientific Games Account Manager for pricing information. Discounts are offered based on your current contractual agreement.

Course curriculum, pricing and availability are subject to change without notice.

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