UKG Virtual Roster

A comprehensive, intelligent workforce scheduling solution for casino resorts

The odds are in your favour with a suite of automated, intelligent solutions — advanced forecasting, optimised scheduling, leave management, workload generation, and employee self-service — that help you engage team members and deliver a superior guest experience.

UKG Virtual Roster: A sure bet for best-fit workforce scheduling

UKG Virtual Roster, a world-class casino resort scheduling solution, allows departments across your property to create and manage best-fit schedules that accurately align staffing to service demand while adhering to labour budgets, compliance requirements, and industry-specific mandates.

In 2017, UKG™ (Ultimate Kronos Group) acquired Digital Instinct and its industry-leading product line, Virtual Roster, to extend and deepen our expertise, offerings, and presence within the global casino resort market. Virtual Roster earned a strong reputation for addressing casino resort workforce issues with advanced solutions that improve scheduling, communications, and operational efficiency while enhancing employee engagement and the overall guest experience.

Part of the industry-specific UKG for Casino Resorts solution, UKG Virtual Roster improves workforce management and drives better business outcomes through:

- **Intelligent scheduling:** Allocate the right team member to the right work at the right time to balance cost, compliance, and service
- **Streamlined processes:** Save time and money with tools for advanced forecasting, automated schedule generation, efficient staff management, and actionable workforce reporting
- **Real-time visibility:** Access accurate, up-to-date workforce information on demand to drive faster, more informed business decisions

Proven success: Casino resorts worldwide rely on UKG Virtual Roster

10 countries

150+ casinos

300,000+ employees managed

An industry-specific solution suite that delivers real business value

The casino resort industry faces some unique challenges, including a diverse workforce, complex pay policies, wide-ranging skill and certification requirements, and constantly fluctuating service demands. UKG Virtual Roster helps you tackle these challenges with smart, powerful scheduling solutions that optimise workforce efficiency and effectiveness while helping you control labour costs and minimise compliance risk.

From workload planning and analysis to schedule creation and real-time management, UKG Virtual Roster provides the intelligent tools you need to streamline operations, manage labour complexity, and deliver an outstanding service experience that keeps guests coming back time and again.

Hit the scheduling jackpot with a proven solution that helps you:

- **Streamline schedule generation** and daily management of operations
- **Align schedules with business volumes** to help ensure great guest service
- **Check schedules against budget** prior to publishing to control costs
- **Manage compliance** with labour laws and company policies
- **Deploy team members more effectively** across multiple roles and locations
- **Maximise profitability** by scheduling the right staff for the right job
- **Optimise business coverage** with simplified leave management
- **Improve employee engagement** with fairer, more equitable schedules

UKG Virtual Roster improves schedule creation and management across:

- Casino Operations
- Hotel Operations
- Food and Beverage
- Security and Surveillance
- Call Centre
- Financial Planning and Analysis

UKG Virtual Roster

Effective scheduling starts with a strong foundation

UKG Virtual Roster provides a single source of comprehensive, up-to-date information about your casino resort and all its departments, locations, work requirements, and team members. Leveraging an easy-to-use interface, intuitive scheduling tools, and real-time data, your scheduling staff can create, cost, and publish schedules; manage daily operational changes; and perform other critical scheduling tasks faster and more efficiently than ever before. Plus, more than 70 standard reports put critical workforce information at your fingertips for easy sharing and accelerated decision making.

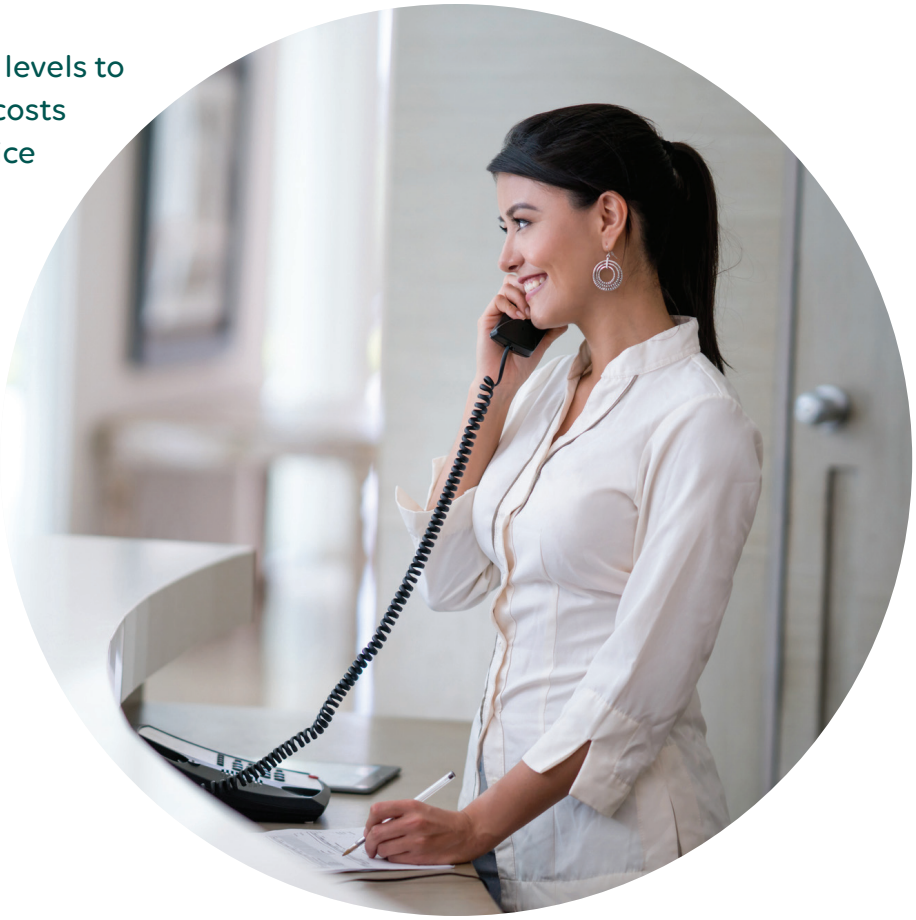
1. **Be proactive:**
   Generate staff schedules weeks or months in advance for more accurate planning

2. **Make the right match:**
   Put the right person in the right place at the right time for excellent guest service

3. **Achieve alignment:**
   Consistently match staffing levels to business volume to control costs without compromising service

4. **Control costs:**
   Compare schedule costs against budget to manage your labour spend

5. **Eliminate guesswork:**
   Transform scheduling into an intelligent, data-driven process that drives better business results



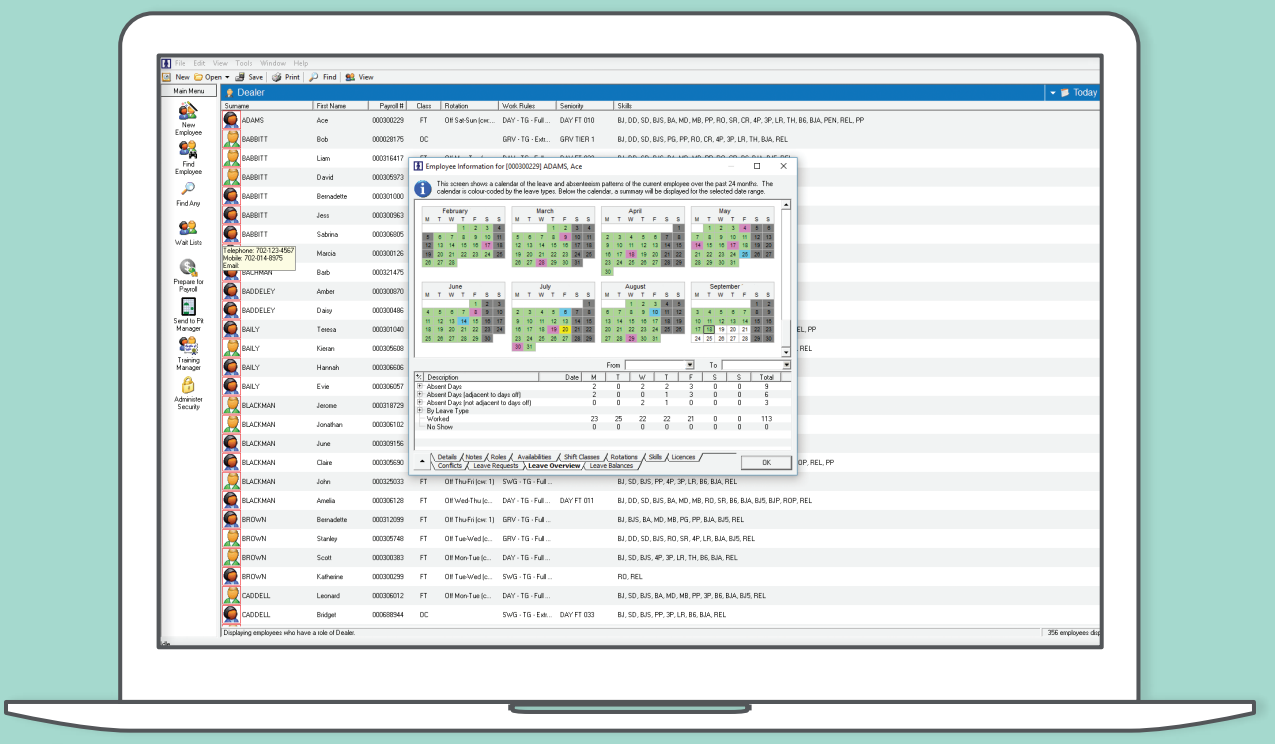
Leave Manager

Take the complexity out of managing employee leave

Managers and administrators can enter employee leave requests directly into UKG Virtual Roster or team members can do it themselves using the myVR employee self-service solution. Managers can then approve, deny, or escalate the leave requests as appropriate. An auto-approval option is also available.

Leave Manager assesses all leave requests using a set of Leave Quota Rules, thereby preventing too many employees — or ineligible employees — from taking leave at the same time. That way you can be sure that your business is always covered with the right number of people with the right profile, including specialised skills and certifications. Leave Manager can also forecast the amount of leave that a staff member has accrued at the time of the request and use this data to inform approval or denial recommendations. With advanced visibility into employee leave, your scheduling team can make optimal staffing decisions that minimise costly overtime and maximise service quality.

UKG Virtual Roster also includes a wide range of leave reports, including an individualised Leave Overview, which provides a colour-coded snapshot of each employee's attendance record for a predefined timeframe.



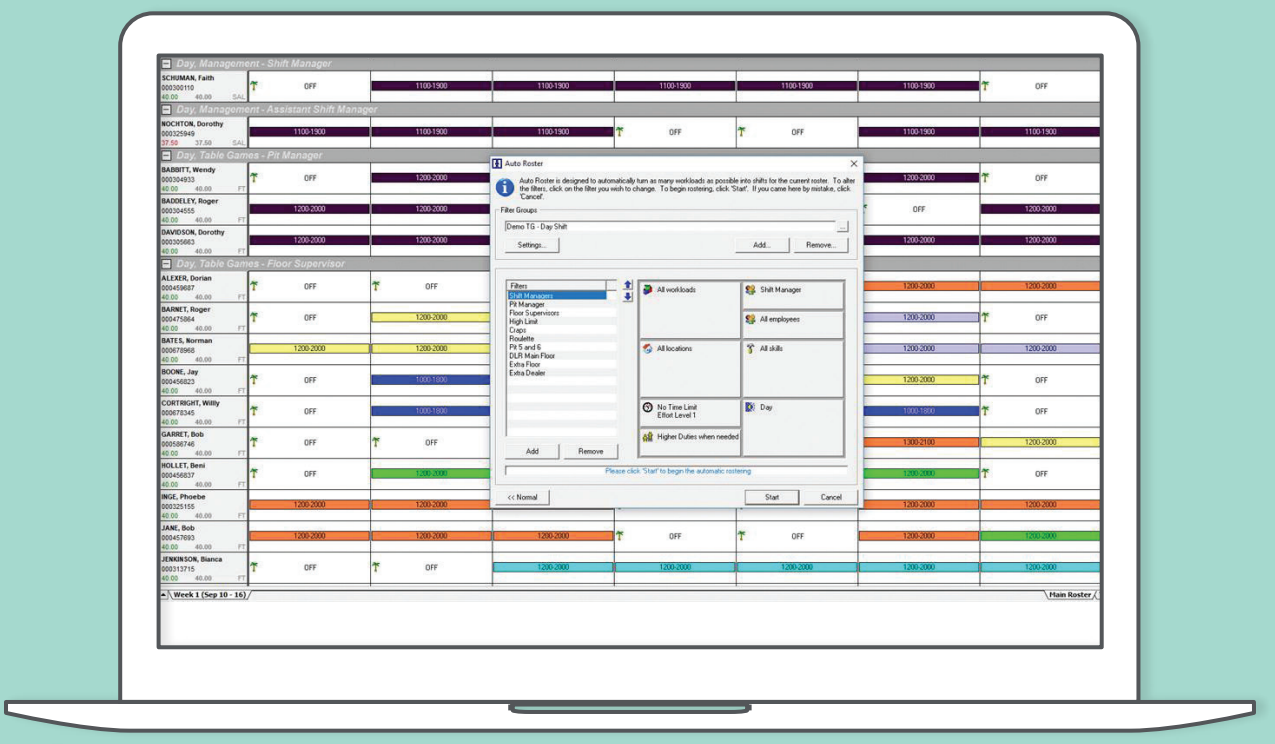
Auto Roster

Automatically generate optimised employee schedules

Using all the data stored in UKG Virtual Roster, Auto Roster automatically matches workloads and employees while enforcing compliance with all relevant labour laws, union agreements, and company policies.
The solution considers an array of parametres when generating a schedule, including:

- Labour standards
- Team member availability
- Skills and certifications
- Seniority

For added flexibility, each department across your property is able to configure the Auto Roster rules engine to reflect unique scheduling logic and sequencing requirements. Schedulers can even run “what-if” scenarios to minimise labour cost overruns and generate multiple schedule versions to produce the best possible result before publishing.



Floor Planner

Create and fill schedules using a visualisation of your gaming floor

Your casino operations team can use Floor Planner to quickly configure floor plan templates — or spreads — that reflect the physical and operational requirements of your gaming floor. Spreads can include pits and tables along with their opening times and required employee qualifications. The solution automatically creates the required workloads based on the table attributes.

Using the calculated workloads, Floor Planner automatically schedules dealers and supervisors directly to the table, taking into account multiple parameters including:

- Skills
- Proficiencies
- Availability
- Classifications
- Licenses
- Interpersonal conflicts

Once the schedule has been published, your schedulers and pencils can work with the system to manage any changes that occur on the floor — shift by shift — to control labour costs, drive employee engagement, and help ensure an exceptional guest experience.

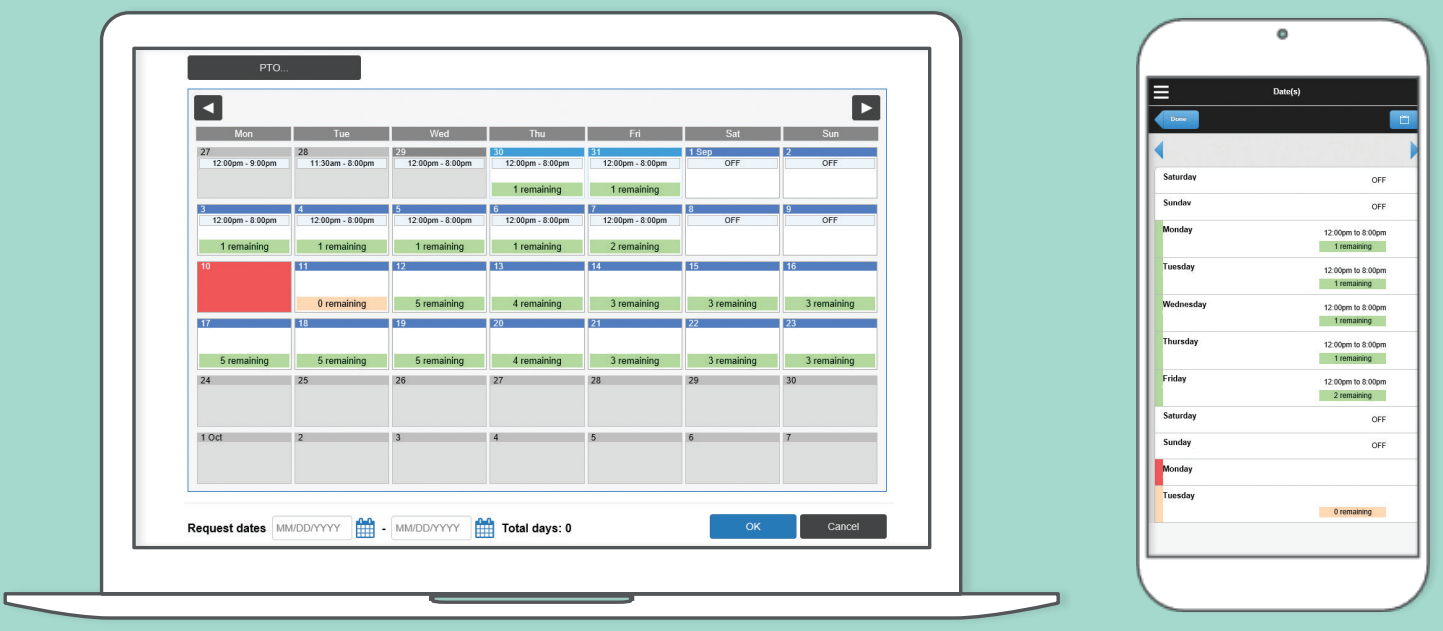
myVR

Empower and engage your valued team members with self-service

Give your employees and managers convenient access to key information and critical workforce management functions — anytime, anywhere — from their desktop computers or mobile devices. myVR empowers team members to:

- Review and print out schedules
- Request time off according to quotas and receive automatic status updates
- Swap shifts, with enforcement of all normal violation checks
- Place their names on a list for short-notice work, such as extra shifts
- Place their names on a list for short-notice leave, such as early out
- Manage shift bids
- Update their employee information
- View management announcements and reminders

All myVR self-service functions can be enabled or disabled depending on your specific business requirements. By enabling team members to take care of routine tasks on their own, myVR saves managers time and effort while driving employee engagement.

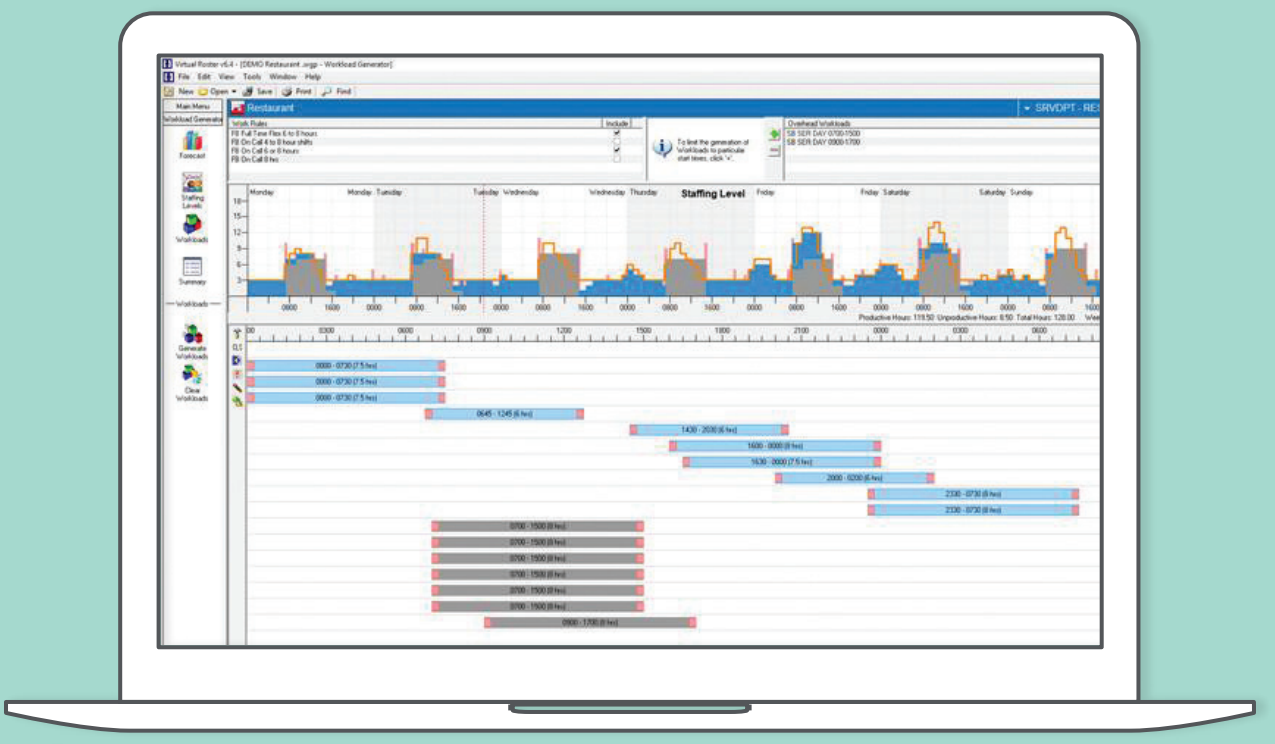


Workload Generator

Align schedules with business volumes for maximum efficiency

Spending hours or even days trying to align your schedules with business volumes? Now there's a better way. Workload Generator will convert your historical business performance data or your business forecast into a set of suggested shifts for any department while taking into account your unique labour standards and workforce policies. The shifts created by Workload Generator can then be filled by Auto Roster automatically.

By using performance data as an intelligent starting point for the scheduling process, Workload Generator helps you gauge the predicted level of business and build optimised schedules that minimise wasteful overstaffing and service-eroding understaffing.
The results? Big efficiency gains, improved employee morale, and a top-notch guest experience that leads to repeat business.



UKG Pit Manager

Drive more efficient and profitable casino floor management

With so many moving parts to coordinate on the casino floor, it's easy for customer service to get lost in the shuffle. UKG Pit Manager is a web application that enables casino pit managers and shift managers to easily monitor and manage the casino floor for maximum efficiency. It automatically develops the roadmap based on the table open times and simplifies dealer movements so floor management can focus on enhancing the customer's experience.

Armed with a mobile application on their tablets or PCs, pit and shift managers have instant access to the information they need to keep floor operations running smoothly — each and every shift. UKG Pit Manager empowers floor management to:

- Modify strings on the fly
- Manage dealers coming on and off breaks
- Communicate with other pit and shift managers
- Automatically notify dealers of table assignments
- Receive alerts when tables are unallocated or dealers swipe in to the wrong table*
- Access lists, such as dealers who have requested early out
- Take notes regarding team member performance and operational efficiency
- Run reports on dealers' use of skills and time at specific tables over a period of time

UKG Pit Manager is a separately priced add-on solution available to UKG Virtual Roster customers. It cannot be purchased or run as a stand-alone application.

**If UKG Pit Manager is integrated with your table games management system.*

About UKG

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