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(54) **NETWORKED GAMING SYSTEM INCLUDING A LIVE FLOOR VIEW MODULE**

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A63F 13/00 (2006.01)

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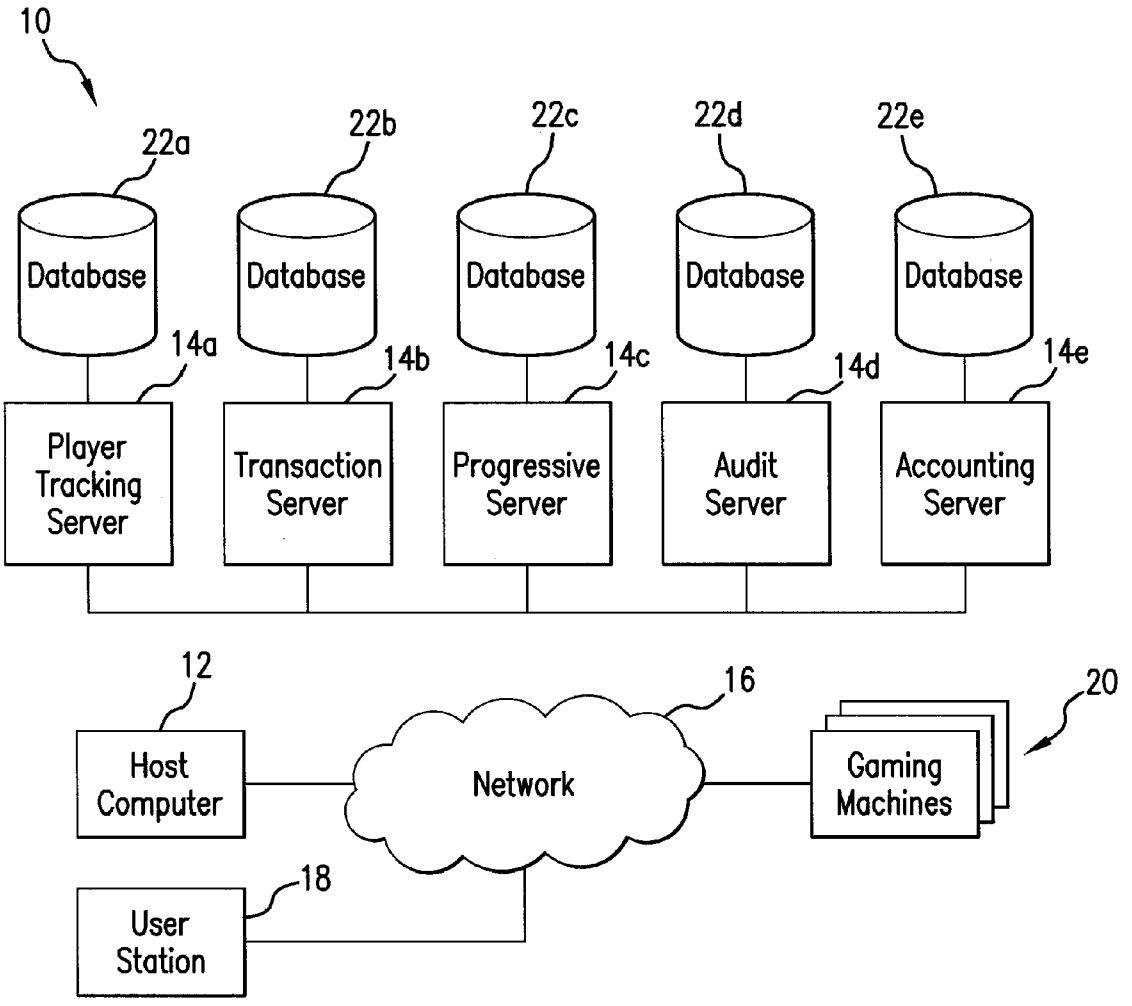
(57) **ABSTRACT**

A networked gaming system includes one or more gaming machines connected to a network, a network-connected user station having a user interface and a display. The networked gaming system further includes a host computer system having an environment module enabled to capture, analyze, and present both historical data stored in at least one data storage device and real-time gaming data from the gaming machines in accordance with one or more requests from the user station.



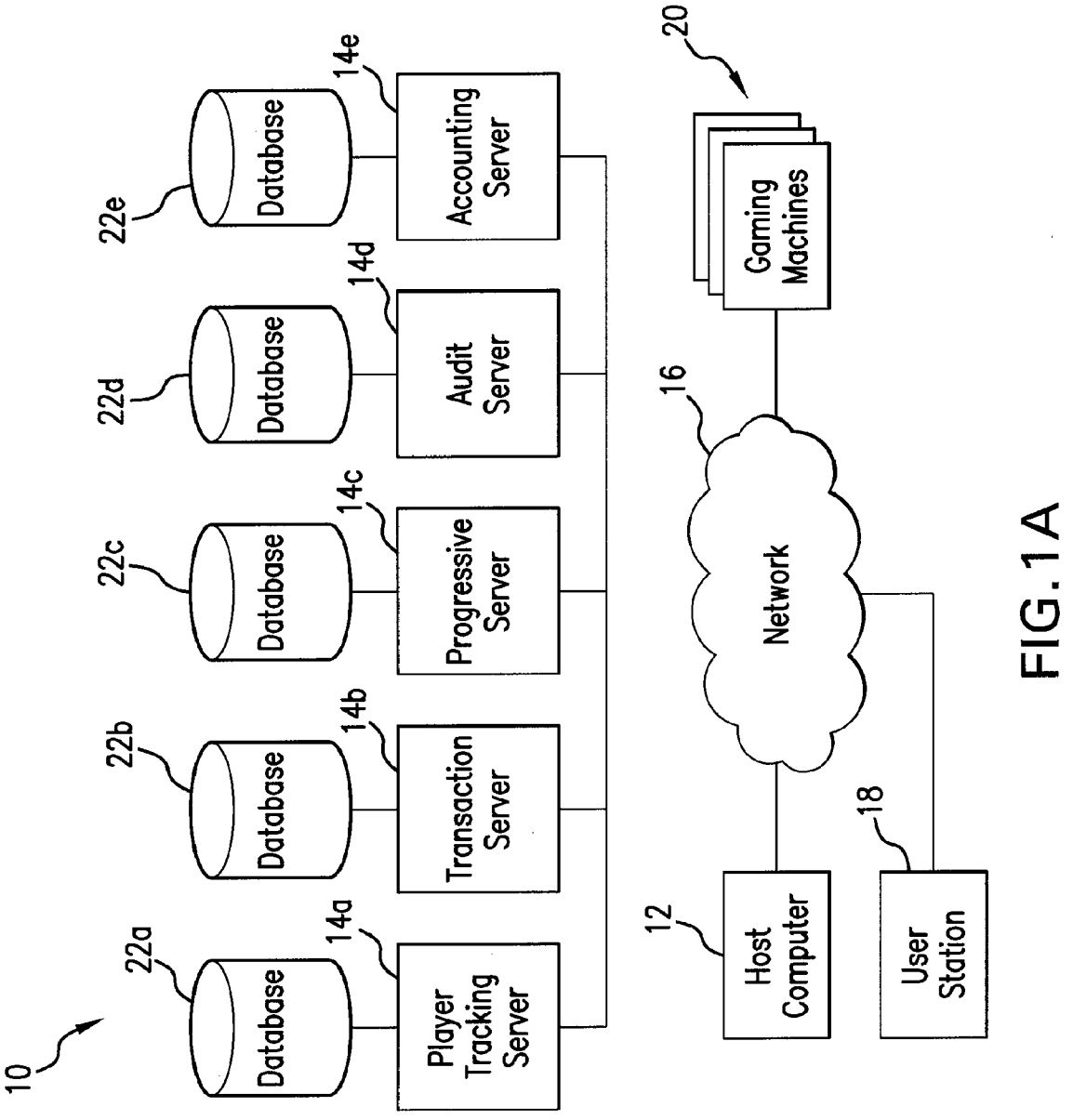

10
Player Tracking Server
14a
Database
22a
Transaction Server
14b
Database
22b
Progressive Server
14c
Database
22c
Audit Server
14d
Database
22d
Accounting Server
14e
Database
22e
Network
16
Gaming Machines
20
Host Computer
12
User Station
18

FIG. 1A

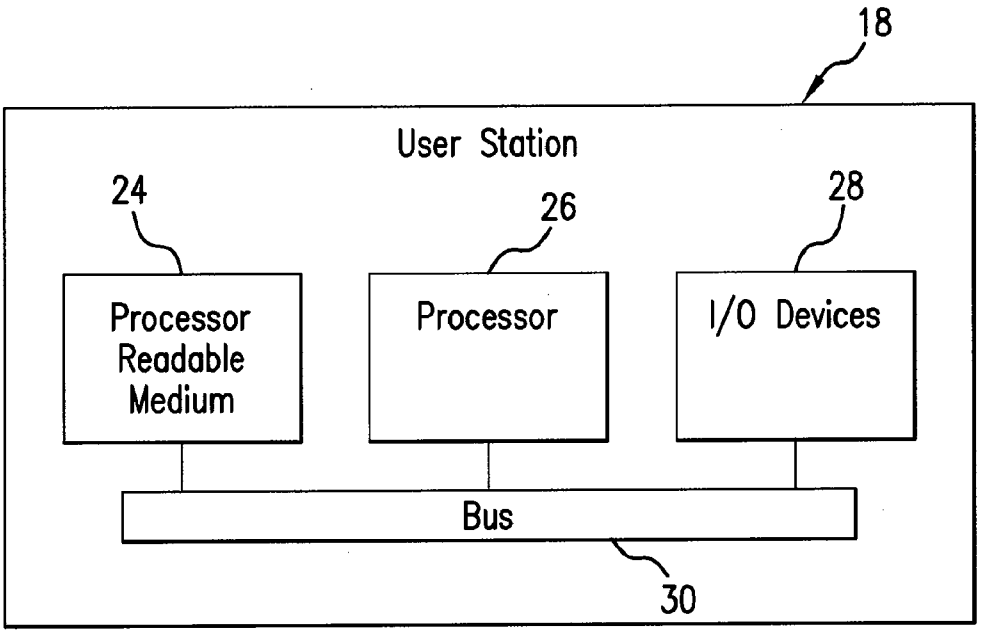

18
User Station
24
26
28
Processor Readable Medium
Processor
I/O Devices
Bus
30

FIG. 1B

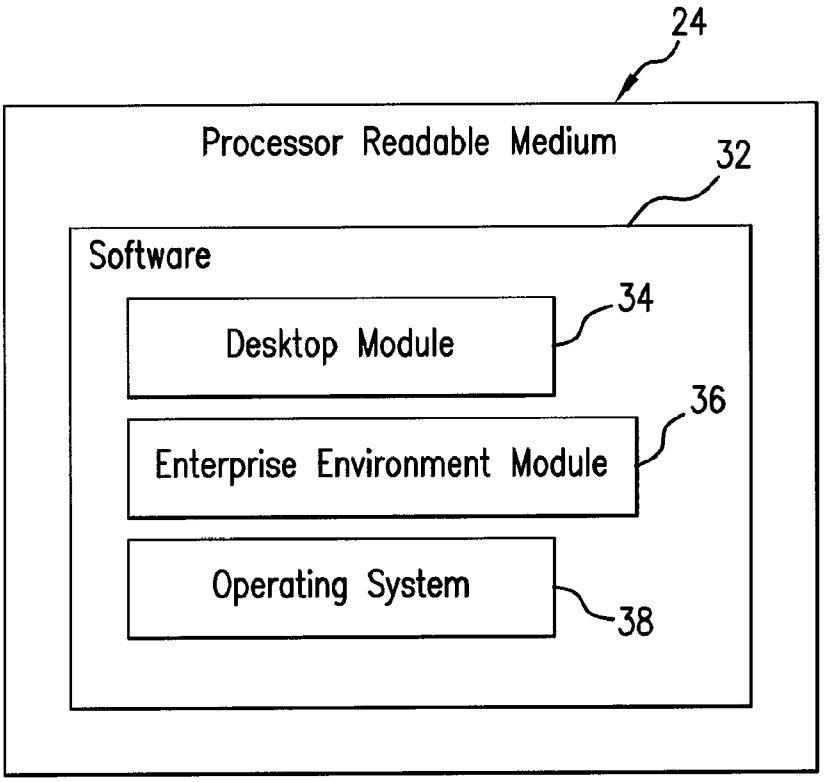

24
Processor Readable Medium
32
Software
34
Desktop Module
36
Enterprise Environment Module
Operating System
38

FIG. 1C

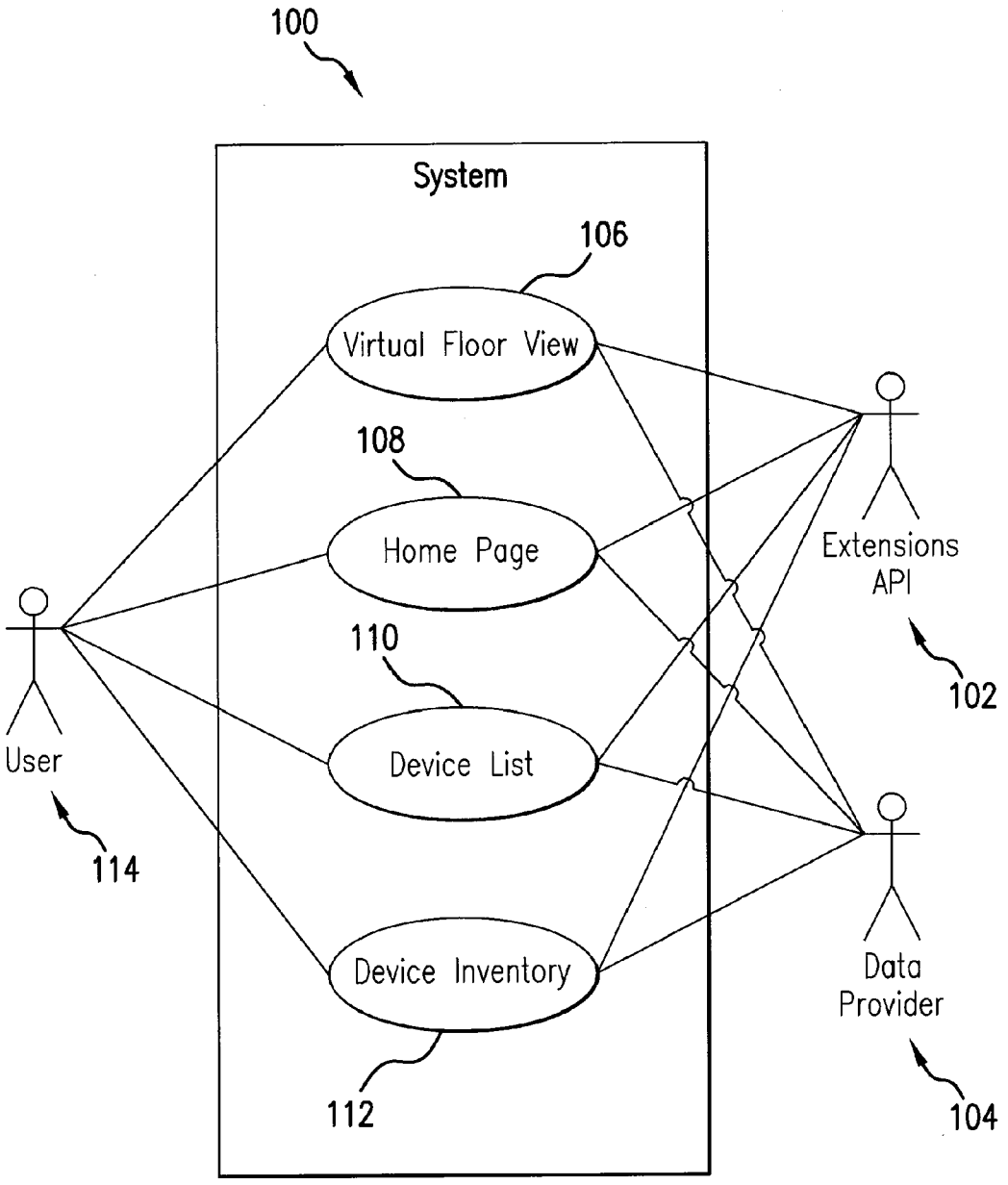

100
System
106
Virtual Floor View
108
Home Page
110
Device List
Device Inventory
112
User
114
Extensions API
102
Data Provider
104

FIG. 1D

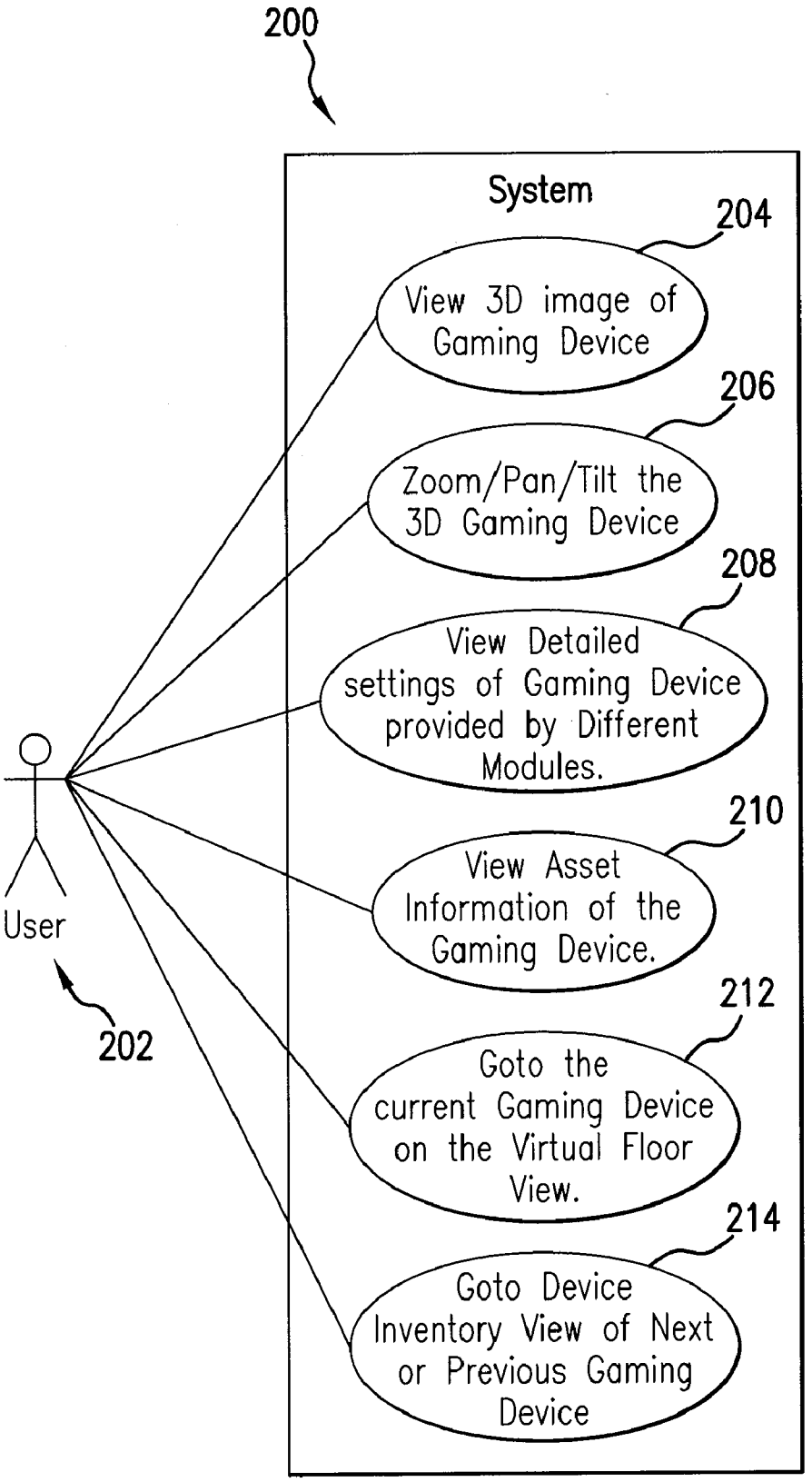

200
System
204
View 3D image of Gaming Device
206
Zoom/Pan/Tilt the 3D Gaming Device
208
View Detailed settings of Gaming Device provided by Different Modules.
210
View Asset Information of the Gaming Device.
212
Goto the current Gaming Device on the Virtual Floor View.
214
Goto Device Inventory View of Next or Previous Gaming Device
User
202

FIG.2

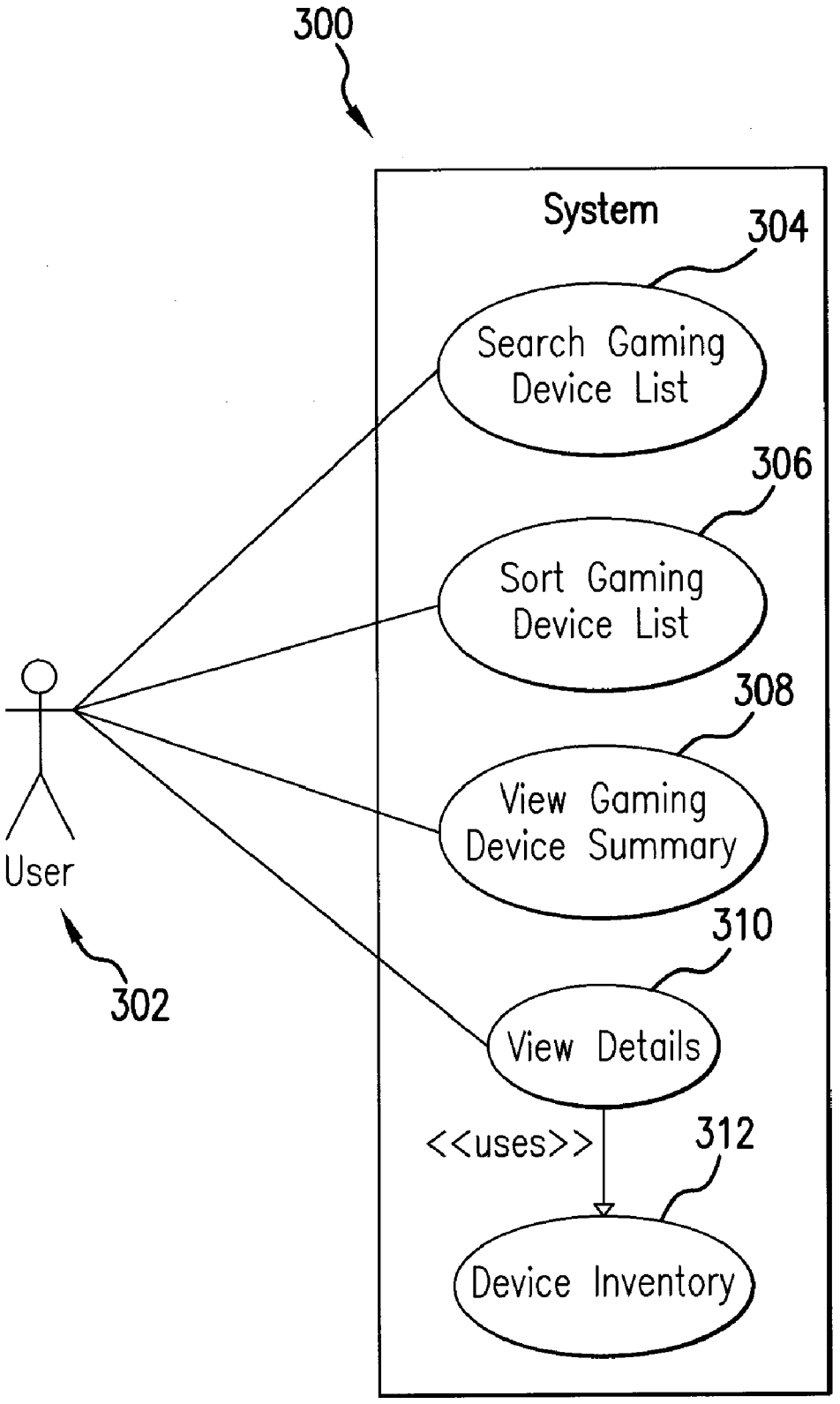

300
System
304
Search Gaming Device List
306
Sort Gaming Device List
308
View Gaming Device Summary
310
View Details
<<uses>>
312
Device Inventory
User
302

FIG.3

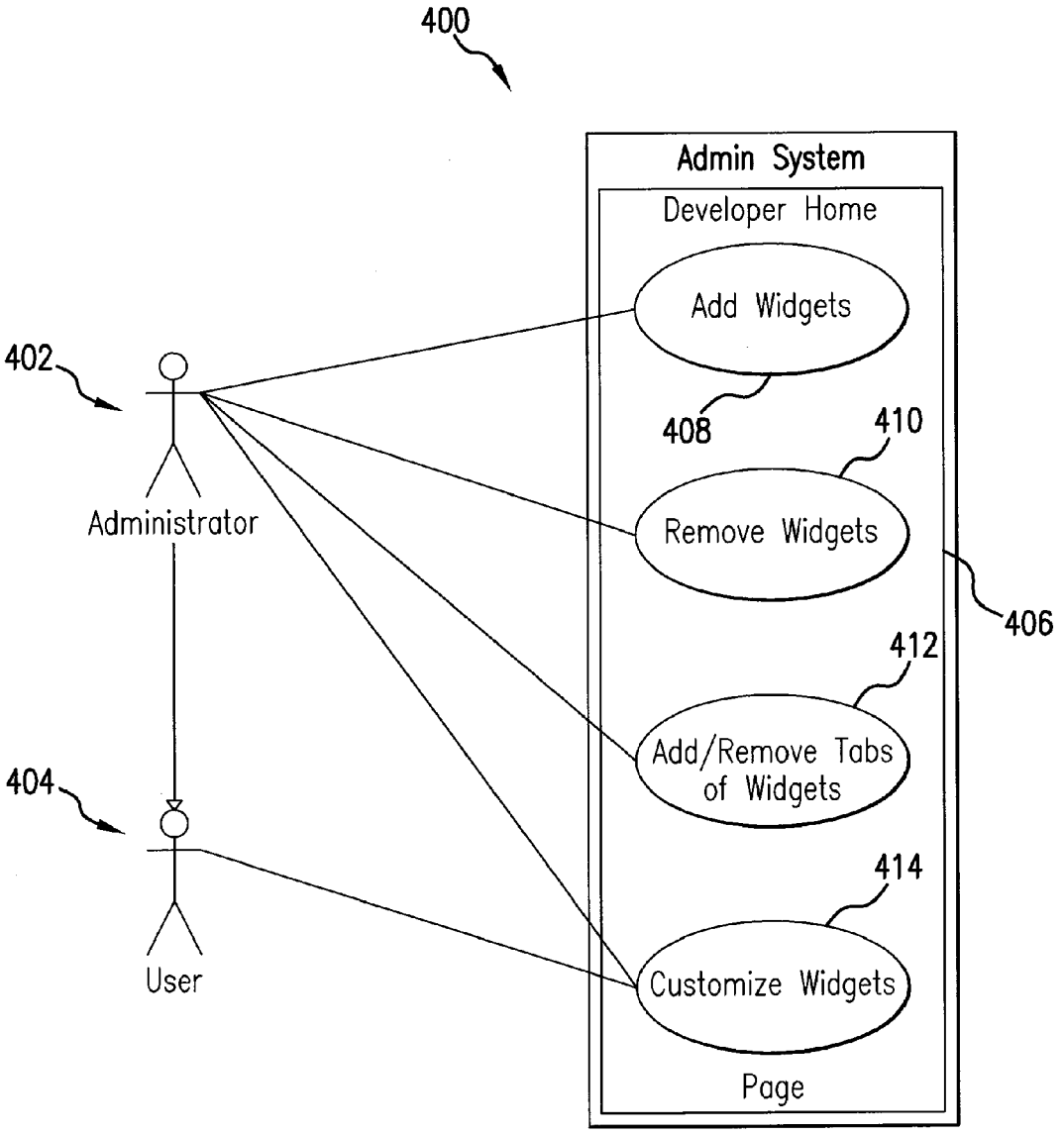

400
Admin System
Developer Home
Add Widgets
408
410
Remove Widgets
406
412
Add/Remove Tabs of Widgets
414
Customize Widgets
Page
402
Administrator
404
User

FIG.4

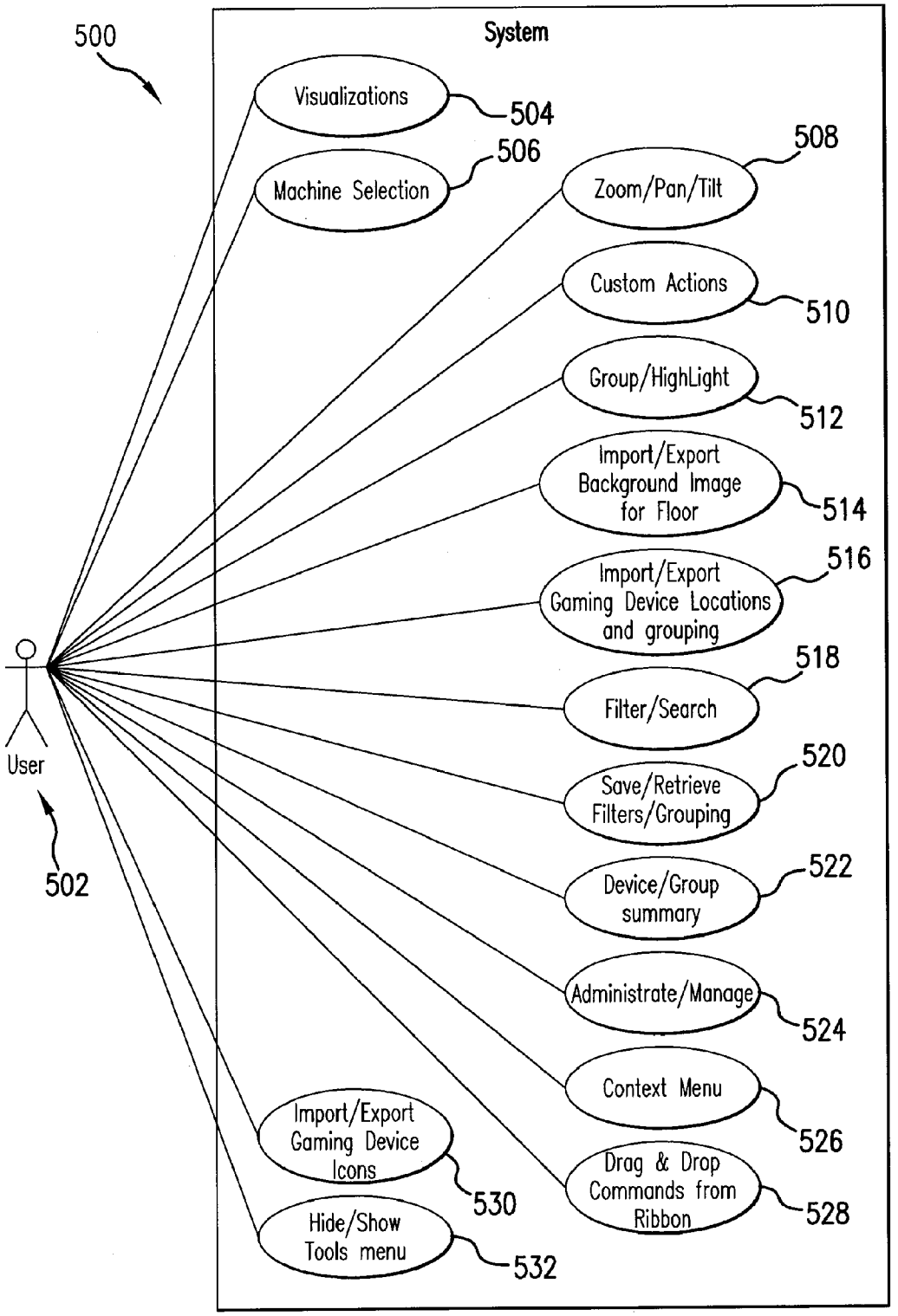

500
System
Visualizations
504
Machine Selection
506
Zoom/Pan/Tilt
508
Custom Actions
510
Group/HighLight
512
Import/Export Background Image for Floor
514
Import/Export Gaming Device Locations and grouping
516
Filter/Search
518
Save/Retrieve Filters/Grouping
520
Device/Group summary
522
Administrate/Manage
524
Context Menu
526
Drag & Drop Commands from Ribbon
528
Import/Export Gaming Device Icons
530
Hide/Show Tools menu
532
User
502

FIG. 5

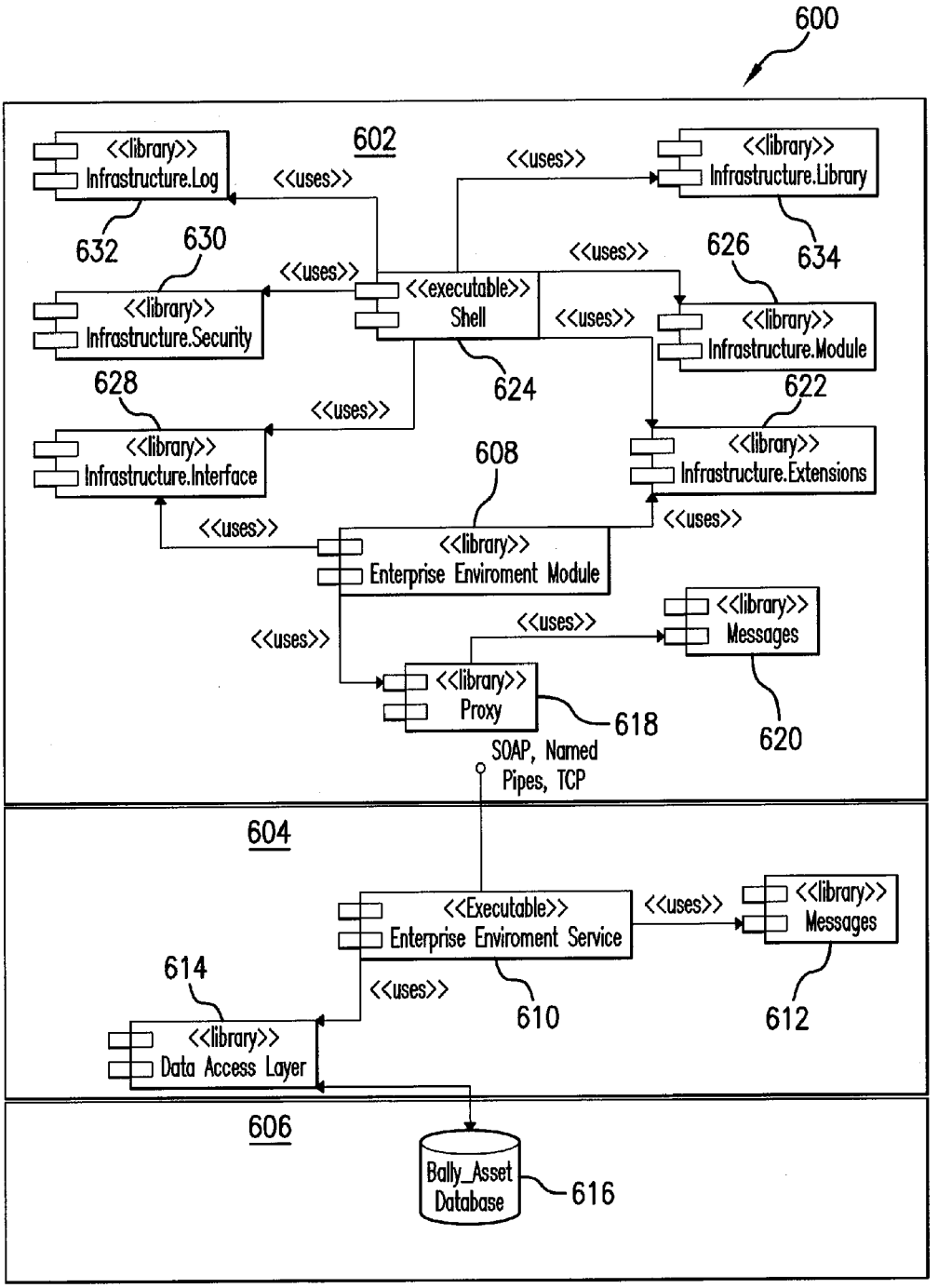

600
602
<<library>>
Infrastructure.Log
<<uses>>
<<library>>
Infrastructure.Library
632
630
634
626
<<executable>>
Shell
<<library>>
Infrastructure.Security
<<library>>
Infrastructure.Module
624
628
622
<<library>>
Infrastructure.Interface
<<library>>
Infrastructure.Extensions
608
<<library>>
Enterprise Enviroment Module
<<library>>
Messages
<<library>>
Proxy
618
620
SOAP, Named
Pipes, TCP
604
<<Executable>>
Enterprise Enviroment Service
<<library>>
Messages
614
610
612
<<library>>
Data Access Layer
606
Bally_Asset
Database
616

FIG.6

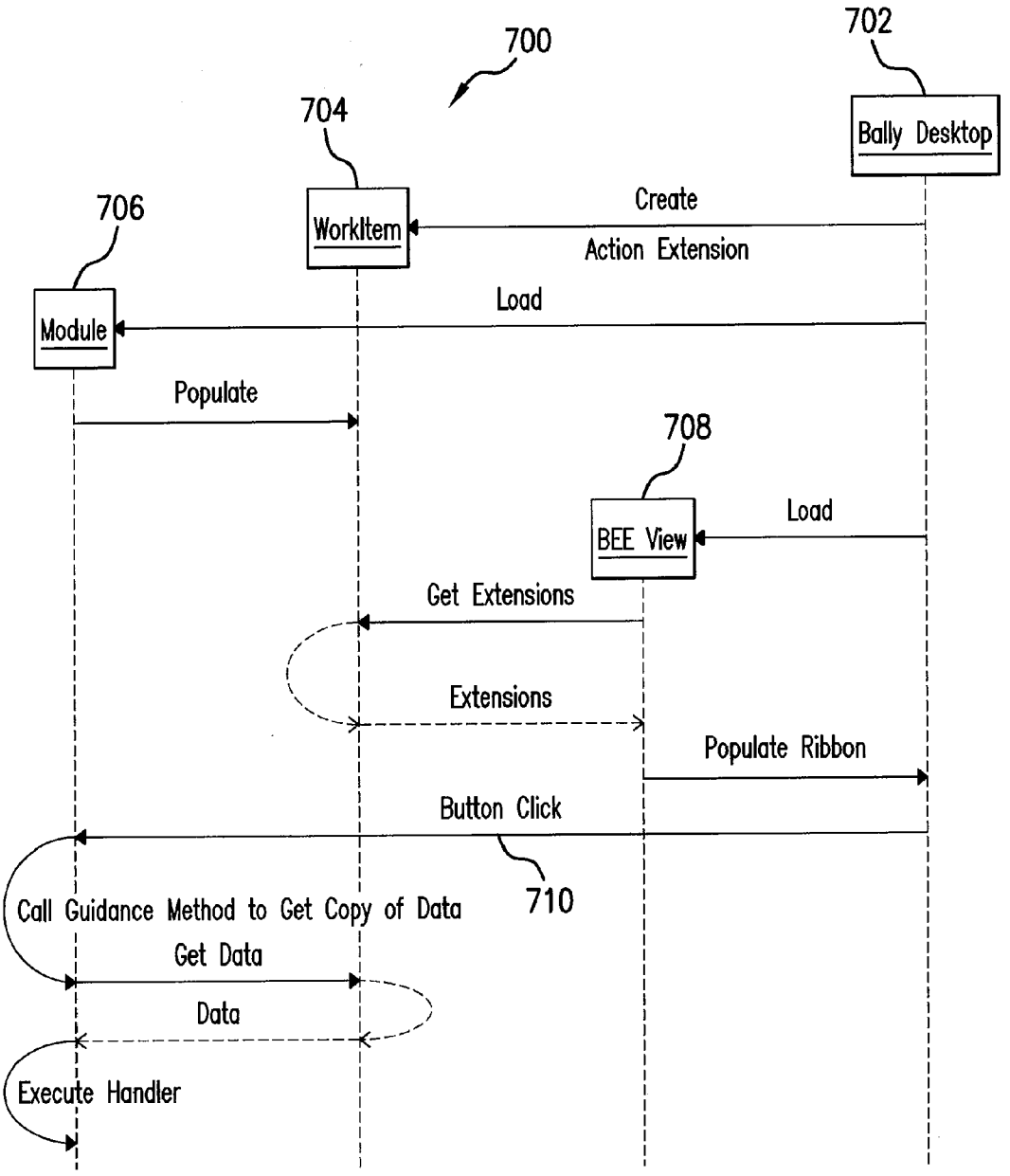

700
702
704
Bally Desktop
706
WorkItem
Create
Action Extension
Load
Module
Populate
708
BEE View
Load
Get Extensions
Extensions
Populate Ribbon
Button Click
710
Call Guidance Method to Get Copy of Data
Get Data
Data
Execute Handler

FIG.7

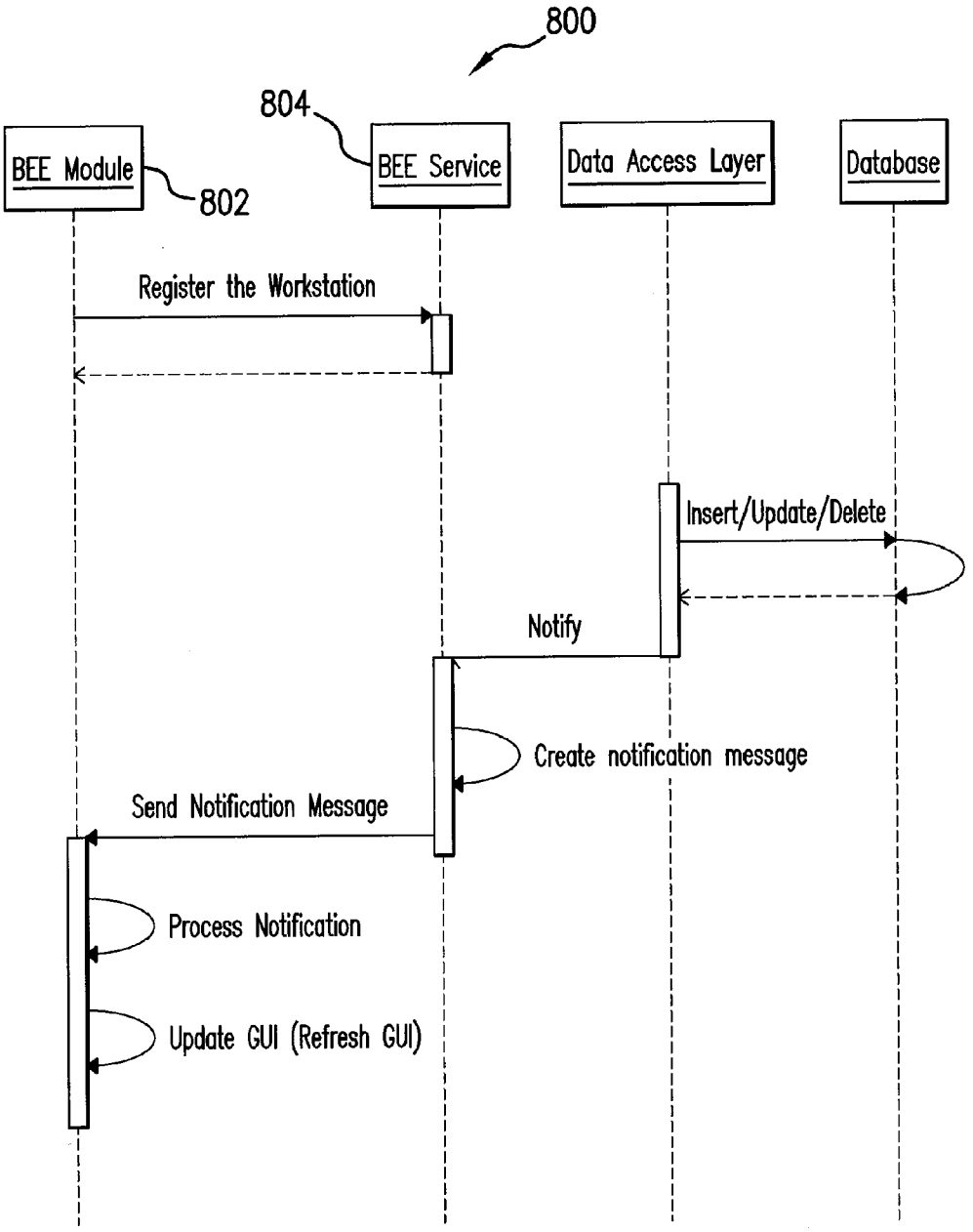

800
804
BEE Module
802
BEE Service
Data Access Layer
Database
Register the Workstation
Insert/Update/Delete
Notify
Create notification message
Send Notification Message
Process Notification
Update GUI (Refresh GUI)

FIG.8

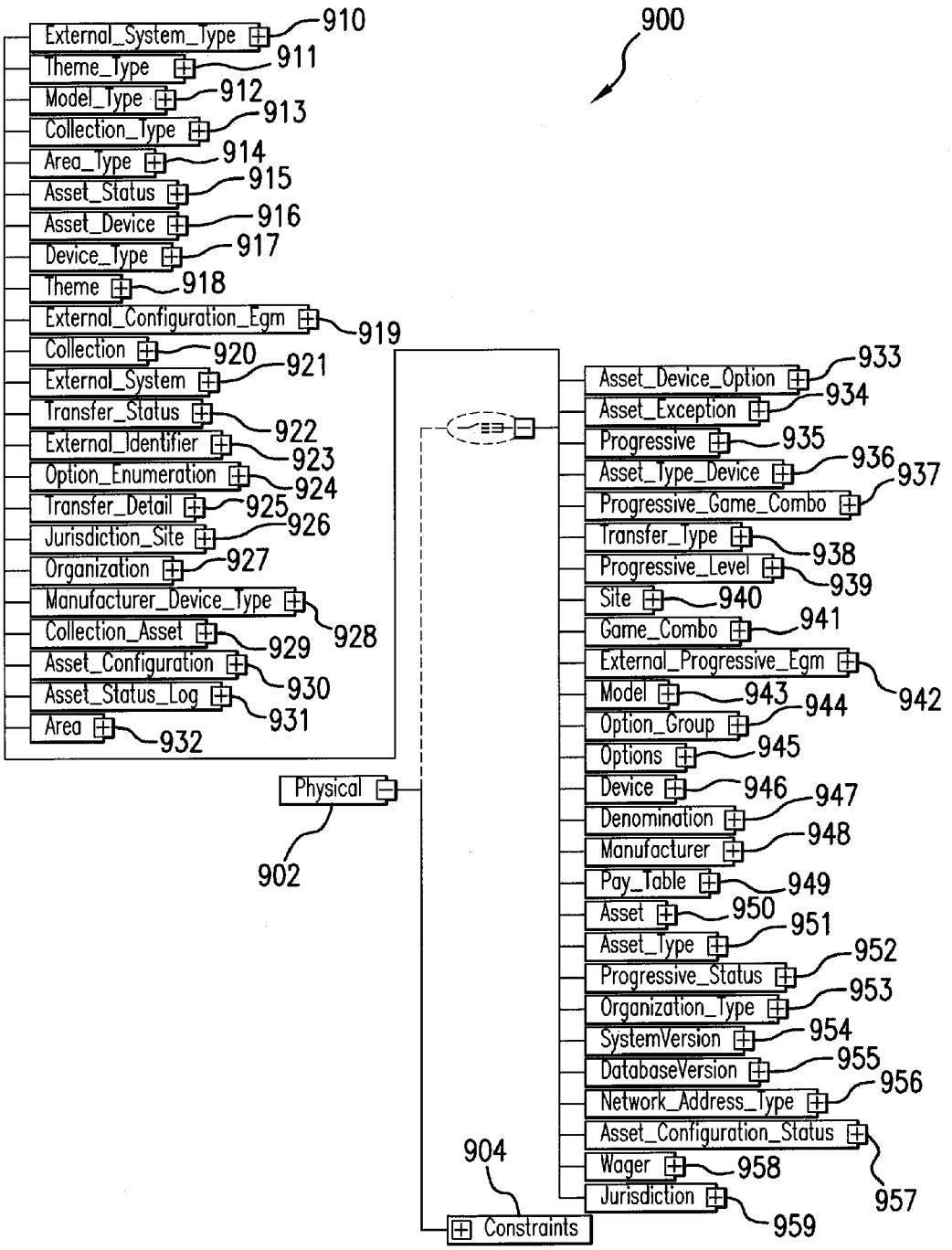

900
External_System_Type
910
Theme_Type
911
Model_Type
912
Collection_Type
913
Area_Type
914
Asset_Status
915
Asset_Device
916
Device_Type
917
Theme
918
External_Configuration_Egm
919
Collection
920
External_System
921
Transfer_Status
922
External_Identifier
923
Option_Enumeration
924
Transfer_Detail
925
Jurisdiction_Site
926
Organization
927
Manufacturer_Device_Type
928
Collection_Asset
929
Asset_Configuration
930
Asset_Status_Log
931
Area
932
Physical
902
Asset_Device_Option
933
Asset_Exception
934
Progressive
935
Asset_Type_Device
936
Progressive_Game_Combo
937
Transfer_Type
938
Progressive_Level
939
Site
940
Game_Combo
941
External_Progressive_Egm
942
Model
943
Option_Group
944
Options
945
Device
946
Denomination
947
Manufacturer
948
Pay_Table
949
Asset
950
Asset_Type
951
Progressive_Status
952
Organization_Type
953
SystemVersion
954
DatabaseVersion
955
Network_Address_Type
956
Asset_Configuration_Status
957
Wager
958
Jurisdiction
959
904
Constraints

FIG.9

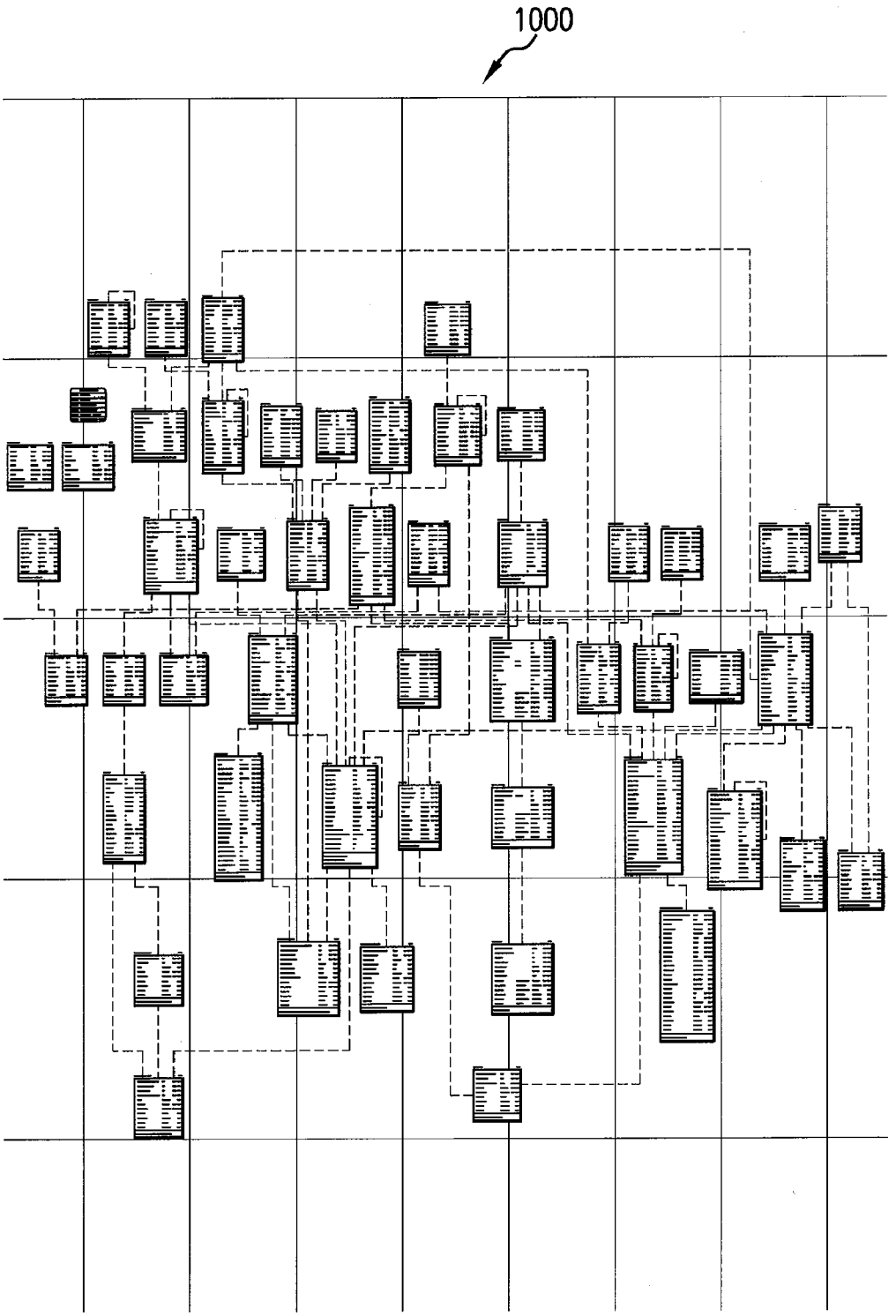


FIG.10

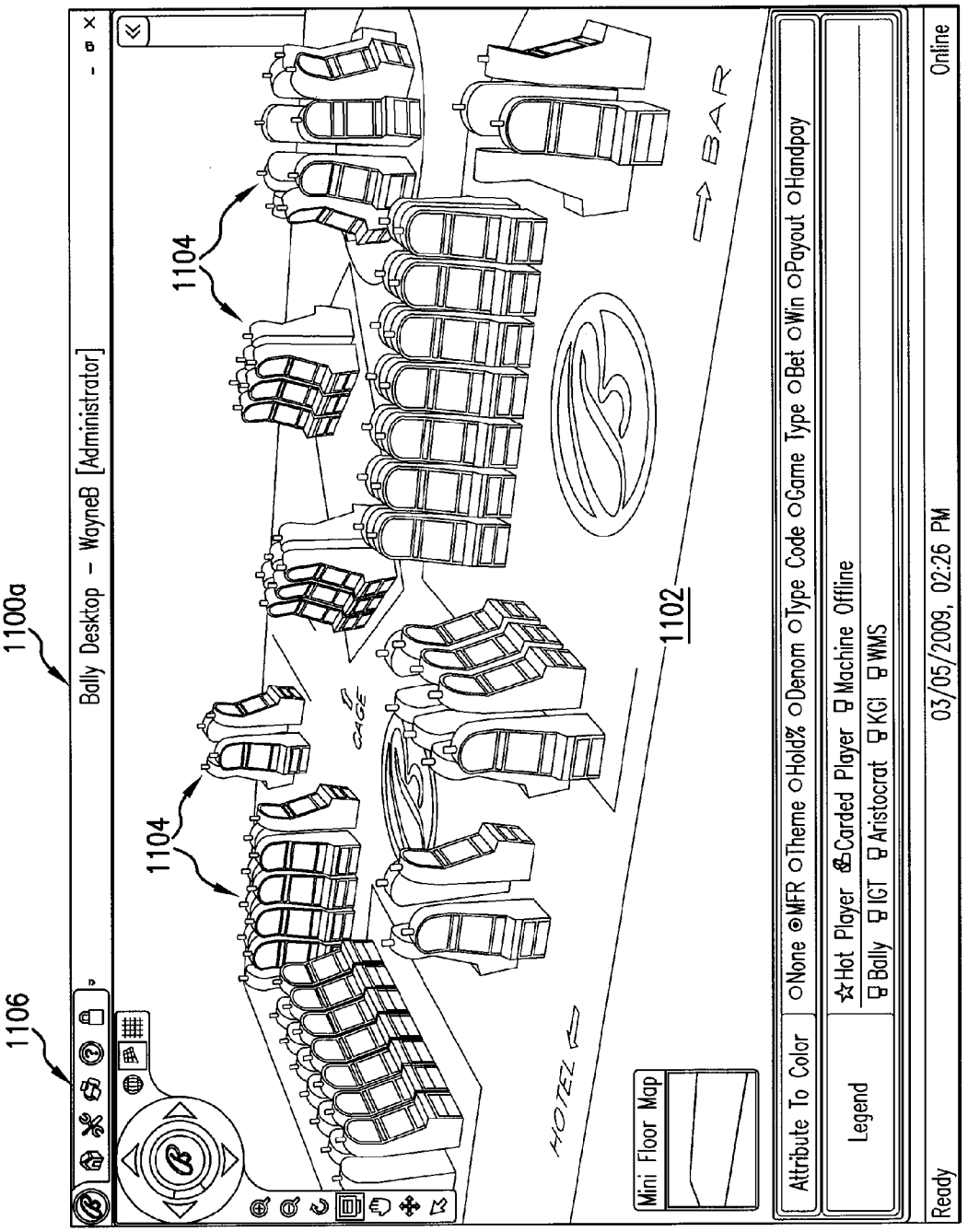

1100a
1106
Bally Desktop – WayneB [Administrator]
1104
1104
1102
BAR
CAGE
HOTEL
Mini Floor Map
Attribute To Color
ONone MFR OTheme OHold% ODenom OType Code OGame Type OBet OWin OPayout OHandpay
Legend
Hot Player Carded Player Machine Offline
Bally IGT Aristocrat KGI WMS
Ready
03/05/2009, 02:26 PM
Online

FIG. 11A

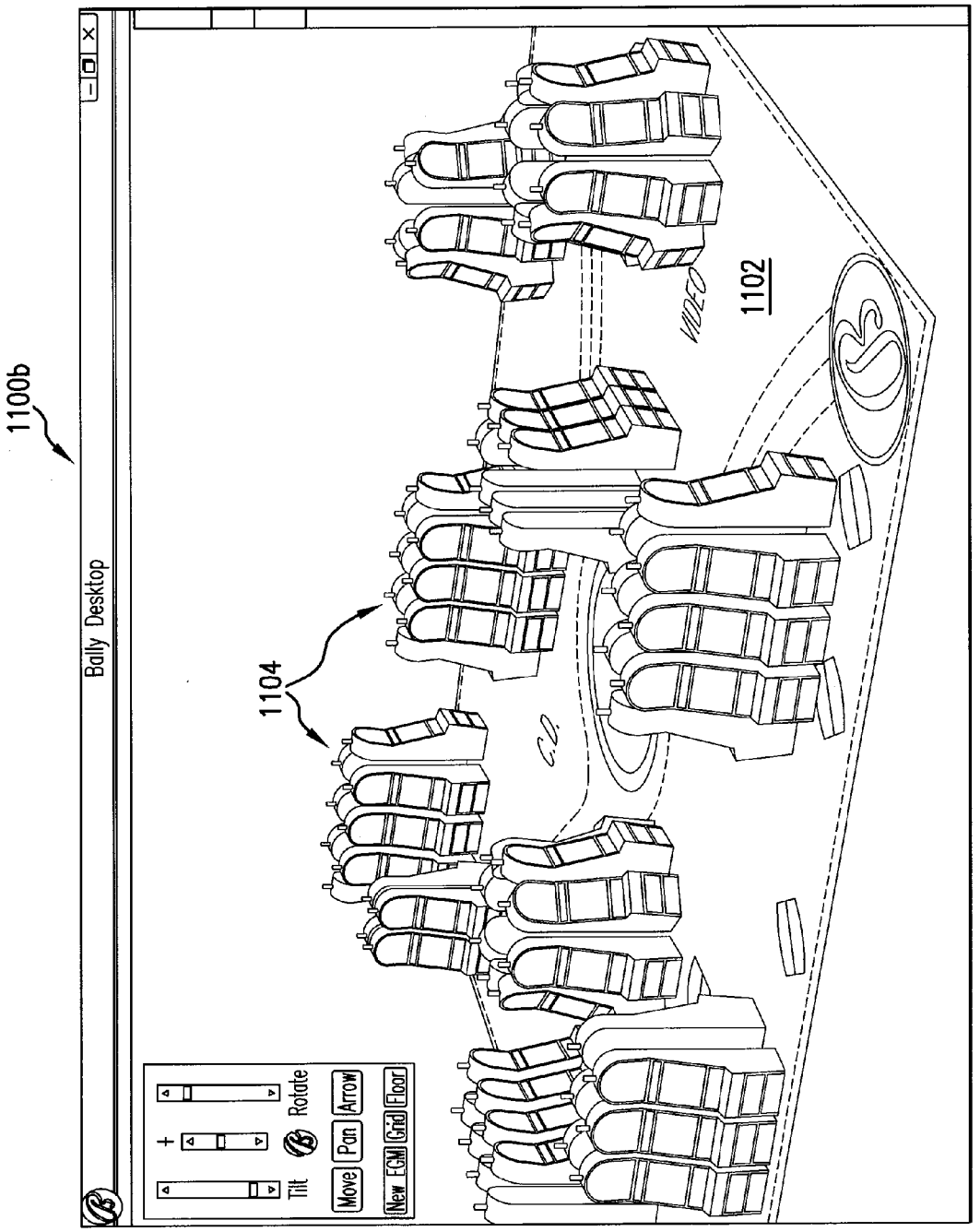

1100b
Bally Desktop
1102
1104
VIDEO
Rotate
Tilt
Move
Pan
Arrow
New EGM
Grid
Floor

FIG. 11B

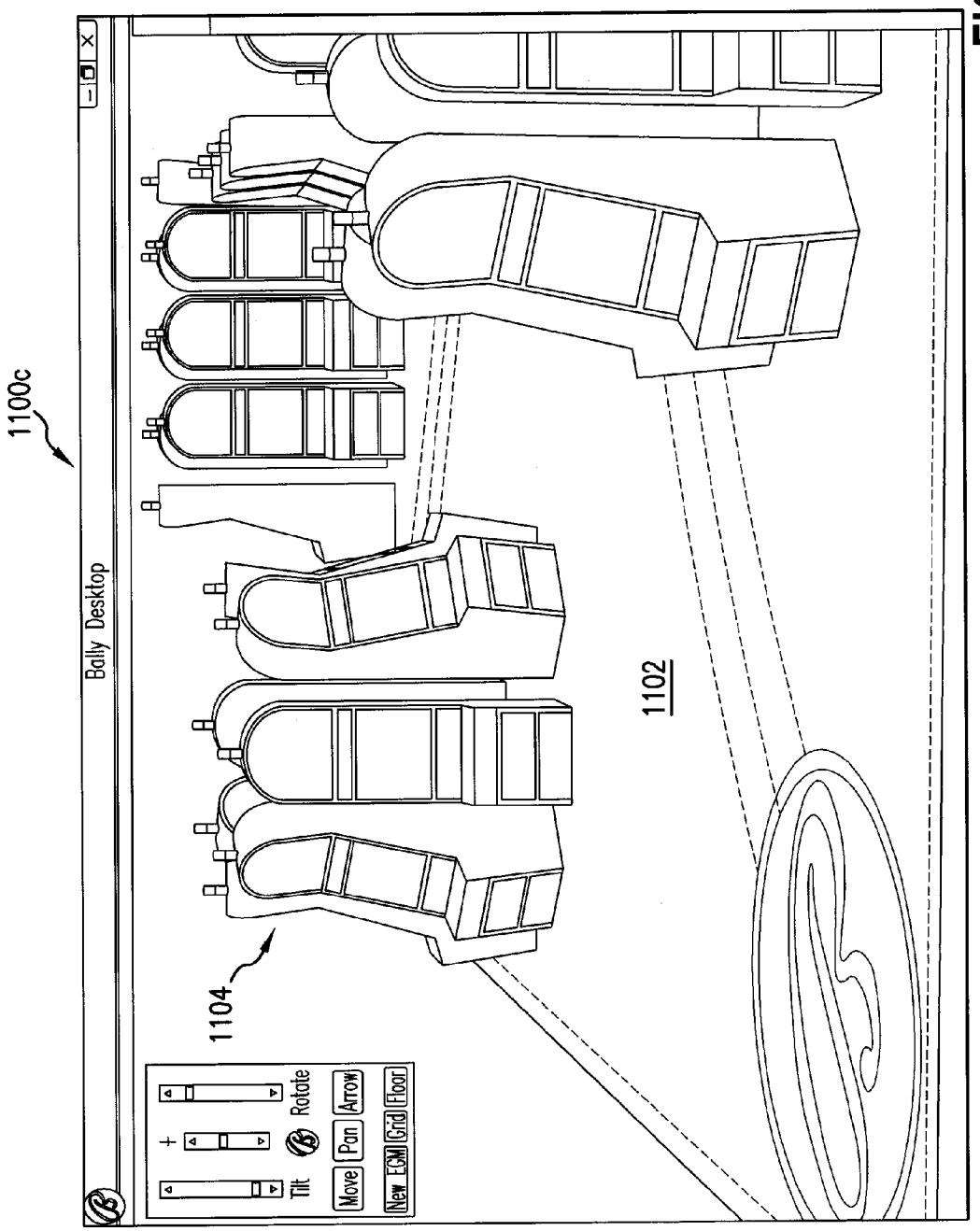

1100c
Bally Desktop
1102
1104
Rotate
Tilt
Move
Pan
Arrow
New EGM
Grid
Floor

FIG. 11C

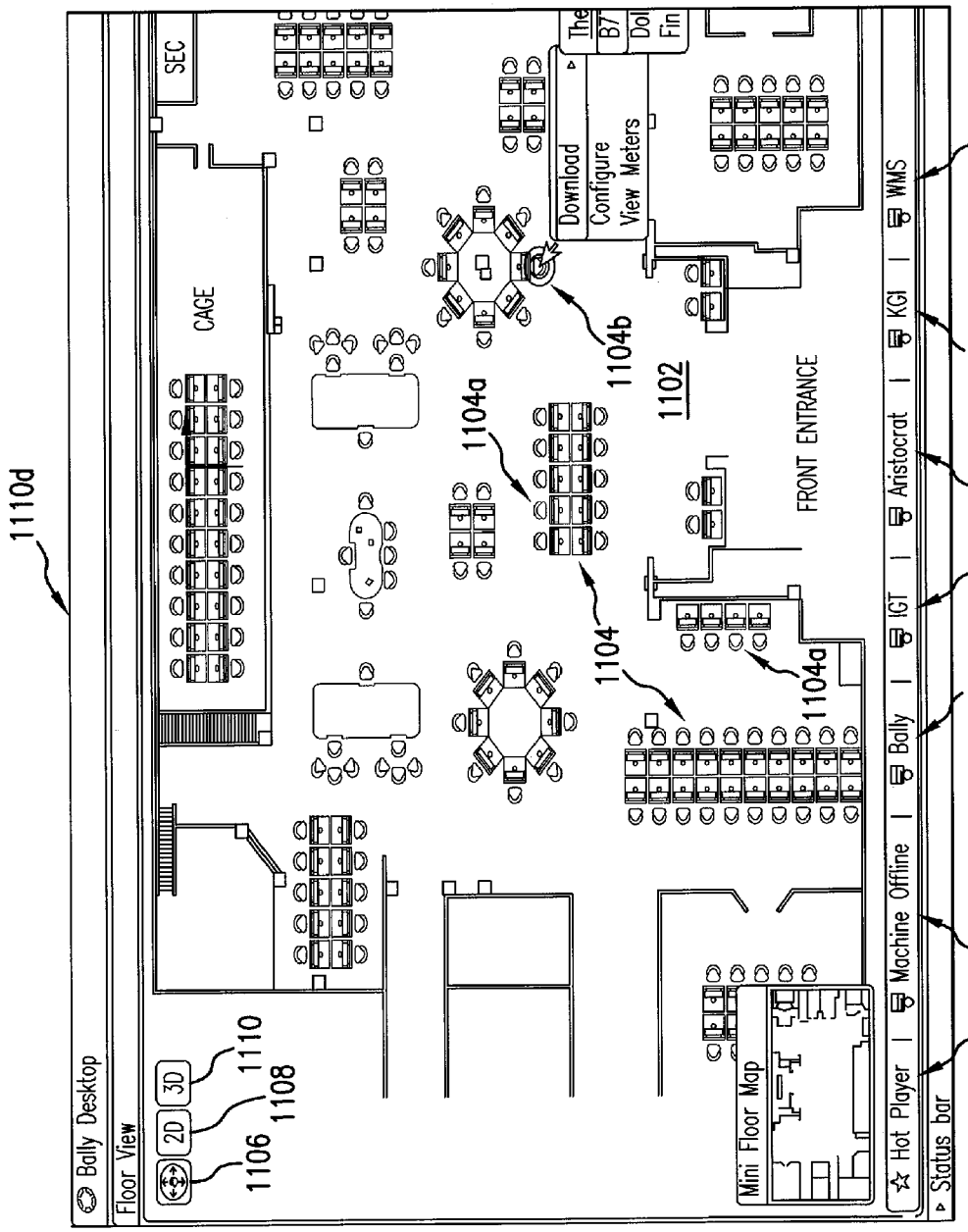

1110d
Bally Desktop
Floor View
SEC
CAGE
Download
Configure
View Meters
1104b
1102
1104a
1104
FRONT ENTRANCE
1104a
3D
2D
1110
1108
1106
Mini Floor Map
Hot Player
Machine Offline
Bally
IGT
Aristocrat
KGI
WMS
Status bar
1112
1116

FIG. 11D

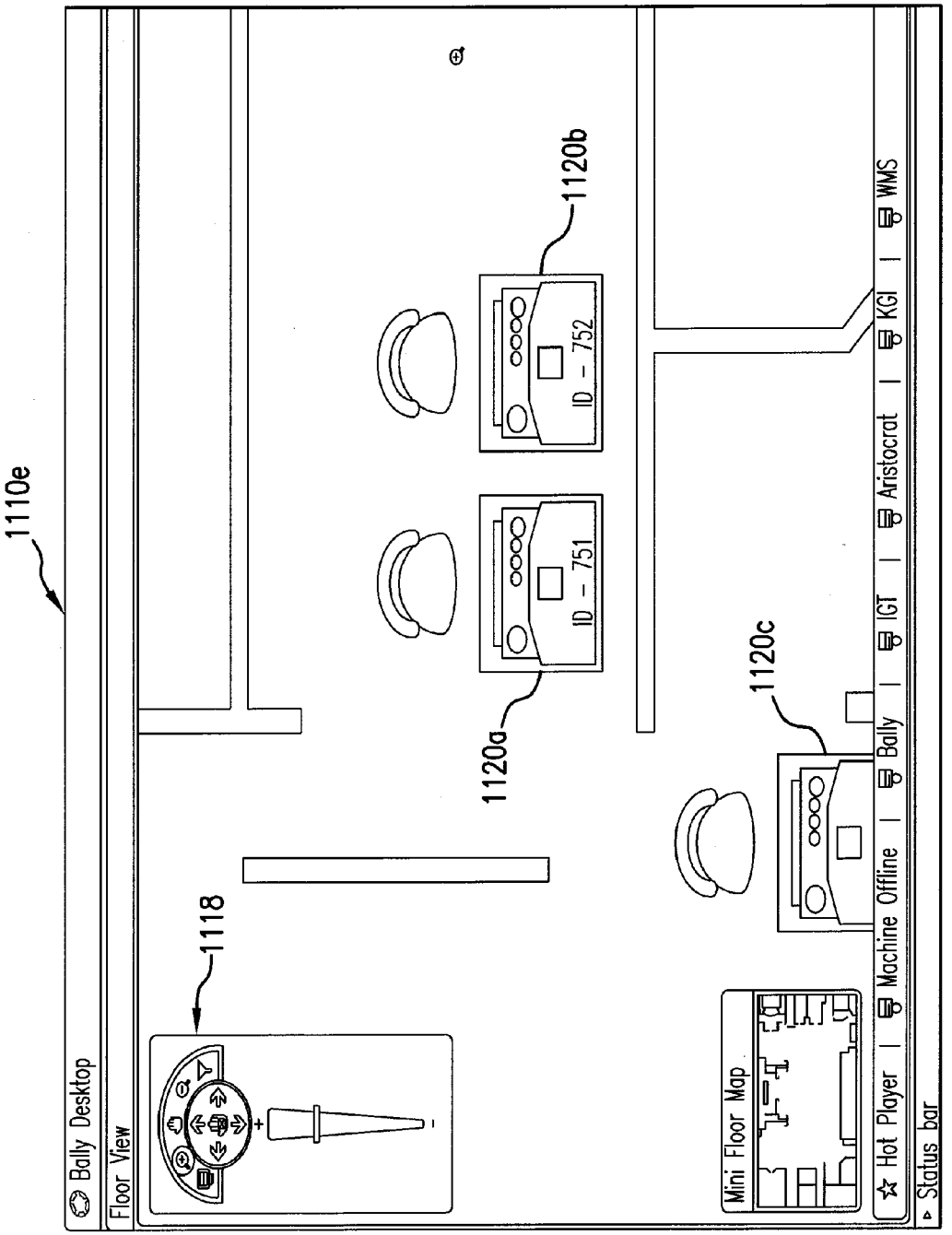

1110e
Bally Desktop
Floor View
1118
1120a
ID – 751
1120b
ID – 752
1120c
Mini Floor Map
Hot Player
Machine Offline
Bally
IGT
Aristocrat
KGI
WMS
Status bar

FIG. 11E

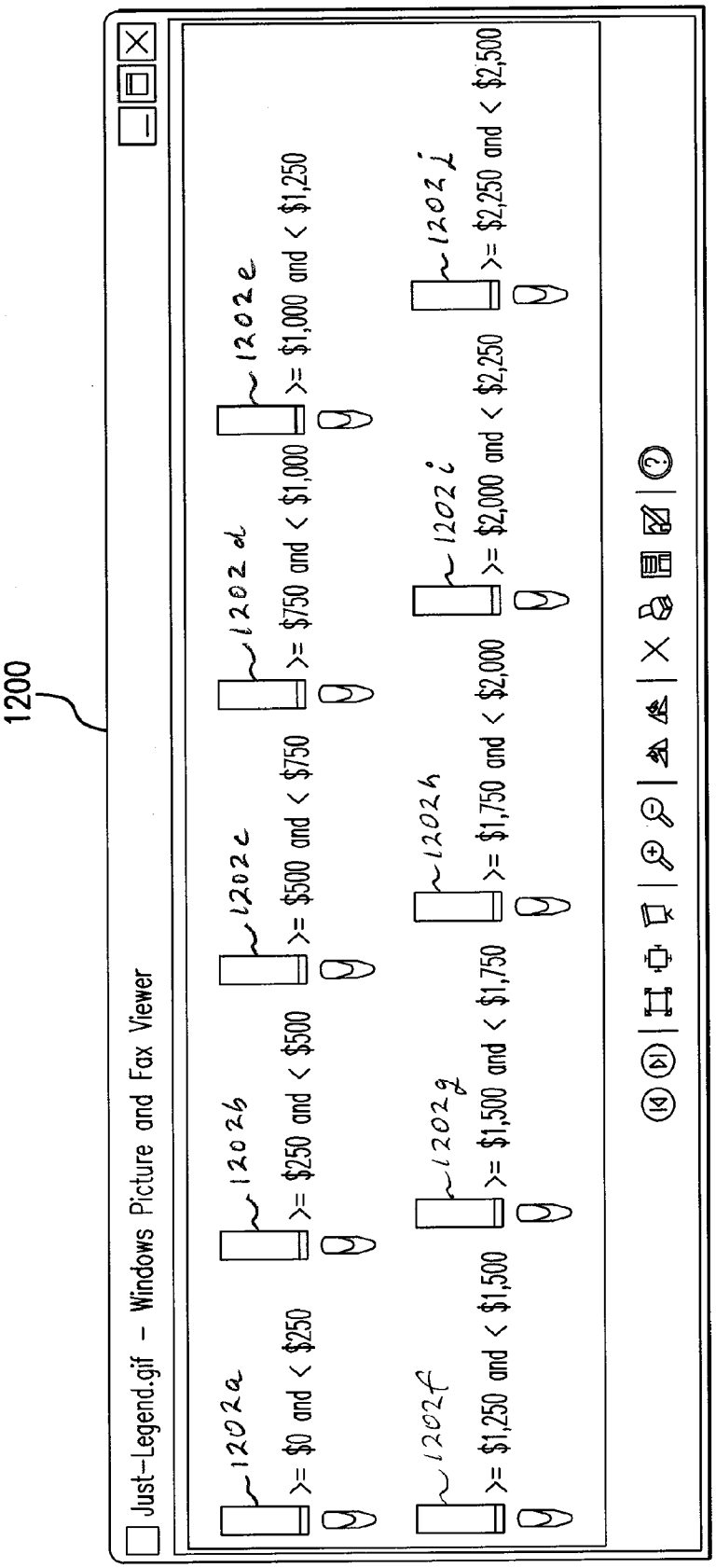

1200
Just-Legend.gif - Windows Picture and Fax Viewer
1202a
>= $0 and < $250
1202b
>= $250 and < $500
1202c
>= $500 and < $750
1202d
>= $750 and < $1,000
1202e
>= $1,000 and < $1,250
1202f
>= $1,250 and < $1,500
1202g
>= $1,500 and < $1,750
1202h
>= $1,750 and < $2,000
1202i
>= $2,000 and < $2,250
1202j
>= $2,250 and < $2,500

FIG. 12

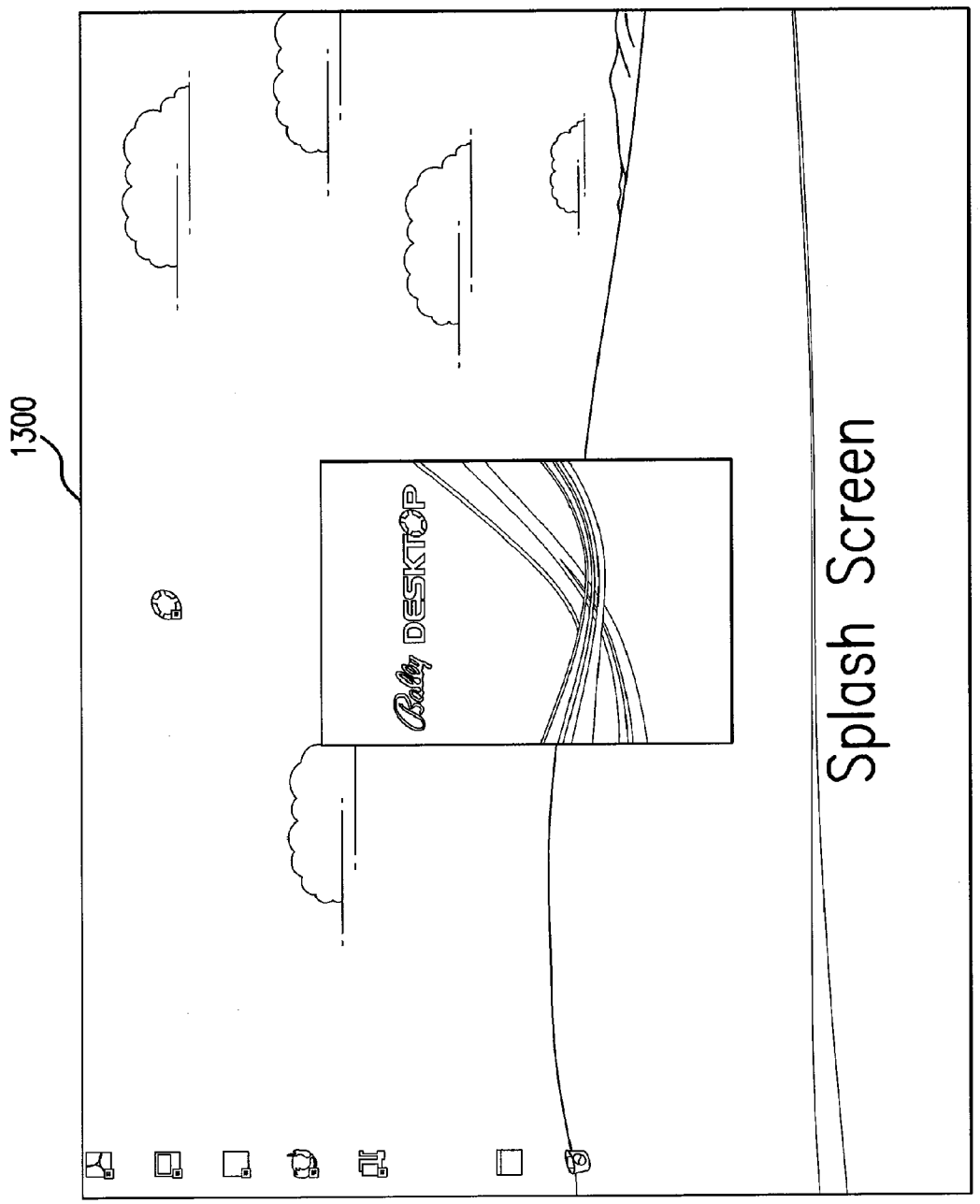


FIG. 13

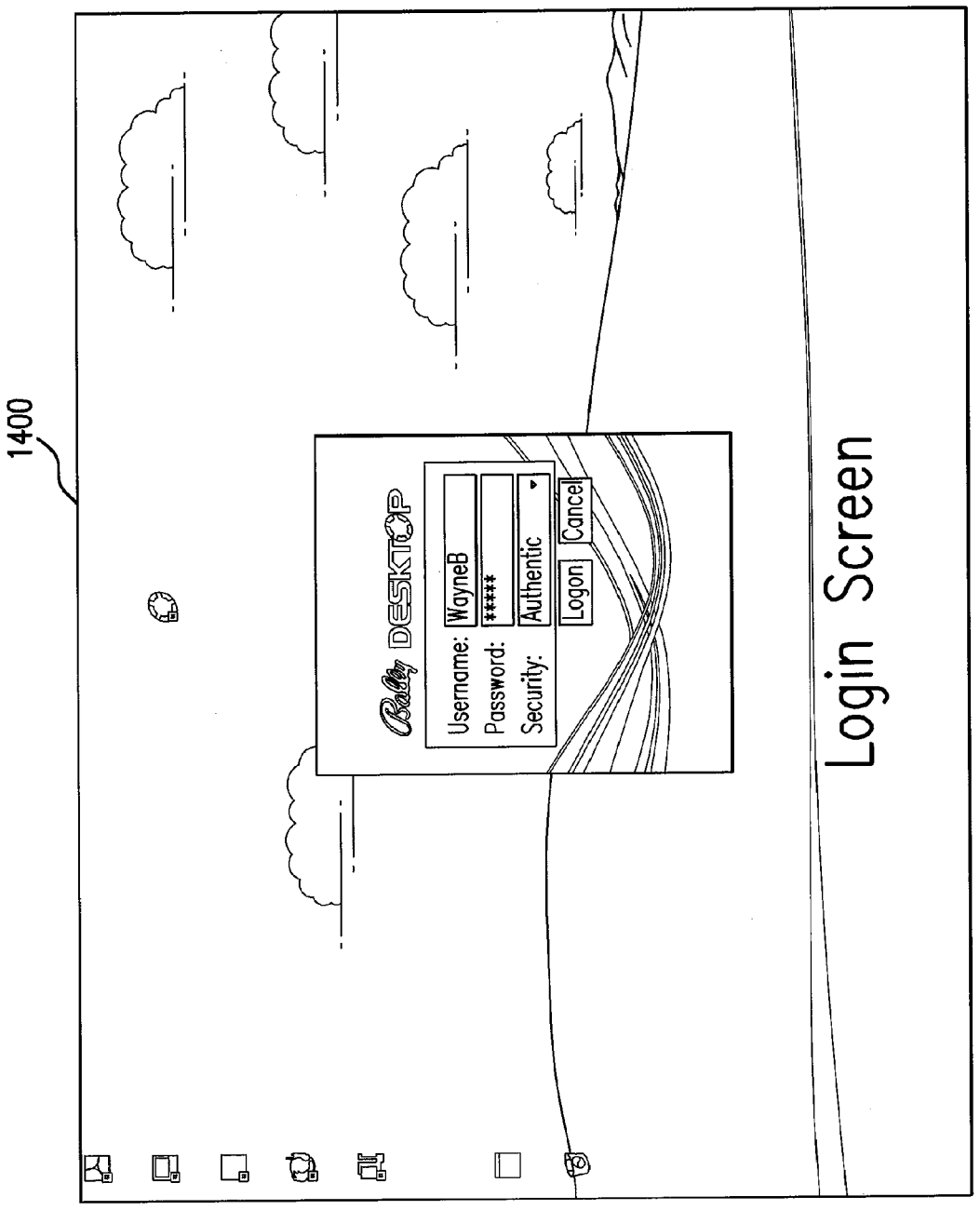

1400
Ruby DESKTOP
Username: WayneB
Password: *****
Security: Authentic
Logon
Cancel
Login Screen

FIG.14

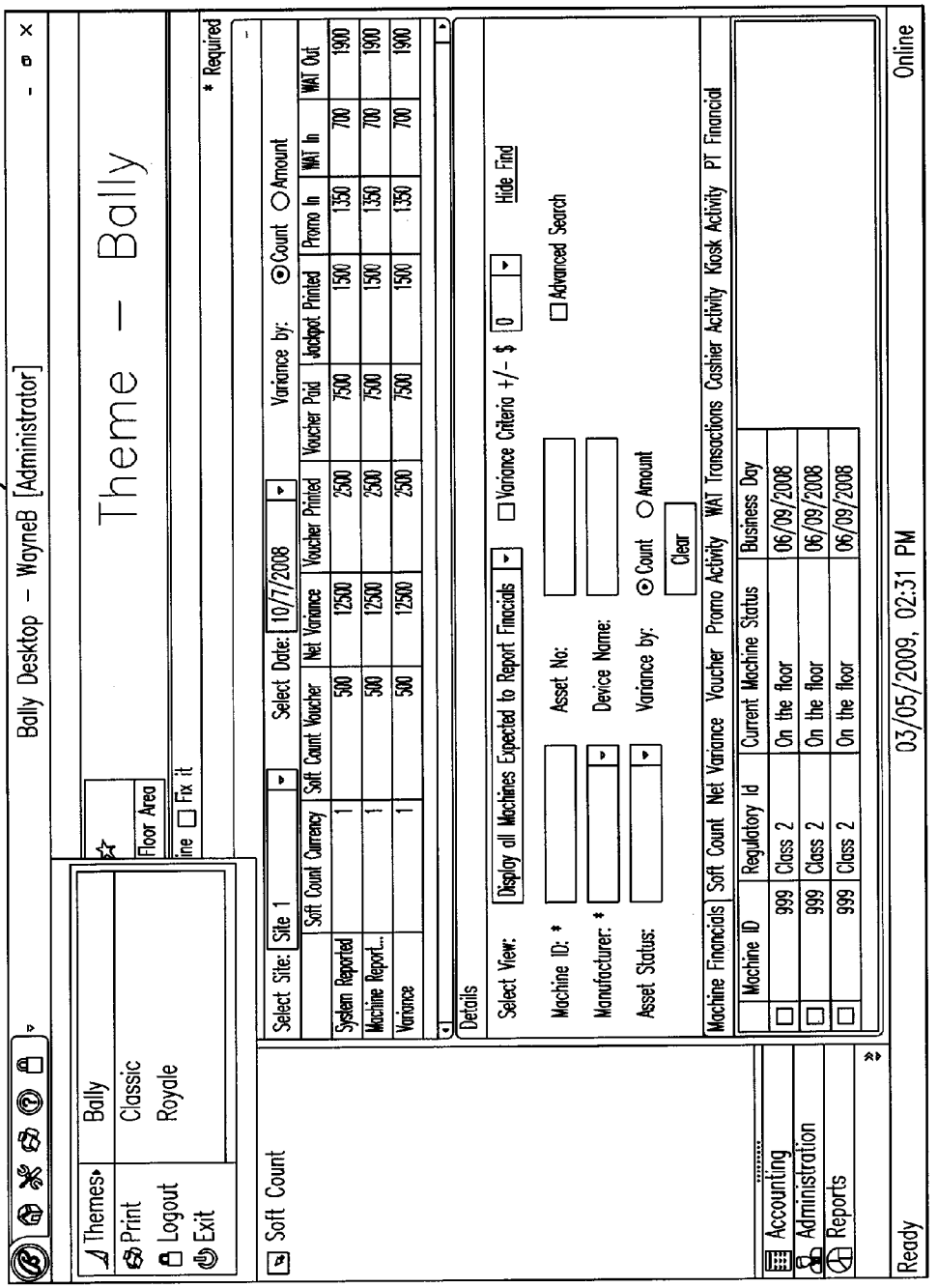

1500
Bally Desktop – WayneB [Administrator]
Themes
Print
Logout
Exit
Bally
Classic
Royale
Floor Area
Theme – Bally
Soft Count
Select Site: Site 1
Select Date: 10/7/2008
Variance by: Count Amount
Soft Count Currency
Soft Count Voucher
Net Variance
Voucher Printed
Voucher Paid
Jackpot Printed
Promo In
WAT In
WAT Out
System Reported
Machine Report...
Variance
Details
Select View: Display all Machines Expected to Report Financials
Variance Criteria +/- $
Hide Find
Machine ID: *
Asset No:
Advanced Search
Manufacturer: *
Device Name:
Asset Status:
Variance by: Count Amount
Clear
Machine Financials
Soft Count
Net Variance
Voucher
Promo Activity
WAT Transactions
Cashier Activity
Kiosk Activity
PT Financial
Machine ID
Regulatory Id
Current Machine Status
Business Day
Accounting
Administration
Reports
Ready
03/05/2009, 02:31 PM
Online

FIG. 15

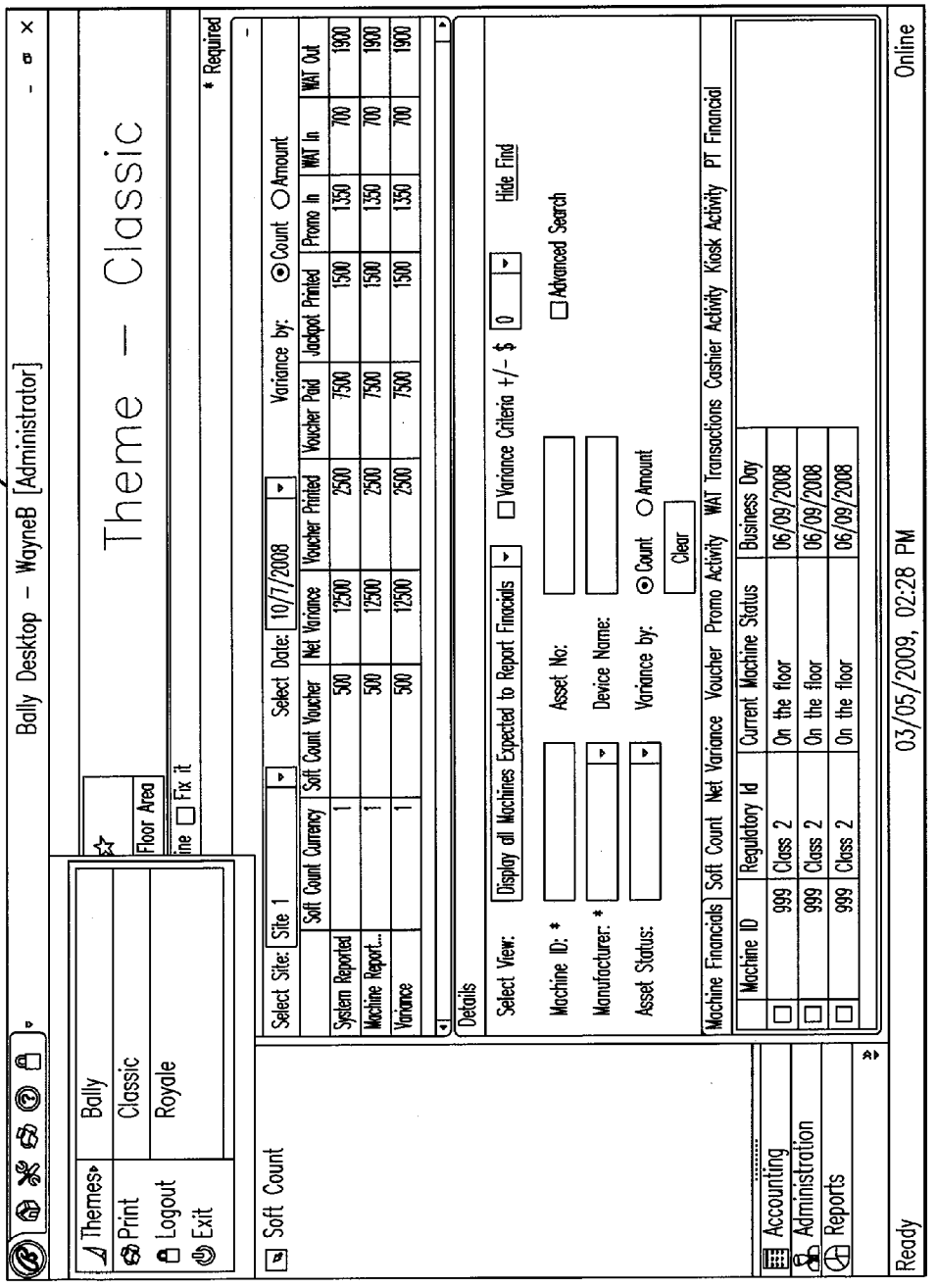

1600
Bally Desktop - WayneB [Administrator]
Themes
Bally
Print
Classic
Logout
Royale
Exit
Floor Area
Theme - Classic
Fix it
* Required
Soft Count
Select Site: Site 1
Select Date: 10/7/2008
Variance by: Count Amount
Soft Count Currency
Soft Count Voucher
Net Variance
Voucher Printed
Voucher Paid
Jackpot Printed
Promo In
WAT In
WAT Out
System Reported
Machine Report...
Variance
Details
Select View: Display all Machines Expected to Report Financials
Variance Criteria +/- $
Hide Find
Machine ID: *
Asset No:
Advanced Search
Manufacturer: *
Device Name:
Asset Status:
Variance by: Count Amount
Clear
Machine Financials
Soft Count
Net Variance
Voucher
Promo Activity
WAT Transactions
Cashier Activity
Kiosk Activity
PT Financial
Machine ID
Regulatory Id
Current Machine Status
Business Day
Accounting
Administration
Reports
Ready
03/05/2009, 02:28 PM
Online

FIG. 16

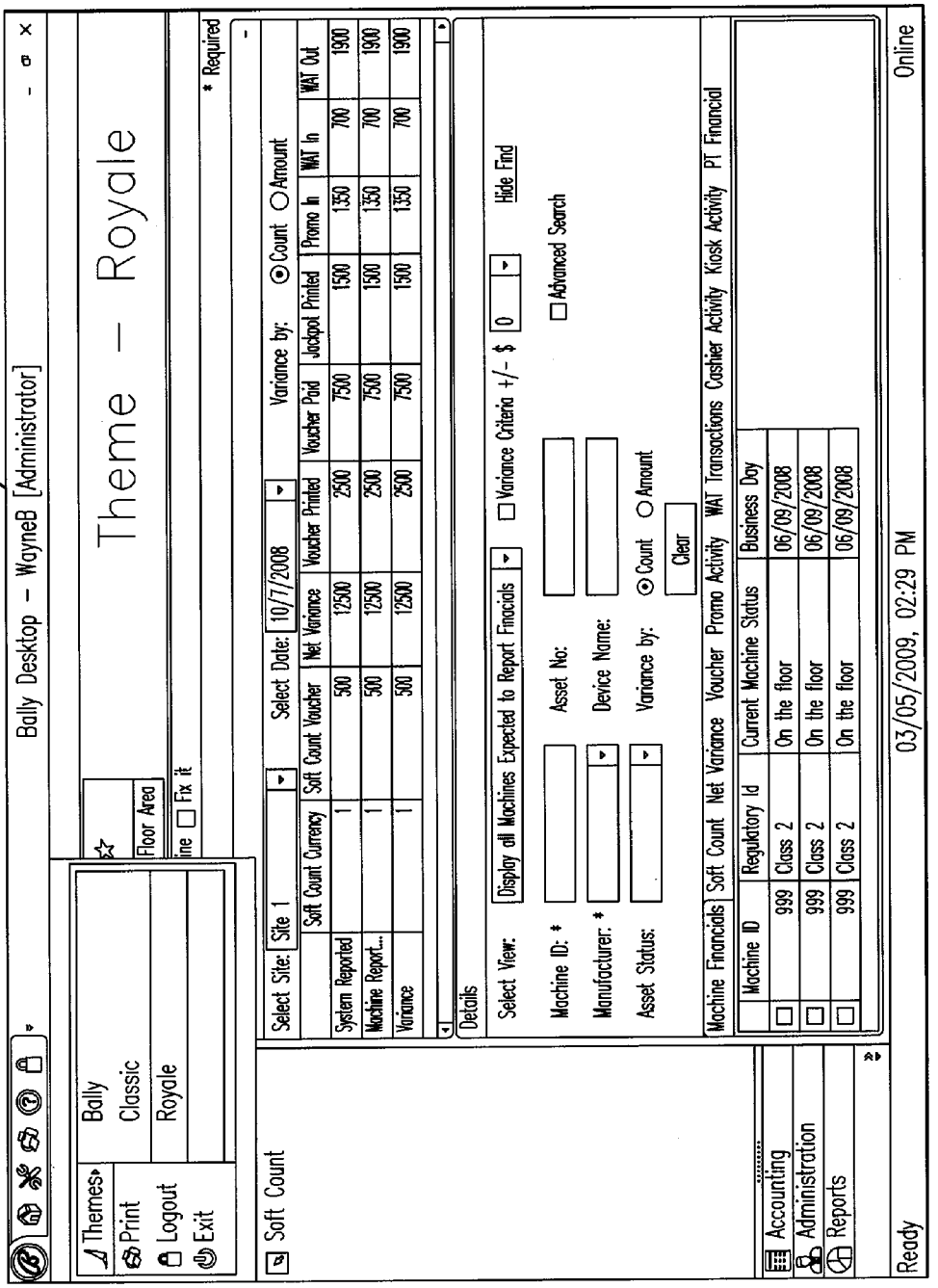

1700
Bally Desktop - WayneB [Administrator]
Themes
Print
Logout
Exit
Bally
Classic
Royale
Floor Area
Theme - Royale
Soft Count
Select Site: Site 1
Select Date: 10/7/2008
Variance by: Count Amount
Soft Count Currency
Soft Count Voucher
Net Variance
Voucher Printed
Voucher Paid
Jackpot Printed
Promo In
WAT In
WAT Out
System Reported
Machine Report...
Variance
Details
Select View: Display all Machines Expected to Report Financials
Variance Criteria +/- $
Hide Find
Machine ID: *
Asset No:
Advanced Search
Manufacturer: *
Device Name:
Asset Status:
Variance by: Count Amount
Clear
Machine Financials
Soft Count
Net Variance
Voucher
Promo Activity
WAT Transactions
Cashier Activity
Kiosk Activity
PT Financial
Machine ID
Regulatory Id
Current Machine Status
Business Day
999
Class 2
On the floor
06/09/2008
Accounting
Administration
Reports
Ready
03/05/2009, 02:29 PM
Online

FIG. 17

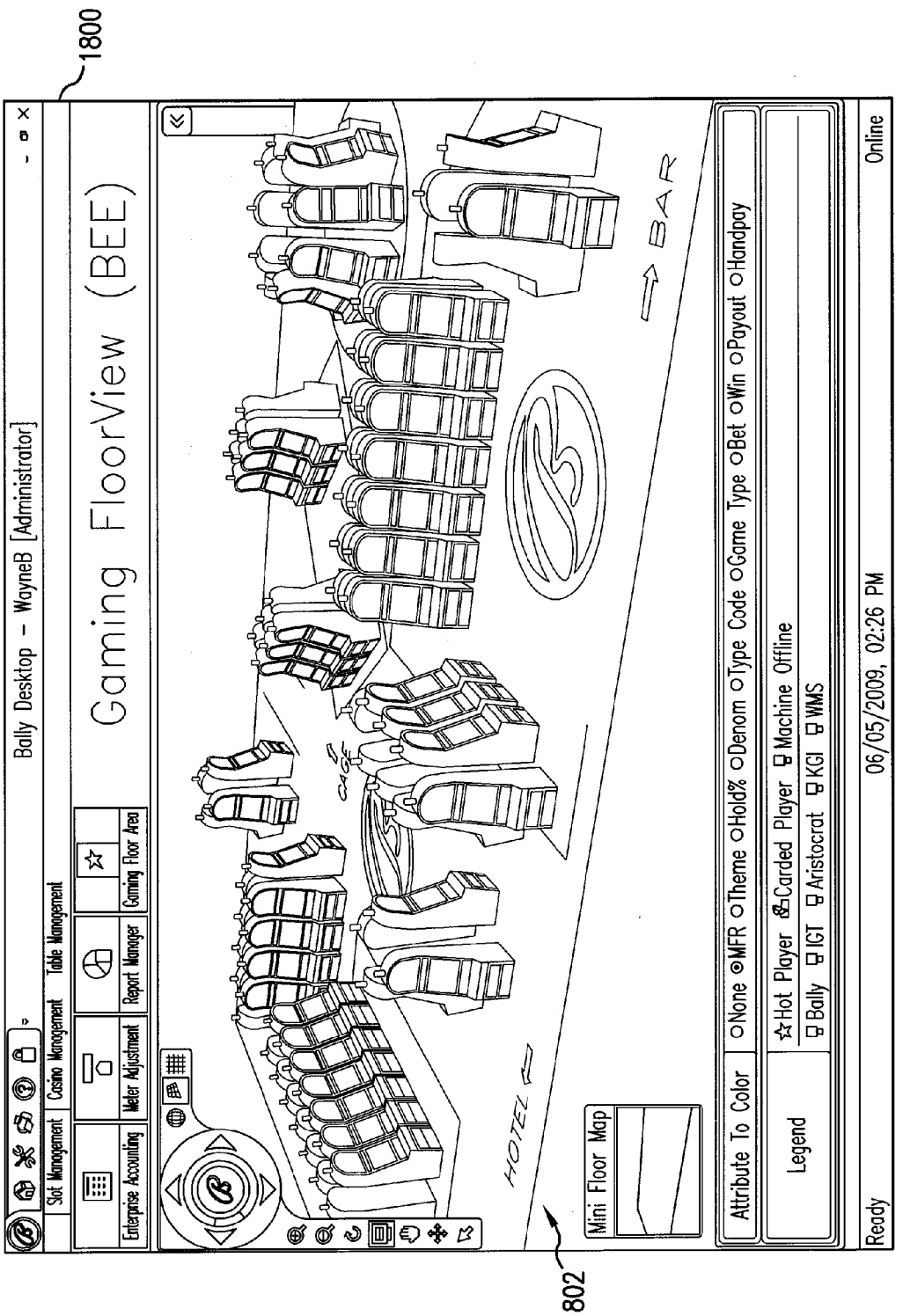

1800
Bally Desktop – WayneB [Administrator]
Slot Management
Casino Management
Table Management
Enterprise Accounting
Meter Adjustment
Report Manager
Gaming Floor Area
Gaming FloorView (BEE)
BAR
HOTEL
CAGE
802
Mini Floor Map
Attribute To Color
None MFR Theme Hold% Denom Type Code Game Type Bet Win Payout Handpay
Legend
Hot Player Carded Player Machine Offline
Bally IGT Aristocrat KGI WMS
Ready
06/05/2009, 02:26 PM
Online

FIG. 18

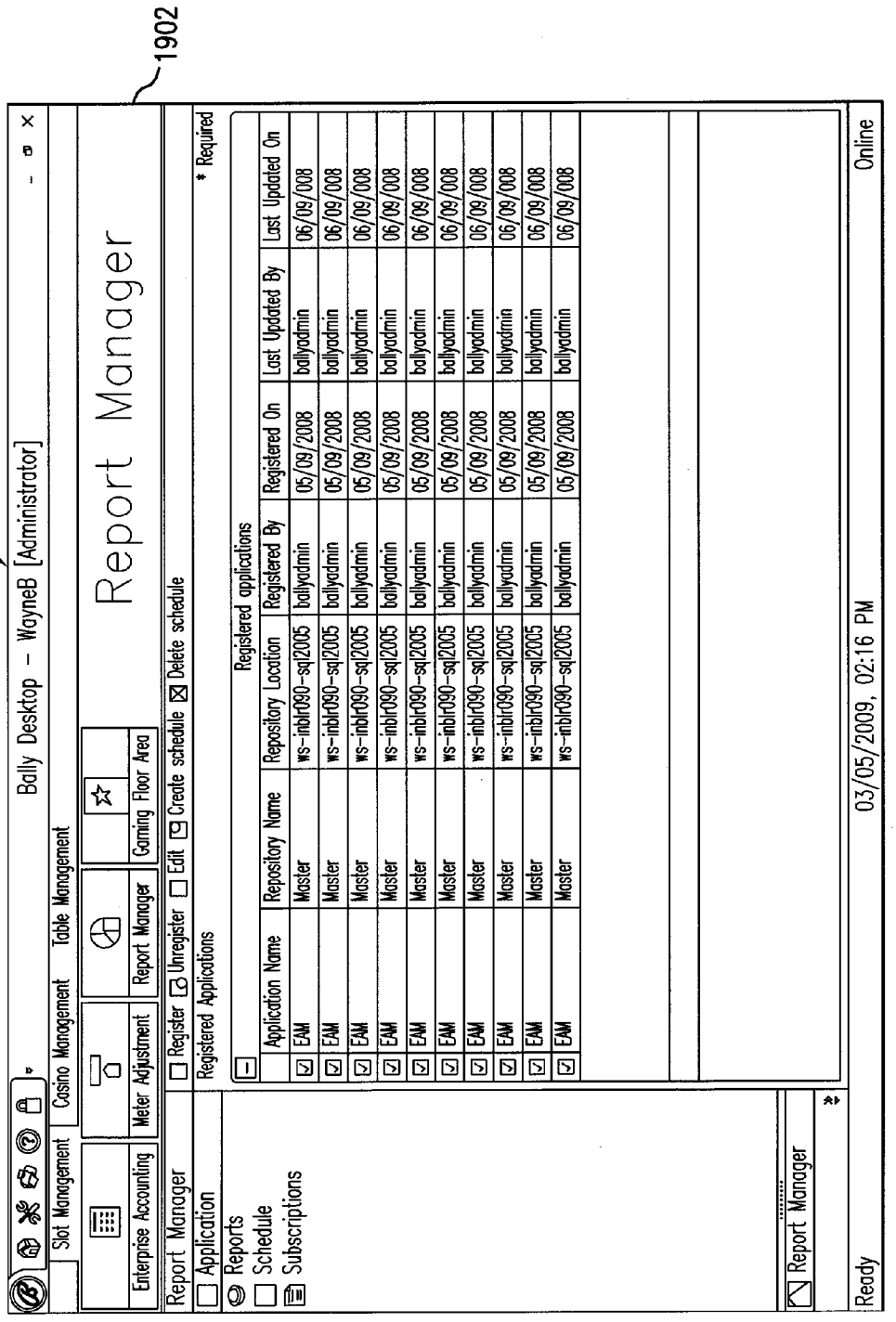

1900
1902
Bally Desktop - WayneB [Administrator]
Slot Management
Casino Management
Table Management
Enterprise Accounting
Meter Adjustment
Report Manager
Gaming Floor Area
Report Manager
Report Manager
Register
Unregister
Edit
Create schedule
Delete schedule
Application
Registered Applications
* Required
Reports
Schedule
Subscriptions
Registered applications
Application Name
Repository Name
Repository Location
Registered By
Registered On
Last Updated By
Last Updated On
EAM
Master
ws-inblr090-sql2005
ballyadmin
05/09/2008
06/09/2008
Report Manager
Ready
03/05/2009, 02:16 PM
Online

FIG. 19

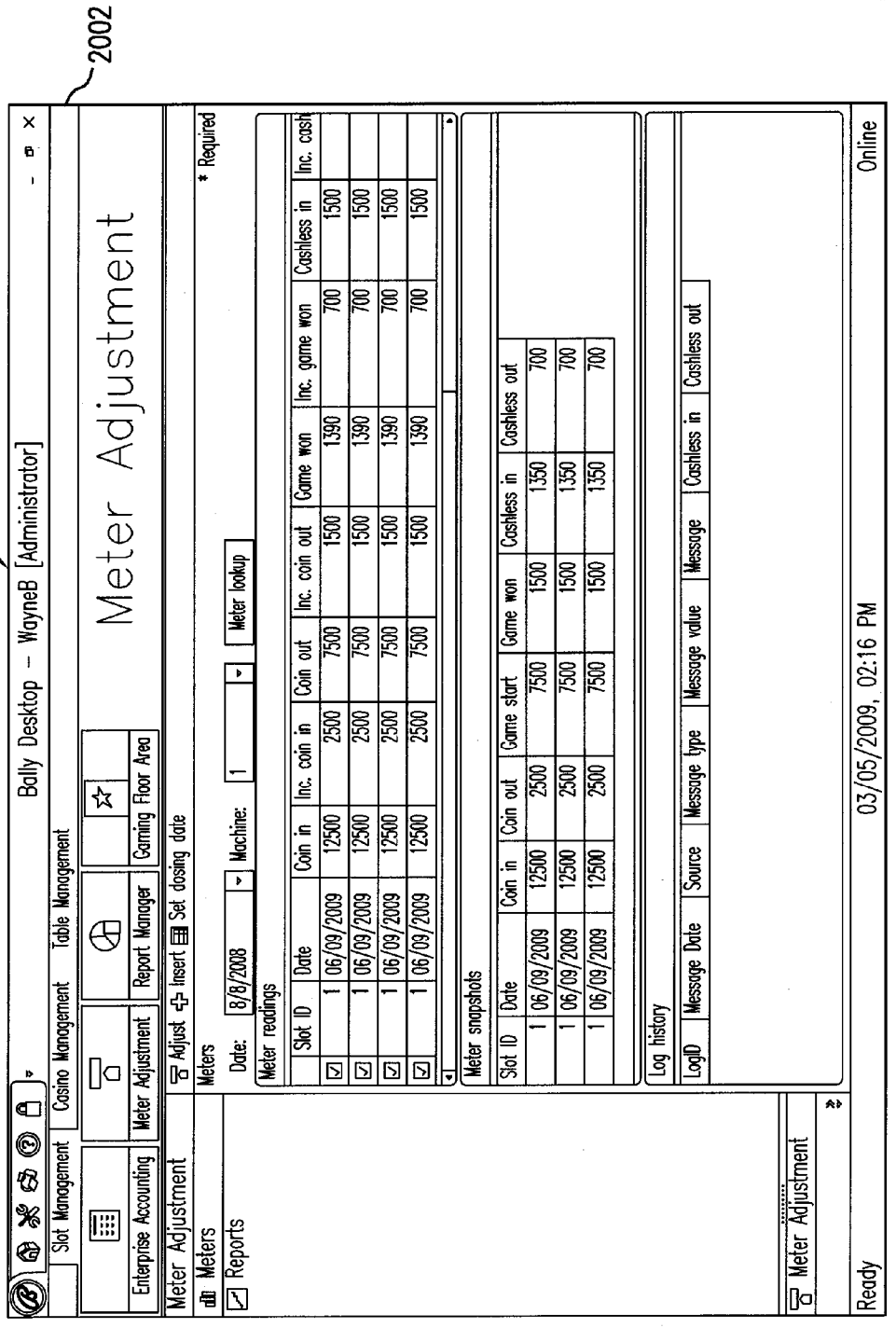

2000
2002
Bally Desktop – WayneB [Administrator]
Slot Management
Casino Management
Table Management
Enterprise Accounting
Meter Adjustment
Report Manager
Gaming Floor Area
Meter Adjustment
Meter Adjustment
Adjust
Insert
Set dosing date
Meters
Reports
* Required
Date: 8/8/2008
Machine: 1
Meter lookup
Meter readings
Slot ID | Date | Coin in | Inc. coin in | Coin out | Inc. coin out | Game won | Inc. game won | Cashless in | Inc. cash
1 | 06/09/2009 | 12500 | 2500 | 7500 | 1500 | 1390 | 700 | 1500
1 | 06/09/2009 | 12500 | 2500 | 7500 | 1500 | 1390 | 700 | 1500
1 | 06/09/2009 | 12500 | 2500 | 7500 | 1500 | 1390 | 700 | 1500
1 | 06/09/2009 | 12500 | 2500 | 7500 | 1500 | 1390 | 700 | 1500
Meter snapshots
Slot ID | Date | Coin in | Coin out | Game start | Game won | Cashless in | Cashless out
1 | 06/09/2009 | 12500 | 2500 | 7500 | 1500 | 1350 | 700
1 | 06/09/2009 | 12500 | 2500 | 7500 | 1500 | 1350 | 700
1 | 06/09/2009 | 12500 | 2500 | 7500 | 1500 | 1350 | 700
Log history
LogID | Message Date | Source | Message type | Message value | Message | Cashless in | Cashless out
Meter Adjustment
Ready
03/05/2009, 02:16 PM
Online

FIG. 20

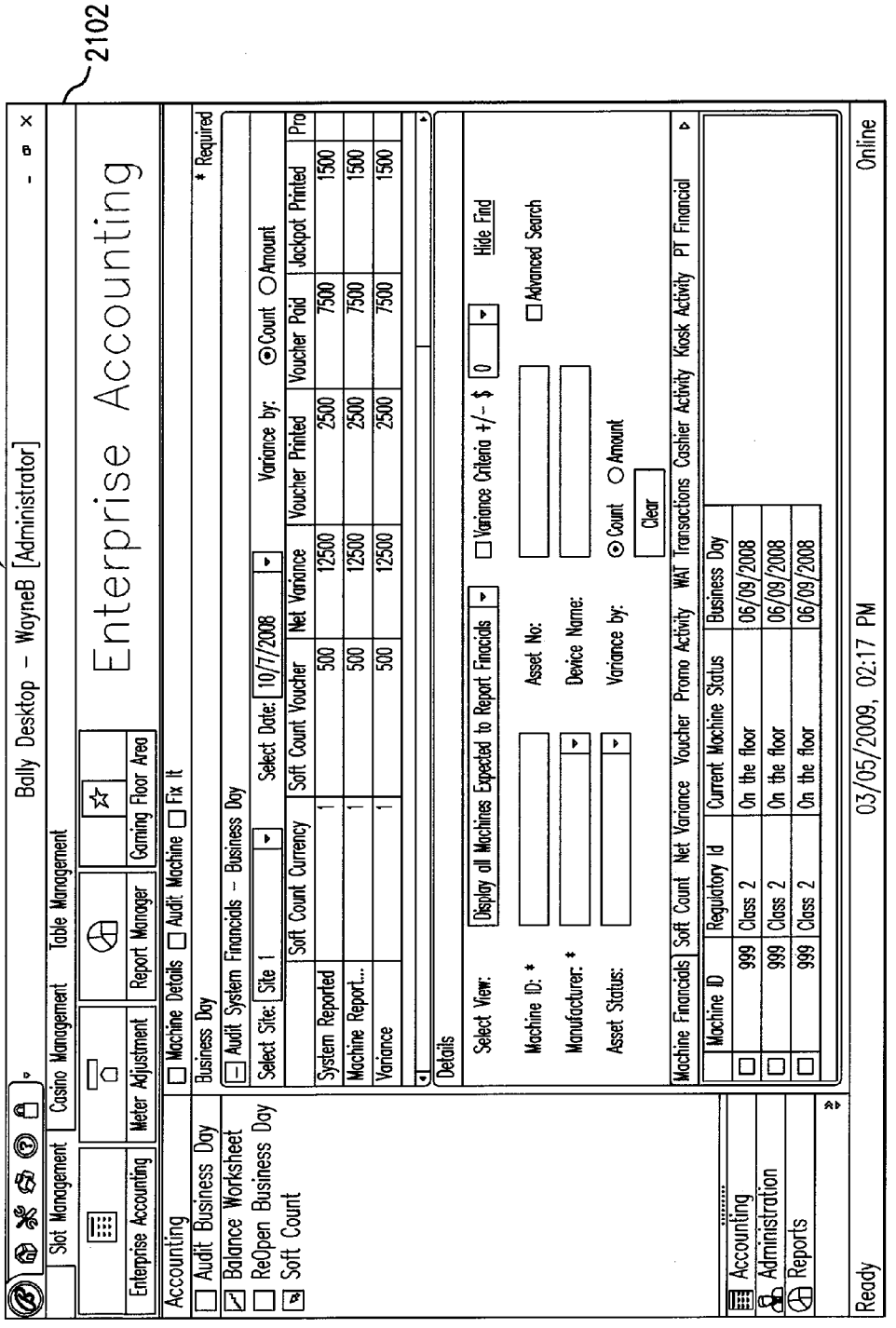

2100
2102
Bally Desktop - WayneB [Administrator]
Slot Management
Casino Management
Table Management
Enterprise Accounting
Meter Adjustment
Report Manager
Gaming Floor Area
Enterprise Accounting
Accounting
Machine Details
Audit Machine
Fix It
Audit Business Day
Balance Worksheet
ReOpen Business Day
Soft Count
Business Day
* Required
Audit System Financials - Business Day
Select Site: Site 1
Select Date: 10/7/2008
Variance by: Count Amount
Soft Count Currency
Soft Count Voucher
Net Variance
Voucher Printed
Voucher Paid
Jackpot Printed
System Reported
Machine Report...
Variance
Details
Select View:
Display all Machines Expected to Report Financials
Variance Criteria +/- $
Hide Find
Machine ID: *
Asset No:
Advanced Search
Manufacturer: *
Device Name:
Asset Status:
Variance by:
Count Amount
Clear
Machine Financials
Soft Count
Net Variance
Voucher
Promo Activity
WAT Transactions
Cashier Activity
Kiosk Activity
PT Financial
Machine ID
Regulatory Id
Current Machine Status
Business Day
Class 2
On the floor
06/09/2008
Accounting
Administration
Reports
Ready
03/05/2009, 02:17 PM
Online

FIG. 21

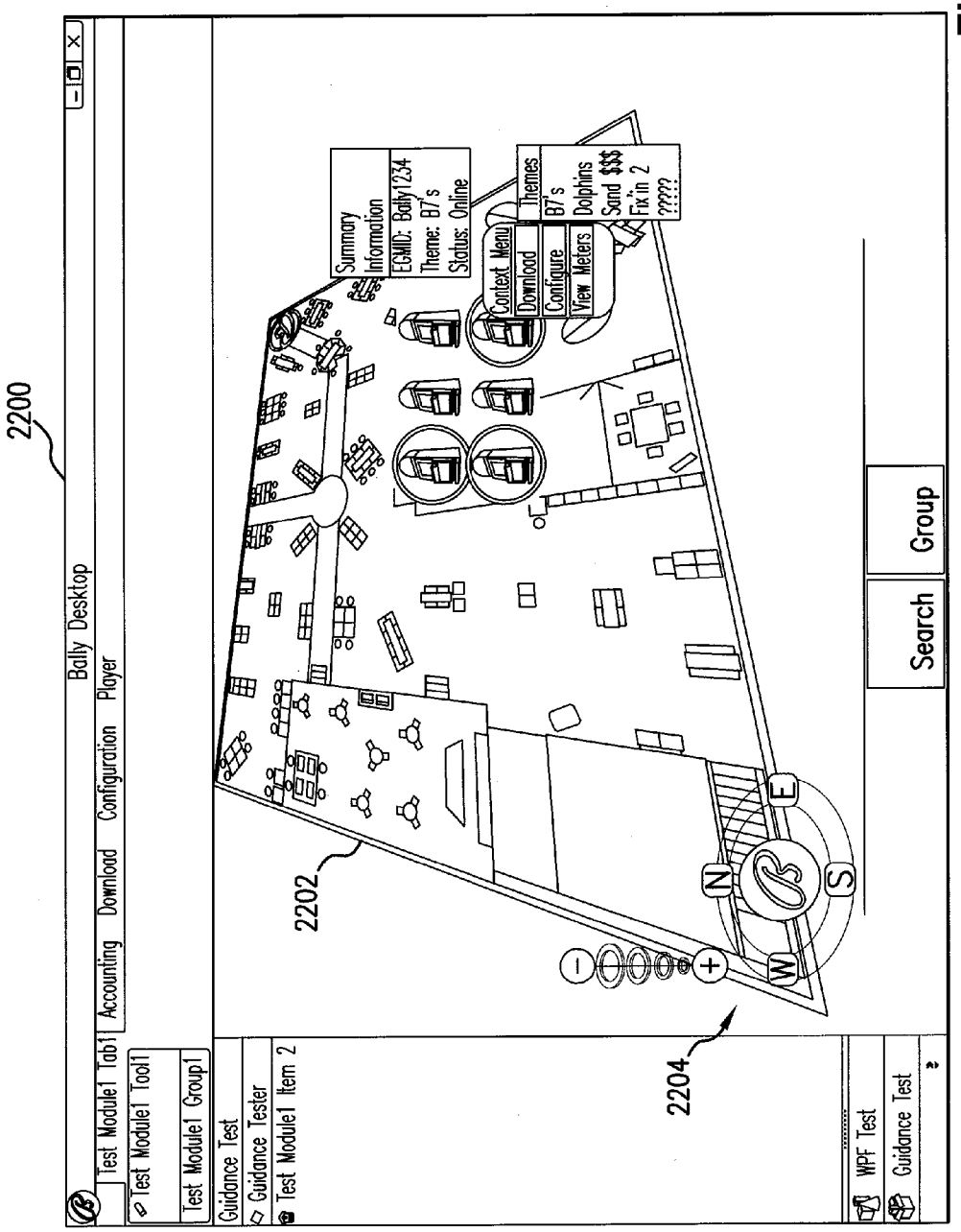

2200
Bally Desktop
Test Module1 Tab1
Accounting
Download
Configuration
Player
Test Module1 Tool1
Test Module1 Group1
Guidance Test
Guidance Tester
Test Module1 Item 2
Summary Information
EGMID: Bally1234
Theme: B7's
Status: Online
Context Menu
Download
Configure
View Meters
Themes
B7's
Dolphins
Sand $$$
Fix in 2
?????
2202
2204
N
E
S
W
Search
Group
WPF Test
Guidance Test

FIG. 22

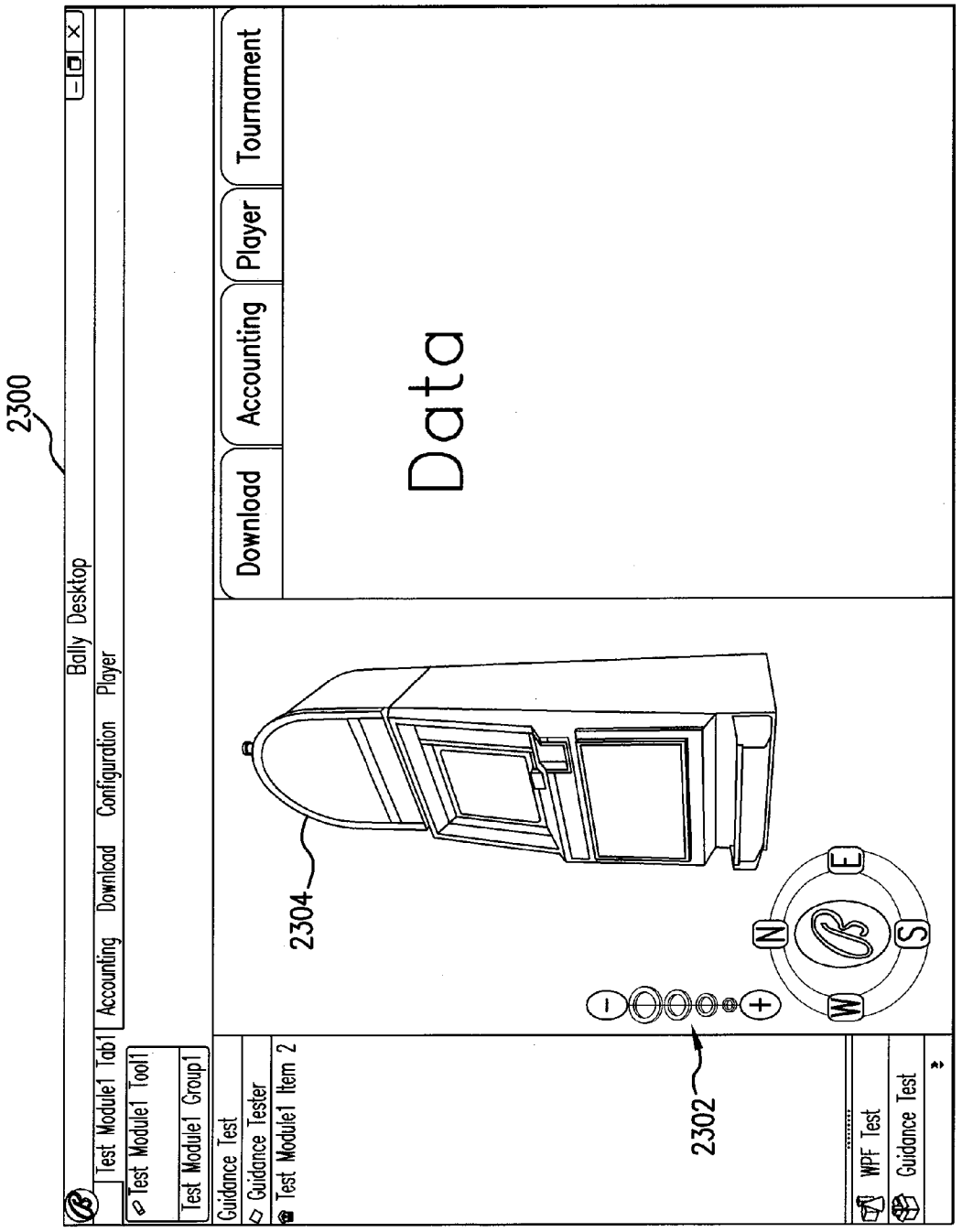

2300
Bally Desktop
Test Module1 Tab1
Accounting
Download
Configuration
Player
Test Module1 Tool1
Test Module1 Group1
Guidance Test
Guidance Tester
Test Module1 Item 2
Download
Accounting
Player
Tournament
Data
2304
2302
N
E
S
W
WPF Test
Guidance Test

FIG. 23

NETWORKED GAMING SYSTEM INCLUDING A LIVE FLOOR VIEW MODULE

CROSS-REFERENCES TO RELATED APPLICATIONS

[0001] This application is a divisional of U.S. patent application Ser. No. 12/620,404, filed Nov. 17, 2009, now pending; which application claims the benefit under 35 U.S.C. §119(e) of U.S. Provisional Patent Application No. 61/158,755, filed Mar. 10, 2009, where these applications are incorporated herein by reference in their entireties.

BACKGROUND OF THE INVENTION

[0002] 1. Technical Field

[0003] This disclosure generally relates to gaming systems. More particularly, the present disclosure relates to networked gaming systems and methods with real-time monitoring of floor play in a gaming environment.

[0004] 2. Description of the Related Art

[0005] Various gaming systems have included data collection and some forms of utilization to provide graphic displays of the gaming floor on a casino operator display.

[0006] There continues to be a need for further improvement in gaming business intelligence systems and methods to gather and utilize gaming operations data.

SUMMARY OF EXEMPLARY EMBODIMENTS OF THE INVENTION

[0007] A networked gaming system is provided that includes an Enterprise Environment module. The Enterprise Environment module includes a user interface for displaying gaming floors, playing activity, player interface, and related information collected by the gaming network and a host computer.

[0008] A gaming system may be summarized as including a plurality of gaming machines disposed about a gaming floor, each one of the plurality of gaming machines configured to provide respective activity data; a network having the plurality of gaming machines communicatively coupled thereto; a user control station communicatively coupled to the plurality of gaming machines through the network, the user control station including, at least one display device, at least one processor, and at least one processor readable storage medium that stores instructions that cause the at least one processor to process gaming related information, by: displaying a respective multi-dimensional graphical representation of at least a first portion of the gaming floor; displaying a first number of multi-dimensional graphical representations of gaming machines that correspond to an equal first number of gaming machines of the plurality of gaming machines in an arrangement matching an arrangement of the corresponding first number of gaming machines, each one of first number of gaming machines being arranged within an outer periphery that defines the at least first portion of the gaming floor; and displaying at least one multi-dimensional graphical representation of a respective gaming machine of the first number of multi-dimensional graphical representations of gaming machines with a first visual indicator.

[0009] The at least one processor readable storage medium may store instructions that cause the at least one processor to process gaming related information, further by: wherein displaying a respective multi-dimensional graphical representation of at least a first portion of the gaming floor and displaying a first number of multi-dimensional graphical representations of gaming machines may further include displaying the least at first portion of the gaming floor and the first number of multi-dimensional graphical representations of gaming machines in a first three-dimensional isometric/perspective graphical representation that is based at least on a first reference view-point, the first reference view-point being an isometric/perspective view-point. The at least one processor readable storage medium may store instructions that cause the at least one processor to process gaming related information, further by: receiving user input indicative of a selection of a second reference view-point, wherein the second reference view-point corresponds to at least one of the following: the second reference view-point being closer to the at least first portion of the gaming floor than the first reference view-point; the second reference view-point being farther from the at least first portion of the gaming floor than the first reference view-point; or the second reference view-point and the first reference view-point being rotationally offset about at least one axis; displaying a second three-dimensional isometric/perspective graphical representation of at least a second portion of the gaming floor and of a second number multi-dimensional graphical representations of gaming machines that correspond to an equal second number of gaming machines of the plurality of gaming machines arranged within an outer periphery of the second portion of the gaming floor based at least on the second reference view-point. The at least one processor readable storage medium may store instructions that cause the at least one processor to process gaming related information, further by: providing a user dimensional-view selector that is indicative of one of a three-dimensional isometric/perspective view-point or a two-dimensional plan view-point, and receiving user input indicative of a selection of one of the isometric/perspective view-point or the plan view-point from the user dimensional-view selector.

[0010] The at least one processor readable storage medium may store instructions that cause the at least one processor to process gaming related information, further by: wherein displaying a respective multi-dimensional graphical representation of at least a first portion of the gaming floor and displaying a first number of multi-dimensional graphical representations of gaming machines may further include displaying the at least first portion of the gaming floor and the first number of multi-dimensional graphical representations of gaming machines in a first three-dimensional plan graphical representation that is based at least on a first reference view-point, the first reference view-point being a two-dimensional plan view-point. The at least one processor readable storage medium may store instructions that cause the at least one processor to process gaming related information, further by: receiving user input indicative of a selection of a second reference view-point, wherein the second reference view-point corresponds to at least one of the following: the second reference view-point being closer to the at least first portion of the gaming floor than the first reference view-point; the second reference view-point being farther from the at least first portion of the gaming floor than the first reference view-point; or the second reference view-point and the first reference view-point being rotationally offset about at least one axis; displaying a second two-dimensional plan graphical representation of at least a second portion of the gaming floor and of a second number multi-dimensional graphical representations of gaming machines that correspond to an equal second

number of gaming machines of the plurality of gaming machines arranged within an outer periphery of the second portion of the gaming floor based at least on the second reference view-point. The at least one processor readable storage medium may store instructions that cause the at least one processor to process gaming related information, further by: providing a user dimensional-view selector that is indicative of one of a three dimensional isometric/perspective view-point or a two dimensional plan view-point; and receiving user input indicative of a selection of one of the isometric/perspective view-point or the plan view-point from the user dimensional-view selector.

[0011] The at least one processor readable storage medium may store instructions that cause the at least one processor to process gaming related information, further by: receiving user input indicative of selection of at least two of the gaming machines of the plurality of gaming machines, and wherein displaying at least one multi-dimensional graphical representation of a respective gaming machine of the first number of multi-dimensional graphical representations of gaming machines with a first visual indicator may further include displaying at least two multi-dimensional graphical representations of gaming machines that correspond to the at least two selected gaming machines with the first visual indicator based at least on the received user input. The at least one processor readable storage medium may store instructions that cause the at least one processor to process gaming related information, further by: wherein displaying at least two multi-dimensional graphical representations of gaming machines that correspond to the at least two selected gaming machines with the first visual indicator based at least on the received user input further includes displaying each respective multi-dimensional graphical representation of a respective gaming machine with a respective second visual indicator that is different from the first visual indicator for each one of the first number of multi-dimensional graphical representations of gaming machines that does not correspond to a respective one of the at least two selected gaming machines. The first visual indicator may be a first color and the respective second visual indicator may be a second color that is different from the first color for each one of the first number of multi-dimensional graphical representations of gaming machines that does not correspond to a respective one of the at least two selected gaming machines.

[0012] The at least one processor readable storage medium may store instructions that cause the at least one processor to process gaming related information, further by: for each gaming machine of the plurality of gaming machines, receiving respective game play data from a respective gaming machine; for each respective gaming machine of the plurality of gaming machines, calculating a respective value for a respective measure quantity based at least on the respective game play from the respective gaming machine; determining a respective maximum value and a respective minimum value of a measured quantity based at least on the game play data from the respective gaming machines; and estimating a respective total range of values for the measured quantity based at least on the respective maximum value and the respective minimum value; varying the respective total range of values by at least one change of the respective maximum value and the respective minimum value; and logically associating the first visual indicator with a respective gaming machine of the plurality of gaming machines based at least on the respective total range of values and the respective calculated value of the respective gaming machine. The at least one processor readable storage medium may store instructions that cause the at least one processor to process gaming related information, further by: determining whether the respective value of the calculated quantity is at least equal to a threshold value for each respective gaming machine of the plurality of gaming machines, and wherein logically associating the first visual indicator with a respective gaming machine of the plurality of gaming machines based at least on the respective total range of values and the respective calculated value of the respective gaming machine further includes logically associating the first visual indicator with a respective gaming machine of the plurality of gaming machines only if the respective value of the calculated quantity for respective gaming machine is at least equal to the threshold value. The at least one processor readable storage medium may store instructions that cause the at least one processor to process gaming related information, further by: for each of the at least one multi-dimensional graphical representation of a respective gaming machine, logically associating a respective gaming machine of the plurality of gaming machines with a respective range of values of a plurality of ranges of values based at least on the respective value of the calculated quantity for the respective gaming machine being within the associated range of values, and wherein logically associating the first visual indicator with a respective gaming machine of the plurality of gaming machines further includes, wherein the first visual indicator is one of a plurality of visual indicators, logically associating each respective range of values with a respective visual indicator of the plurality of visual indicators, and wherein each range of values has a respective visual indicator associated therewith that is different from all other visual indicators of the plurality of visual indicators. The plurality of visual indicators may be colors in accordance with a graduated color scheme extending between a first color and a second color associated, wherein the plurality of ranges of values consists of a number of ranges ordered from a lowest range of values associated with the first color to a highest range of values associated with the second color, from the lowest range of values to the highest range of values, each respective range of values being associated a respective visual indicator in accordance with the graduated color scheme.

[0013] A method of displaying gaming activity to a user of a control station communicatively coupled to a plurality of physical gaming machines disposed about a gaming floor may be summarized as including calculating a range of values (R) corresponding to wagering activity at the plurality of physical gaming machines with a processor of a computing device, the range of values defined by a minimum range value and a maximum range value; calculating a value of a divisor (D) by which to divide the range of values with at least one processor of a computing device, where the divisor (D) is greater than one (1); calculating a quotient and a remainder from division of the range of values (R) by the divisor (D) with the at least one processor of the computing device; color coding a respective first icon of an approximately D number of first icons with a respective color of an approximately D number of colors of a graduated color scale, each respective first icon corresponding to a respective subrange of an approximately D number of subranges of the range of values, wherein the approximately D number of subranges are ordered from a lowest subrange to a highest subrange, and wherein the approximately D number of first icons are color coded in accordance with the order of the subranges and the

graduated color scheme; and displaying a first number of first icons on a display device of the control station.

[0014] The method of displaying gaming activity to a user of a control station communicatively coupled to a plurality of physical gaming machines disposed about a gaming floor may further include calculating the graduated color scale starting at the first color and ending at the second color; and defining a number (N) of subranges of the range of values (R) to approximately span the range of values (R), the respective subranges being of approximately equal size and approximately equal to the quotient, and where the number (N) is approximately equal to the value of D. Calculating a range of values (R) corresponding to wagering activity at the plurality of gaming machines may further include receiving respective game play data corresponding to wagering activity for respective gaming machine of the plurality of gaming machines; determining a respective maximum value and a respective minimum value of a measured quantity based at least on the respective game play data; and estimating the range of values as a difference between the respective maximum value and the respective minimum value of the measured quantity.

[0015] The method of displaying gaming activity to a user of a control station communicatively coupled to a plurality of physical gaming machines disposed about a gaming floor may further include determining whether the remainder is above a threshold value; and only if the remainder is above the threshold value, adjusting at least one of the minimum range of values, the maximum range of values and the value of the divisor (D), and repeating the calculating a range of values (R) and the calculating a quotient and a remainder based at least on the at least one adjusted minimum range of values, the maximum range of values and the value of the divisor (D). The method of displaying gaming activity to a user of a control station communicatively coupled to a plurality of physical gaming machines disposed about a gaming floor may further include repeatedly adjusting at least one of the minimum range of values, the maximum range of values and the value of the divisor (D) and calculating the range of values (R) and the calculate the quotient and the remainder until the remainder is at least equal to the threshold value.

[0016] The method of displaying gaming activity to a user of a control station communicatively coupled to a plurality of physical gaming machines disposed about a gaming floor may further include adjusting the minimum range value and the maximum range value to have respective integer values. The method of displaying gaming activity to a user of a control station communicatively coupled to a plurality of physical gaming machines disposed about a gaming floor may further include adjusting the divisor to have an integer value.

[0017] The method of displaying gaming activity to a user of a control station communicatively coupled to a plurality of physical gaming machines disposed about a gaming floor may further include calculating a respective measured quantity for at least one respective gaming machine of the plurality of gaming machines based at least on respective game play data indicative of wagering activity for the respective gaming machine, wherein each respective measured quantity has a respective value included in a respective one of the subranges; for each respective gaming machine of the at least one respective gaming machine, color coding a respective second icon with a respective color of the number of colors based at least on the respective subrange that includes the respective measured quantity for the respective gaming machine and the graduated color scheme, wherein the respective second icon is color coded in accordance with the order of the subranges and the graduated color scheme; and displaying the at least one second icon on the display device. Displaying the at least one second icon may further include displaying a multi-dimensional graphical representation of at least a portion of the gaming floor, the portion of the gaming floor being defined by an outer peripheral boundary, each respective gaming machine of the at least one gaming machine located at a respective position within the outer peripheral boundary that defines the portion of the gaming floor; and displaying a respective multi-dimensional graphical representation of a respective gaming machine for each at least one second icon.

[0018] In one or more alternative embodiments, a business intelligence system and method includes determining a score associated with play on a gaming machine, panel, or portion on the floor.

[0019] Other features and numerous advantages of the various embodiments will become apparent from the following detailed description when viewed in conjunction with the corresponding drawings.

BRIEF DESCRIPTION OF THE DRAWINGS

[0020] FIG. **1**A is a block diagram of a networked gaming system, according to one illustrated embodiment.

[0021] FIG. **1**B is a block diagram of a user station, according to one illustrated embodiment.

[0022] FIG. **1**C is a block diagram of a processor readable medium, according to one illustrated embodiment.

[0023] FIG. **1**D is a context diagram of a control system for managing a gaming floor, according to one illustrated embodiment.

[0024] FIG. **2** is a context diagram of a control system for providing gaming floor inventory information, according to one illustrated embodiment.

[0025] FIG. **3** is a context diagram of a control system for providing gaming device information, according to one illustrated embodiment.

[0026] FIG. **4** is a context diagram of an administrative system providing functions and processes to control system, according to one illustrated embodiment.

[0027] FIG. **5** is a context diagram of functions and processes of a control system, according to one illustrated embodiment.

[0028] FIG. **6** is a composition diagram of an Enterprise Environment that includes an Enterprise Environment module, an Enterprise Environment Service (EES), and an Asset Database, according to one illustrated embodiment.

[0029] FIG. **7** is a transaction diagram for an Action Discovery process, according to one illustrated embodiment.

[0030] FIG. **8** is a transaction diagram for a notification mechanism and/or process, according to one illustrated embodiment.

[0031] FIG. **9** is a schematic diagram of a database schema, according to one illustrated embodiment.

[0032] FIG. **10** is a context diagram for a database schema, according to one illustrated embodiment.

[0033] FIG. **11**A-**11**E are screen prints of windows displaying multi-dimensional virtual views of a gaming floor, according to one illustrated embodiment.

[0034] FIG. **12** is a screen print of a window providing a selectable view of players in accordance with the amount of winnings, according to one illustrated embodiment.

[0035] FIG. **13-23** are example screenshots shown which may be displayed using the Desktop Module in conjunction with the Enterprise Environment module, according to one illustrated embodiment.

DETAILED DESCRIPTION OF THE PREFERRED EMBODIMENTS

[0036] Persons of ordinary skill in the art will realize that the following disclosure is illustrative only and not in any way limiting. Other embodiments will readily suggest themselves to such skilled persons having the benefit of this disclosure.

[0037] Example networked gaming systems as contemplated herein are more fully described in U.S. patent application Ser. No. 12/269,712, filed 12 Nov. 2008, U.S. Provisional Patent Application 61115513, filed 17 Nov. 2008, and U.S. Provisional Patent Application 61115690, filed 18 Nov. 2008 are hereby incorporated by reference for all purposes.

[0038] Some Definitions, Acronyms, and Abbreviations utilized herein include:

[0039] BCFx: Client Framework (such as a commercially available Bally Client Framework as modified herein);

[0040] Modular Design: The application is composed of loosely coupled parts which allows for the modular construction of the application;

[0041] Module: Business logic is logically separated into modules or plug-ins based on the business logic that is implemented. modules can be developed independently by independent teams;

[0042] Service: A supporting class that provides programmatic functionality to other objects in a loosely coupled fashion—it often contains utility methods that are not tied to a specific WorkItem;

[0043] Shell: The Application Shell is a container that hosts user facing functionality (SmartParts) provided by one or more module(s);

[0044] SmartPart: A visual presentation, a view, of the data owned by a WorkItem; WorkItem: A runtime container of the objects and services used by a discrete part of the Bally Desktop—a WorkItem can be thought of as a logical subprocess—a WorkItem often contains business logic.

[0045] Referring to the drawings, for illustrative purposes, it will be appreciated that the apparatuses and systems may vary as to configuration, function, and as to details of the parts, and that the methods and processes may vary as to details, partitioning, and the order of the acts, without departing from the inventive concepts disclosed herein.

[0046] Referring to FIG. **1**A, a block diagram of a networked gaming system **10** is shown in accordance with one non-limiting embodiment. The networked gaming system **10** includes a host computer **12**, special purpose servers (collectively referenced as **14** and individually referenced as **14***a*-**14***e*) connected to the host computer **12** through a network **16**, a user station **18** (such as a commercially available Bally control panel or workstation or Bally Desktop computer station modified in accordance with the description herein), and number of gaming machines **20** connected to the network **16**. The gaming machines **20** provide data on a real-time or substantial real-time basis which is routed by the host computer **12** to respective servers, such as a player tracking server **14***a*, a transaction server **14***b*, a progressive server **14***c*, an audit server **14***d*, and/or accounting server **14***e*, each of which includes a respective database (collectively referenced as **22** and individually referenced as **22***a*-**22***e*) for storing data. Data is stored in a respective database **22** in accordance with programming of its respective server **14**.

[0047] Referring to FIG. **1**B, a block diagram of a user station **18** is shown, according to one illustrated embodiment. The user station **18** may include, among other things, a processor readable medium **24**, a processor **26**, and input/output (I/O) devices **28**, which are connected by a bus **30**.

[0048] The processor readable medium **24** is communicatively coupled to the processor and may include, among other things, any one or combination of volatile memory elements such as a read-only memory (ROM) and a random access memory (RAM). The random access memory (RAM) may include dynamic random-access memory (DRAM), static random-access memory (SRAM), synchronous dynamic random-access memory (SDRAM), flash RAM, etc.

[0049] Referring to FIG. **1**C, the processor readable medium **24** may store one or more logic modules or logic routines, each of which may comprise an ordered listing of executable instructions for implementing logical functions. In particular, the processor readable medium **24** stores an operating system **38** and, among other things, software such as a Desktop Module **34**, for example Bally Desktop, with a user interface (UI) and Enterprise Environment module **36**. The execution of the operating system **38** by the processor **26** essentially controls the execution of other logic, such as a desktop application software and provides scheduling, input-output control, file and data management, memory management, and communication control and related services.

[0050] Referring to FIG. **1**B, the processor **26** may be a custom made or commercially available processor, a central processing unit (CPU), a semiconductor based microprocessor (in the form of a microchip or chip set), or generally any device for executing software instructions.

[0051] Referring to FIGS. **1**B and **1**C, the processor **26** executes the software **32**. Execution of the Desktop Module **34** with a user interface (UI) enables an operator (or authorized user) to, among other things, monitor casino floor activity, modify gaming machine programming, initiate promotions, and conduct various operations associated with the gaming floor or data gathered by the servers, by selecting various options from programs and menus. By example, the enterprise environment module **36** such as a commercially available Bally Enterprise Environment Module (BEE) is a rich interface capable of displaying information from a diverse range of data providers (such as gaming machines **20**) in the networked gaming system **10**, such as a Bally Networked Gaming System, in a unified way. This rich interface provides a single point of access for networked gaming system **10** from which the user may perform tasks and receive information in a rapid fashion.

[0052] The enterprise environment module **36** may, among other things, enable developers of the Desktop Module **34** to make modifications, add capabilities or features, deliver an improved user experience, and an improve the level of usability by an operator or user. The enterprise environment module **36** enables developers to modify the Desktop Module and to inject their features and functionality into the UI at runtime without any recompiling or changing the original source code. The enterprise environment module **36** may include Enterprise Environment Extensions that enable the customization and partial control of the UI at runtime as determined by a module developer. Module Extensions are comprised of a set of modifiable Enterprise Environment application set-

tings. These settings may be applied at runtime and the Enterprise Environment user interface is modified by them.

[0053] Software comprising user-interface application software may include various logic modules or logic routines, each of which may comprise an ordered listing of executable instructions for implementing logical functions. In particular, the user-interface application software may include logic for providing graphical user interfaces.

[0054] The I/O devices **28** may include input devices, for example but not limited to, a keyboard, mouse, microphone, touch sensitive display, etc. Furthermore, the I/O devices **28** may also include output devices, for example but not limited to, one or more display devices, speakers etc. The I/O devices **28** may further include communication ports for communicating with the user station **18**. I/O devices include IEEE 1394, USB, wireless (Bluetooth, etc.), serial binary data interconnection such as RS232, infrared data association (IrDA), DVD drives, CD drives, etc.

[0055] Referring to FIG. **1**D, a context diagram of a control system **100** for managing a gaming floor is shown, according to one illustrated embodiment. The control system **100** may include a workstation (not shown) and/or a host system (not shown). The control system **100** may be used by a User **114**, and the control system **100** provides, among other things, a graphical user interface having various windows for, among other things, managing a gaming floor. The control system **100** may include one or more Extension APIs **102** and is communicatively coupled to one or more Data Providers **104** (such as networked gaming machines and/or floor personnel connected through network devices). The Enterprise Environment module may also provide a visual framework and Extension APIs, which enable or provide features and functionality from other modules.

[0056] Another aspect of the Desktop Module includes the capability of enhancing the user experience by incorporating the following visual elements: Virtual Floor View **106**; Global Site View or Home Page **108**; Gaming Device List View **110**; and Gaming Device Inventory View **112**.

[0057] The Enterprise Environment module may provide a UI development platform/framework that provides a consistent look and feel to Client UI screens. Example Architectural Patterns that may be used by the Enterprise Environment module include: 1) A Composite Pattern chosen to enable the manipulation of UI elements from various Networked Gaming Systems in a homogeneous fashion. 2) A Model View Presenter (MVP) Compound Pattern may be used to decouple data, business logic, and views and to promote reusability and flexibility within the Presentation Tier. 3) An Observer Pattern may be used to enable loosely coupled notification architecture. An Abstract Factory Pattern may be used to promote loose coupling and abstraction. A Command Pattern may be used to extend the Bally Enterprise Environment actions to the various Networked Gaming Systems Desktop Modules on respective user workstations. A Proxy Pattern may be used to manage interactions between the Presentation Tier and the Middle Tier (Data Service). Most of these Architectural Patterns may be extended via the Desktop application.

[0058] The control system (System), among other things, collects and maintains gaming floor information which may be disseminated and utilized by the User **114** to display the Home Page **108**, the Virtual Floor View, the Device List **110**, and the Device Inventory **112**, and, provide other information, functionality and services.

[0059] Referring to FIG. **2**, a context diagram of a control system **200** is shown, according to one illustrated embodiment. Among other things, the control system **200** provides gaming device information to a user **202**. The control system **200** includes various modules that enable the user-interface application software to, among other things, provide the user with windows from which the user may select and control a view and may display a view in accordance with the user selection. User selectable views provided by the control system include a three-dimensional image view **204**, which may be used to provide a three-dimensional image of one or more selected gaming devices; a viewable zoom, pan, or tilt viewed display controller **206** for controlling the three-dimensional view **204**; a view detailed settings window **206**, which may be used to provide a view of detailed settings of one or more gaming devices which may be provided by other modules; a view asset information window **210**, which may be used to provide a view of the asset information of one or more gaming devices; a viewable GoTo controller **212**, which may be used to identify a selected gaming device on the virtual floor; and a viewable GoTo device view controller **214**, which may be used to go to a device inventory view of a next or a previous gaming device.

[0060] Referring to FIG. **3**, a context diagram of a control system **300** for providing gaming device information to a user **302** is shown, according to one illustrated embodiment. The control system **300** implements the user-interface application software to provide a search gaming device list window **304**, a sort gaming device list window **306**, a view gaming device summary window **308**, and a view details window **310** connecting by USB to a device inventory database **312**. The user-interface application software includes various modules that enable the user **302** to make user selections in some or all of windows **304-310**. The user-interface application software may include various modules that perform various processes for providing the windows **304-310** such as search module, a sort module, etc. In some embodiments, the user-interface application software may include various modules the interface with applications or modules that perform various processes for providing the windows **304-310** such as search module, a sort module, etc.

[0061] Referring to FIG. **4**, a context diagram of an administrative system **400** is shown, according to one illustrated embodiment. The administrative system **400** is used by an administrator **402** to control or provide processes that a user **404** of a control system (**100**, **200**, **300**, see FIGS. **1-3**, respectively) may implement/utilize. The administrative system **400** includes a developer home page **406**. Among other things, the developer home page **406** provides viewable selectors or windows such as an add widgets window **408**, remove widgets window **410**, an add/remove tabs of widgets window **412**, and a customize widgets window **414**, where widgets refer to selectable modules, subroutines, or functions which may be added to the functionality of the user-interface application software such as a Desktop Module.

[0062] In some embodiments, the administrator **402** may grant the user **404** access to the customize widgets window **414**. The user **404** may be able to access the customize widgets window **414** via the developer home page **406** such that the user **404** may customize existing widgets employed by the user's control system (**100**, **200**, **300**, see FIGS. **1-3**, respectively). In some embodiments, the user's control system (**100**, **200**, **300**, see FIGS. **1-3**, respectively) may also have the

capability of customizing existing widgets utilized by the user-interface application software such as the Desktop Module.

[0063] Referring to FIG. **5**, a context diagram of functions and processes of a control system **500** is shown, according to one illustrated embodiment. The control system **500** provides a user with, among other things, virtual floor view information and functions and process by which the user may, among other things, analyze the virtual floor view information, select virtual floor view information for display, and control the manner in which information is displayed. The information and functions and process provided by the control system **500** includes visualizations **504**, machine selection **506**, zoom/pan/tilt **508**, custom actions **510**, group/highlight **512**, import/export background image for the casino floor image **514**, import/export gaming device locations and grouping **516**, filter/search **518**, save/retrieve filters/grouping **520**, device/group summary **522**, administrate/manage **524**, context menu **526**, drag & drop commands from ribbon **528**, import/export gaming device icons **530**, and hide/show tools menu **532**. The aforementioned information and functions and processes may be provided by the user interface application software such as the Desktop Module.

[0064] FIG. **6** is a composition diagram of an Enterprise Environment **600**, according to one illustrated embodiment. The Enterprise Environment **600** includes a presentation tier **602**, a middle tier **604** and a data tier **606**. The presentation tier **602** is shown as including an Enterprise Environment (EE) module **608** such as, for example, commercially available Bally Enterprise Environment module.

[0065] The middle tier **604** is shown as including an Enterprise Environment Service (EES) executable **610**, which may be implemented on the host computing system and/or the workstation. The middle tier **604** includes a Messages module/library **612** and a Data Access Layer module **614**. The Data Access Layer module **614** provides a connection to a database **616** such as an Asset Database, for example, commercially available Bally Asset Database.

[0066] The EES executable **610** and the Enterprise Environment module **608** communicate through conventional modes, such as Soap, Named Pipes, TCP, etc.

[0067] The presentation tier **602** includes a Proxy module **618** connecting to a Messages module **620**, an Infrastructure Extensions module **622** connecting to a Shell **624** through an Infrastructure module **626**. The presentation tier **602** may also include an Infrastructure Interface module **628**, an Infrastructure Security module **630**, an Infrastructure Log module **632**, and an Infrastructure Library module **634** connecting to the Shell **624**.

[0068] Referring to FIG. **7**, a transaction diagram for an Action Discovery process **700** is shown, according to one illustrated embodiment. The Action Discovery process **700** may be implemented by a Desktop module **702** at runtime such as, for example, when the user station is booted up and/or when the Desktop module **702** is initiated. First, the Desktop module **702** (such as a commercially available Bally Desktop module modified in accordance with the subject specification as described herein) creates an Action Extension object (not shown) and inserts the Action Extension object into a WorkItem **704** such as a RootWorkItem. The Desktop module **702** loads a module **706**, and the WorkItem **704** pushes a list of Actionitems of the WorkItem **704** into the ActionExtension (object/container) using a method provided by the service.

[0069] The Desktop module **702** may load a number of other/different modules **706**, and the other modules will similarly populate the ActionExtension (object/container). The modules **706** have a respective extension. Typically, the last module to be loaded will be the Enterprise Environment module **708**, which will get the ActionExtension (object/container) and go through each module's extension and create and populate a ribbon accordingly. As one non-limiting example, a scheme followed may be: Tab: has the name of the Enterprise Environment module; Group: each module has its own group and action items of the respective module may go inside the respective module's group as buttons. A respective module may write its handlers for its Action Item Declaratively.

[0070] When the last loaded module **708** receives a command that a button is clicked **710**, the module **708** fetches appropriate data from the WorkItem **704** (e.g., RootWorkItem). If the module **708** tries to fetch the data directly from the WorkItem **704** (e.g., RootWorkItem) (as it is common to the entire UI), the fetched data could be changed by Desktop **702** (e.g., Bally Desktop) at any time. One way to handle this is for the module to call a procedure generated by a guidance package the data is copied and then the copied data is passed to the handler.

[0071] Referring to FIG. **8**, a flow diagram **800** is shown describing sequences associated with a notification mechanism and/or method. Initially, an Enterprise Environment module **802** needs to register itself to an enterprise environment Service **804**. The registration process tells the Enterprise Environment Service **804** to send the notification back only to the registered clients. With this mechanism there is no need to use UDP broadcasting which sends the notification messages to all clients in the network in the unsecure way. A data access layer (DAL) **806** may notify the Enterprise Environment Service **804** in any one of an Insert operation, an Update operation and/or a Delete operation. The Enterprise Environment Service **804** may create an appropriate message based on the operation and may send the appropriate message over http/https to the Enterprise Environment module **802**. The Enterprise Environment module **802** may have a callback logic which may be called by the Enterprise Environment service **804** on notification process. An Update process refreshes or updates the appropriate view based on the received message.

[0072] Referring to FIG. **9**, a database schema **900** is shown. The database schema **900** may be employed servers **104** and/or the Enterprise Environment module **126** (see FIG. **1**). The data base schema **900** relates physical assets (Physical) **902** to compiled data including Constraints **904**, External System Type **910**, Theme Type **911**, Model Type **912**, Collection Type **913**, Area Type **914**, Asset Status **915**, Asset Device **916**, Device Type **917**, Theme **918**, External Configuration Egm **919**, Collection **920**, External System **921**, Transfer Status **922**, External Identifier **923**, Option Enumeration **924**, Transfer Detail **925**, Jurisdiction Site **926**, Organization **927**, Manufacturer Device Type **928**, Collection Asset **929**, Asset Configuration **930**, Asset Status Log **931**, Area **932**, Asset Device Option 933, Asset Exception **934**, Progressive **935**, Asset Type Device **936**, Progressive Game Combo **937**, Transfer Type **938**, Progressive Level **939**, Site **940**, Game Combo **941**, External Progressive Egm **942**, Model **943**, Option Group **944**, Options **945**, Device **946**, Denomination **947**, manufacturer **948**, Pay Table **949**, Asset **950**, Asset Type **951**, Progressive Status **952**, Organization Type **953**, System

Version **954**, Database Version **955**, Network Address Type **956**, Asset Configuration Status **957**, Wager **958**, and Jurisdiction **959**.

[0073] Referring to FIG. **10**, a context diagram of a logical asset model **1000** is shown for the database schema **900** of FIG. **9**, according to one illustrated embodiment.

[0074] FIGS. **11**A-**11**E show screen prints of various windows or screens, individually referenced as **1100***a*-**1100***e* and collectively referenced as **1100**, of an Enterprise Environment module graphical user interface and/or of a Desktop Module. A user of a work station may be provided with the various windows or screens **1100**. Among other things, the various windows **1100** permit the user of the work station to monitor, in real-time or substantially in real-time, activity on a gaming floor and/or activity at gaming machines. The gaming machines and other devices provide activity data, and/or other data, to the host computer via the network. The host computer routes the activity data and/or other data to respective servers. The respective servers may store the activity data, and/or other data, in their respective databases. In some embodiments, the gaming machines and other devices may provide activity data, and/or other data, to the work station via the network.

[0075] In some embodiments, the various windows permit the user of the work station to review activity on a gaming floor and/or activity at gaming machines using activity data, and/or other data, stored in the databases.

[0076] As described in detail below, the various screens **1100** provide, among other things, graphical representations, from various points of view, of a gaming floor and activity thereat. In addition to providing activity information, the various screens **1100** may be used to selectively provide detailed information such as, but not limited to, gaming device information and/or player information. Typically, the various screens **1100** provide a representation of a gaming floor and gaming devices thereon in a manner that generally corresponds to an actual lay-out of a gaming floor with gaming machines **110** disposed thereon and/or other actual aspects of the gaming floor such as, for example, representations of walls, staircases, doors, etc. Each graphical representation of a gaming device shown in the various screens **1100***a*-**1100***e* corresponds to a specific gaming machine.

[0077] Referring to FIG. **11**A, a top level window or screen **1100***a* of an Enterprise Environment module graphical user interface is shown. The screen **1100***a* shows a three-dimensional graphical representation of a virtual gaming floor **1102** and three-dimensional virtual gaming machines **1104**. The screen **1100***a* includes a tool bar **1106** generally located in a top left hand side corner of the screen **1100***a*. The tool bar **1106** includes various tools/buttons (e.g., "home"—for replacing screen **1100** with a "home" screen; "tools"—for configuring a "setup" of the user; "print"—for printing displayed information and/or files; "help"—for proving a user with information to assist the user in use of the Enterprise Environment module and/or Desktop Module; and "lock"—for locking attributes and/or setup information). The various tools/buttons in the tool bar **1106** are based upon population of the ribbon.

[0078] Referring to FIG. **11**B, a screen **1100***b* of the Enterprise Environment module graphical user interface is shown. The screen **1100***b* shows a three-dimensional graphical representation of the virtual gaming floor **1102** and a number of the three-dimensional virtual gaming machines **1104**. The screen **1100***a* shows the virtual gaming floor **1102** from a first point-of-view, and the screen **1100***b* shows the virtual gaming floor **1102** from a second point-of-view. A user may use various navigation tools such as zoom, tilt and pan to view the virtual gaming floor from a desired position.

[0079] Referring to FIG. **11**C, a screen **1100***c* of the Enterprise Environment module graphical user interface is shown. The screen **1100***c* shows a three-dimensional graphical representation of the virtual gaming floor **1102** and a number of the three-dimensional virtual gaming machines **1104** from yet third point-of-view.

[0080] Referring to FIG. **11**D, a screen **1100***d* of the Enterprise Environment module graphical user interface is shown. The screen **1100***c* shows a two-dimensional plan view of the virtual gaming floor **1102** and the virtual gaming machines **1104**. The plan view of the virtual gaming floor **1102** and the virtual gaming machines **1104** corresponds to a point-of-view above the virtual gaming floor **1102** and the virtual gaming machines **1104**.

[0081] The screen **1100***d* includes a navigation tool icon **1106**, a two-dimensional view selector icon **1108** and a three-dimensional view selector icon **1110**. The navigation tool icon **1106** enables the user to move (left/right, up/down) the point-of-view from which the virtual gaming floor **1102** is viewed. The navigation tool icon **1106** may also enable the user to move the point-of-view from which the virtual gaming floor **1102** is viewed toward (zoom in) and away from (zoom out) the virtual gaming floor **1102**.

[0082] The two-dimensional view selector icon **1108** and the three-dimensional view selector icon **1110** enable a user to select between viewing the virtual gaming floor **1102** in two- or three-dimensions.

[0083] The screen **1100***d* may also show virtual gaming machines differently, for example by different colors, where the different colors may represent different manufactures. Gaming machine manufacturers' icons **1112** arranged near the bottom of the screen **1100***d*. The gaming machine manufacturers' icons **1112** help the user identify which of the virtual gaming machines **1104** are from which manufactures. The virtual gaming machines **1104** may be displayed on the virtual gaming floor **1102** in accordance with the gaming machine manufacturers' icons **1112**.

[0084] The screen **1100***d* may also show a gaming machine Offline icon **1114** to help the user identify which of the virtual gaming machines **1104** are correspond to an actual gaming machine that is offline. The offline virtual gaming machines **1104** may be displayed on the virtual gaming floor **1102** in accordance with the gaming machine Offline icon **1114**. For example, virtual gaming machines **1104***a* are displayed as being offline.

[0085] The screen **1100***d* may also show a special player icon **1116**. The special player **1116** may be displayed on the gaming floor to represent the location of an actual player on an actual gaming floor. The special player icon **1116** may represent a player on winning streak (a "hot" player) or a player on a losing streak (a "cold" player).

[0086] The screen **1100***d* may also provide the user with the capability to select, manage, control, configure, etc. an actual gaming machine on an actual gaming floor by the user selecting a specific virtual gaming machine and selecting various options. For example, virtual gaming machine **1104***b* has been selected, and various menus appear on the screen **1100***d*.

[0087] FIG. **11**E shows a screen print of a screen **1100***e*. The screen **1100***e* provides a two-dimensional representation of a portion of a virtual gaming floor **1102**, as seen from

above. The screen **1100***e* includes a panning/zoom/tilt selector **1118** and shows three multi-dimensional virtual gaming machines **1120***a*-**1120***c*, as viewed from above. The panning/zoom/tilt selector **1118** has been utilized to zoom onto the three multi-dimensional virtual gaming machines **1120***a*-**1120***c* such that the three multi-dimensional virtual gaming machines **1120***a*-**1120***c* are shown isolated from other multi-dimensional virtual gaming machines. The screen **1100***e* shows multi-dimensional virtual gaming machines **1120***a* and **1120***b* are associated with ID **751** and ID **752**, respectively. Typically, a respective gaming machine **110** and a respective multi-dimensional virtual gaming machine **1120** are associated with a common identifier (ID).

[0088] Color coding may be utilized to identify the multi-dimensional virtual gaming machines **1120***a*, **1120***b* as Bally manufactured (Red color) and the third multi-dimensional virtual gaming machine **1120***c* may be colored Yellow to indicate a "special" player such as a hot player.

[0089] Referring to FIG. **12**, a screen print of a window **1200** is shown. The window **1200** provides a user at the control station a selectable view of players in accordance with the amount of winnings that has occurred during a period and allows the identification of "special" players such as hot players, such as shown in FIG. **11**E. The window **1200** displays a number of winning range icons **1202***a*-**1202***j*. The winning range icon **1202***a*-**1202***j* may be color coded such that the winning range icons **1202** have different colors. In one embodiment, the colors of the winning range icons **1202** are sequentially arranged in a graduated scale to correspond to values of the winning range icons. In other words, winning range icon **1202***a*, which has the lowest range, is a first color, and winning range icon **1202***j*, which has the highest range, is a second color, and the colors of the winning range icons **1202***b*-**1202***i* are graduated from the first color to the second color.

[0090] Utilizing the live feed (LF) or real-time data, calculations may be made to determine and display one or more hot players or hot gaming machines based on deviations from the mean. Display of hot games or players may be made using a graduated color scheme with legend buckets auto derived for human readable ranges. An example approach is described.

[0091] A feed is generated from an SMS (Slot Management System) system that contains periodic meter data including coin in (aka the amount a player has bet on the machine so far today). Player card numbers may be tied to the data to calculate rate of bet per time by player and/or machine. Using accepted statistical methods, calculate the percentile for each machine or player. Games or machine above a user configurable percentile, say 95%, are considered hot. This hotness is rendered on a graphical display by labeling or coloring the game. For example, a player can be shown as hot by placing a graphic of chili pepper in the game's chair.

[0092] Another aspect may include colorizing a floor view of all games showing the distribution of performance for metered values such as coin in, coin out or win.

[0093] Examples of the two algorithms may be illustrated as follows:

[0094] The first is to use the percentiles calculated in concept one and color games based on buckets that represent the percentile 0-10, 10-20, 20-30 etc though 90-100. This gives 10 buckets and ten colors to label in the legend. The colors are calculated by choosing a start and end color (say yellow and red) and then calculating intermediate colors in an even range between them. One can get more variation by choosing a third color, say violet. Then get a continuous graduation by using the first half to go from yellow to red and the second half from red to violet.

[0095] The second algorithm is used to represent actual values. The values min and max are not known ahead of time and may be negative. First we calculate the range by subtracting the min for the max. Two constants are defined for input, kMinBucketSize and KMaxNumberOfBuckets to guide the calculations. An initial bucket size is calculated by dividing the range by the KMaxNumberOfBuckets. This value is then rounded up to the next even power of ten by taking the power(base **10**), of the Log(base ten)+1 of itself. As this bucket size will typically result in fewer buckets then the ideal (KMaxNumberOfBuckets), we continuously divide the size by 2 until we have at least KMaxNumberOfBuckets/2. In the end bucket sizes have nice human understandable values like 10, 25, 50, or 100. This algorithm can be implemented, such as by using C# code, as in this pseudo-code fragment:

```
// Calculate the ranges and proposed bucket sizes
    fullRange = newMax - newMin;
    bucketSize = kMinBucketDollars;
    roundTo = kMinBucketDollars;
    exactBucketSize = fullRange / kMaxNumberOfBuckets;
// Round to a power of 10.
// Adjust the min and max and bucket size to nice whole number
// Can divide bucket size by two or even four or eight if there would
be too few
// Return the next largest integer that is greater or equal than start
but evenly divisible by roundTo
// Return the next smallest integer that is less or equal start but
evenly divisible by roundTo
```

[0096] Once we have buckets, colors are assigned using a graduated scale as in the first algorithm. This could appear on screen as shown here with $250 buckets as shown in FIG. **12**. Various shades and colors may be associated with each bucket group including 0-<$250, $250-<$500, etc. ('<' defined as less than).

[0097] Referring generally to FIGS. **13-23**, screen prints of windows or screens **1300-2300**, respectively, are shown. These windows or screens may be displayed using the Desktop Module in conjunction with the Enterprise Environment module. Upon startup at a user control station, a Splash screen **1300** may identify the startup of the Desktop Module as in FIG. **13**, according to one illustrated embodiment.

[0098] By clicking on the respective buckets, the user may navigate to additional display pages which may include a view of the floor as shown in FIG. **11** and identifying the location and other specific information about the players, such as the amount of winnings during the current session, average winnings/losses per session, and total winning/losses over a selected playing history of the player.

[0099] The Splash screen **1300** may be followed by a Login Screen **1400**, as shown in FIG. **14**, according to one illustrated embodiment. The Login Screen **1400** prevents an unauthorized user from accessing the control station data or modifying any portion of the networked gaming system without a validated username and password as shown in FIG. **14**.

[0100] After entry and verification of a valid username and password, a Theme screen **1500**, **1600**, **1700** may be displayed, such as shown in FIG. **15** (Bally Theme), FIG. **16** (Classic Theme), or FIG. **17** (Royale Theme), according to one respective illustrated embodiment. The Theme screen **1500**, **1600**, and **1700** may depend upon the preferences of the

user. A user may select a respective Theme screen, and the name of the selected Theme screen may be shown in the upper right hand area of the respective screens.

[0101] The Theme screen **1500**, **1600**, and **1700** provides various selectable areas for accessing and displaying various data and images, such as a virtual floor. From the Theme screen **1500**, **1600**, **1700**, a virtual floor may be displayed.

[0102] Referring to FIG. **18**, a window **1800** displays an exemplary virtual floor plan **1802** that may be displayed to show the entire or selected portions of one or more gaming floors connected to the network.

[0103] From the Theme screen **1500**, **1600**, **1700**, a user may, among other thing, access data and adjust elements of a gaming environment.

[0104] FIG. **19** is a screen print of a window **1900** for generating a report, according to one illustrated embodiment. The window **1900** may include a Report Manager **1902** that may generate and display a report.

[0105] FIG. **20** is a screen print of a window **2000** for controlling/adjusting elements of the gaming environment, according to one illustrated embodiment. The window **2000** may include a Meter Adjustment **2002** with which the user may control/adjust elements of the gaming environment.

[0106] FIG. **21** is a screen print of a window **2100** having an Enterprise Accounting screen **2102**, according to one illustrated embodiment.

[0107] FIG. **22** is a screen print of a window **2200** for, among other things, displaying a virtual floor, according to one illustrated embodiment. The window **2200** includes a virtual floor screen **2202** which may be adjusted using a zoom/pan/tilt icon **2204**.

[0108] FIG. **23** is a screen print of a window **2300** for, among other things, displaying a portion of a virtual floor, according to one illustrated embodiment. The window **2300** includes a zoom/pan/tilt icon **2302** that may be used to identify individual gaming machines **2304**, drop down associated data, and sequentially review individual gaming machines.

[0109] Although the description above contains certain specificity, the described embodiments should not be construed to be the scope of the disclosed invention; the descriptions provide an illustration of certain preferred embodiments. The scope is determined by the claims and their legal equivalents.

1. A gaming floor monitoring system to at least monitor a plurality of gaming machines disposed about a gaming floor, each one of the plurality of gaming machines configured to provide respective activity data via a network to which the plurality of gaming machines are communicatively coupled, gaming floor monitoring system comprising:

a user control station communicatively coupled to the plurality of gaming machines through the network, the user control station including:

at least one display device;

at least one processor; and

at least one processor readable storage medium that stores processor executable instructions that cause the at least one processor to process gaming machine related information and in response to the processed gaming machine related information the at least one processor causes the at least one display device to:

display a respective virtual multi-dimensional graphical representation of at least a first portion of the gaming floor;

display a first number of virtual multi-dimensional graphical representations of gaming machines that correspond to an equal first number of gaming machines of the plurality of gaming machines in an arrangement matching an arrangement of the corresponding first number of gaming machines, each one of first number of gaming machines being arranged within an outer periphery that defines the at least first portion of the gaming floor; and

display at least one of the virtual multi-dimensional graphical representations of a respective one of the gaming machines of the first number of virtual multi-dimensional graphical representations of gaming machines with a first visual indicator that is indicative of at least one characteristic of the respective gaming machine determined from the processed gaming machine related information.

2. The gaming floor monitoring system of claim **1** wherein the at least one processor causes the display of the virtual multi-dimensional graphical representation of at least the first portion of the gaming floor and the first number of virtual multi-dimensional graphical representations of gaming machines in a first virtual three-dimensional isometric/perspective graphical representation that is based at least on a first reference view-point, the first reference view-point being an isometric/perspective view-point.

3. The gaming floor monitoring system of claim **2** wherein the at least one processor

receives user input indicative of a selection of a second reference view-point, wherein the second reference view-point corresponds to at least one of the following: the second reference view-point being closer to the at least first portion of the gaming floor than the first reference view-point; the second reference view-point being farther from the at least first portion of the gaming floor than the first reference view-point; or the second reference view-point and the first reference view-point being rotationally offset about at least one axis; and the at least one processor causes:

causes display of a virtual second three-dimensional isometric/perspective graphical representation of at least a second portion of the gaming floor and of a second number of virtual multi-dimensional graphical representations of gaming machines that correspond to an equal second number of gaming machines of the plurality of gaming machines arranged within an outer periphery of the second portion of the gaming floor based at least on the second reference view-point.

4. The gaming floor monitoring system of claim **2** wherein the at least one processor further causes:

display of a user dimensional-view selector that is indicative of one of a three-dimensional isometric/perspective view-point or a two-dimensional plan view-point, and

receives user input indicative of a selection of one of the isometric/perspective view-point or the plan view-point from the user dimensional-view selector.

5. The gaming floor monitoring system of claim **1** wherein the at least one processor causes display of the at least first portion of the gaming floor and the first number of multi-dimensional graphical representations of gaming machines in a first three-dimensional plan graphical representation that is based at least on a first reference view-point, the first reference view-point being a two-dimensional plan view-point.

6. The gaming floor monitoring system of claim 5 wherein the at least one processor:

receives user input indicative of a selection of a second reference view-point, wherein the second reference view-point corresponds to at least one of the following: the second reference view-point being closer to the at least first portion of the gaming floor than the first reference view-point; the second reference view-point being farther from the at least first portion of the gaming floor than the first reference view-point; or the second reference view-point and the first reference view-point being rotationally offset about at least one axis; and

causes display of a second virtual two-dimensional plan graphical representation of at least a second portion of the gaming floor and of a second number multi-dimensional graphical representations of gaming machines that correspond to an equal second number of gaming machines of the plurality of gaming machines arranged within an outer periphery of the second portion of the gaming floor based at least on the second reference view-point.

7. The gaming floor monitoring system of claim 5 wherein the at least one processor:

provides a user dimensional-view selector that is indicative of one of a three dimensional isometric/perspective view-point or a two dimensional plan view-point; and

receives user input indicative of a selection of one of the isometric/perspective view-point or the plan view-point from the user dimensional-view selector.

8. The gaming floor monitoring system of claim 1 wherein the at least one processor:

receives user input indicative of selection of at least two of the gaming machines of the plurality of gaming machines, and

causes display of at least two multi-dimensional graphical representations of gaming machines that correspond to the at least two selected gaming machines with the first visual indicator based at least on the received user input.

9. The gaming floor monitoring system of claim 8 wherein the at least one processor causes:

display of each respective multi-dimensional graphical representation of a respective gaming machine with a respective second visual indicator that is different from the first visual indicator for each one of the first number of multi-dimensional graphical representations of gaming machines that does not correspond to a respective one of the at least two selected gaming machines.

10. The gaming floor monitoring system of claim 9 wherein the first visual indicator is a first color and the respective second visual indicator is a second color that is different from the first color for each one of the first number of multi-dimensional graphical representations of gaming machines that does not correspond to a respective one of the at least two selected gaming machines.

11. The gaming floor monitoring system of claim 1 wherein the at least one processor:

for each gaming machine of the plurality of gaming machines, receives respective game play data from a respective gaming machine;

for each respective gaming machine of the plurality of gaming machines, calculates a respective value for a respective measure quantity based at least on the respective game play from the respective gaming machine;

determines a respective maximum value and a respective minimum value of a measured quantity based at least on the game play data from the respective gaming machines;

estimates a respective total range of values for the measured quantity based at least on the respective maximum value and the respective minimum value;

varies the respective total range of values by at least one change of the respective maximum value and the respective minimum value; and

logically associates the first visual indicator with a respective gaming machine of the plurality of gaming machines based at least on the respective total range of values and the respective calculated value of the respective gaming machine.

12. The gaming floor monitoring system of claim 11 wherein the at least one processor determines whether the respective value of the calculated quantity is at least equal to a threshold value for each respective gaming machine of the plurality of gaming machines, and logically associates the first visual indicator with a respective gaming machine of the plurality of gaming machines only if the respective value of the calculated quantity for respective gaming machine is at least equal to the threshold value.

13. The gaming floor monitoring system of claim 11 wherein the at least one processor further:

for each at least one virtual multi-dimensional graphical representation of a respective gaming machine:

logically associates a respective gaming machine of the plurality of gaming machines with a respective range of values of a plurality of ranges of values based at least on the respective value of the calculated quantity for the respective gaming machine being within the associated range of values, and logically associates each respective range of values with a respective visual indicator of a plurality of visual indicators, wherein each range of values has a respective visual indicator associated therewith that is different from all other visual indicators of the plurality of visual indicators.

14. The gaming floor monitoring system of claim 13 wherein the plurality of visual indicators are colors in accordance with a graduated color scheme extending between a first color and a second color associated, wherein the plurality of ranges of values consists of a number of ranges ordered from a lowest range of values associated with the first color to a highest range of values associated with the second color, from the lowest range of values to the highest range of values, each respective range of values being associated a respective visual indicator in accordance with the graduated color scheme.

15. The gaming floor monitoring system of claim 1 wherein the at least one processor processes the gaming machine related information at least in part to determine a manufacturer of each respective one of the gaming machines, and for each of the virtual multi-dimensional graphical representations of gaming machines causes display of a color logically associated the determined manufacturer of the respective gaming machine.

16. The gaming floor monitoring system of claim 1 wherein the at least one processor processes the gaming machine related information at least in part to determine a manufacturer of each respective one of the gaming machines, and for each of the virtual multi-dimensional graphical rep-

resentations of gaming machines causes display of an icon logically associated the determined manufacturer of the respective gaming machine.

17. The gaming floor monitoring system of claim **1** wherein the at least one processor processes the gaming machine related information at least in part to determine a statistical performance of each respective one of the gaming machines or player playing at the gaming machine, and for each of the virtual multi-dimensional graphical representations of gaming machines causes display of a color logically associated with the determined statistical performance of the respective gaming machine or player.

18. The gaming floor monitoring system of claim **17** wherein the statistical performance is indicative of a difference between actual wins or losses and statistically predicted wins or losses.

19. The gaming floor monitoring system of claim **1** wherein the at least one processor processes the gaming machine related information at least in part to determine a statistical performance of each respective one of the gaming machines, and for each of the virtual multi-dimensional graphical representations of gaming machines causes display of an icon logically associated with the determined statistical performance of the respective gaming machine.

20. The gaming floor monitoring system of claim **1** wherein the at least one processor processes the gaming machine related information at least in part to determine a respective statistical performances of each of a number of players playing at the gaming machines, and causes display of an icon logically associated with ones of the players having a determined statistical performance that meets a defined criteria, the display of the icon located at least proximate one of the virtual multi-dimensional graphical representations of gaming machines which represents the gaming machine at which the respective player is currently playing.

21. The gaming floor monitoring system of claim **1** wherein the at least one processor processes the gaming machine related information at least in part to determine a metered performance of each respective one of the gaming machines, and for each of the virtual multi-dimensional graphical representations of gaming machines causes display of a color logically associated the determined metered performance of the respective gaming machine.

22. The gaming floor monitoring system of claim **21** wherein the metered performance is indicative of at least one of coin in or coin out.

23. The gaming floor monitoring system of claim **1** wherein the at least one processor processes the gaming machine related information at least in part to determine a statistical performance of each respective one of the gaming machines or player playing at the gaming machine, and for each of the virtual multi-dimensional graphical representations of gaming machines causes display of an icon logically associated the determined statistical performance of the respective gaming machine or player.

24. The gaming floor monitoring system of claim **1** wherein the at least one processor further causes display of a window with player specific information.

25. The gaming floor monitoring system of claim **1** wherein the at least one processor further causes display of at least one virtual representation of an architectural element of the casino floor.

26. The gaming floor monitoring system of claim **1** wherein the at least one processor further causes display of at least one menu in response to a user selection of one of the virtual multi-dimensional graphical representations of gaming machines.

27. The gaming floor monitoring system of claim **26** wherein the displayed at least one menu allows remote management or configuration of a respective one of the gaming machines represented by the user selected one of the virtual multi-dimensional graphical representations of gaming machines.

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