

|                                    |                       |                                                            |                                                                                               |                                  |
|------------------------------------|-----------------------|------------------------------------------------------------|-----------------------------------------------------------------------------------------------|----------------------------------|
| <b>B</b>                           | <b>I</b>              | <b>N</b>                                                   | <b>G</b>                                                                                      | <b>O</b>                         |
| StartPage Search                   | 4 Ways                | Deposit Case is Resolved with the reason as Problem Solved | Search Bar                                                                                    | Managed Internally               |
| Critical Internal Comments Section | Shared IP             | PlayerSheet Follow Option                                  | A Chronological listing of transactions across records and users in the CRM for all Accounts. | Routed                           |
| Select Follow from the Top Ribbon  | The Account Status    | <b>FREE</b>                                                | Audit                                                                                         | Interaction Logs                 |
| Interactions Column                | Search Players        | Logo Colour                                                | History Button                                                                                | PlayerSheet                      |
| GCV                                | Click Add under Cases | Queues                                                     | Who Adds and remove Documents                                                                 | Customer Relationship Management |

|                                                            |                                                                                               |                                   |                                    |                           |
|------------------------------------------------------------|-----------------------------------------------------------------------------------------------|-----------------------------------|------------------------------------|---------------------------|
| <b>B</b>                                                   | <b>I</b>                                                                                      | <b>N</b>                          | <b>G</b>                           | <b>O</b>                  |
| The Account Status                                         | A Chronological listing of transactions across records and users in the CRM for all Accounts. | Search Bar                        | Critical Internal Comments Section | PlayerSheet Follow Option |
| Deposit Case is Resolved with the reason as Problem Solved | Who Adds and remove Documents                                                                 | Managed Internally                | Click Add under Cases              | Routed                    |
| Interactions Column                                        | Audit                                                                                         | <b>FREE</b>                       | Interaction Logs                   | 4 Ways                    |
| History Button                                             | Queues                                                                                        | StartPage Search                  | Customer Relationship Management   | Search Players            |
| Logo Colour                                                | PlayerSheet                                                                                   | Select Follow from the Top Ribbon | Shared IP                          | GCV                       |

|                                   |                                  |                                                                                               |                                    |                                                            |
|-----------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------|------------------------------------|------------------------------------------------------------|
| <b>B</b>                          | <b>I</b>                         | <b>N</b>                                                                                      | <b>G</b>                           | <b>O</b>                                                   |
| Click Add under Cases             | Queues                           | A Chronological listing of transactions across records and users in the CRM for all Accounts. | PlayerSheet                        | Audit                                                      |
| StartPage Search                  | Interactions Column              | Logo Colour                                                                                   | Shared IP                          | Managed Internally                                         |
| Select Follow from the Top Ribbon | Customer Relationship Management | <b>FREE</b>                                                                                   | Search Players                     | History Button                                             |
| The Account Status                | Routed                           | Search Bar                                                                                    | Who Adds and remove Documents      | Deposit Case is Resolved with the reason as Problem Solved |
| Interaction Logs                  | 4 Ways                           | PlayerSheet Follow Option                                                                     | Critical Internal Comments Section | GCV                                                        |