



Exceptions Management

Automated exception tracking eliminates manual processes, ensures every exception is captured and documented, and keeps your operation in compliance.

WHY IT MATTERS

Manual Tracking Hides Costly Patterns

Most casinos still manage exceptions with paper forms, email threads, and spreadsheets, creating delays and repeat issues that never get resolved.

HOW IT WORKS

A Smarter Way to Manage Compliance

Exceptions Management digitizes the entire exception lifecycle from issuance through dispute and final resolution. Automated notifications keep exceptions moving, built-in reporting simplifies compliance submissions, and dashboards surface trends by revenue center, employee, and type so issues get addressed, not repeated.

Track. Resolve. Improve

What's Included

- ✓ **Digital Exception Workflow:** Complete lifecycle management including assignment, review, dispute handling, and audit-ready compliance reporting.
- ✓ **Interactive Analytics Dashboard:** Historical exception trends dashboard with filtering capabilities.
- ✓ **Document Management:** Attach supporting documentation directly to exceptions with centralized access and audit trail.
- ✓ **Automated Notifications:** Configurable email notifications for every stage of the creation and resolution process.

Key Benefits



Strengthen Accountability: Replace paper trails with digital workflows that track every exception from issuance to resolution.



Accelerate Resolution: Streamline review, dispute, and approval processes to close exceptions faster.



Drive Operational Improvement: Surface patterns by employee, department, and type to reduce recurring compliance issues.

Track. Resolve. Improve.

**Talk to Your
CCT Team and
request a demo**

Integrated with the Insight Cash Revenue Audit Module, designed to work seamlessly within your existing systems.