



# In-Store Speed of Service (SoS) Guide

**Note:** DTiQ'S **In-store Speed of Service** (SoS) feature requires an active subscription.

## Content

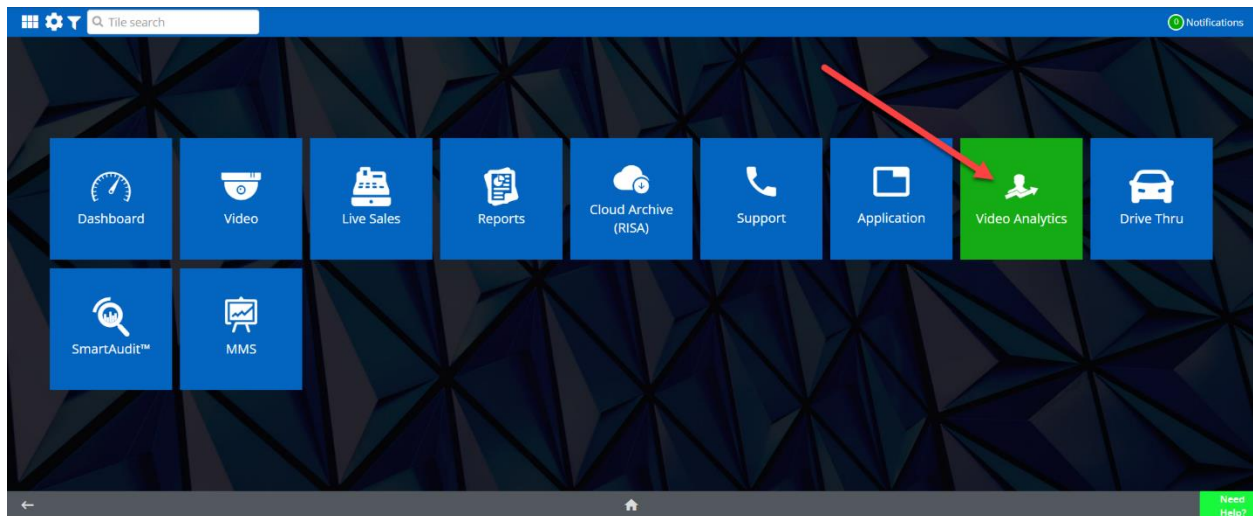
This comprehensive guide addresses these key points:

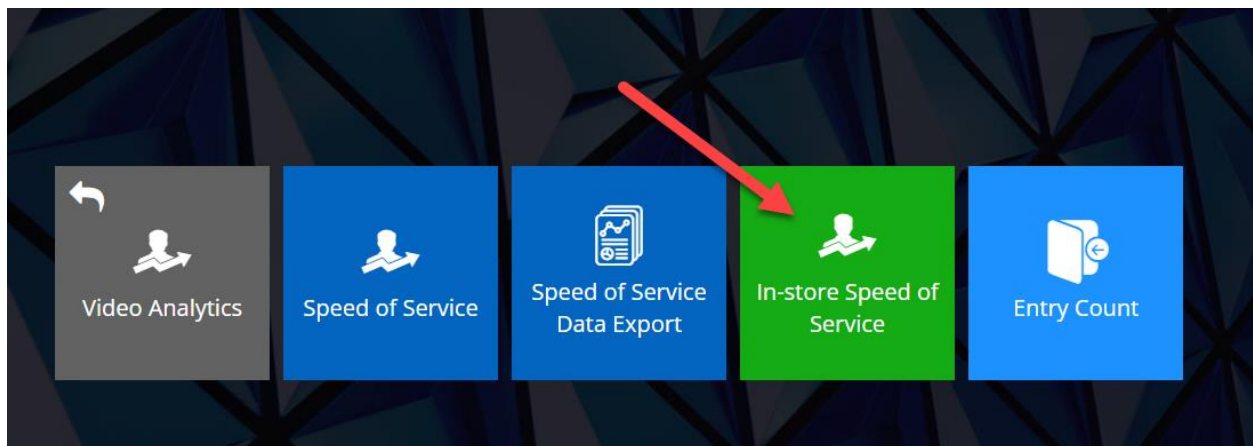
- [How to Access In-store Speed of Service](#)
- [Speed of Service Breakdown](#)
  - [Breakdown by Day Part](#)
  - [Breakdown by Hours](#)

---

## How to Access In-store Speed of Service

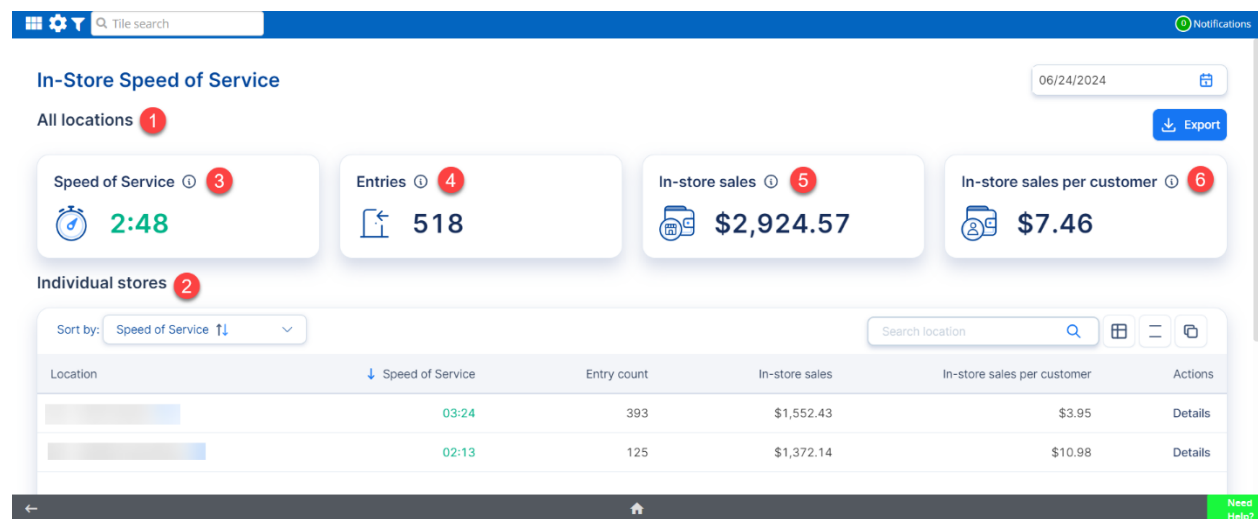
To access your **In-store Speed of Service** metrics, select the **Video Analytics** tile and then click on the **In-store Speed of Service** tile.





The **In-store Speed of Service** dashboard consists of the following aggregate metrics:

1. Aggregated data for all locations
2. **In-store Speed of Service** metrics for individual locations
3. Speed of Service (mm:ss)
4. Entries
5. In-store sales
6. In-store sales per customer

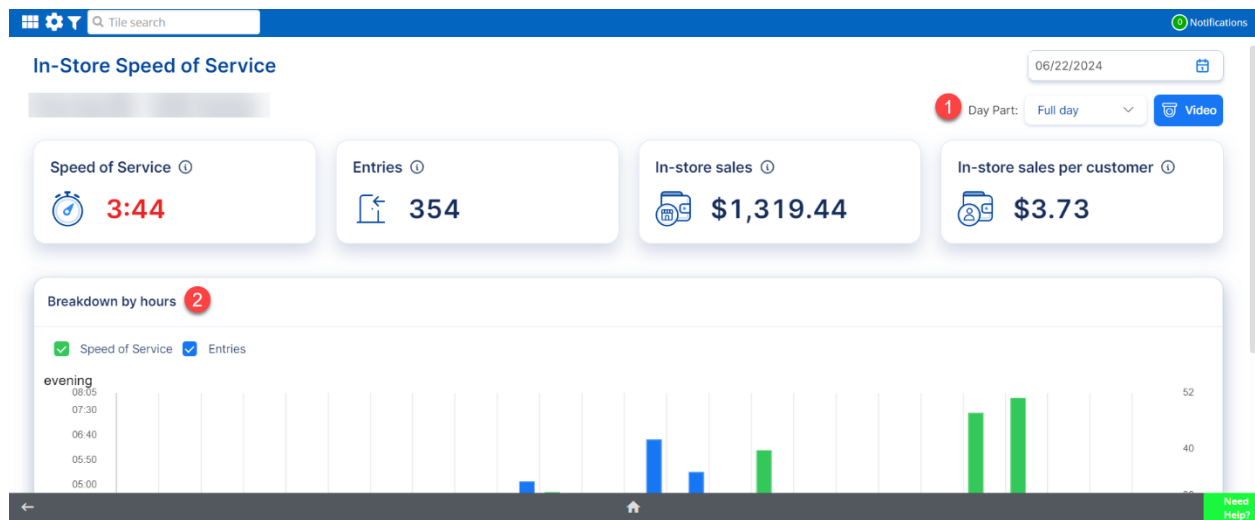


## Speed of Service Breakdown

Under **Individual** stores, click on the **Show Details** button for a location to view **Video** for the location and to review the following drill-down data:

1. **Breakdown by Day Part** – data available for parts of the current date that is updated throughout the day.
2. **Breakdown by hours** – graph featuring two bars per hour that show speed of service and entry counts with a green line indicating the SoS target value.

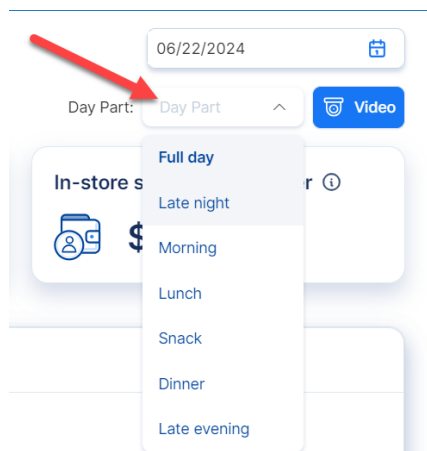
|                             |   |   |   |         |
|-----------------------------|---|---|---|---------|
| Search location             | 🔍 | 📅 | ≡ | 📄       |
| In-store sales per customer |   |   |   | Actions |
| \$3.95                      |   |   |   | Details |
| \$10.98                     |   |   |   | Details |



## Breakdown by Day Part

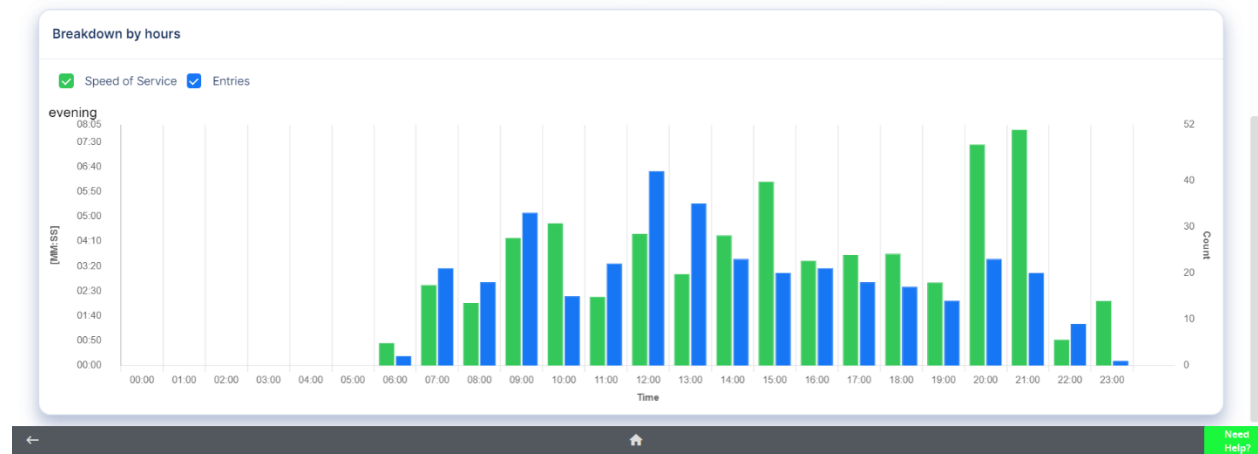
To view a more thorough breakdown of **In-store Speed of Service** per **Day Part**, select your desired **Day Part** in the top right corner of the screen. Your options include **Full day** (default), **Late night**, **Morning**, **Lunch**, **Snack**, **Dinner**, and **Late evening**.

When a day part is selected, the metrics will recalculate for the date selected.

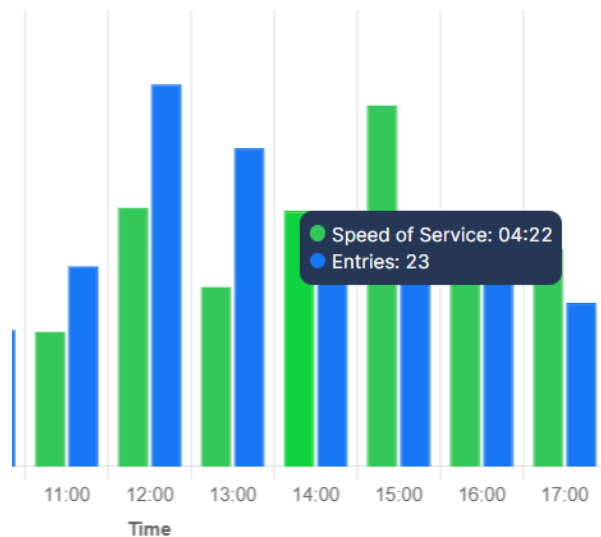


## Breakdown by Hours

Much like the breakdown per **Day Part**, the **Breakdown by hours** graph provides further insight into a location's Speed of Service metrics.



You can hover over these bars to view specific metrics for that time, including **Speed of Service** and total **Entries**.



For additional information or questions please contact [DTiQ Support](mailto:support@dtiq.com) at [support@dtiq.com](mailto:support@dtiq.com) or your [Customer Experience Team](mailto:csr@dtiq.com) at [csr@dtiq.com](mailto:csr@dtiq.com).



800.933.8388 | [info@dtiq.com](mailto:info@dtiq.com) | [www.DTiQ.com](http://www.DTiQ.com)