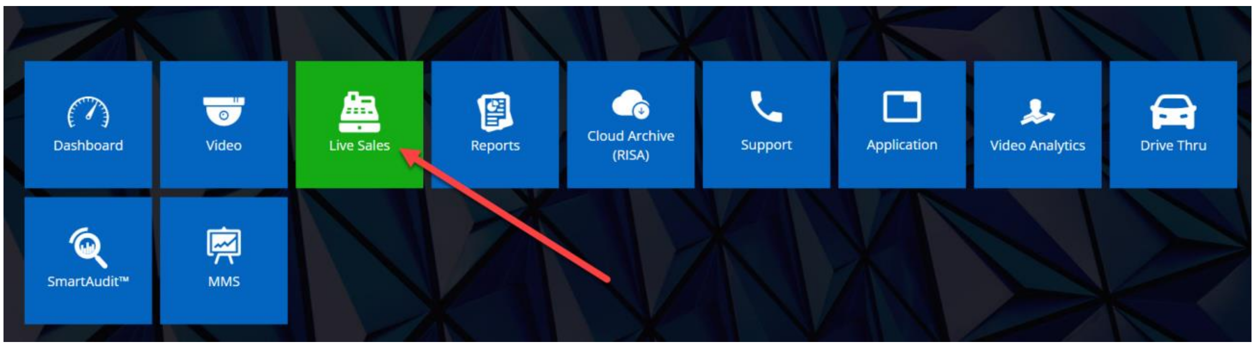
Live Sales Guide

Note: DTiQ's **Live Sales** panel requires an active POS subscription and is POS dependent. Some POS systems may not provide live, real-time data, which prevents Live Sales from functioning as intended.

To view the **Live Sales** panel, click on the **Live Sales** tile in the top menu bar. The **Live Sales** panel gives you an overview of your entire organization. It allows you to compare sales data from individual locations and act on any suspicious transactions.



Content

In this guide, you will learn the following:

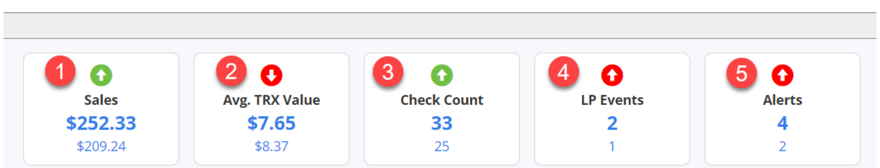
How to Navigate the Live Sales Dashboard

To choose between **Net** and **Gross** transaction values, click on the **Net** or **Gross** buttons in the upper right-hand corner.

Scroll down to view **Live sales – location by** location. The top number represents the current day, while the bottom number represents the same day and time for the previous week.

The main values measured and displayed as widgets include the following:

1. Sales
2. Average TRX (transaction) Value
3. Check count
4. LP (Loss Prevention) Events
5. Alerts

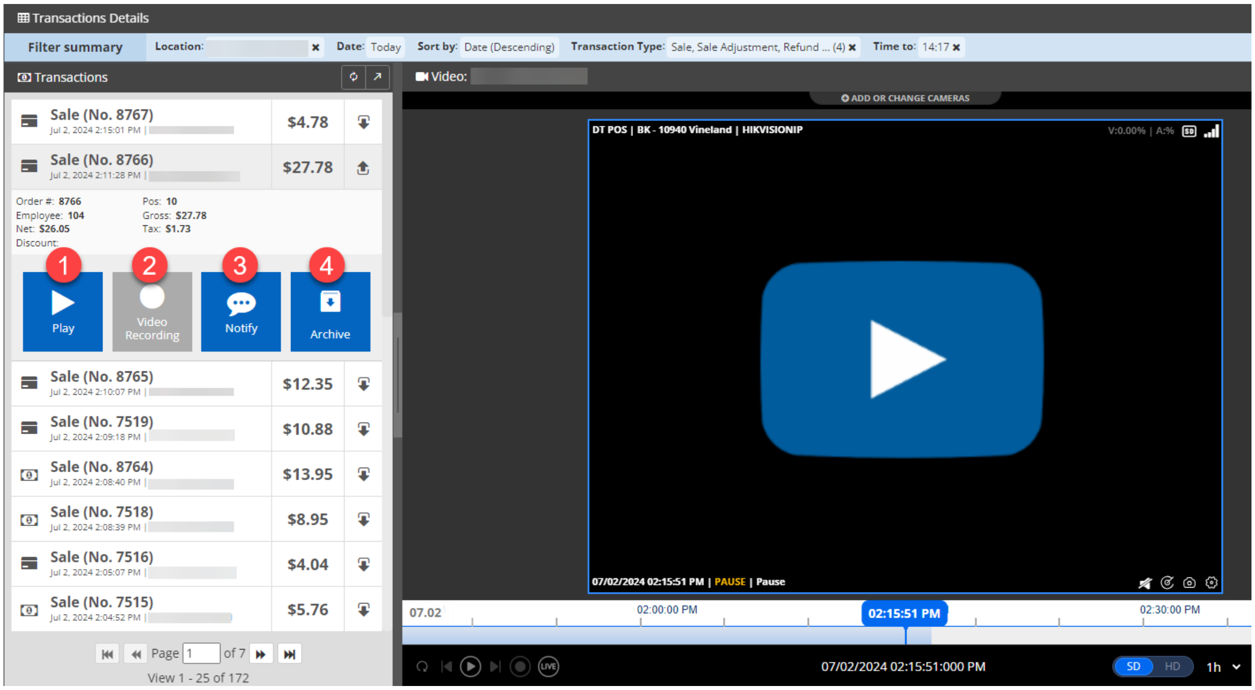


A **green** arrow indicates an improvement compared to the previous week, and a **red** arrow indicates worsening performance compared to the previous week. Click on a widget to see transactions associated with the selected metric.

Transaction Review

Clicking on a **Sales** widget in the **Live Sales** panel will bring you to the **Transaction Details** panel, where you can review the details of a sales transaction using the digital receipt and the associated video.

Note: To move between transactions in the **Live Sales Report**, use your keyboard's arrow keys.



Double-clicking on a transaction in the Transactions list will open a drop-down menu. Within this menu, you can conduct the following actions:

1. Click **Play** to view video of the transaction.
2. Click **Video Recording** to create a video snippet.
3. Click **Notify** to inform another user about the transaction.
4. Click **Archive** to request a downloadable video file.

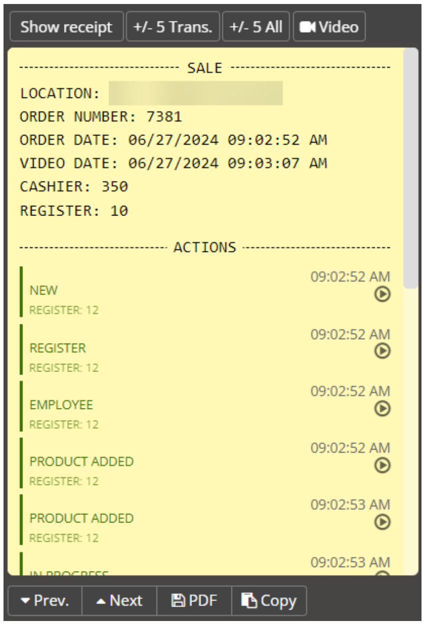
The digital receipt view on the right side of the screen offers several options for users, including **Actions**, **Show Receipt**, **+/- 5 Trans.**, **+/- 5 All**, **Video**, **Prev.**, **Next**, **PDF**, and **Copy**.

Show Register Actions

Note: The **Register Actions** feature is only available for certain POS integrations.

Click the **Actions** button, located in the upper left-hand corner of the digital receipt, to see a transaction breakdown by action performed at the point-of-sale register. This feature can save you time when reviewing video of a transaction by allowing you to go directly to the moment of payment.

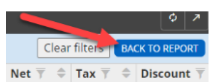
Click the **Show receipt** button to go back to the digital receipt.



Neighboring Transactions (+/- 5 Trans, +/- 5 ALL)

When reviewing transactions, you can easily find what happened before and after the transaction by clicking the **+/- 5 Trans.** button located on the upper right-hand side of the digital receipt (next to the **Actions/Show receipt** button). Once selected, you will see **5 transactions that occurred before** the selected transaction and **up to 5 transactions that occurred after** the selected transaction **on that register**.

The **+/- 5 All** button helps to review transactions from all registers. Once selected, you will see **5 transactions that occurred before** the selected transaction and **up to 5 transactions that occurred after** the chosen transaction **from all registers.**

Click the **BACK TO REPORT** 

button in the upper right-hand corner of the **Transactions List** table to return to the **Transactions Details** screen, or the left arrow button in the lower left-hand corner below the **Transactions List** table to return to the **Live Sales** panel.

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

800.933.8388 |info@dtiq.com | www.DTiQ.com