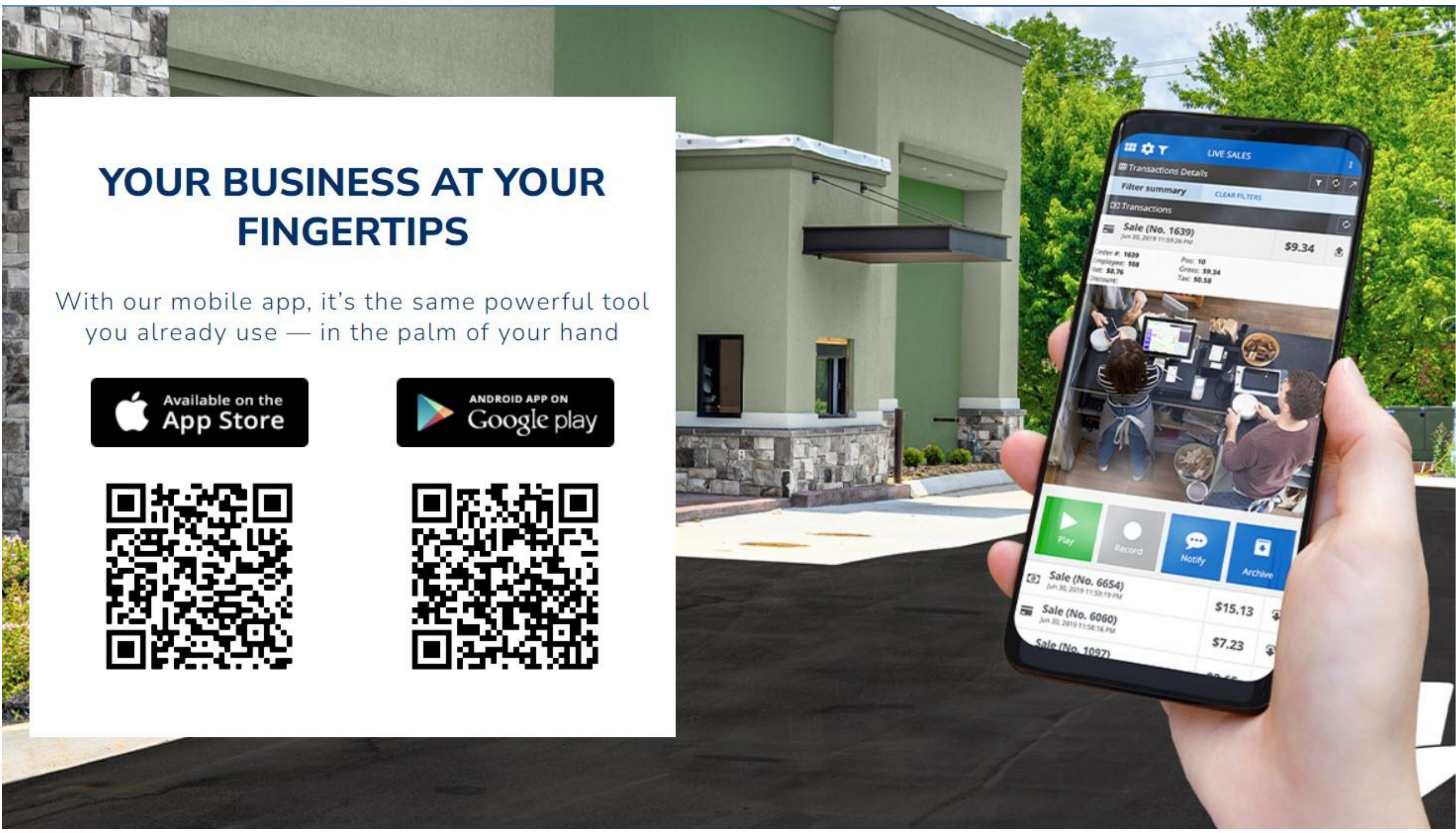
360iQ

User Manual (Mobile App)



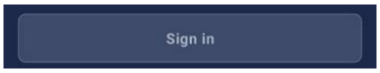
Smarter Locations. Superior Results.

DTiQ

Contents

Welcome to the 360iQ Mobile App

360iQ is an industry-leading business intelligence solution that optimizes your business operations by combining all your key performance indicators into one unified platform. 360iQ's actionable insights help you decrease operating costs and increase profit margins. As part of the onboarding process, new users will receive a welcome email with steps to activate your account.



Log In

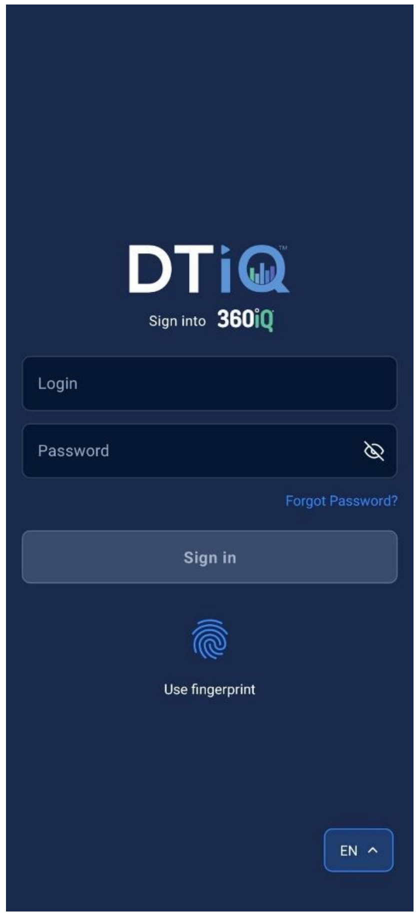
To log into 360iQ, please download the **360iQ app** and enter your username/password to sign in.

Forgot Password

Type in your username or email and tap **Forgot Password?** to reset your password.

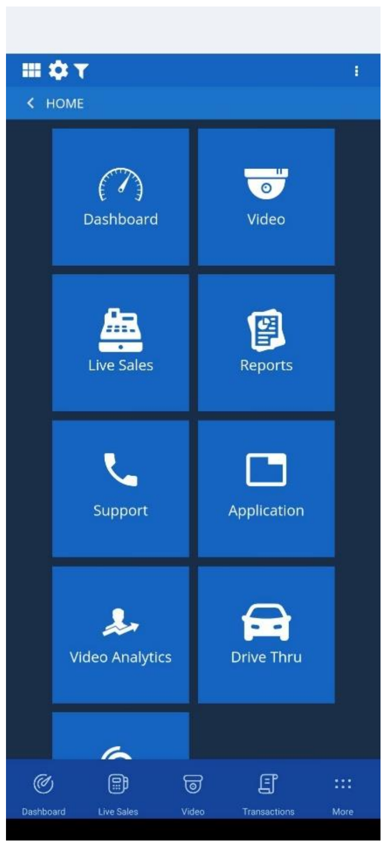
Log Out

To log out of 360iQ, tap **Log out,** located on the top right-hand corner of your screen.



Home Screen

The **Home screen** is your starting point for all that 360iQ has to offer. From this screen, you can view **live and historical video**, access **transactional reports (requires POS integration)**, and view your **SmartAudit™ reports**.



Tiles

Home screen tiles give you access to different application features, including dashboards, video, reports, and more.

Top Right

On the top right-hand side of your screen, tap the **three dots** to see more options. Once expanded, you can choose your preferred **language (flag icon)** or **currency (dollar bill icon)** and **log out** of the application **(power button)**.

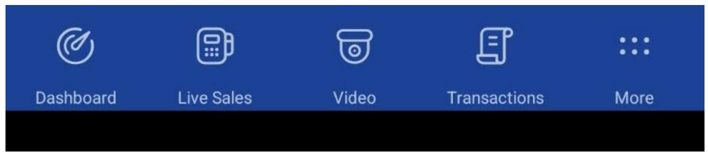
Top Left

On the top left-hand side of your screen, you will find the **Quick Bar** , **Settings**  , and **Global Filter**. 

- **Quick Bar:** The Quick bar provides convenient access to all your home page tiles, so you can quickly navigate within the 360iQ app. Simply tap the **Quick Bar** icon and choose a navigation option.
- **Settings:** The **Settings**  icon offers links to tiles for managing locations, users, alerts, and other settings. Access to some settings is role dependent.
- **Global Filter:** The **Global Filter** is helpful for large operators who want to narrow their scope of interest to a few locations. Tap the filter icon, select your preferred organization or location(s), and tap **Apply.** Video recordings and data will only be shown for the selected location(s).

Bottom

Located at the bottom of the app are tiles for your **Dashboard**, **Live Sales**, **Video**, **Transactions**, and **More (six dots icon)**. These shortcuts make navigating to the most useful parts of the platform a breeze.



Dashboard

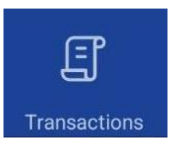
Tapping the **Dashboard** icon takes you to view your dashboards.

Live Sales

Tapping the **Live Sales** icon takes you to the **Live Sales** dashboard.

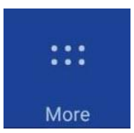
Video

Tapping the **Video** icon takes you to view your live and historical video for various locations.



Transactions

Tapping the **Transactions** icon takes you to your **Transactions** overview.



More

Tapping the **More** icon takes you to access your **User Settings**, **Favorites**, **Reports**, **Support**, and **Application** information.

Dashboards

Dashboards are fully customizable widgets that provide easy access to your preferred business metrics, enabling you to browse through the data and trends you are most interested in. Simply tap on the **Dashboard** tile, located at the bottom of your screen, to access your dashboards. You can also find them via the **Quick Bar**.

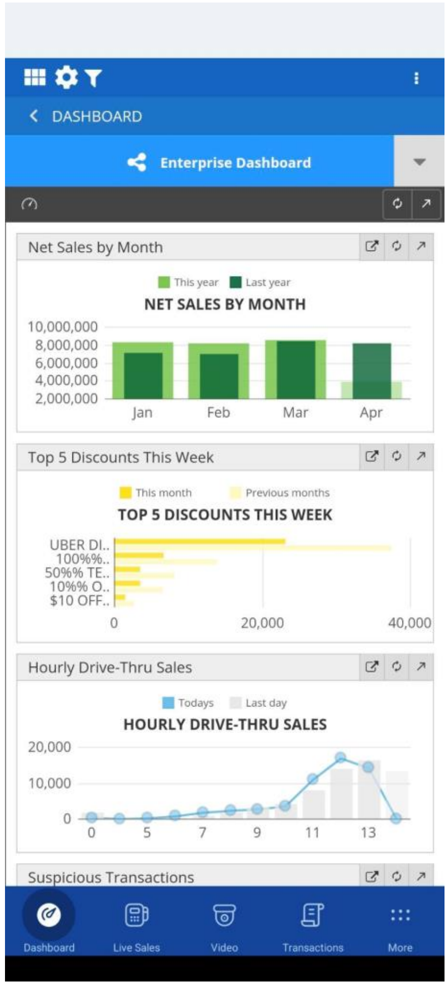
Create a Dashboard

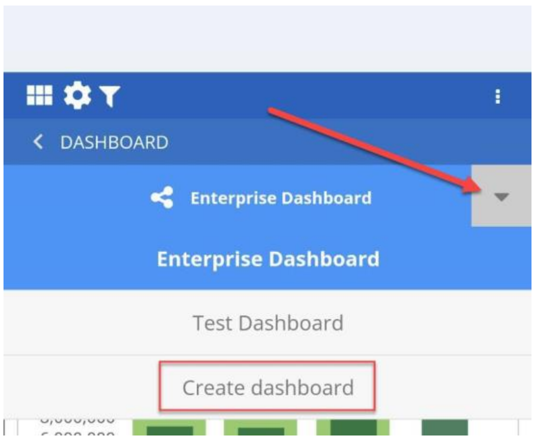
To create a dashboard, tap the **dropdown arrow** locatedat the top of your screen, to the right of the **Enterprise Dashboard** header. Once the menu expands, tap **Create a Dashboard**. You can then name your dashboard, add and remove widgets, and save your work.

Note: You can create an unlimited number of dashboards.

Your dashboard can consist of different widgets you can configure to show your most important KPIs.

To **set up a widget**, tap into the widget box, then choose the type of widget you would like to see (Charts, KPIs, etc.). Choose the metric you want to track, such as sales, discounts, or products. Tapping the **Next** button presents options to set up your widget in more detail, with the ability to filter to one or more locations, specific date ranges, and revenue types (if no limitations should apply, leave this section blank). Tap the **Next** button to name your widget, then the **Save & Finish** button. Repeat this process to add more widgets. Once you are happy with your dashboard, tap the **Save & Finish** button.





Edit Existing Dashboard

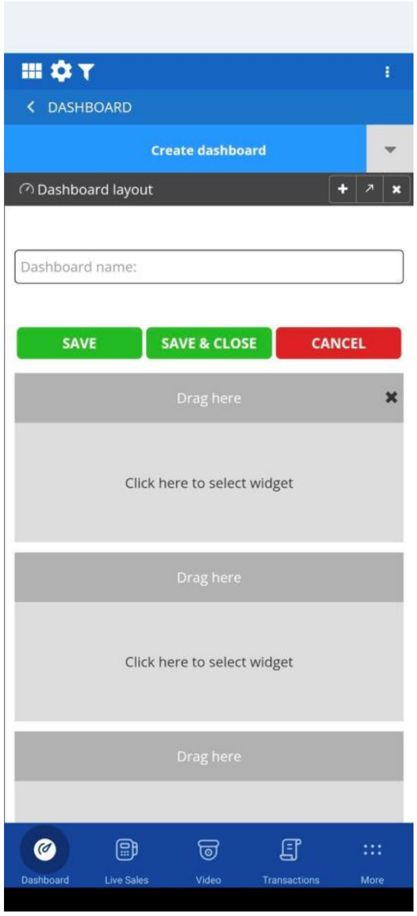
To edit an existing dashboard, select the dashboard you would like to edit and tap the **Settings** icon located in the top right of the dashboard. This will bring you into the edit view, where you can add or delete widgets.

Delete Existing Dashboard

To delete an existing dashboard, select the dashboard you would like to delete and tap the **Settings** icon, located in the top right of the dashboard. Tap the **Delete** icon to delete your dashboard.

Sharing Dashboard

After you have saved your dashboard, select the **Settings** icon and tap the **Share** button in edit view. In the **Share Wizard**, select users you would like to share your dashboard with and the privileges for each selected user.

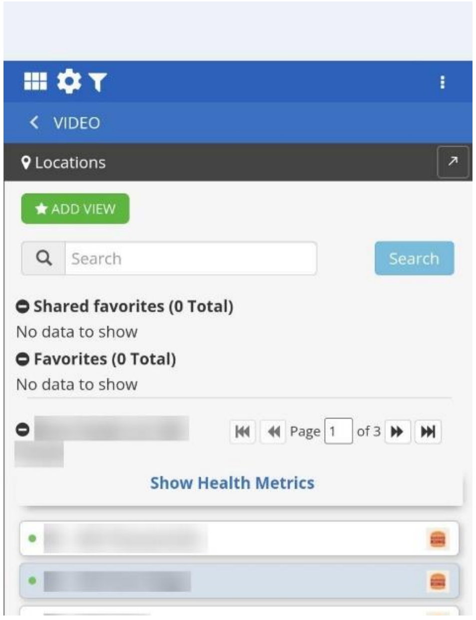


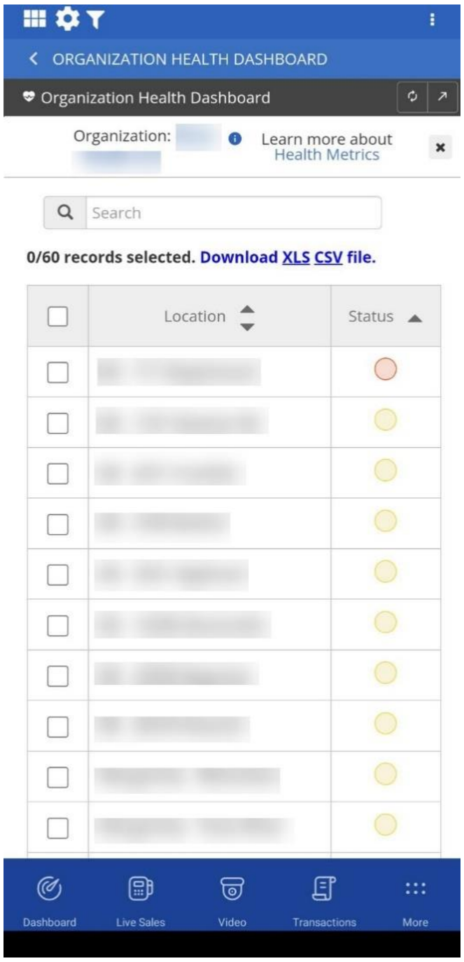
Video

The 360iQ mobile app gives you seamless access to video for all your locations in one place, combined with industry-leading video features that go beyond simple surveillance.
To access video at your location, select the **Video** tile from the **Home Screen** or **Quick bar** icon. Then, tap on the location name you would like to view.

You can **Search** by location name using the search box in the upper left-hand corner of the screen.

Administrator Role users can review **Health Metrics** and go directly to the **Organization Health Dashboard** by tapping **Show Health Metrics**, then **VIEW DASHBOARD**.





Organizational Health Dashboard

The **Organization Health Dashboard** includes metrics such as **NVR System Health**, **Camera Health**, **Locations with 0 transactions**, and **Failed RISA & RISA+ Requests**.

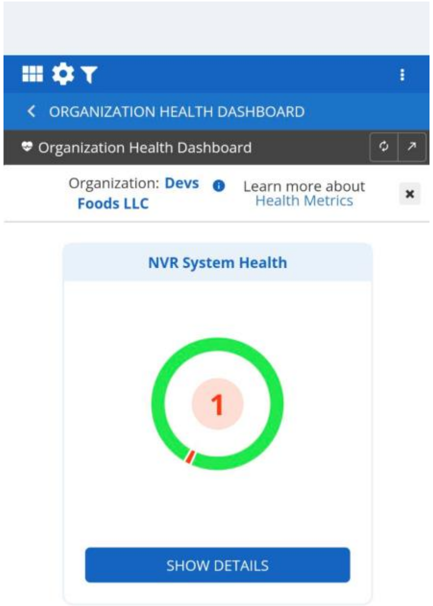
You can tap the **SHOW DETAILS** button to see the status for each location.

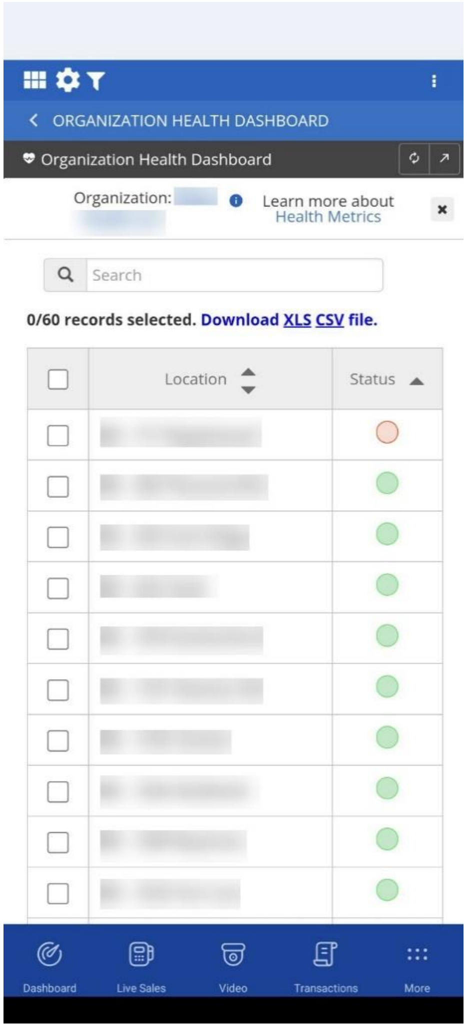
NVR System Health

Red (status): Network Video Recorder (NVR) failed health checks for longer than 60 minutes.

Yellow (status): Network Video Recorder (NVR) failed health checks during the last hour.

Green (status): Network Video Recorder (NVR) passed health checks within the last 15 minutes.





Camera Health

Red (status): All camera streams are not displaying video.

Yellow (status): Some camera streams are not displaying video.

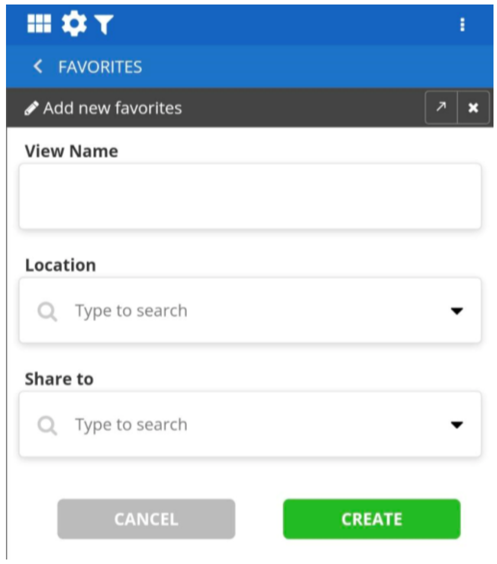
Green (status): All camera streams are displaying video.

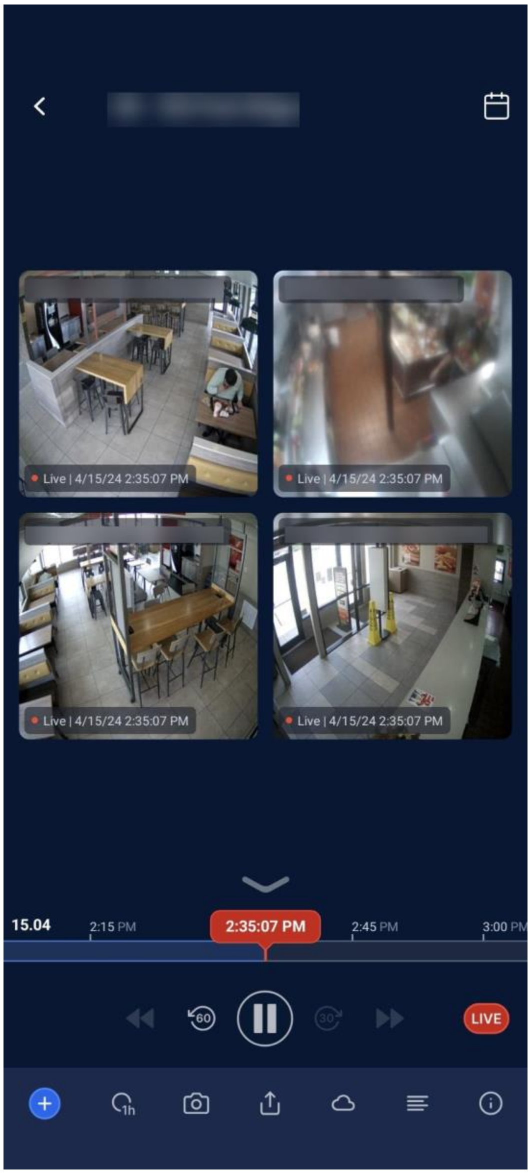
Favorites

The **Favorites** function enables you to set up cameras view from multiple locations in one window, allowing for easier monitoring of particular areas in your locations, such as back doors.

To add a new favorite view, select the green **ADD VIEW** ★ ADD VIEW button. A new window will pop up. First, name the view, and then select the desired cameras using the **Location** search box. You can optionally add users to share the view with using the **Share to** box. Tap the **CREATE** button to save the view.

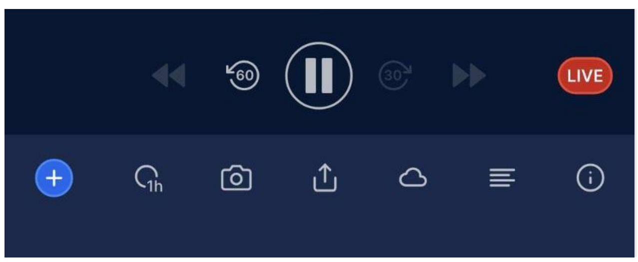
To delete, share, or edit **Favorites**, simply tap on the corresponding blue icons on the right-hand side of your Favorite.





Video Navigation Menu

While viewing video for a particular location, the video navigation menu is the blue bar located at the bottom of your camera image, which can be used to control your video footage. On the left-hand side, you can instantly replay, slow/rewind, play/pause, fast forward, quick-record, or toggle to live video. When the video is paused, you can tap on the fast forward/rewind buttons to enable a frame-by-frame view. On the right-hand side, you will see options as follows: the **plus sign** icon to add a camera view, **1h** (hourly time increments) to expand the scrub bar to your desired length of time, a **camera** to take a snapshot (downloads to your device's camera roll), an **upward arrow in an open box** to share the video link, a **cloud icon** to access the **Cloud Archive**, paragraph line to toggle the text overlay on/off, and an **i inside a circle** to toggle the camera information overlay on/off.



Understanding Camera Views

Each camera view shows a different camera from your location so you can easily monitor your store.

Top-Left: View Name Information

On the top left-hand side of each camera view, you will find the **camera name** along with **location name** in the following format:

Camera Name | Location Name

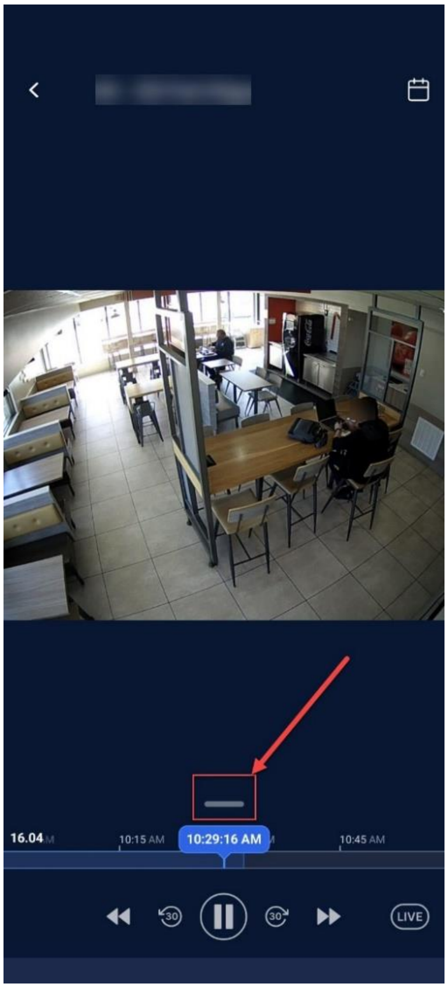
Bottom-Left: Date and Time Information

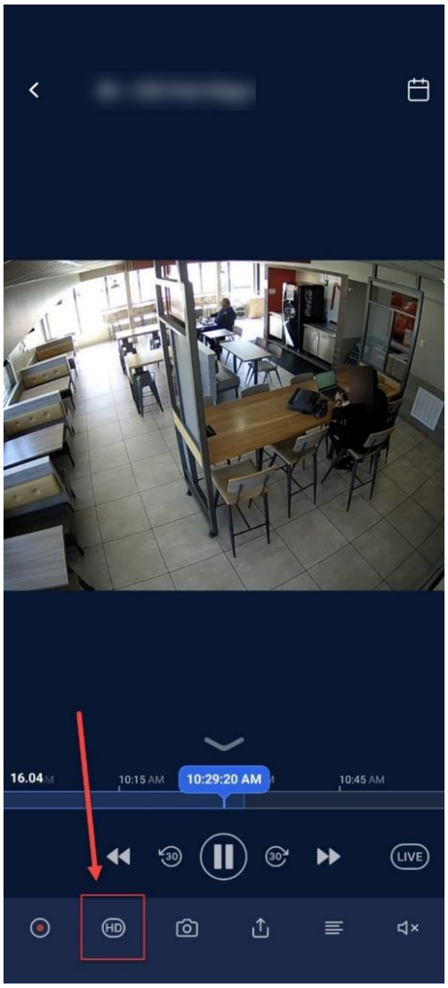
On the bottom left-hand side of each camera view, you will find date and time of the on-screen video.

Bottom-Right: Live vs Historical Video

On the right side of the blue bar at the bottom of the video, you will find the **status** of the video (Live, Historical, or Buffering). If the **LIVE** icon is red, the video is live.

Note: If audio has been enabled for the location, you can listen to audio by toggling the Audio (speaker) icon in the bottom-right corner of the video menu.





Changing Video Resolution (Standard/High Definition)

You can switch **between Standard Definition (SD)** and **High Definition** (**HD)** video quality by swiping up on the bar below the video to expand the bottom menu. Once the menu is expanded, you can tap the **HD/SD** toggle to change the video quality. 360iQ presents camera views in Standard Definition by default to save on your Internet bandwidth usage.

Camera Layout

When accessing video for a location for the first time, you will see 4 cameras on your screen. If you want to view different cameras, swipe left to access the rest of the camera views for the location.

To replace an existing camera view, simply tap drag the desired view on top of the view you would like to replace.

Add or Replace a Camera View

To add an additional camera view, tap the **plus sign** button. At the bottom of the screen, you'll see the **Add cameras** menu. To add a camera, tap, hold, and drag the desired camera to the empty gray areas of the screen. You can see up to 6 cameras on one screen. If you swipe left, you will see the rest of the cameras.

Live Video

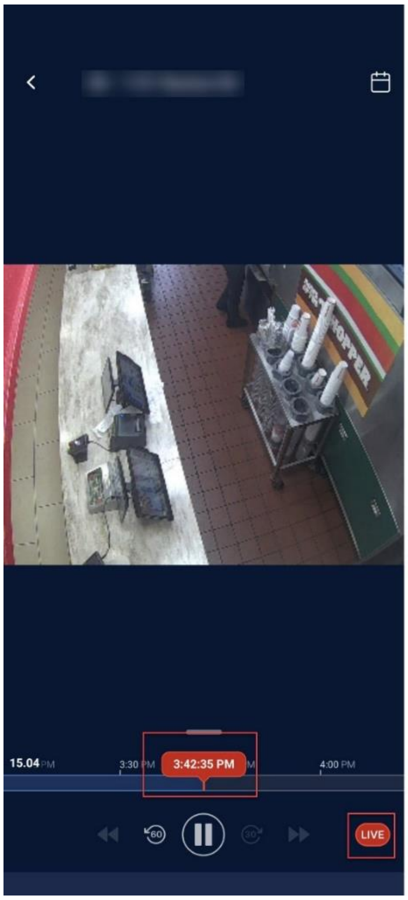
When you select a location from the **Video** tile, you will automatically be connected to live video. Live status of video is indicated by the red-and-white **"LIVE"** label in the bottom-right corner of the screen,

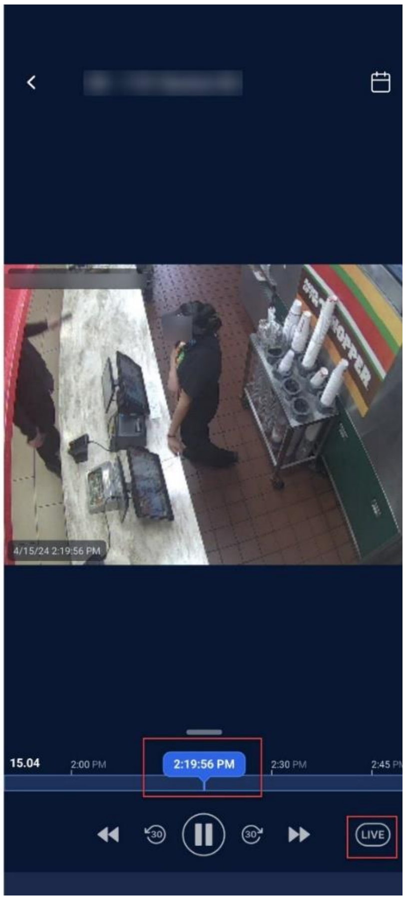
If you are viewing historical video and would like to return to live mode, tap the **LIVE** button located in the bottom right-hand corner of your screen to toggle back to the live feed.

Historical Video

To view historical video, tap on the **calendar** icon located on the bottom right-hand of the video navigation bar and use the scrub bar to select your video, or tap the **calendar** icon at the top right of your screen to select the desired date and time.

When viewing recorded video, you will see a blue timestamp on the camera views and the **LIVE** button will be toggled off.



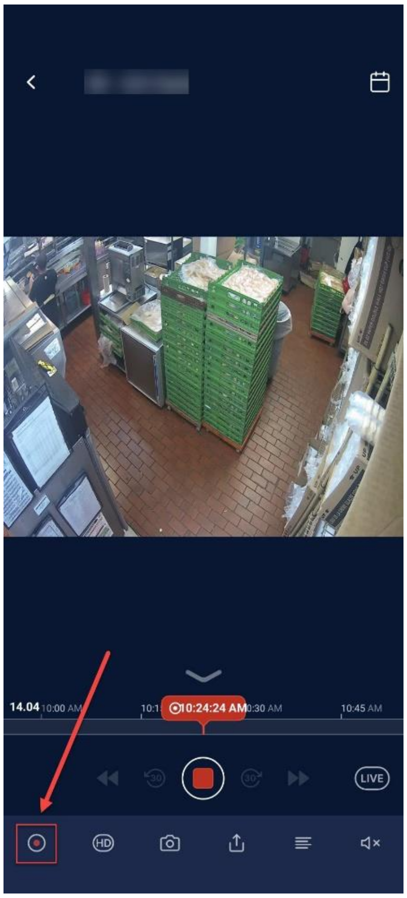


Saving Video: Record Video

Record video allows you to quickly take a video clip in a **.webm** format to save onto your mobile device. This is a great option to capture up to 3 minutes of video.

To **Record video**, double-tap the camera view you would like to record so it is enlarged on the screen. Using the **Calendar tool**, go to the starting point where you would like to begin your recording and select **Play**. Tap the **Record** icon located on the bottom left-hand side of the video navigation menu. You will then see a red circle on the camera view indicating that the selected view is being recorded.

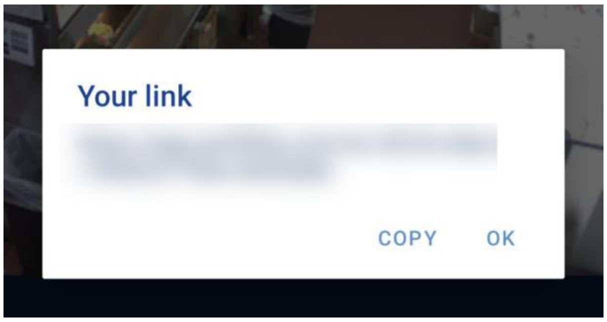
When you wish to stop recording, simply tap the **Record** icon once more and your video file will automatically be downloaded to your device’s camera roll.



Save Link

You can quickly share a video with another 360iQ user without saving a file to your mobile device by using the **Save Link** feature. Tap the **upward arrow** icon located on the bottom right-hand corner of your screen, then tap the **COPY** button to save the link to forward it. The user receiving the link will see the same video and camera views you were viewing at the time of creating the link.

Note: The user receiving the link must have a 360iQ account with access granted to the location being shared.

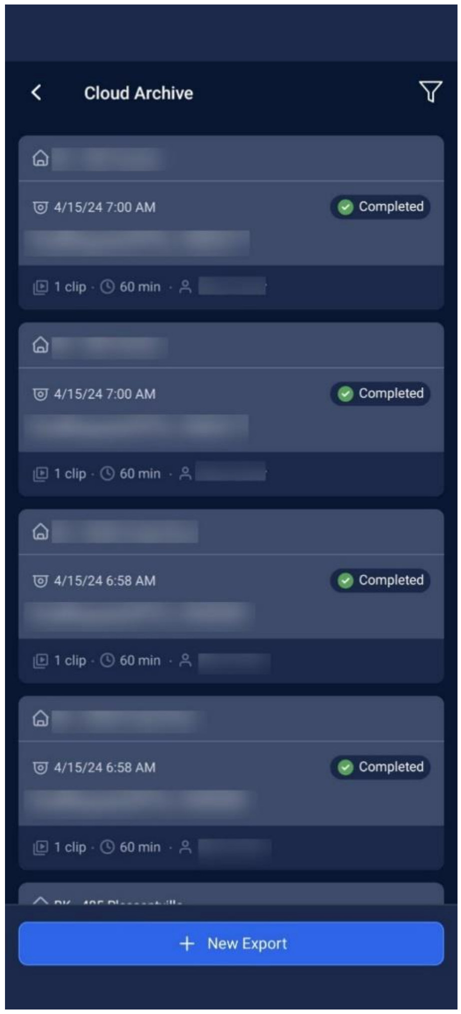


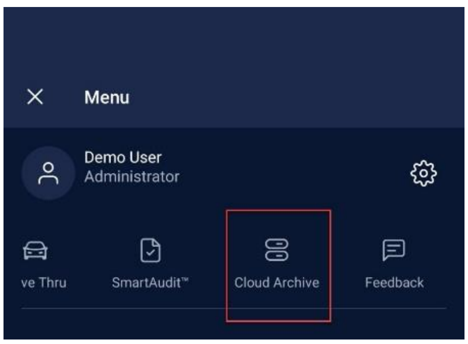
Cloud Archive

The **Cloud Archive** is a feature that recodes video from your NVR and uploads it to the cloud, where you can send or share it. Using the Cloud Archive, you can download, edit, and share video requests.

To access the **Cloud Archive**, navigate to your **Home Screen**, tap the More icon in the bottom left corner of the screen, then swipe left on the menu bar until you see the **Cloud Archive** icon. Tap the **Cloud Archive** icon. Then, tap **Cloud Archive** again.

In the **Cloud Archive**, you can access historical video records for locations and dates of your choice. You can also **Add filters** and create a **New Export**.

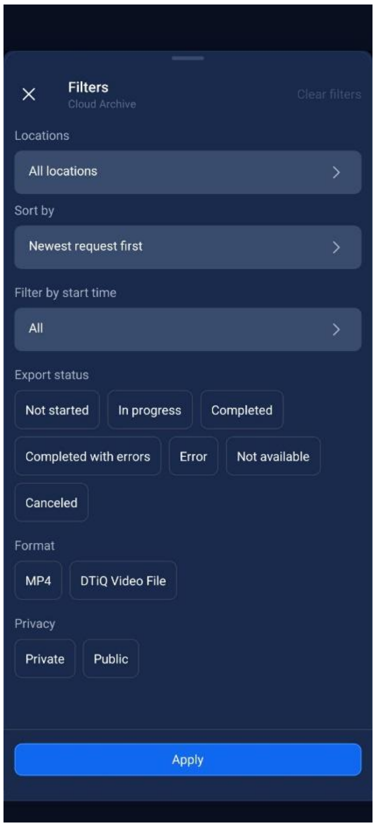




Filters

To filter the Cloud Archive, tap the blue **Add filter** icon at the top right of the screen.

A menu will pop up. From here, you can select **Filter categories** such as **Locations**, **Export Status**, and **Format** to narrow your list of options. Select your filter options from the list and tap **Apply** to save the filter. The Cloud Archive dashboard will display information filtered by your chosen options.



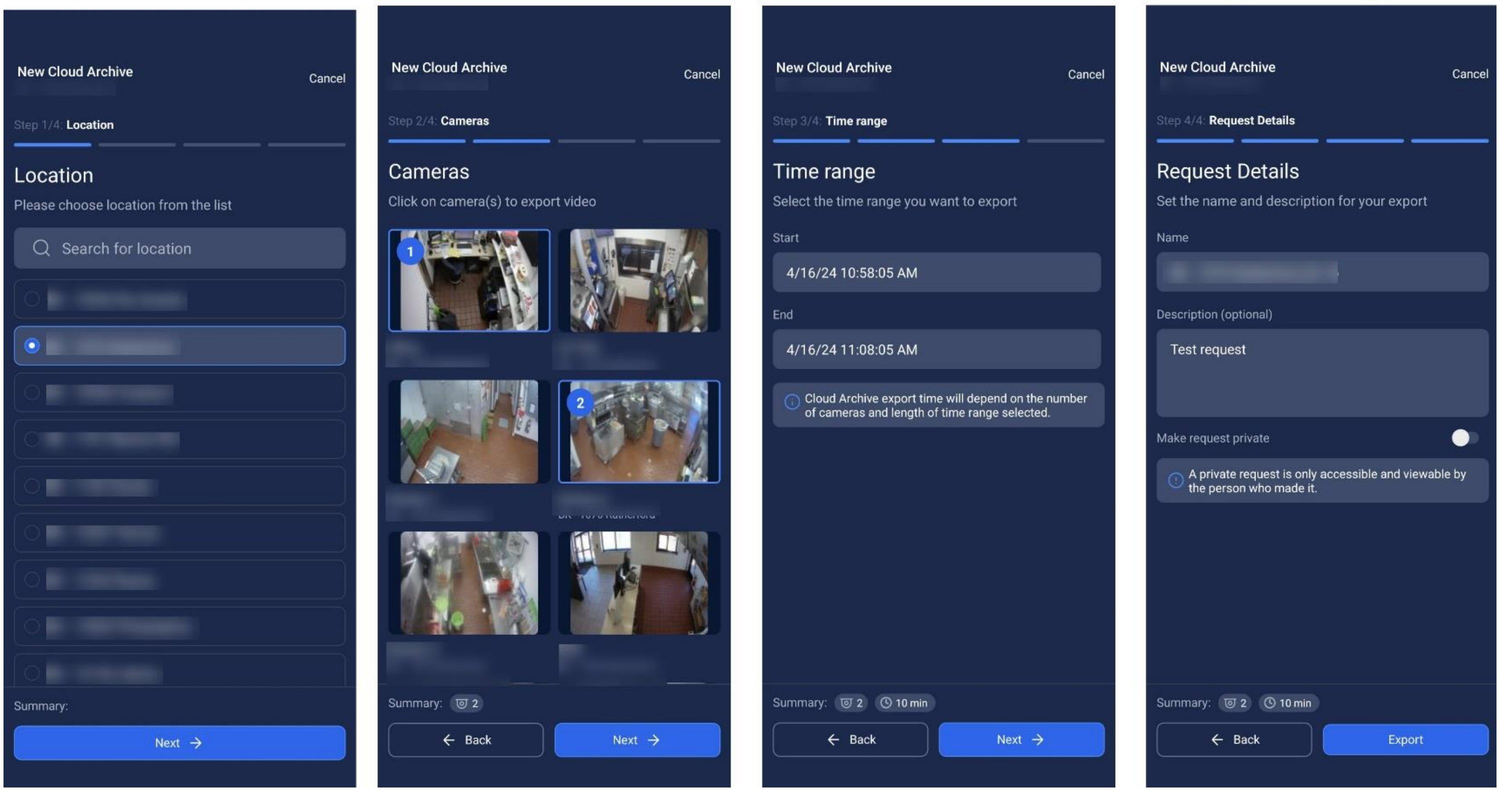
Create a New Cloud Archive

To Create a New Cloud Archive, tap the **+ New Export** button at the bottom of your screen. A menu will pop up. First, choose your **Location** and tap **Next**. Then, select your **Cameras** and tap **Next**. Select the **Time range** for which you want to create the Cloud Archive, then tap **Next**. Lastly, fill out the **Request details** (e.g. **Name** and **Description**) and toggle **Make request private**.

By making a request private, it can only be accessed by the person who initiated the request.

Once you have all your preferred options selected, tap **Export** to create the new Cloud Archive. You'll see the processing status of the new Cloud Archive in your Cloud Archive Dashboard.

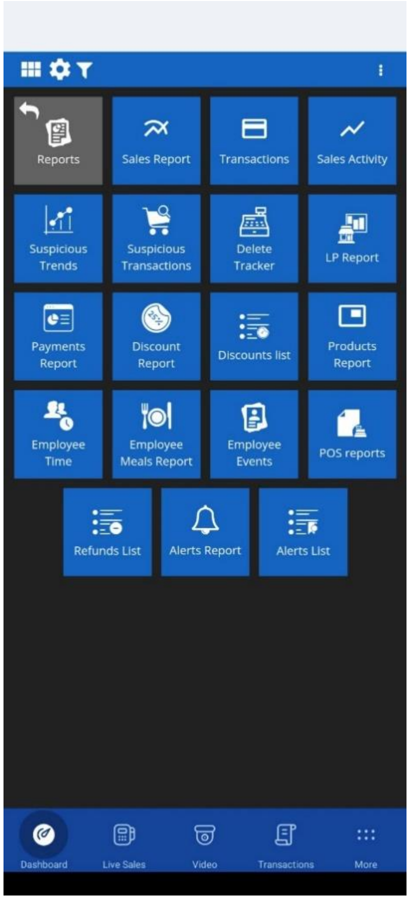
Note: Cloud Archive export time will depend on the number of cameras and length of time range selected.



Reports

Note: 360iQ Reports require an active subscription and POS system access.

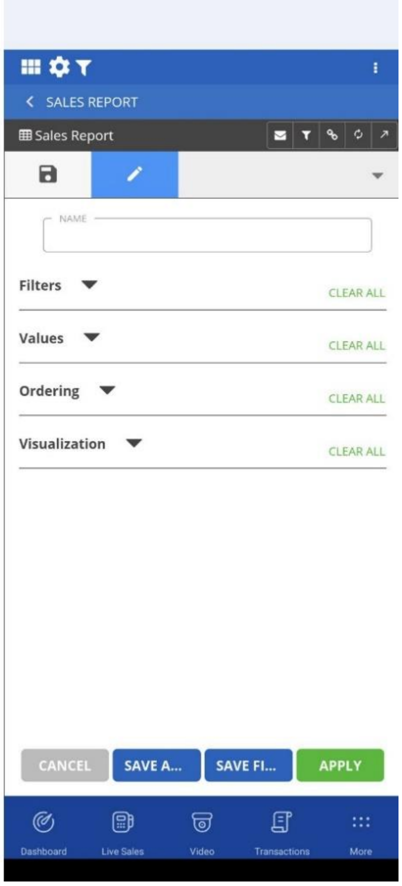
Reports allow you to monitor and spot business trends in greater detail by tying each transaction with video footage. To access reports, navigate to your **Home** Screen or the **Quick Bar**, then tap on the **Reports** tile. You can choose from a variety of report types to suit your needs.

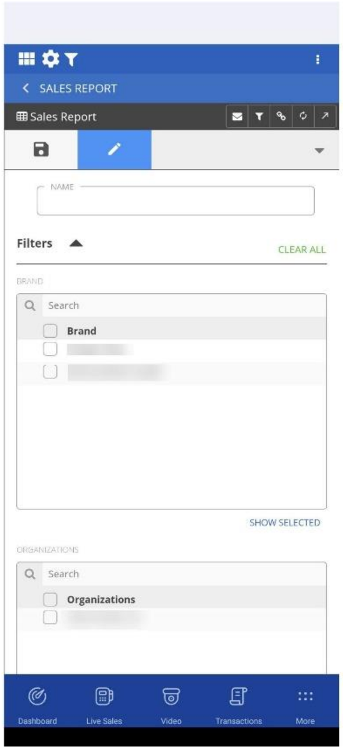


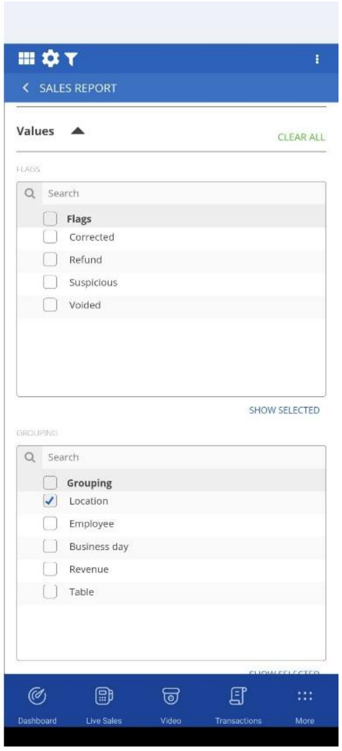
Report Filters

In any report, use the report **Filter** to narrow your search. Tap the **Filter** button located on the top right-hand corner of the report, then tap **EDIT**.

To make filters easier to use, they are broken down into 4 sections: **Filters**, **Values**, **Ordering**, and **Visualization**.





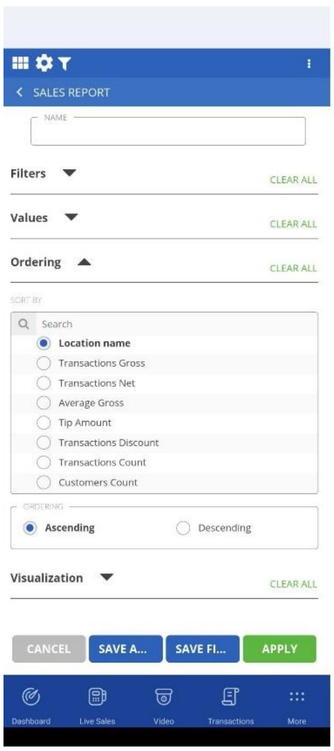


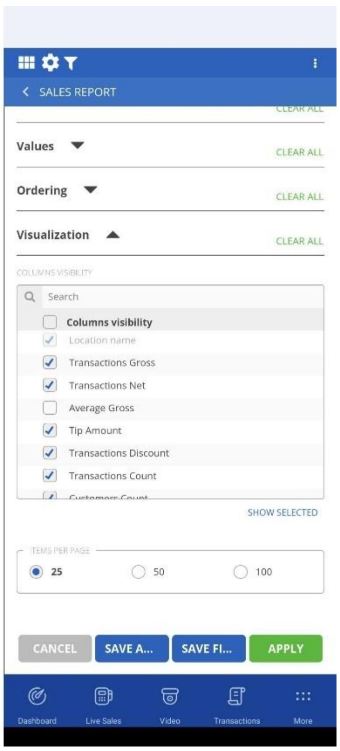
Filters

In the **Filters** section, you can narrow down your report search by specific brands, organizations, locations, and timeframes.

Values

After you have selected your desired locations and timeframe, tap the **Values** drop-down to choose how to group the data and further narrow your search.



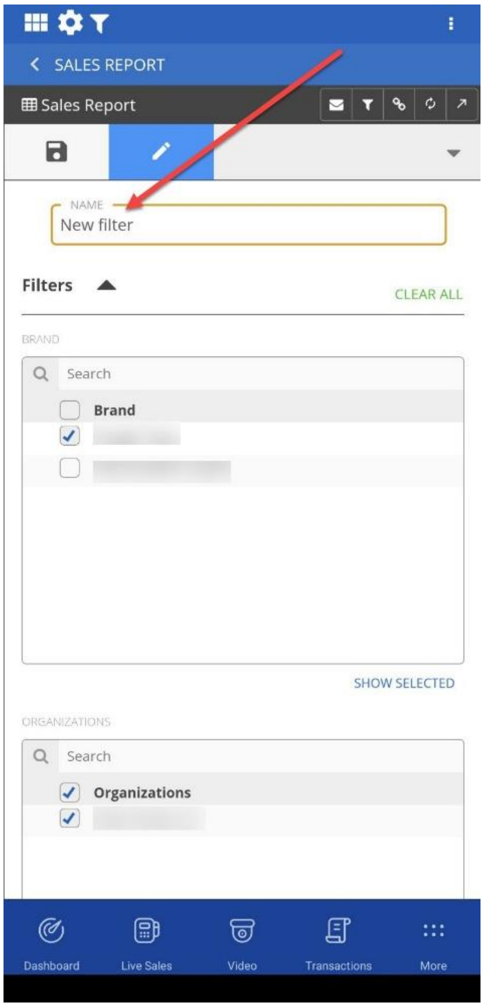


Ordering

In the **Ordering** section, you can choose the metric by which you would like to sort the report.

Visualization

In the **Visualization** section, you can choose which columns you would like to see in your report. Uncheck columns to hide them from the view.



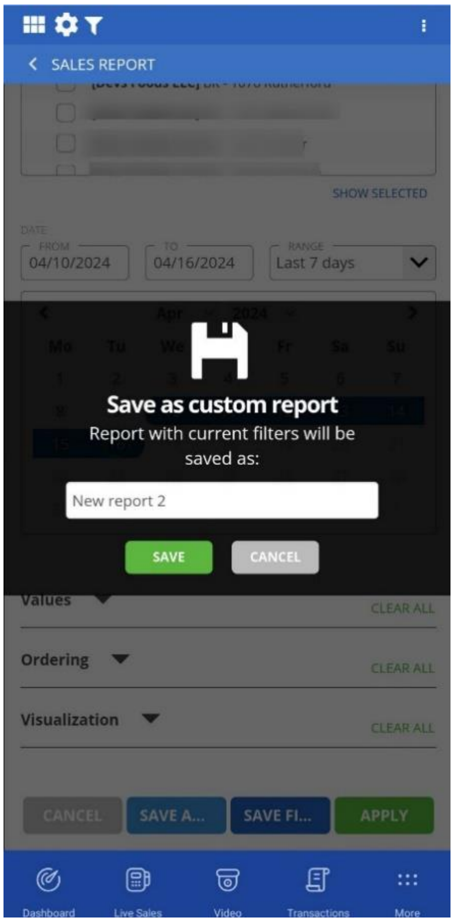
Saving Filters

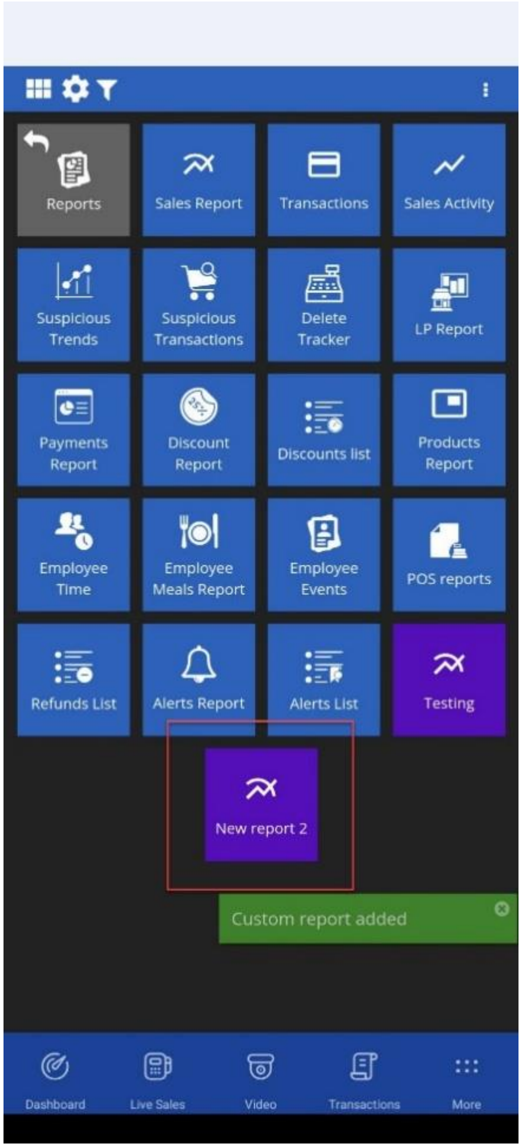
Saving filters is a convenient way to get to your preferred report faster! To save a filter, make sure your new filter is applied, then tap the **Save Filter** button on your **Filter** view. Give it a name and tap **Save**. You can save multiple filters for the same report making it easier to switch between report views.

Once a filter is saved, you can simply tap on the **Filter** button in the associated report and tap to **Apply** the filter.

Creating Custom Reports

The **Custom Report** option allows you to save your filtered reports as easily accessible tiles. To create a **Custom Report**, go to any existing report from the **Reports** tile and use the filters to narrow down the reports. Once you've found your desired report, tap **Save As Report**, name your new report, then tap **Save**.





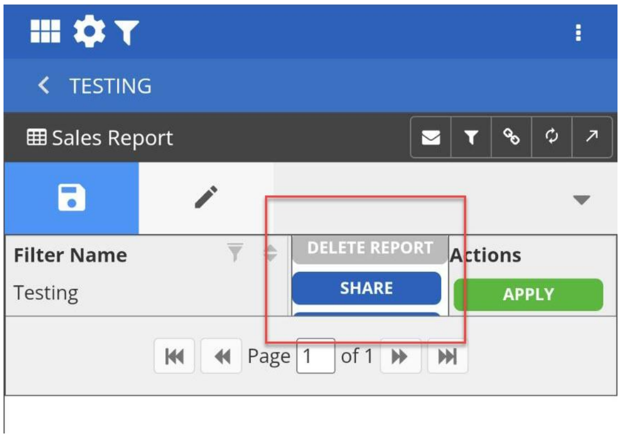
On the **Home Screen**, you can quickly access that report from the **Reports** tile. Customized reports are marked purple.

Editing/Sharing/Deleting Custom Reports

After creating a custom report in 360iQ, you can share it with your team members.

To edit, share, or delete a custom report, open the report, then tap the **Filter** icon. In the pop-up, hit **EDIT**. You will see the Custom Report Name, along with the **Default** and **Actions** column. Under **Actions**, tap the three dots to expand the menu. Your options are **DELETE REPORT**, **SHARE**, and **Edit Report**.

Note: To save the Filter as a Default View, tap the **star** icon in the **Default** column.



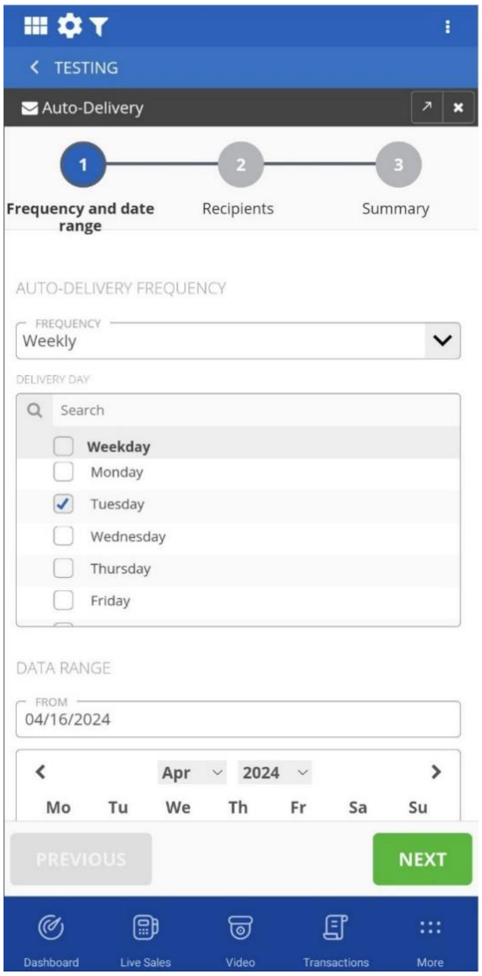
Auto-Delivery

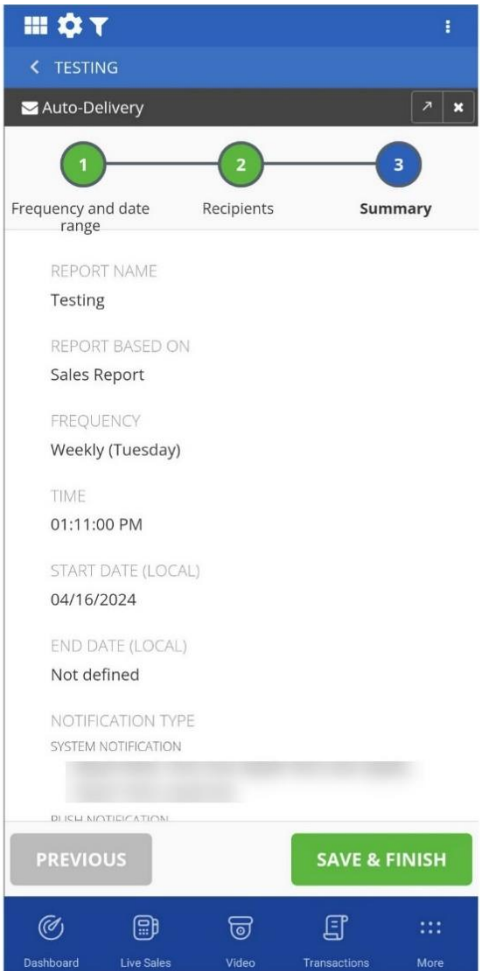
With Auto-Delivery, you can easily schedule reports to be emailed to you and your team members at selected intervals.

To set up **Auto-Delivery**, tap the **Mail** icon located on the top right-hand side of the report page and select the **Frequency** of the report to be delivered along with the **Start Date** and **Delivery Time**. If you would like to set an end date, then tap the **Define end date** checkbox and add the **To** date.

Then, tap the **Next** button or the **Recipients** icon to select recipients and report delivery notification method.

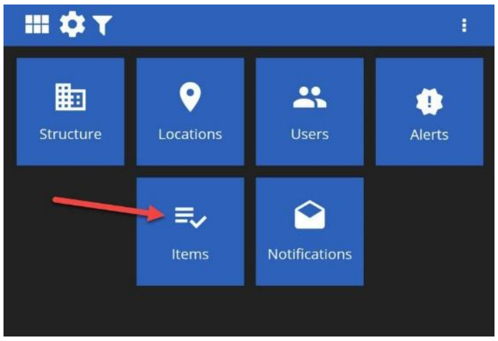
To review the Summary, tap the **Next** button. To schedule the report for **Auto-Delivery**, tap the **Save & Finish** button.

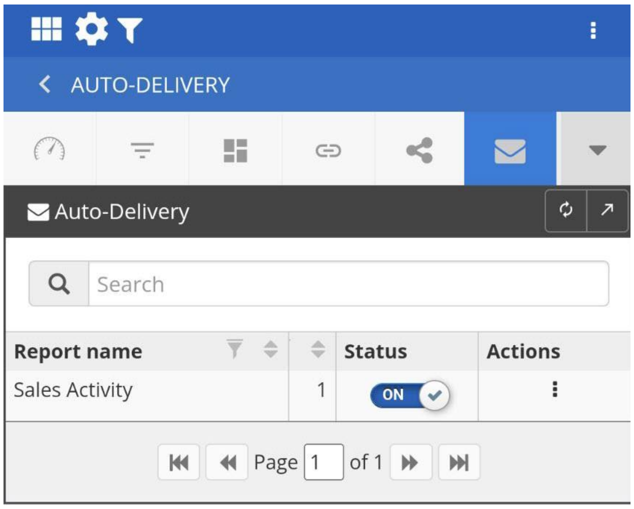




Auto-Delivery Management

To edit or delete existing **Auto-Delivery**, tap the **Settings** icon located on the top **menu bar**, then choose **Items**. On the new page, select the **Auto-Delivery** tab. Here, you can toggle Auto-Delivery on or off by flipping the **On** or **Off** toggle in the **Status** column. You can also **Edit** or **Delete** the existing Auto-Delivery settings by tapping the **three dots** under **Actions**.





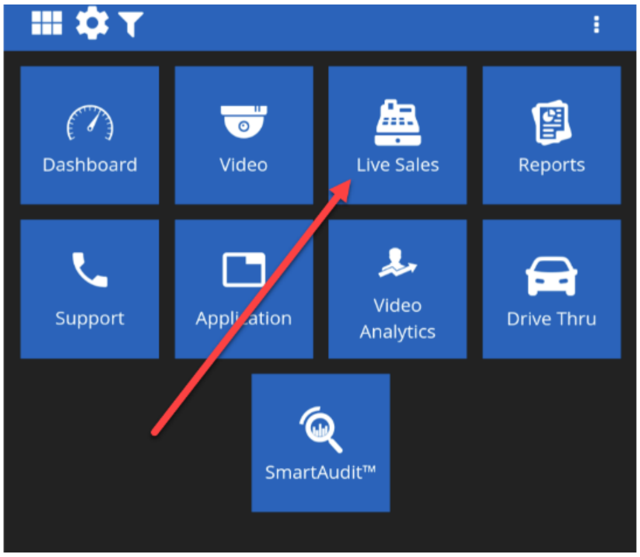
Live Sales

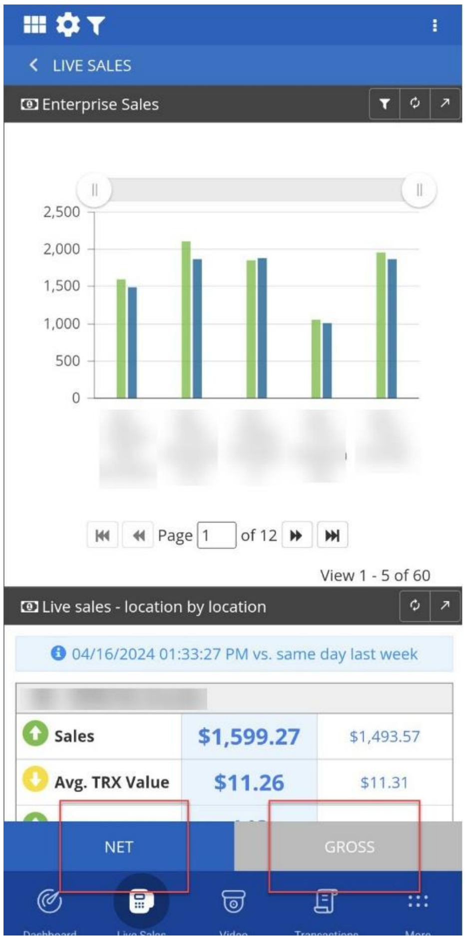
Note: The **Live Sales** panel requires an active subscription and POS system access.

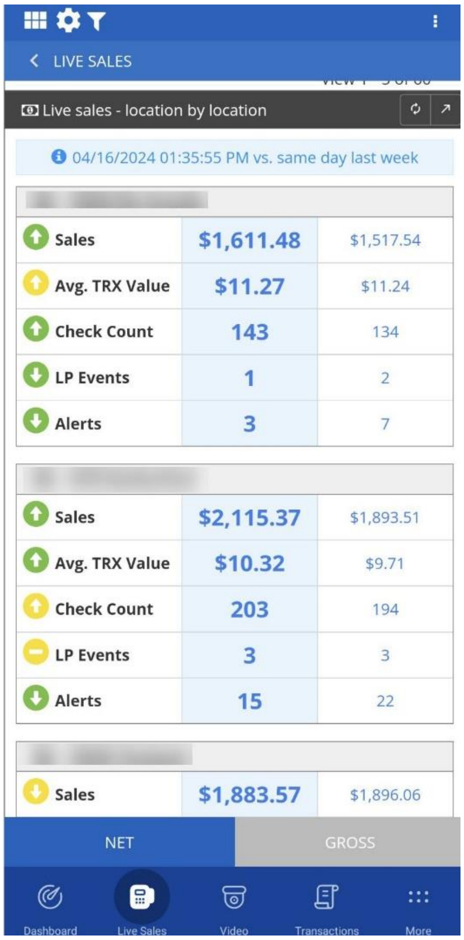
To view the **Live Sales** panel, tap on the **Quick Bar**, then the **Live Sales** tile. The **Lives Sales** panel gives you an overview of your entire organization. It allows you to comparesales data from individual locations and act on any suspicious transactions.

To choose between **Net** and **Gross** transactions value, tap on the **Net** or **Gross** tabs at the bottom of the screen. The main values measured and displayed as widgets include **Sales**, **Average TRX (transaction) Value**, **Check count**, **LP (Loss Prevention) Events**, and **Alerts**.

Tap on a widget to see transactions associated with the selected metric.





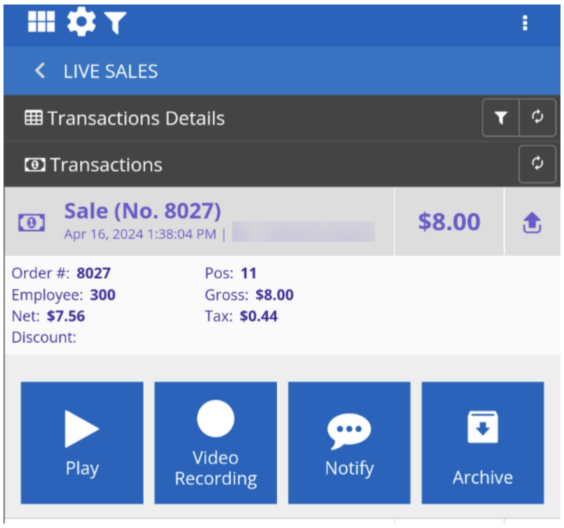


Transaction Review

Tapping on a **Sales** widget in the **Live Sales** panel will bring you to the **Transactions Details** panel, where you can review the details of a sales transaction.

Tapping on a transaction in the transactions list will open a drop-down menu. Within this menu, you can tap **Play** to view video of the transaction, tap **Video Recording** to create a video snippet, tap **Notify** to inform another user about the transaction, and tap **Archive** to request a downloadable video file.

Swipe right to view the digital receipt for the transaction. This view offers several options for users, including **Actions**, **Video**, and **Transactions List**.

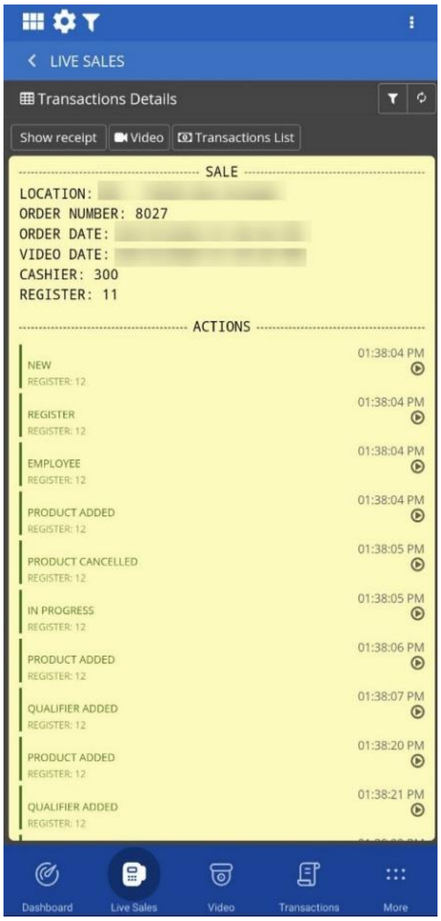


Show Register Actions

Note: Register Actions are only available for certain POS integrations.

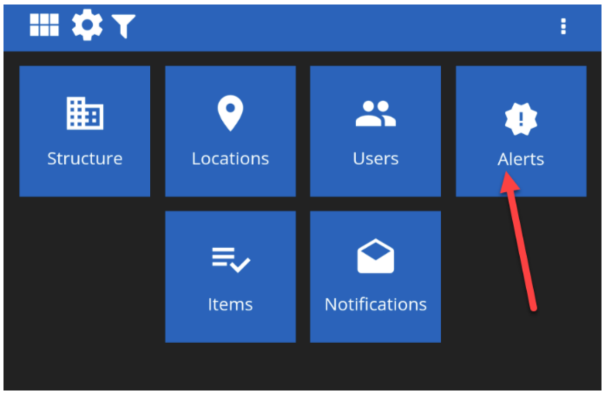
Tap the **Actions** button, located on the upper left-hand corner of the digital receipt, to see a transaction breakdown by action performed at the point-of-sale register. This feature can save you time when reviewing video of a transaction by allowing you to go directly to the moment of payment.

Tap the **Show Receipt** button to go back to the digital receipt.



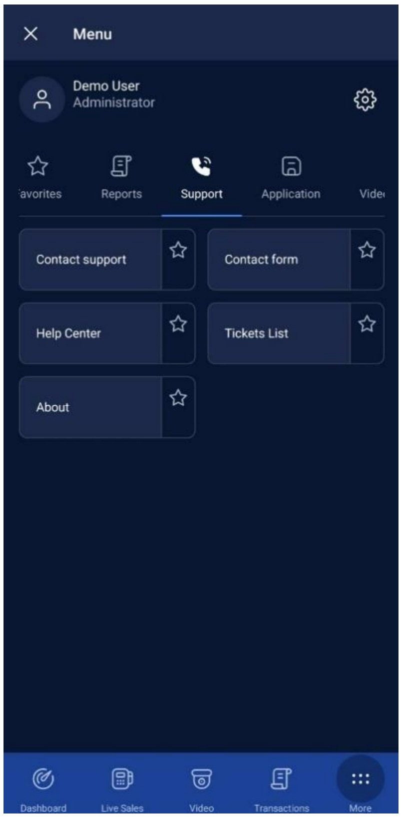
Alerts

You can access your alerts by tapping on the **Settings** icon and then tapping on the **Alerts** tile. Alerts flag specific types of transactions for your review. This is a great way to keep your finger on the pulse of your business. Predefined alerts are set up by default. To set up alerts according to your business needs, please contact your Customer Success Manager at csr@dtiq.com or DTiQ Support at support@dtiq.com.



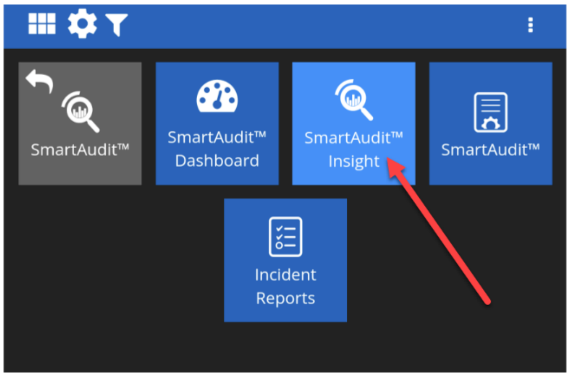
Support

To get to Support, tap the More icon at the bottom of your screen, then tap Support. In the **Support** menu, you can **Contact support**, report a problem using the **Contact form**, access the **Help Center**, view your support **Tickets List**, and view information **About** the 360iQ software.



SmartAudit™

A **SmartAudit™** is a customizable 10-question remote audit that provides insights on how to improve your business operations. The SmartAudit™ feature requires an active subscription. Contact DTiQ Support at support@dtiq.com or your Customer Success Manager at csr@dtiq.com to learn more.

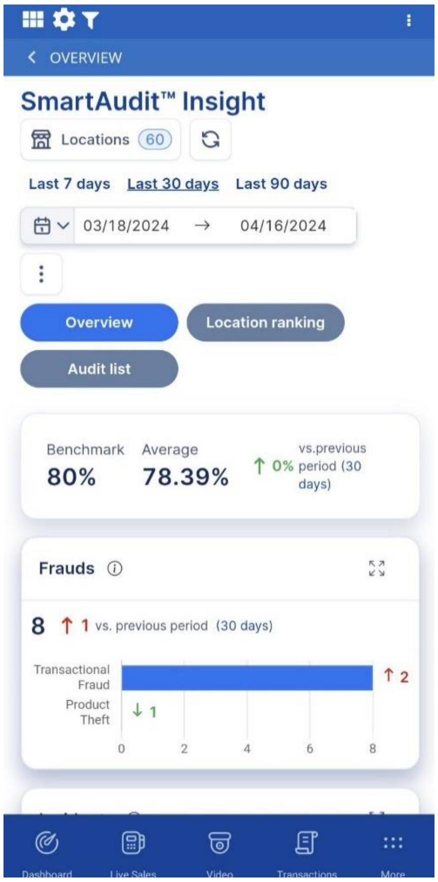


SmartAudit™ Insight

The **SmartAudit™ Insight** dashboard allows you to analyze operational trends affecting your business performance. To access it, tap on the **SmartAudit™** tile from your **Home Screen** or **Quick Bar** and then choose the **SmartAudit™ Insight** tile.

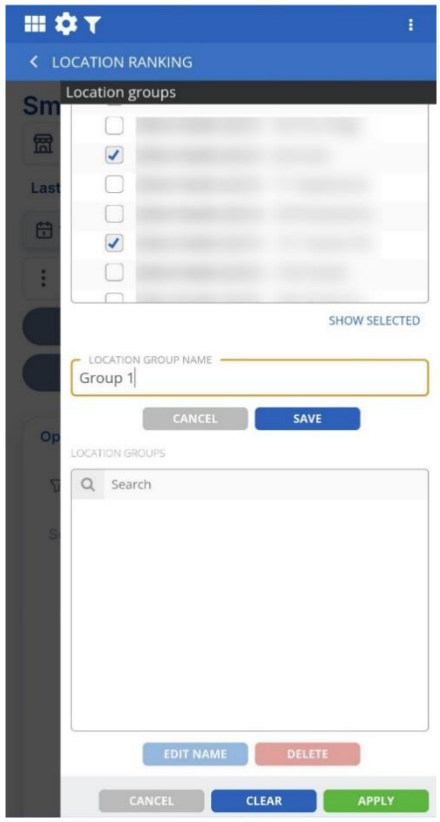
The **SmartAudit™ Insight** dashboard consists of 3 main sections with different levels of data aggregation.

You can access them by tapping on one of the main tabs: **Overview**, **Location ranking**, **or Audit list**.



Location Groups

Tapping on the **Locations** button takes you to the **Location groups** view, where you can define groups covering the selected locations. These groups let you filter data according to the range of locations defined by the group.



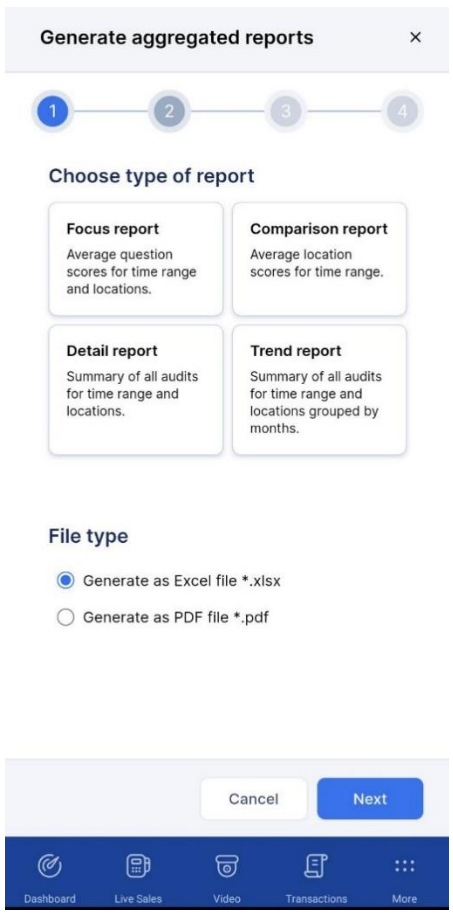
To create a Location group:

1. Choose **Locations** you wish to add to the group.
2. Tap the **SAVE GROUP** button and name the group.
3. Tap the **SAVE** button and then the **APPLY** button.

You can also edit (**EDIT NAME** button) or delete (**DELETE** button) location groups.

The **Location groups** view includes also the following buttons:

- **CANCE**L, which closes the view.
- **CLEAR**, which removes saved filters.
- **APPLY**, which saves the changes.

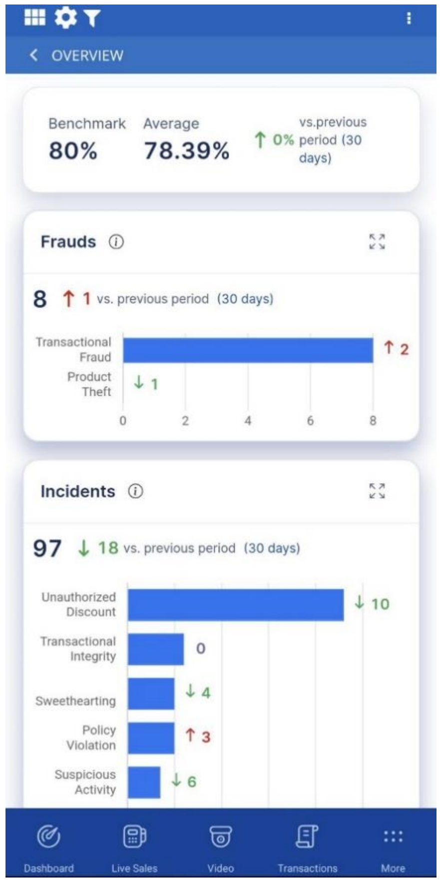


When you enter **SmartAudit™ Insight**, the results will be displayed for the last 30 days by default.

If you are looking for a different date range, go to the top and select **Last 7 days** or **Last 90 days,** or use the custom date selector to choose a different range.

Below the custom date picker, by tapping the **three dots** icon, you can generate the aggregated reports that are also available through the **SmartAudit™ Dashboard.**

SmartAudit™ Insight Main Tabs



There are 3 main tabs for the SmartAudit™ Insight dashboard that you can select at the top of the dashboard: **Overview**, **Location ranking**, and **Audit list**.

1. **Overview**

The **Overview** provides a perspective on your overall business performance.

At the top of the Overview page, you can check the **Average Audit Score** for your locations and compare it to the previous period as well as your **company benchmark** (the default benchmark setting is 80% and can be changed in your organization settings).

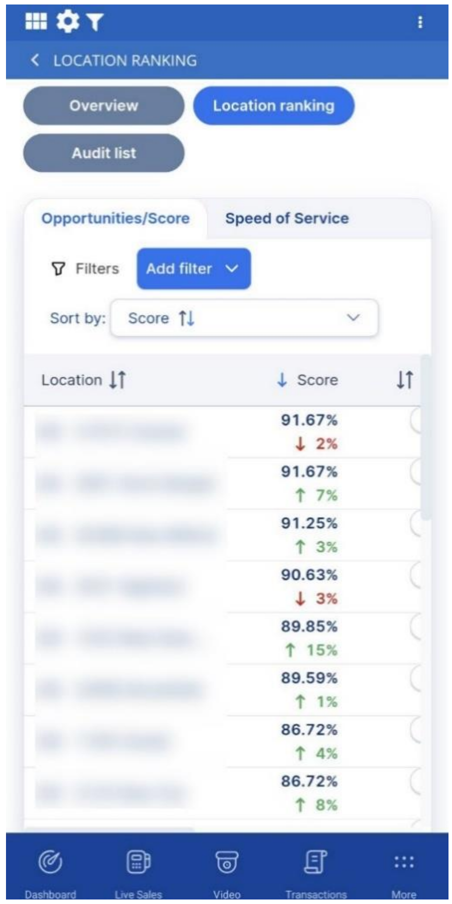
Right below are charts of the number of times that **Fraud**, **Incidents**, and **Violations** were found in a SmartAudit™ along with a graph of **Speed of Service** measurements. Tap on a single bar in any of the charts to go to the **Location ranking** tab.

2. **Location ranking**

The **Location ranking** is list of locations that are sorted by SmartAudit™ scores by default.

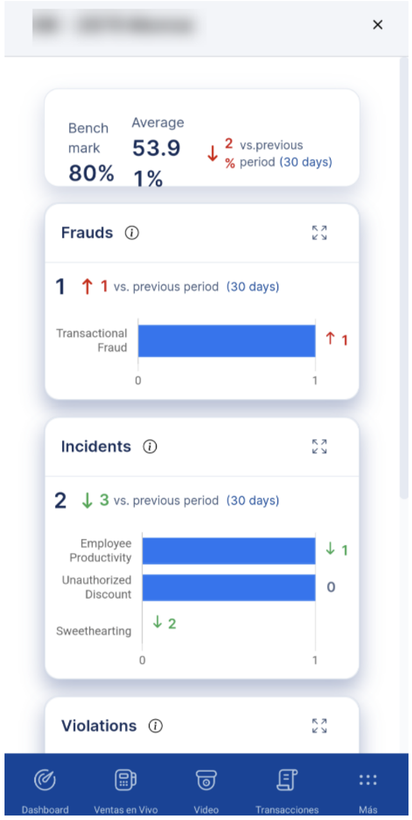
The **Opportunities/Score tab** focuses on the SmartAudit™ score and the counts for Frauds, Incidents, and Violations.

By tapping on a single row in the table, you can view the **Audit list** tab for more audit details for the chosen location.



Here, you can also compare every metric with a previous period.

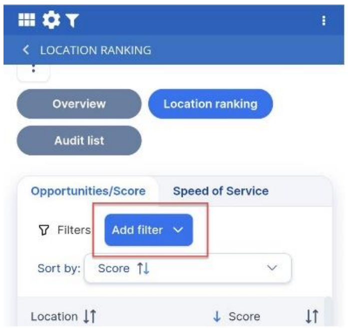
Scroll left and tap the **Details** icon to see the details of a location’s audit score and details regarding Frauds, Incidents, and Violations.

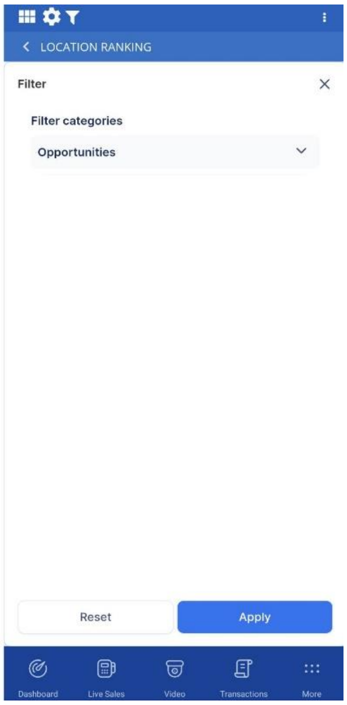


Back in the **Location ranking** dashboard, you can filter the table by tapping the **Add filter** button. Then, select the items of interest from the **Fraud Type**, **Incident Type**, and **Violation Type** menus. Tap the **Apply** button to apply the selected filters.

To close the panel without any changes, tap the **Add filter** button.

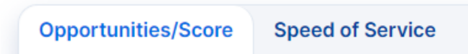
You can reset all filters by tapping the **Reset** button.

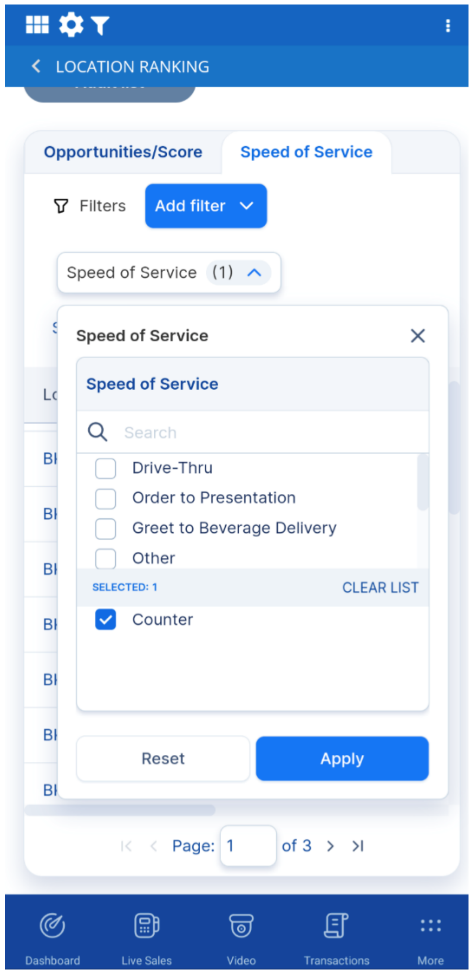




Tap on the **Speed of Service** tab to view information about the average and longest Speed of Service for a given location.

The **Speed of Service** type is set to **Counter** by default. You can change the type by using the drop-down menu.

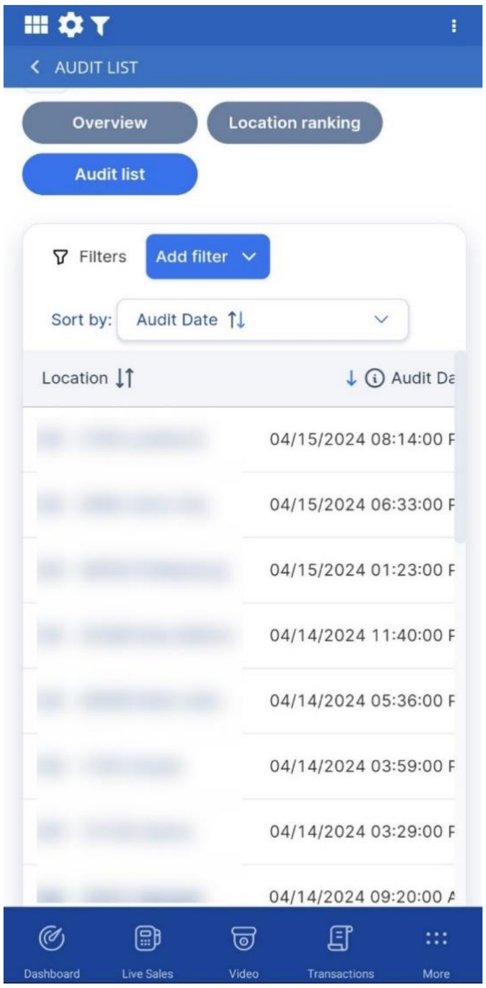


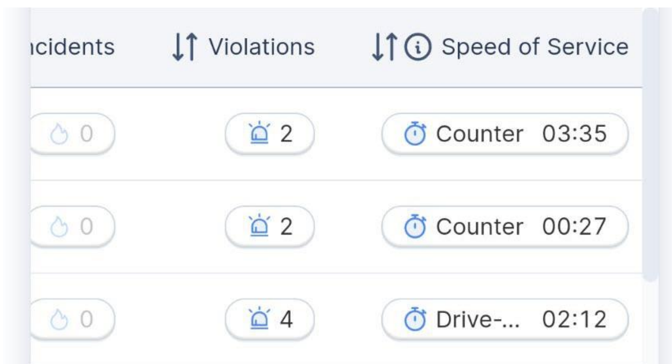


3. Audit List

The **Audit list** lets you explore the full list of audits performed for a given time range for all your locations, including information about the number of Frauds, Incidents, and Violations, along with Speed of Service times and audit score.

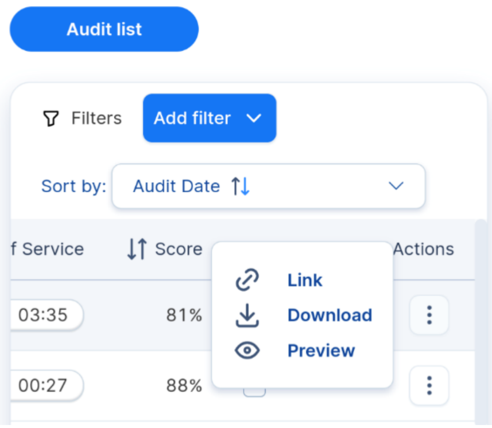
To see more details, tap on the icons with a count:





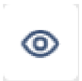
There are 3 options in the **Actions** column:

You can download multiply SmartAudit™ reports by marking checkboxes on the left side and then tapping the **Download marked** button right above the table.



Link – Use this to copy the link to the SmartAudit™ report.

Download – Use this to download a PDF version of the SmartAudit™ report.



Preview – Use this to view the SmartAudit™ report in your mobile browser.

As you enter the **Audit list** page, audits are sorted by Audit date. You change this sorting by using the **Sort by** drop-down or by using the arrow icons in the table headers.

To filter the table, tap **Add filter.**

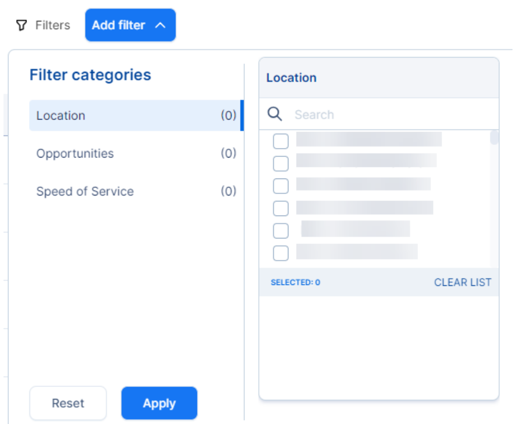
Filter panel

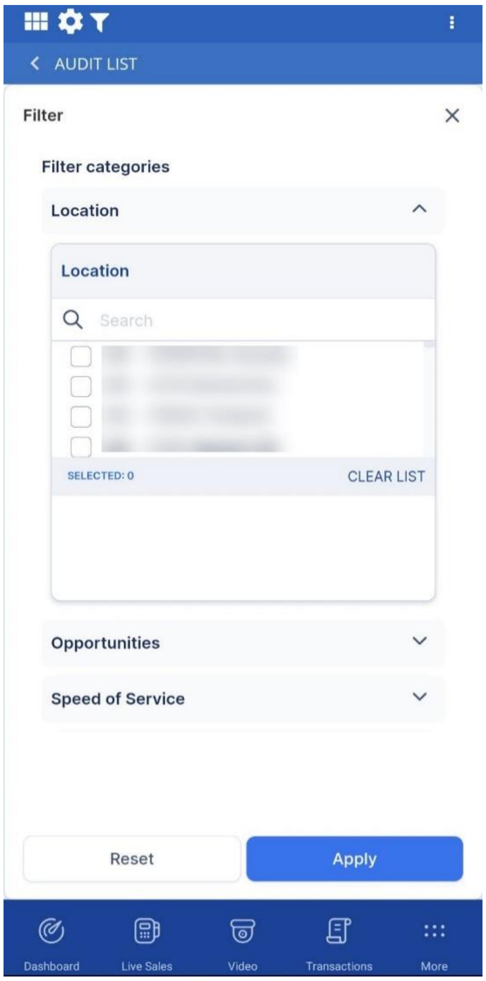
You can filter the table by tapping the **Add filter** button.

Select one of the **Filter categories** on the left side of the filter panel. Next, select the specific items of interest in the menu(s) next to the **Filter categories**. Tap the **Apply** button to apply the selected filters.

To close the panel without any changes, tap the **Add filter** button.

You can reset all filters by tapping the **Reset** button.



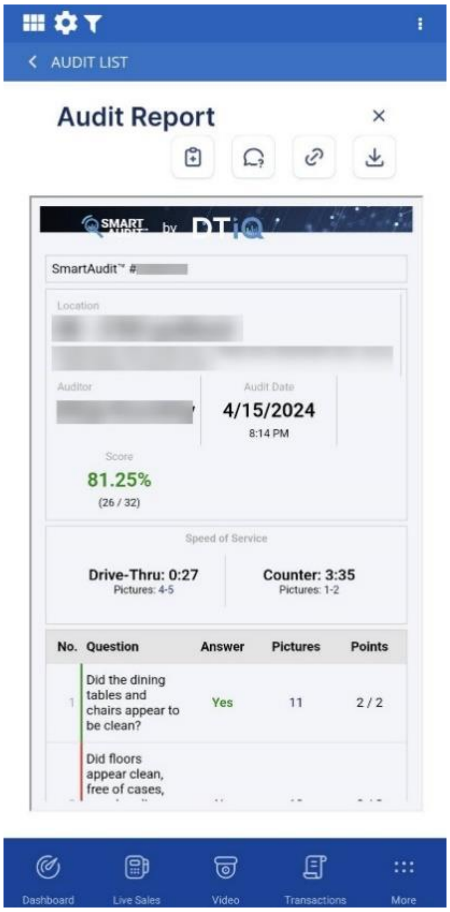


Audit Report

To open a single SmartAudit™ report, tap the **location name**.

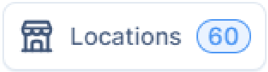
When you open a report, 4 buttons are displayed:

- **Report actions** – Enables to note actions taken after the report was generated. Notes are visible to all users with access to this report.
- **Send question** - Enables to send any question(s) directly to auditors.
- **Link** – Copy link to clipboard.
- **Download PDF** – Download the report.

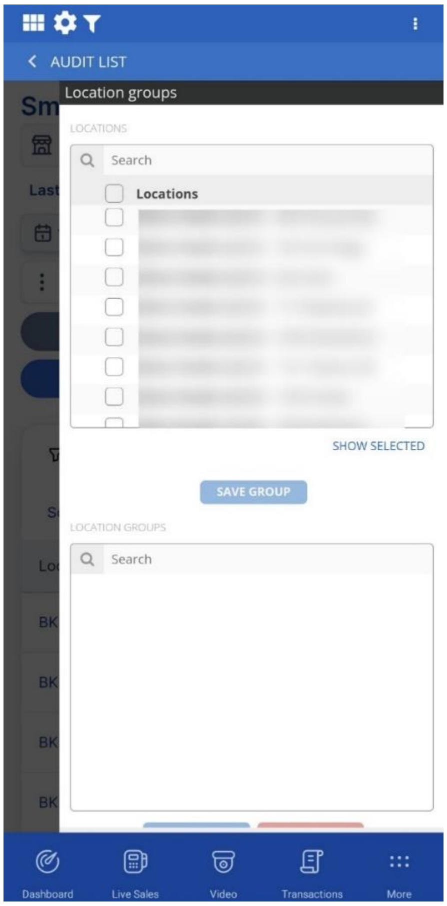


Manage Locations

To set global filters for the dashboard tap the **Locations** button to open the menu.



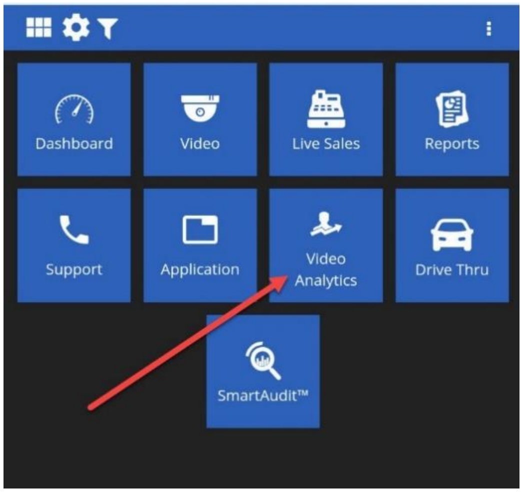
From here, you can choose locations, create a location group, and tap **Apply** to save your changes.



Video Analytics

Note: The **Video Analytics** feature requires an active subscription.

DTiQ's **Video Analytics** feature is accessible from the **Home Screen**. **Video Analytics** help you monitor your customer experience an assess the speed of service.



Speed of Service (SoS)

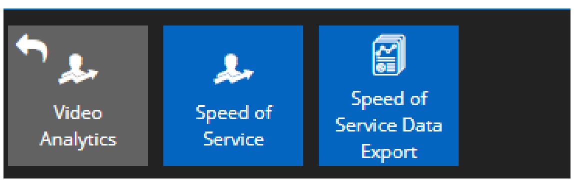
The **Speed of Service** feature requires an active subscription.

Tap on the **Show Details** button for a location to view **Video** for the location and to review the following drill-down data for a location:

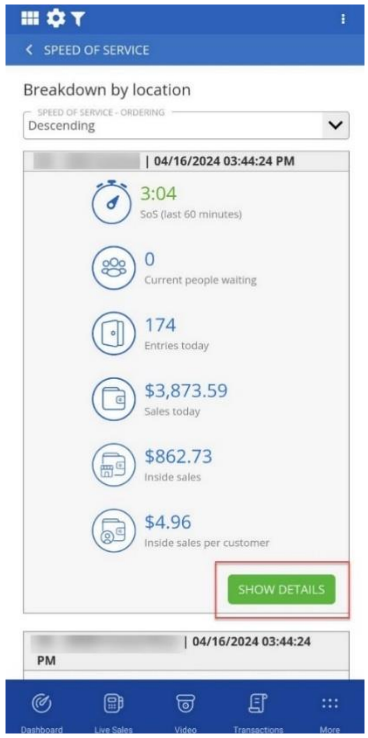
- **Breakdown by day part** – data available for parts of the current date that is updated throughout the day.
- **Breakdown by hours graph** - two bars per hour that show speed of service and entry counts with a green line that indicates the SoS target value.

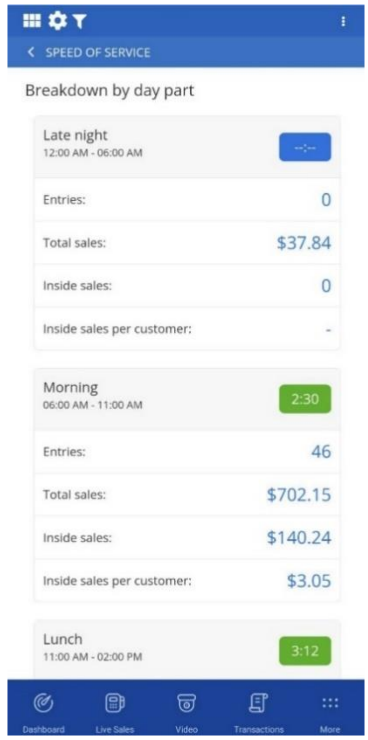
Speed of Service Data Export

To review historical Speed of Service metrics, select the **Video Analytics** tile and then tap on the **Speed of Service Data Export** tile.



You will see the list of previously generated reports. To create a new report, tap on the **New Report** button.



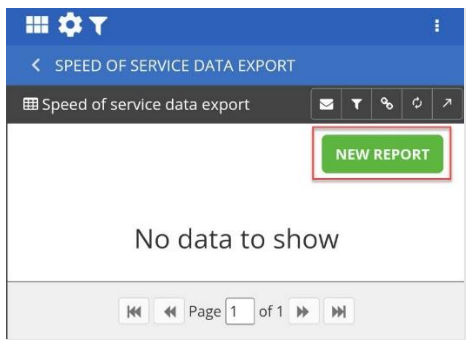


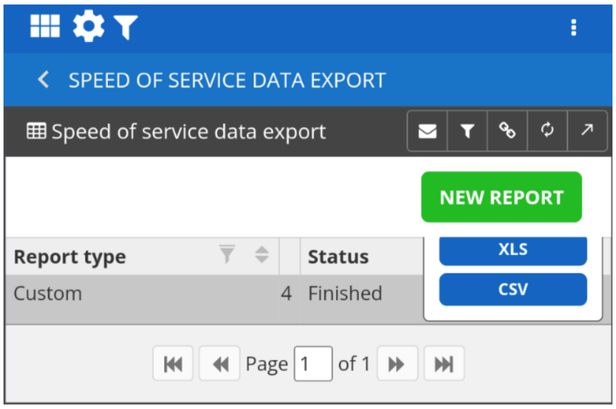
To access the **Speed of Service** metrics for the current day, select the **Video Analytics** tile and then tap on the **Speed of Service** tile.

The **Speed of Service** dashboard consists of two main parts: The top of the dashboard contains aggregated data for all locations, and the bottom of the dashboard displays the **Speed of Service** metrics for each location.

To define your report scope, you can select locations, date range, and desired sales data by revenue.

After setting up the report parameters, tap on the **Create** button. You will then be redirected to the **Speed of Service Data Export** reports list. Your report will then be generated, which may take a few minutes depending on data scope of the report. Once the report is ready, you can download it as an .XLS or .CSV file by tapping the respective **XLS** or **CSV** blue buttons.





Speed of service generated reports consist of a single tab with hourly metrics for each hour of operation for the following metrics: speed of service, time of order, queue length, all transactions count (all sales transactions), transaction count (in-house transactions only), counter transactions count, counter average sales, counter total sales, entry count, and entrance counts for each entry camera).

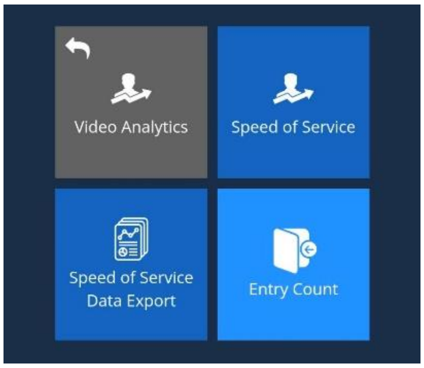
Each row refers to the location, date, and hour, and includes the following data, aggregated to full hours.

Entry Count

Note: DTiQ's **Entry Count** feature requires an active subscription.

The term **Entry Count** refers to the number of people who have entered an establishment in a given period of time. As part of your **Video Analytics**, DTiQ offers comprehensive **Entry Count** reports.

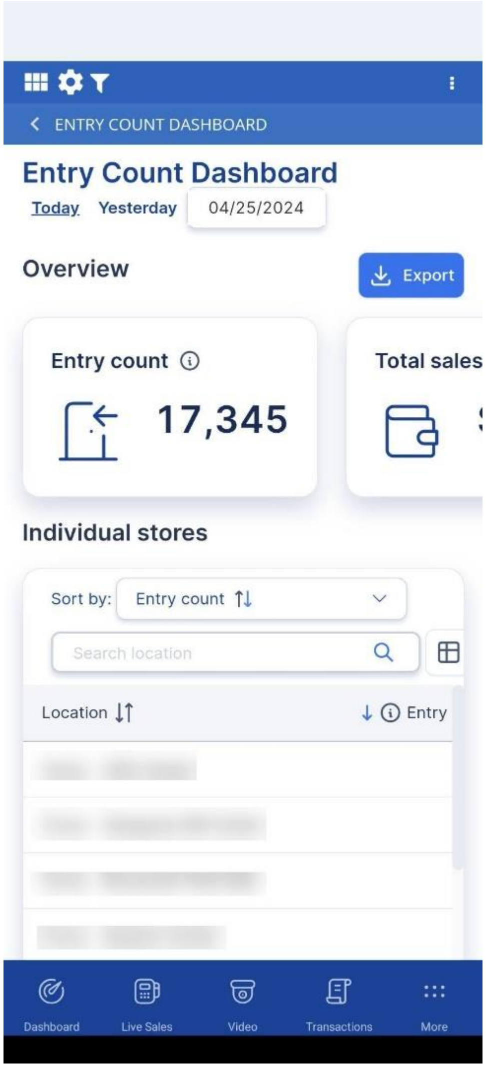
To access **Entry Count**, navigate to the **Video Analytics** tile via the **Home Screen** or **Quick Bar**. Then, tap **Entry Count**.



Inside the **Entry Count** dashboard, you'll see an **Overview** as well as an entry count breakdown for **Individual stores.**

Under the **Overview** header, you'll see the organization's total **Entry count** along with **Total sales (In-store)**. Tap the blue **Export** button on the right side of the screen to download this data.

In the **Individual stores** section, you can review the **Entry count**, **Total sales (In-store)**, **Sales per entry**, and **Actions** to take. Tap the **Details** button to drill down into a particular store's analytics.



For additional information or questions please contact **DTiQ Support** at support@dtiq.com or your **Customer Success Manager** at csr@dtiq.com.