



# Peak Times Speed of Service

As part of 360iQ's comprehensive **Video Analytics**, the **Peak Times Speed of Service** feature provides insight into the busiest times at your service locations so you can pinpoint potential areas for improvement.

## Content

In this guide, we will cover the proceeding topics:

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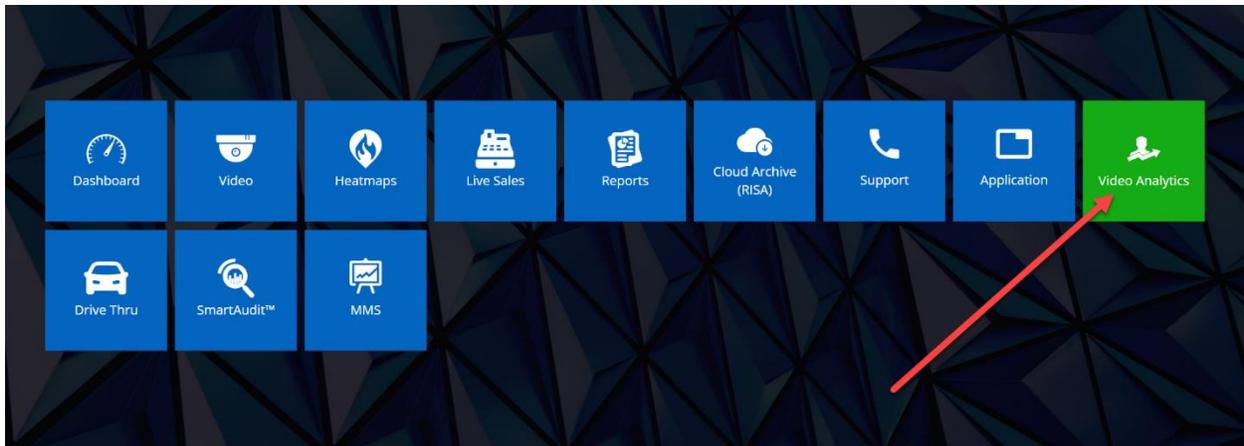
## How to Access Peak Times Speed of Service

To access the **Peak Times Speed of Service** feature, take the following steps:

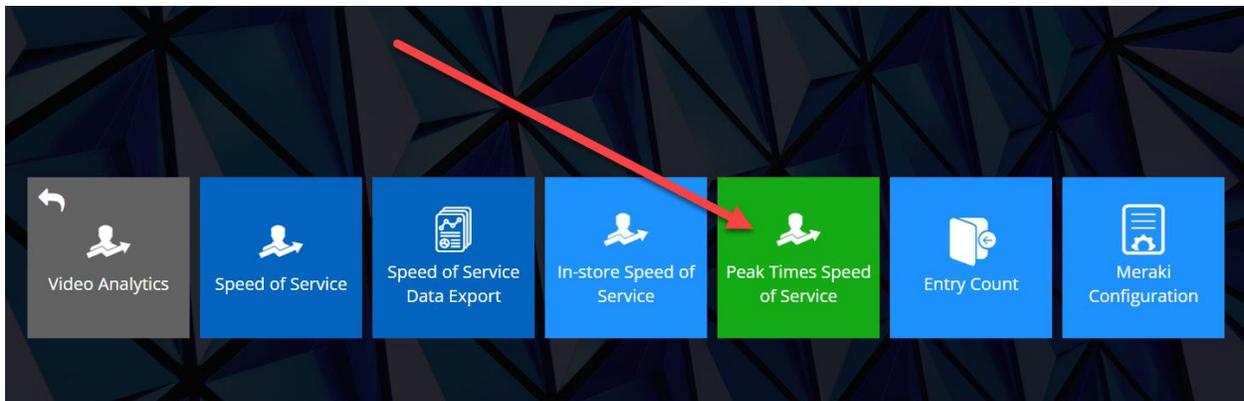
1. Log in to 360iQ: <https://app.go360iq.com/>.



2. From the **Home Screen** or **Quick Bar**, click the **Video Analytics** tile.



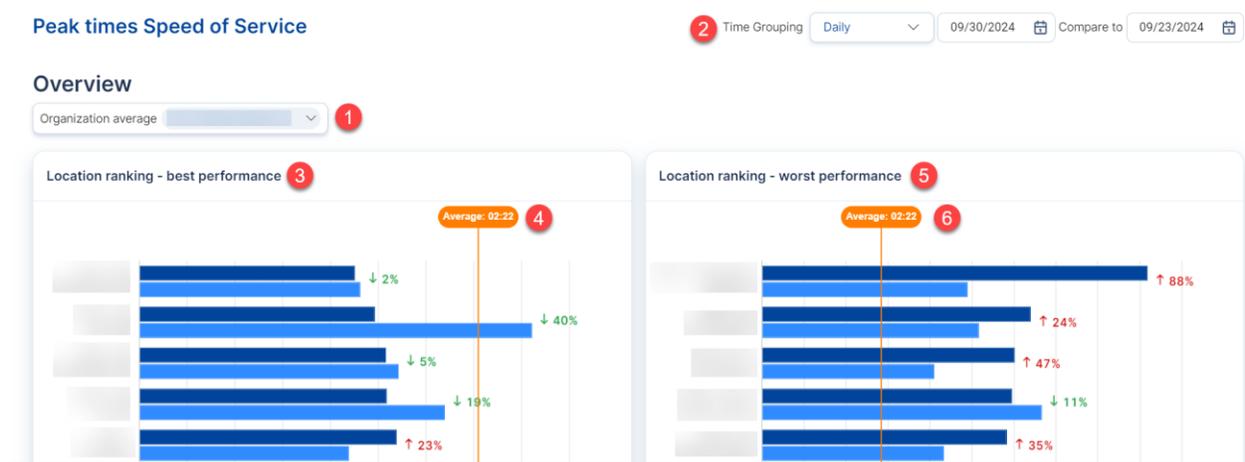
3. Click the **Peak Times Speed of Service** tile.



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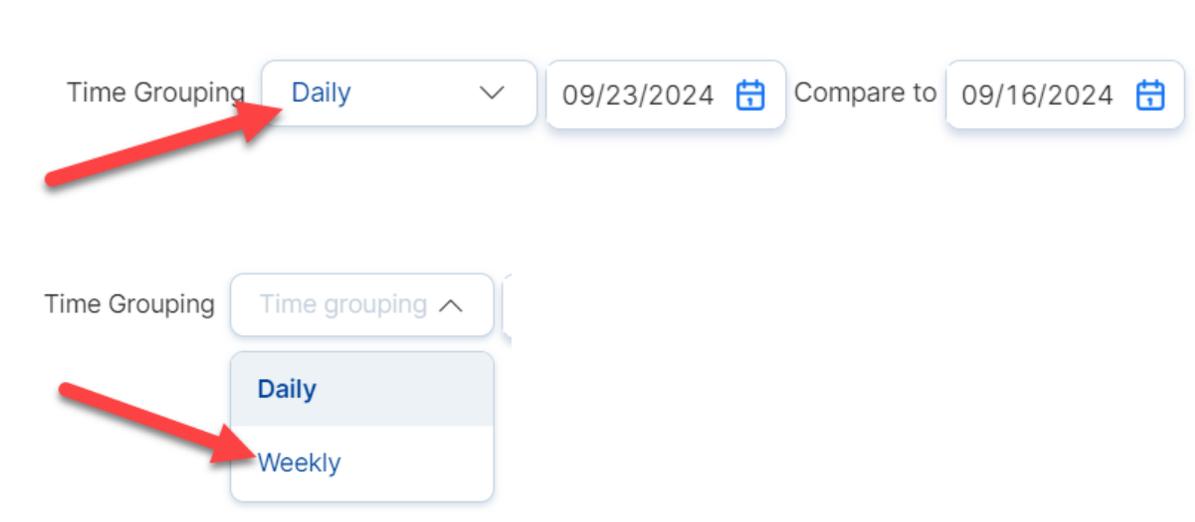
## Peak Times Speed of Service Overview

When you first enter **Peak Times Speed of Service**, you will be redirected to the **Overview** page.



The breakdown is as follows:

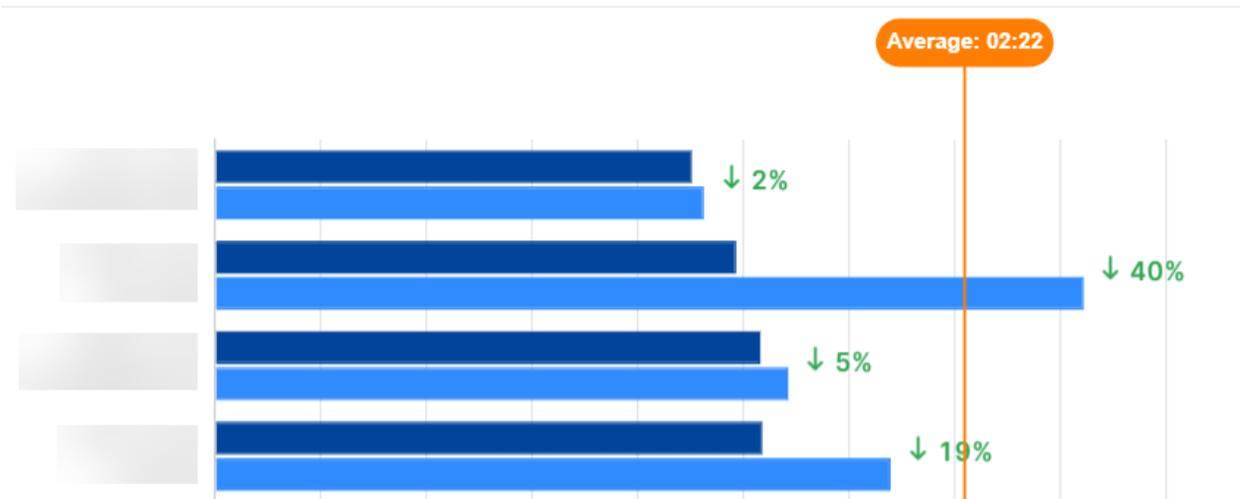
1. **Organization average:** At the top of the page, under the **Overview** heading, you will see the name of your selected organization next to **Organization average**.
2. **Time Grouping:** In the top-right corner of the screen, you will see the **Time Grouping**. Changing this grouping will change the performance rankings below.
  - a. **Note:** By default, the **Time Grouping will be Daily**. You can easily change it to **Weekly** by selecting the option in the dropdown menu.



3. **Location ranking – best performance:** Immediately underneath the **Overview** section, you will see your top **Location** in terms of **best performance**.
4. **Best performance Average:** To the right of the graph, you will see the **Average Speed of Service time in minutes and seconds** via the orange callout.
  - a. Hover over the bars in the graph to view the **Average Daily Speed of Service** and the **Average Daily Speed of Service Previous Period**.

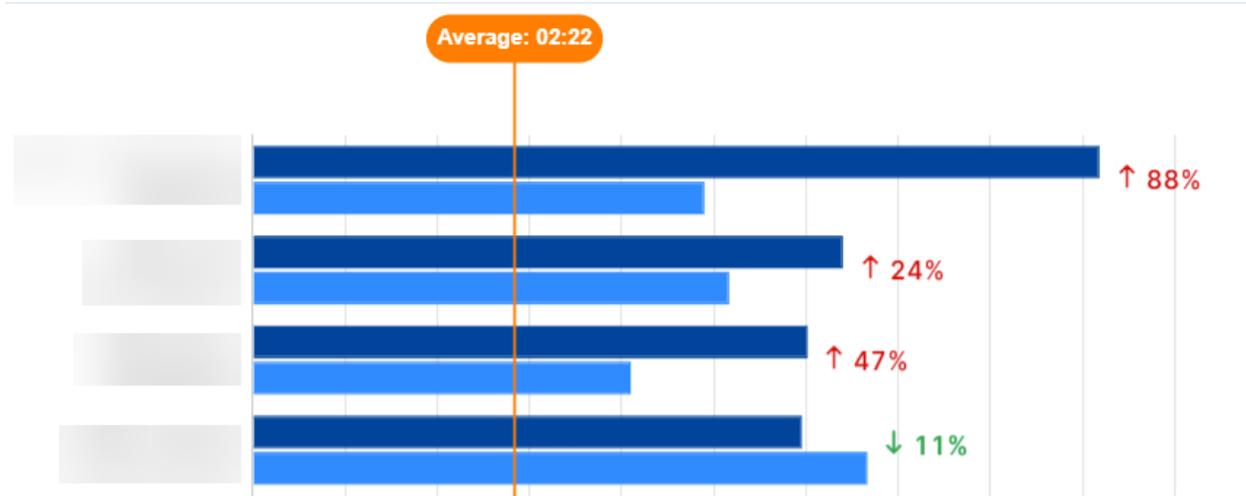
- i. **Note:** If you change the **Time Grouping** via the dropdown, the hover options here will also change (for example, **Daily** to **Weekly**).
- b. To the left of the orange callout, you will see the **average rate of change as a percent increase/decrease** (compared to the previous period). Increases in service time will appear **red** with an **up arrow** beside them, whereas decreases in service time will appear **green** with a **down arrow** beside them.

### Location ranking - best performance



5. **Location ranking – worst performance:** To the right of **Location ranking – best performance** is **Location ranking – worst performance**, which shows you your worst-performing location (in other words, the location with the highest Speed of Service).
6. **Worst performance Average:** To the right of the graph, you will see the **Average Speed of Service time in minutes and seconds** via the orange callout.
  - a. Hover over the bars in the graph to view the **Average Daily Speed of Service** and the **Average Daily Speed of Service Previous Period**.
    - i. **Note:** If you change the **Time Grouping** via the dropdown, the hover options here will also change (for example, **Daily** to **Weekly**).
  - b. To the right of the orange callout, you will see the **average rate of change as a percent increase/decrease** (compared to the previous period). Increases in service time will appear **red** with an **up arrow** beside them, whereas decreases in service time will appear **green** with a **down arrow** beside them.

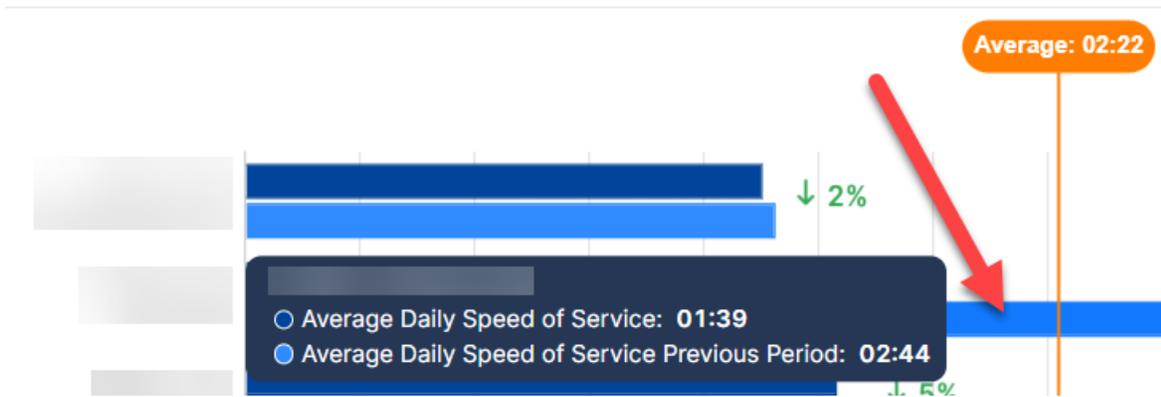
### Location ranking - worst performance



### Peak Times Speed of Service Details

To drill down into the **Peak Times Speed of Service Details**, simply click into the location via the bar graph.

### Location ranking - best performance



You will be redirected to the **Peak Times Speed of Service Details** page.

## Peak times Speed of Service

Time Grouping Daily 10/06/2024 Compare to 09/29/2024

### Overview

**Speed of Service** 1:27  
↓ 0:50 versus comparison period

**Entries** 203  
↓ 23 versus comparison period

**In-store sales** €737.42  
↓ €246.30 versus comparison period

**In-store sales per customer** €3.57  
↓ €0.33 versus comparison period

### By hours

Add filter

Sort by: Date ↑

Date ↓	Peak Time	Speed of Service	Entries	Average Queue Length	Actions
10/06/2024	02:00 PM	01:41	88	1	
10/06/2024	04:00 PM	02:16	94	1	
10/06/2024	06:00 PM	00:24	21	1	

This page breaks down as follows:

- Location Name:** Next to the **Overview** header, you will see the name of your chosen **Location**.
- Speed of Service:** Below the **Location Name** is the **average Speed of Service** for the current period in **minutes and seconds**.
- Entries:** This number shows the total number of **Entries** that occurred in each period as compared to the previous period. An increase in **Entries** will be **green** with an **up arrow**, while a decrease will be **red** with a **down arrow**.
- In-store sales:** This figure illustrates the total value of **In-store sales** that occurred in each period as compared to the previous period.
- In-store sales per customer:** The last widget showcases the **average value of in-store sales per entry** in each period as compared to the previous period.
- Breakdown By hours:** Beneath the widgets at the top of the page, you can view a comprehensive breakdown of **Peak Time Speed of Service By Hours**.

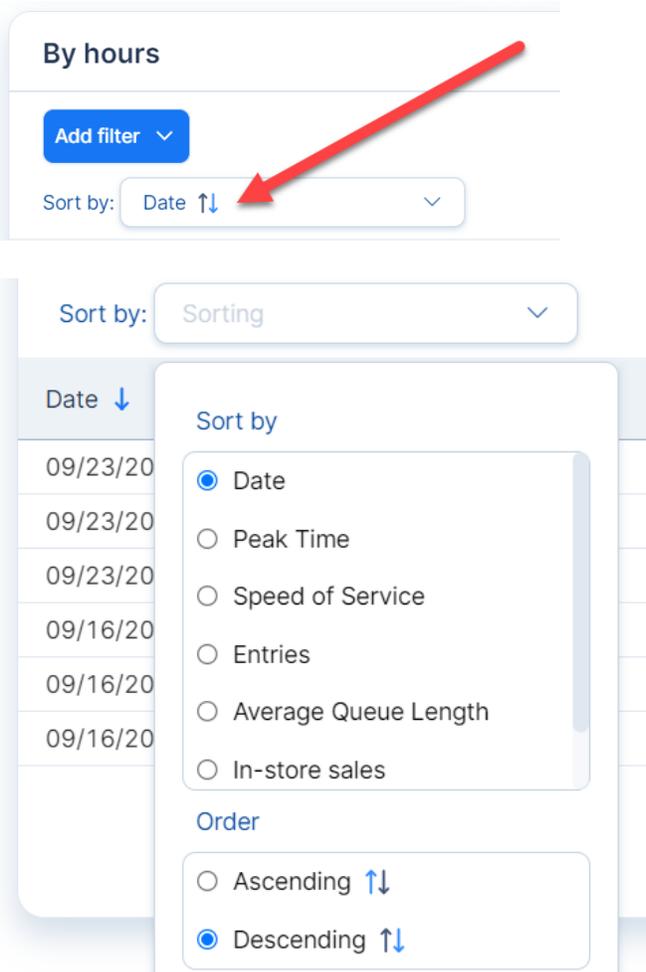
### By hours

Add filter

Sort by: Date ↑

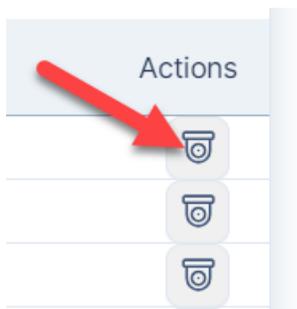
Date ↓	Peak Time	Speed of Service	Entries	Average Queue Length	Actions
09/30/2024	02:00 PM	02:43	28	1	
09/30/2024	04:00 PM	00:56	5	1	
09/30/2024	06:00 PM	03:22	13	1	
09/23/2024	02:00 PM	01:47	17	1	
09/23/2024	04:00 PM	01:58	8	1	

By default, the table is sorted by **Date**. Click the **dropdown** in the **Sort by** menu to change the sorting method.

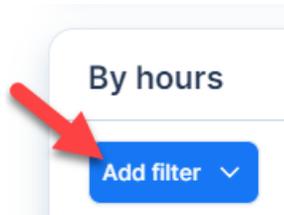


In the table below, you can view more information for each **Date** and **Peak Time**, including **Speed of Service**, **Entries**, and **Average Queue Length**.

Under the **Actions** column, click the **camera** icon to view video footage of the specified **Peak Time**.



7. **Add filter:** Here, you can add/remove filters to change the table view. To add a filter:
  - a. Click the blue **Add filter** button.



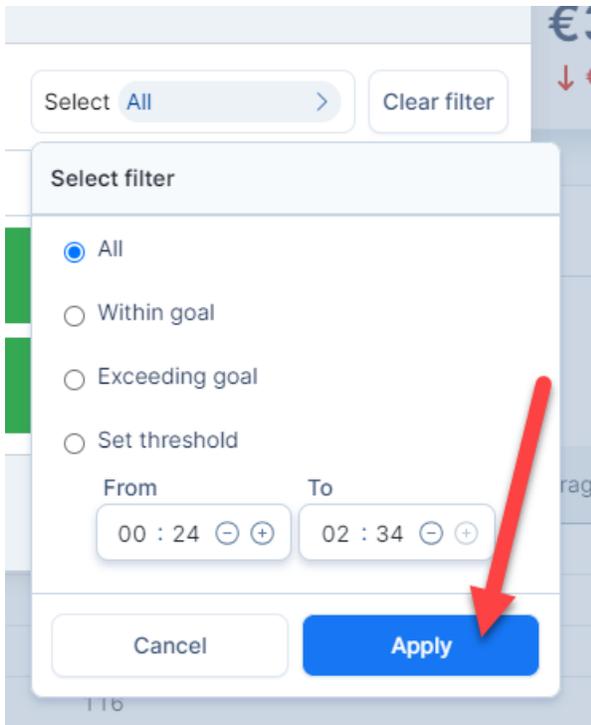
- b. A menu will pop up. In the **Location comparison by hours** window, you will see times in **green** for times **Within goal** and in **red** for times **Exceeding goal**. To change your filters, click **All** next to **Select** at the top of the page.

The screenshot shows a window titled "Location comparison by hours" with a close button (X) in the top right corner. Below the title, there are two legend items: a green square for "Within goal" and a red square for "Exceeding goal". To the right of the legend is a "Select All" button with a right-pointing chevron, and a "Clear filter" button. Below this is a table with three columns representing time intervals: "02:00 PM", "04:00 PM", and "06:00 PM". The table has two rows of data:

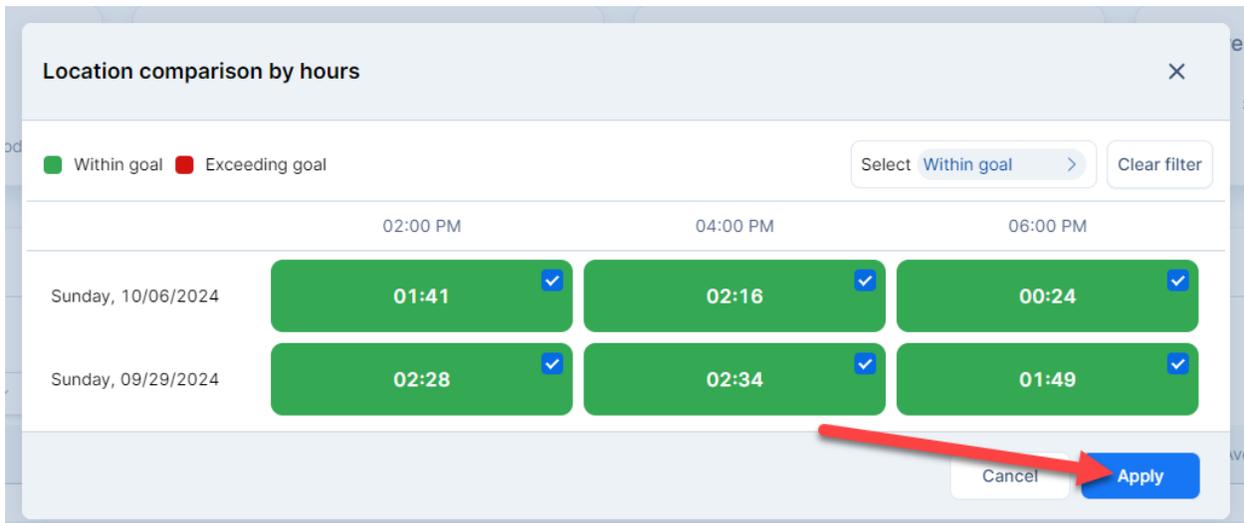
	02:00 PM	04:00 PM	06:00 PM
Sunday, 10/06/2024	01:41 ✓	02:16 ✓	00:24 ✓
Sunday, 09/29/2024	02:28 ✓	02:34 ✓	01:49 ✓

At the bottom right of the window are "Cancel" and "Apply" buttons. A red arrow points to the "Select All" button.

Another menu will pop up. Tweak your settings as desired, then click **Apply** to save your changes.



Click **Apply** again to apply your new filters to the table.



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



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