






User Manual



Contents

Welcome to 360iQ	1
Log In.....	1
Forgot Password.....	1
Log Out	1
Home Screen	1
Tiles.....	2
Top Right.....	2
Top Left.....	2
• Quick Bar:	2
• Settings:	2
• Global Filter:	2
NavigationBar	3
.....	3
Back Button	3
Dashboards	3
	3
Home Button.....	3
	3
Help Button.....	3
Create a Dashboard.....	5
Edit Existing Dashboard	5
Delete Existing Dashboard.....	5
Sharing Dashboard	5
Video	6
Organizational Health Dashboard	6
NVR System Health.....	7
Camera Health	8
Favorites	8
Video Navigation Menu	10
Understanding Camera Views	11

Top-Left: View Name Information	11
Bottom-Left: Date and Time Information	11
Top-Right: Video Quality Toggle (Standard or High Definition)	11
Bottom-Right: Audio and Video Toggle.....	11
Listening to Audio	12
Video Manipulation	12
Camera Layout	12
Add or Replace a Camera View	12
Saving Camera Layout.....	13
Live Video.....	14
Historical Video	14
Frame by Frame	14
Thumbnail Navigation	15
Toggle All Cameras SD/HD	16
Saving Video: Record Video	17
Save Link.....	18
Live Motion Detection	18
Live Motion Search 	20
Motion Search on Demand	22
Cloud Archive	25
Filters.....	26
Create a New Cloud Archive.....	28
Reports.....	30
Report Filters	30
Filters.....	30
Values.....	31
Ordering.....	31
Visualization.....	32
Saving Filters	32
Creating Custom Reports	33
Editing/Sharing/Deleting Custom Reports.....	33
Auto-Delivery	34

Heatmaps	36
How to Access Heatmaps	36
Create a New Heatmap	38
View and Download Heatmaps	44
Live Sales	48
Transaction Review	49
Show Register Actions	50
Neighboring Transactions (+/- 5 Trans, +/- 5 ALL)	50
Alerts	51
Support	52
SmartAudit™	53
SmartAudit™ Insight	53
Location Groups	53
SmartAudit™ Insight Main Tabs	55
Audit Report	63
Manage Locations	63
Video Analytics	64
Speed of Service (SoS)	64
Peak Times Speed of Service	66
Speed of Service Data Export	76
Entry Count	77

Welcome to 360iQ

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.

SIGN IN

***_



Log In

To log into 360iQ, please visit app.go360iQ.com and enter your username/password to sign in. Use a supported browser: Chrome, Firefox, Microsoft Edge, and Safari.

Forgot Password

Type in your username or email and click the **Forgot Password?** Button to reset your password.

Log Out

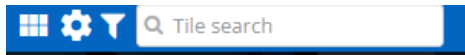
To log out of 360iQ, click **Log out**, located at the top right-hand corner of your screen.

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.

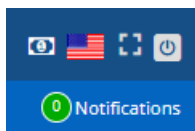
Tiles

Home screen tiles give you access to different application features, including dashboards, video, reports, and more. You can use the Tile search located in the top left corner to quickly find the tile you need.



Top Right

On the top right-hand side of your screen, you can choose your preferred language (flag icon) or currency (dollar bill icon) and view Notifications from the 360iQ support team.



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 360iQ. Simply click 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. Click the filter icon, select your preferred organization or location(s), and click **Apply**. Video recordings and data will only be shown for the selected location(s).

Navigation Bar

The **Navigation Bar**, located at the bottom of your screen, can be used to return to the previous page, access Home, find helpful videos and documentation, or [contact the Support team](#).



Back Button

Clicking the **back arrow** button, located at the bottom left corner of your screen, takes you back to the previous page you were viewing in the 360iQ application.



Home Button

Clicking the **Home** button, located at the bottom in the center of your screen, takes you back to the Home screen.

Need Help?

Help Button

Clicking the **Need Help?** icon, located at the bottom right corner of your screen, will direct you to virtual training materials.

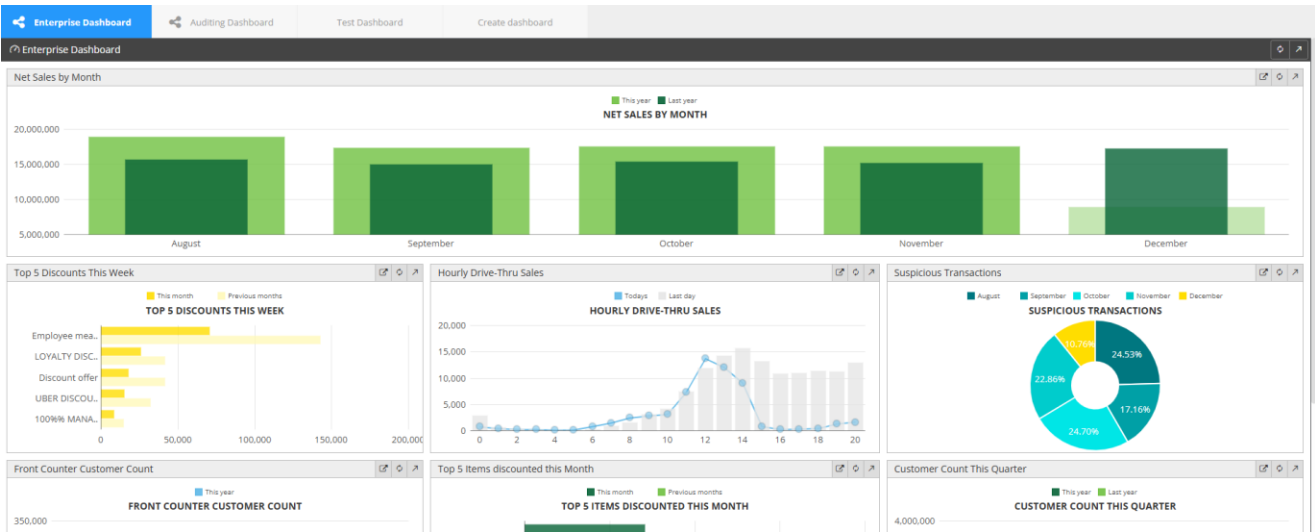


The **live chat** function allows you to communicate with the Support team.

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 click on the **Dashboard** tile, located on your **Home Screen**, to access

your dashboards.



Create a Dashboard


To create a dashboard, click the **Create Dashboard** tab located at the top of your screen. 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**, click 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. Clicking 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). Click 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, click the **Save & Finish** button.


Edit Existing Dashboard

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

Sharing Dashboard

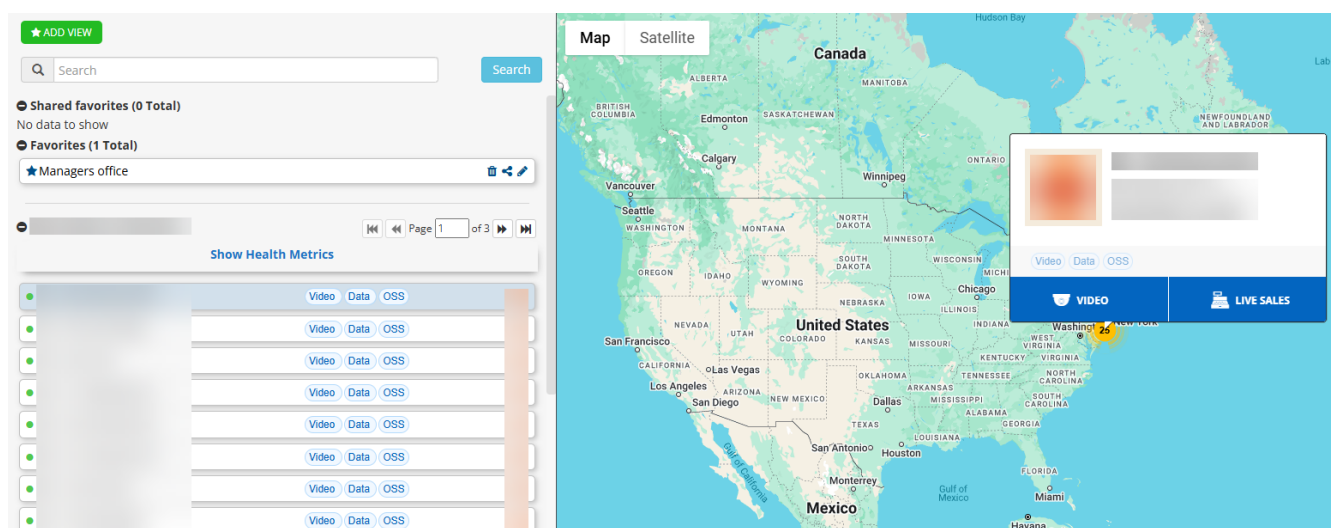
After you have saved your dashboard, select the **Settings**  icon and click the **Share** button in edit view. In the **Share Wizard**, select users you would like to share your dashboard with

and the privileges for each selected user.

Video

360iQ 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, click on the location name you would like to view. As you move your cursor between locations, the interactive map on the right-side will show you where the store is located.

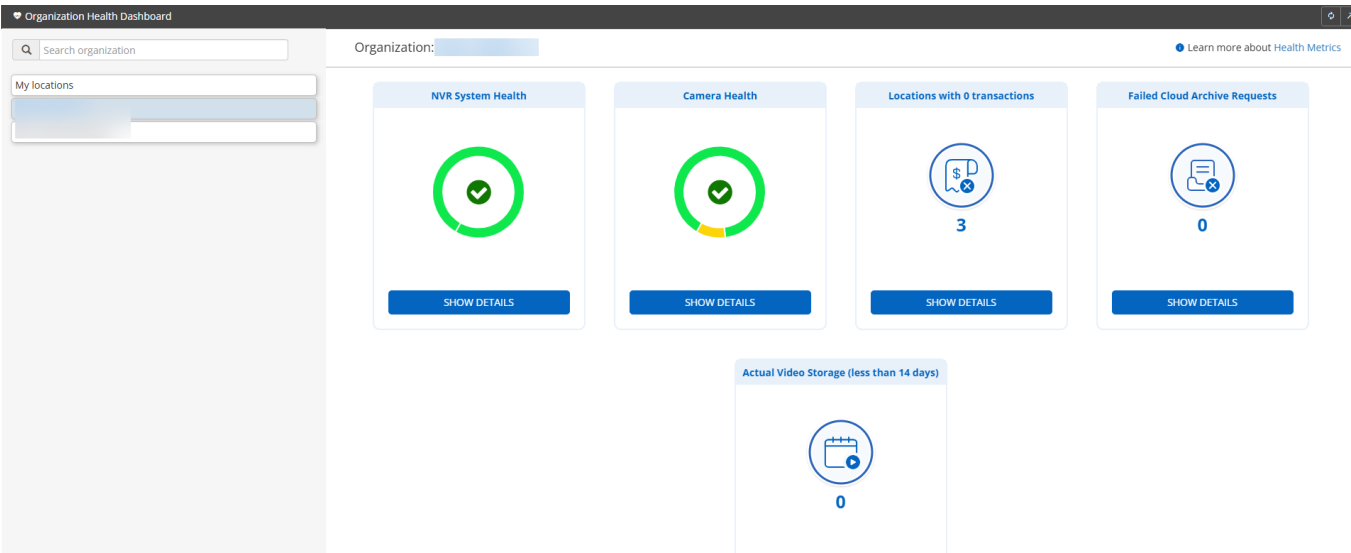


You can **Search** by location name using the search box in the upper left-hand corner of the screen. Administrator Role users can review **Health Metrics** and go directly to the **Organization Health Dashboard** by clicking **Show Health Metrics**, then **VIEW DASHBOARD**.

Organizational Health Dashboard

The **Organization Health Dashboard** includes metrics such as **NVR System Health**, **Camera Health**, **Locations with 0 transactions**, **Failed Cloud Archive Requests**, and **Actual Video Storage (less than 14 days)**.

You can click 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.

NVR System Health

0/131 records selected.
[Download XLS CSV file.](#)

<input type="checkbox"/>	Location	Status
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

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.

Camera Health

0/131 records selected. [Download XLS CSV file.](#)

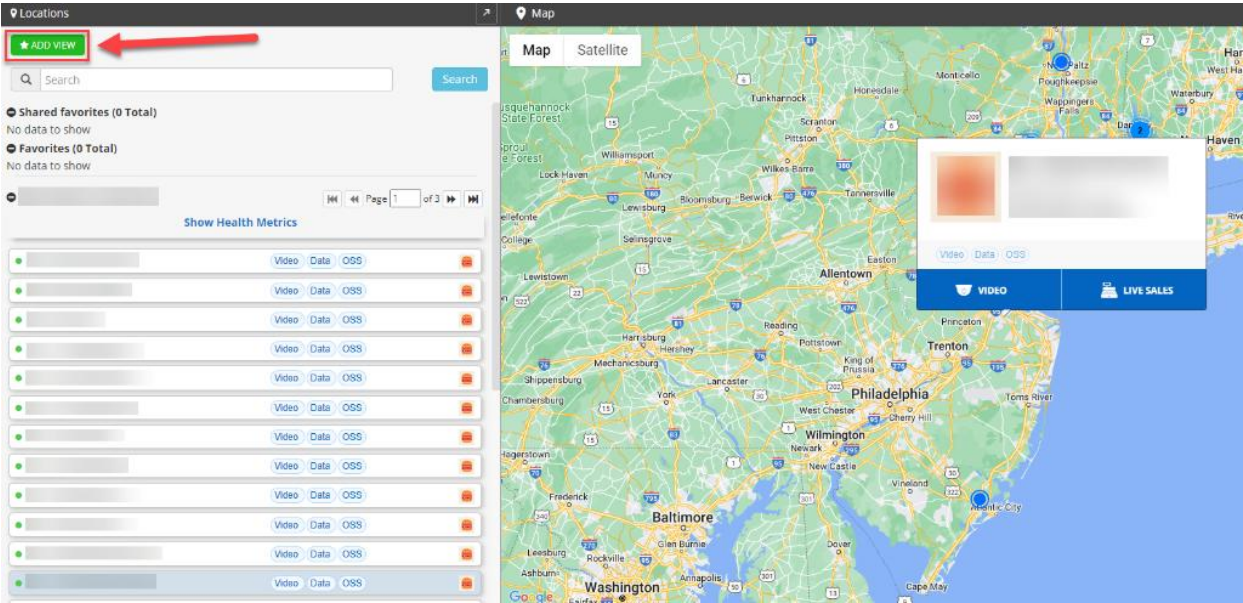
<input type="checkbox"/>	Location	Status
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

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.

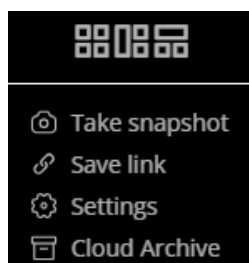
To add a new favorite view, select the green **ADD VIEW** button. A new window will pop up. First, name the view, and then select the desired cameras using the **Location** search box. You can optionally add users to share the view with using the **Share to** box. Click the **CREATE** button to save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

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



Video Navigation Menu

The video navigation menu is the black 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 click on the fast forward/rewind buttons to enable a frame-by-frame view. On the right-hand side, you will see options as follows: **1h** (hourly time increments) to adjust the time scale of the scrub bar, a **running man icon** to toggle on motion detection, a **calendar** to access historical video, and more options to **change the camera view** (rectangles and squares), **Take snapshot**, **Save link**, **change Settings**, and access the **Cloud Archive**.



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** and the **camera type** in the following format:

Camera Name | Location Name | Camera Type

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 along with the **status** of the video (Live, Historical, or Buffering).

Top-Right: Video Quality Toggle (Standard or High Definition)




On the top right-hand corner of each camera view, you will find the percentage of the buffer that has been filled for Video (V), the percentage of the buffer that has been filled for Audio (A), the Video quality toggle, and the network connection status.

Changing Video Resolution (Standard/High Definition)

You can switch between Standard Definition (**SD**) and High Definition (**HD**) video quality by clicking on the top-right section of the camera view. 360iQ presents camera views in Standard Definition by default to save on your Internet bandwidth usage.

Note: If there are certain camera views that you would like to always see in HD, turn on HD for the camera views and click the **Save view**  icon located at the bottom right-hand side of the video panel. Your preferences will be saved.

Bottom-Right: Audio and Video Toggle

On the bottom right-hand side of your camera view, you will be presented with options to toggle **audio on/off** (if audio is enabled), **Video manipulation** , **Take snapshot** , and **Settings** .

Listening to Audio



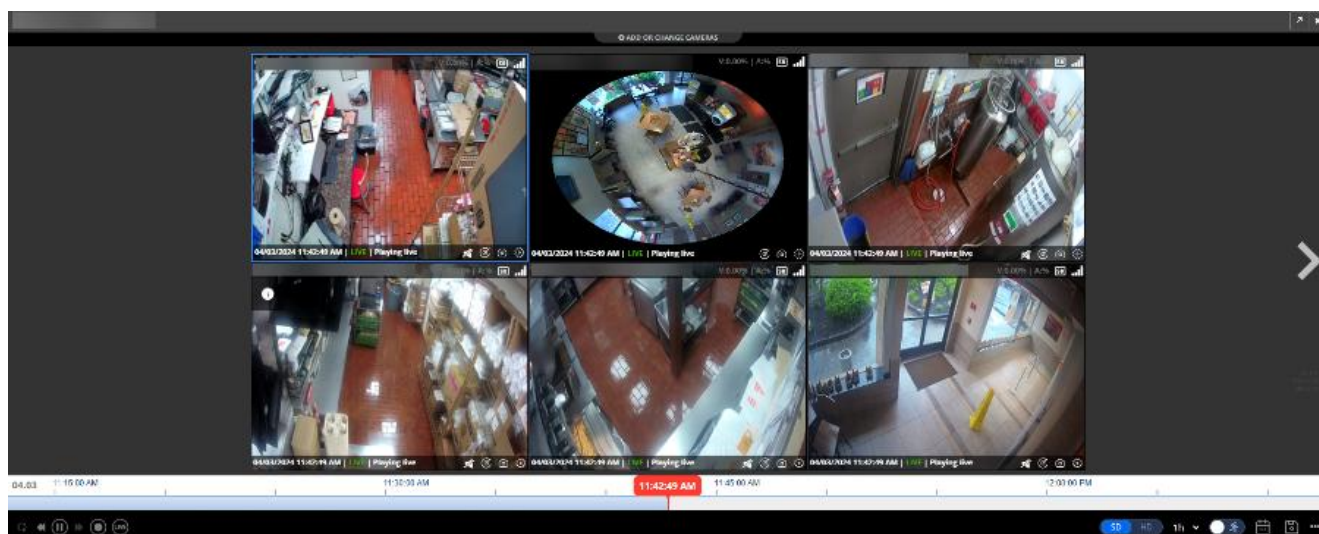
To listen to the audio stream from audio-enabled cameras, simply toggle audio on/off on the bottom right-hand corner of your camera view.

Video Manipulation

To alter a specific camera view, select the video manipulation button located in the bottom right-hand corner of the camera view. When video manipulation is enabled, the button will turn blue. You can use your mouse or touch pad to scroll up/down or to zoom in/out.

Camera Layout

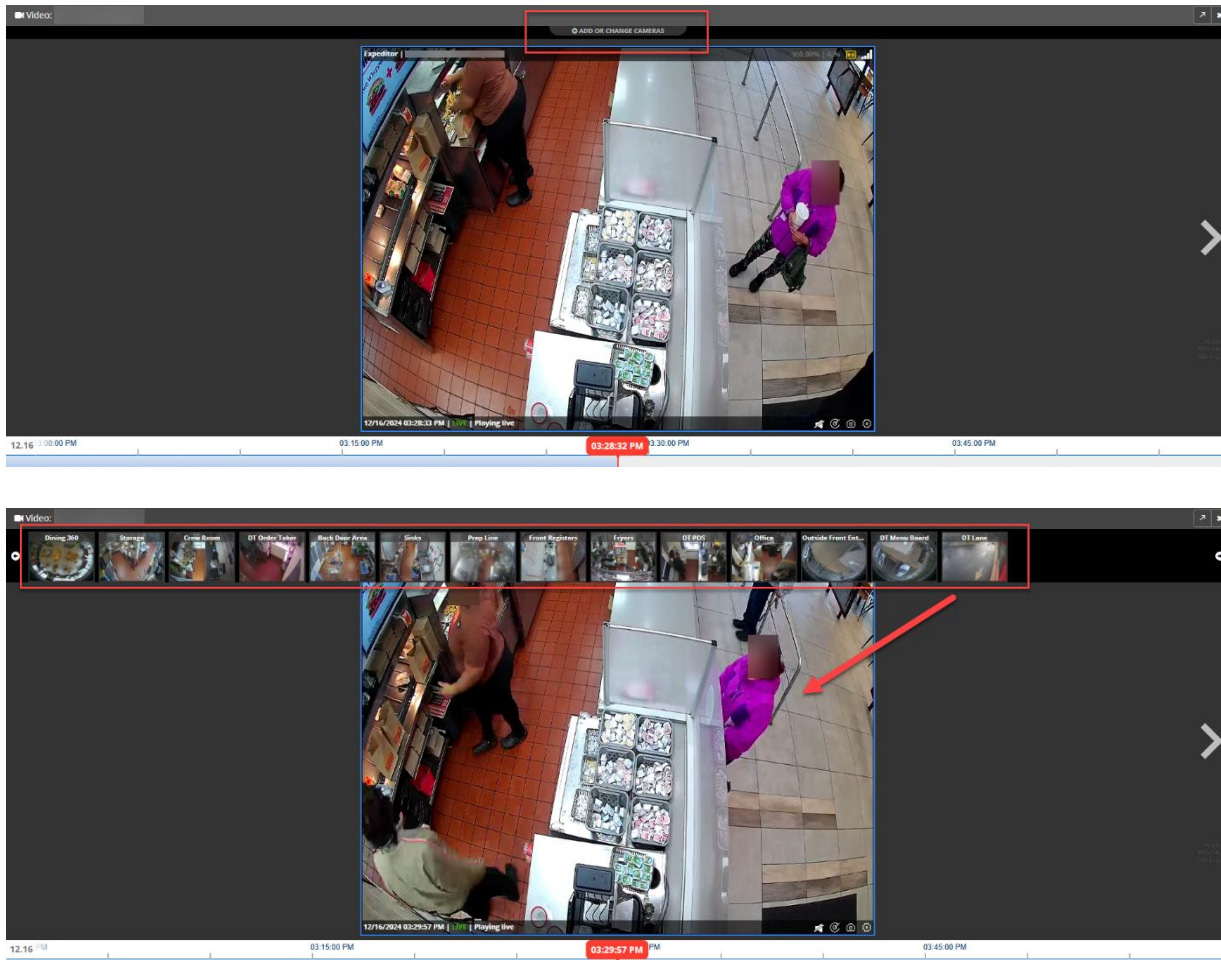
When accessing video for a location for the first time, you will see 6 cameras on your screen. If you want to view different cameras, click on the **side arrows**, which will take you to the next set of 6 camera views.




Add or Replace a Camera View

To add an additional camera view, hover over the **+ Add or Change Cameras** icon located on the top center of your screen to see additional camera options. To add a camera, drag the desired camera to the empty gray areas of the screen.

You can see up to 12 cameras on one screen. If you click on the arrow icon to the right, you will see the rest of the cameras.



Saving Camera Layout

If you would like to view the same set of cameras every time you access a location, simply click the **Save View**  icon located at the bottom right of your screen. Your other camera views are still accessible by clicking the side arrows or by replacing cameras from the camera tray.


Note: Saving camera views will also save the video quality (SD/HD) preferences associated with your camera views.

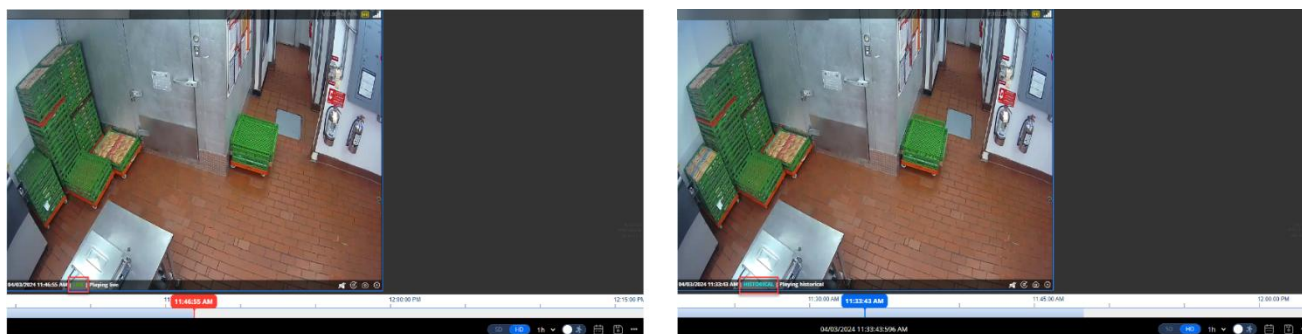
Live Video

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 green “**LIVE**” label in the camera view.

If you are viewing historical video and would like to return to live mode, click the **LIVE** button located on the bottom left-hand corner of your screen.

Historical Video

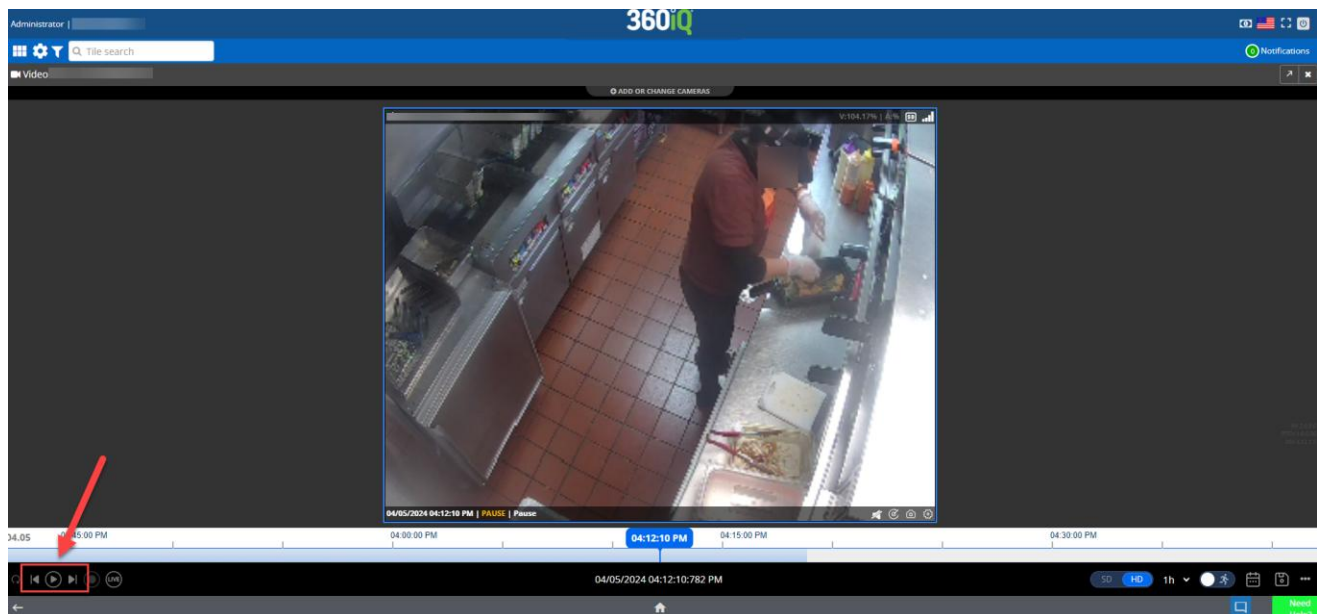
To view historical video, click on the calendar  icon located on the bottom right hand of the video navigation bar and select the desired date and time, which is displayed in military time (e.g. 00:00 – 11:59).



When viewing recorded video, you will see a teal-colored “**HISTORICAL**” label on the camera views.

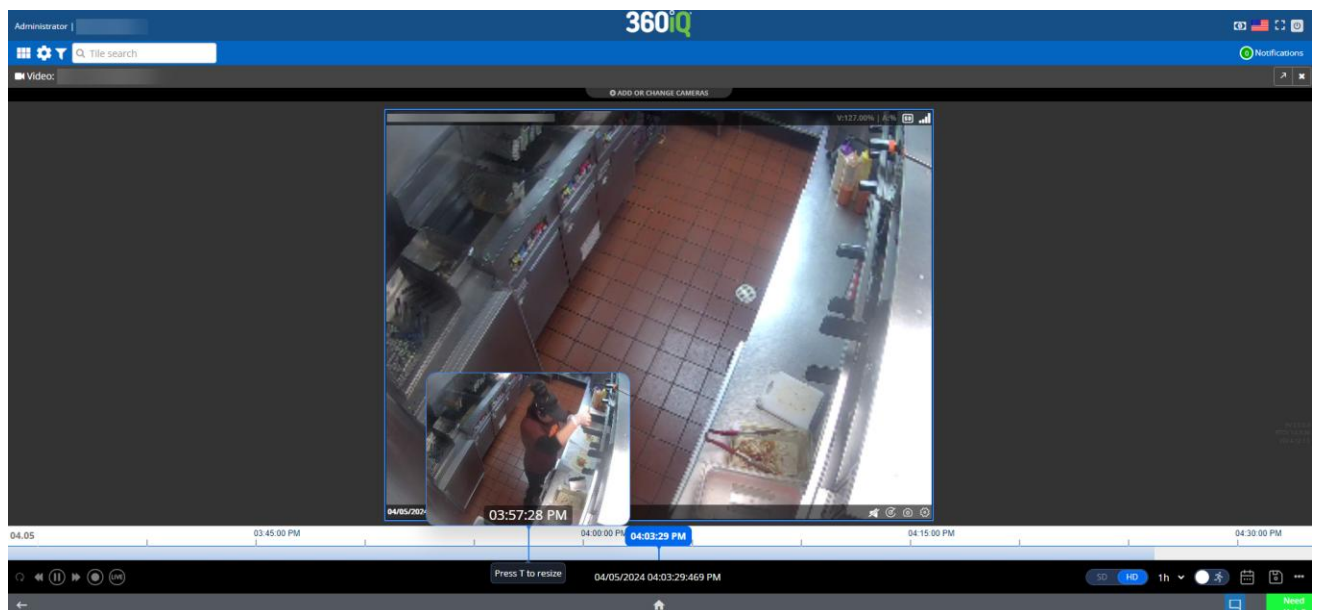
Frame by Frame

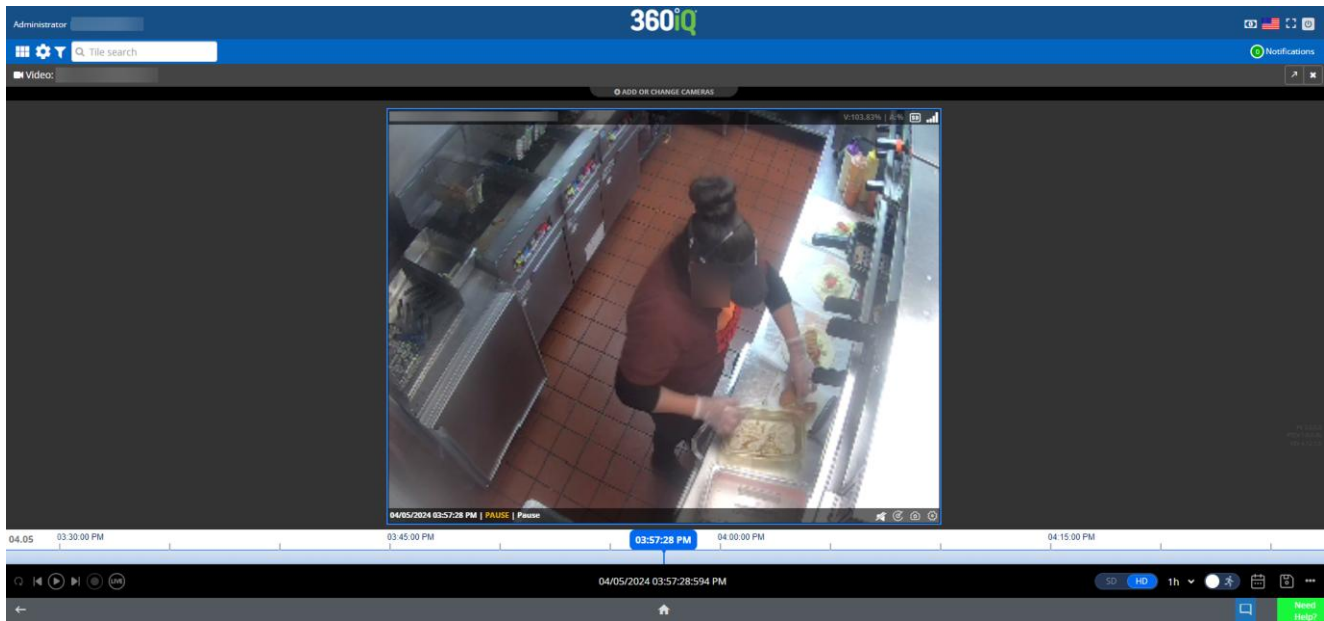
Within live or historical videos, you can navigate the footage **frame by frame**. Use the scrub bar to select the footage you want to view. In the bottom-left corner, press the **Pause** button to pause the video. Then, press the buttons on either side of the **Play** button to **Step Backward** or **Step Forward** one frame at a time.



Thumbnail Navigation

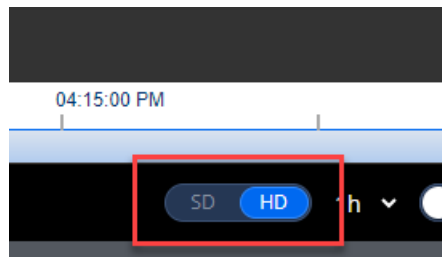
You can also use the scrub bar to navigate to a particular spot in the video via **thumbnail image**. Hover over any point in the scrub bar and a thumbnail image still of the video will pop up. Click into the thumbnail to view the footage.







Toggle All Cameras SD/HD

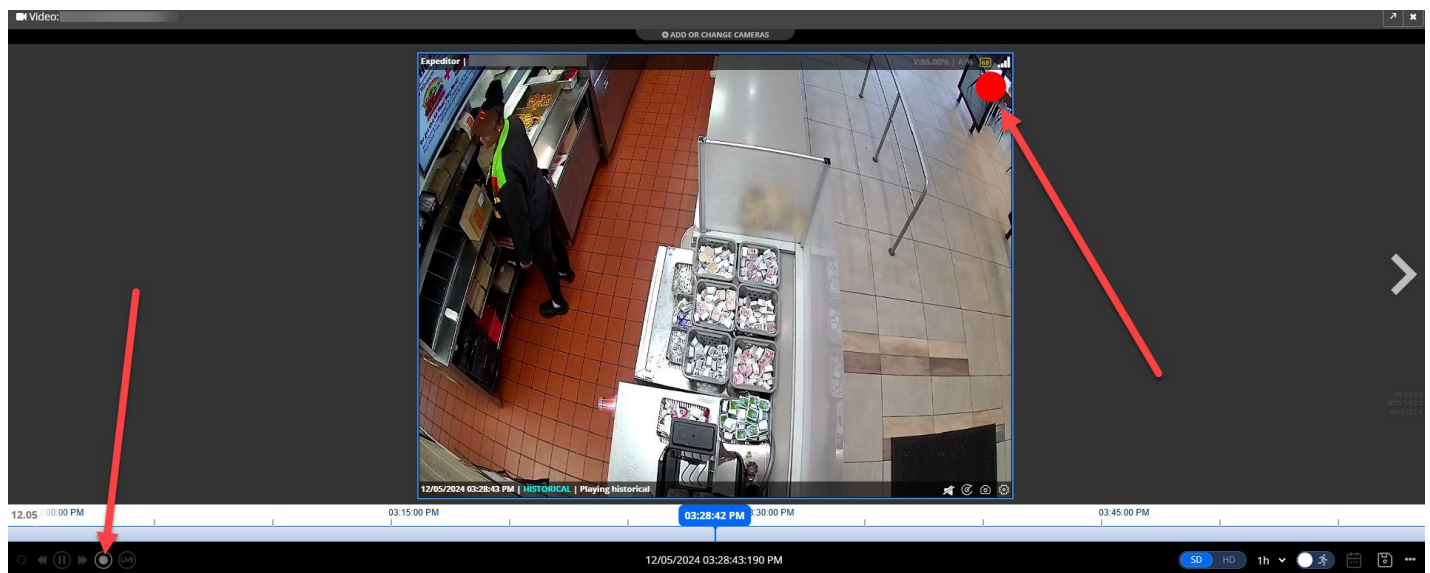
You can click the **SD/HD icon** at the top-right of your video to toggle the definition for the current camera. If you want to toggle all camera quality to Standard Definition (**SD**) or High Definition (**HD**), flip the **blue toggle** in the bottom-right corner of your screen to select your definition.




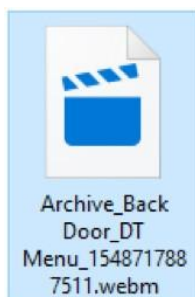
Saving Video: Record Video

Record video allows you to quickly take a video clip in a **.webm** format to save onto your computer. This is a great option to capture between 1 to 3 minutes of video.


To **Record video**, double-click 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**. Click 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 click the **Record**  icon once more and your video file will automatically be downloaded to your device. You can watch the recorded video using any video player application that supports the **.webm** format such as Microsoft's Media Player.



Save Link

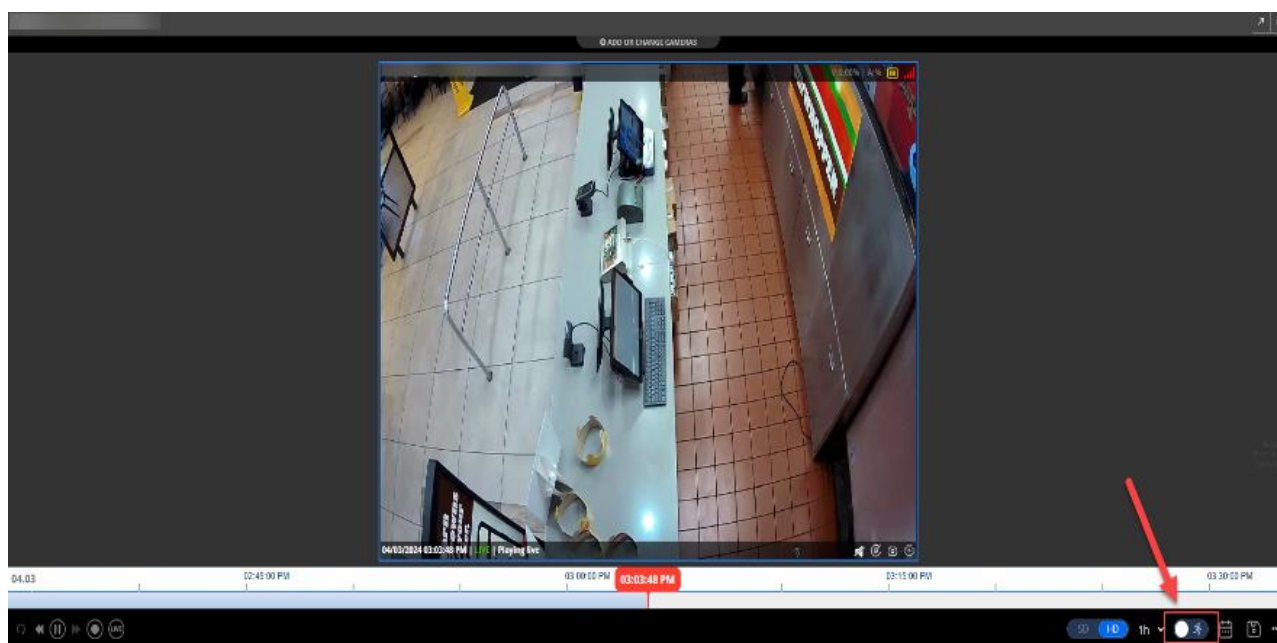
You can quickly share a video with another 360iQ user without saving a file to your PC by using the **Save Link** feature. Click the **more**  option located on the bottom right-hand corner of your screen, then click **Save Link**, and then click the **COPY** button to save the link to forward it. The 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.




Live Motion Detection

Live Motion detection provides a convenient way to find **instances of movement** in certain camera views. 360iQ live motion detection is available for any camera type and can be configured for up to 4 cameras per **Network Video Recorder (NVR)**. To add live motion detection or change the cameras that live motion detection is being performed on, contact our [Support team](#).

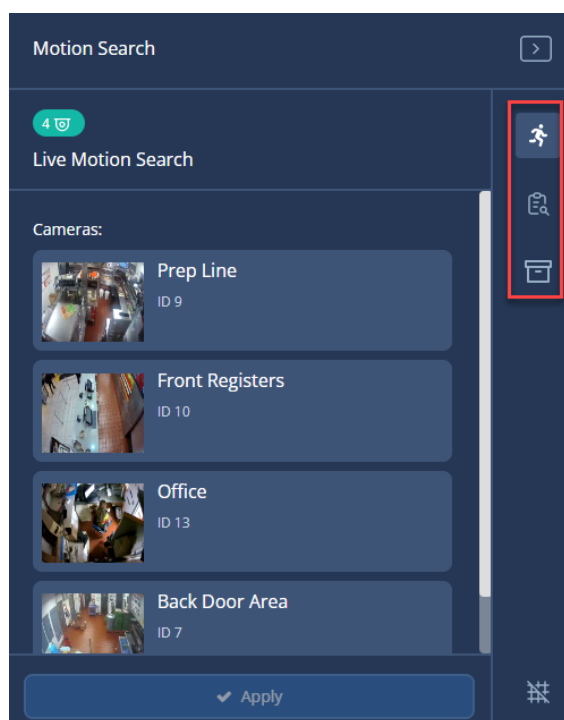



Motion Search


To search for motion in video footage, visit the 360iQ Home Screen, click the **Video**  tile and select the location in which you would like to search for motion.

Once in the video panel, click the **Motion**  icon located in the bottom right-hand corner of your screen.

On the screen, you will see a side panel, with three options:




Live Motion Search : Use this option to see motion detection results for cameras configured for Live Motion Search (available only if at least one camera is configured for Live Motion Search).

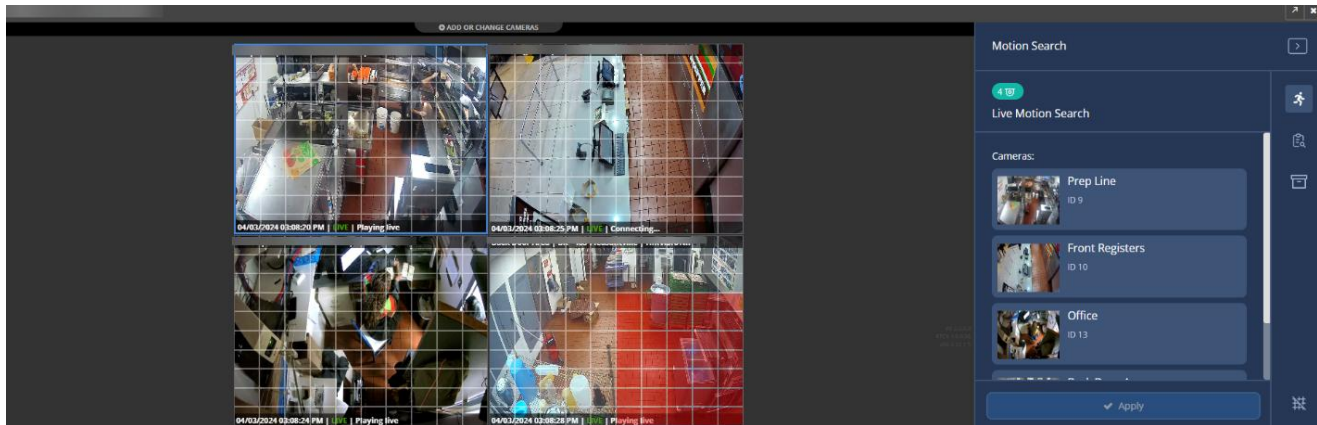
My requests | All requests : Use this option to make new motion detection requests and see the results of previous motion detection requests corresponding to video that is still stored on the NVR.

Live Motion Search

Note: To use **Live Motion Search**, you must pre-enable the feature for up to 4 cameras.

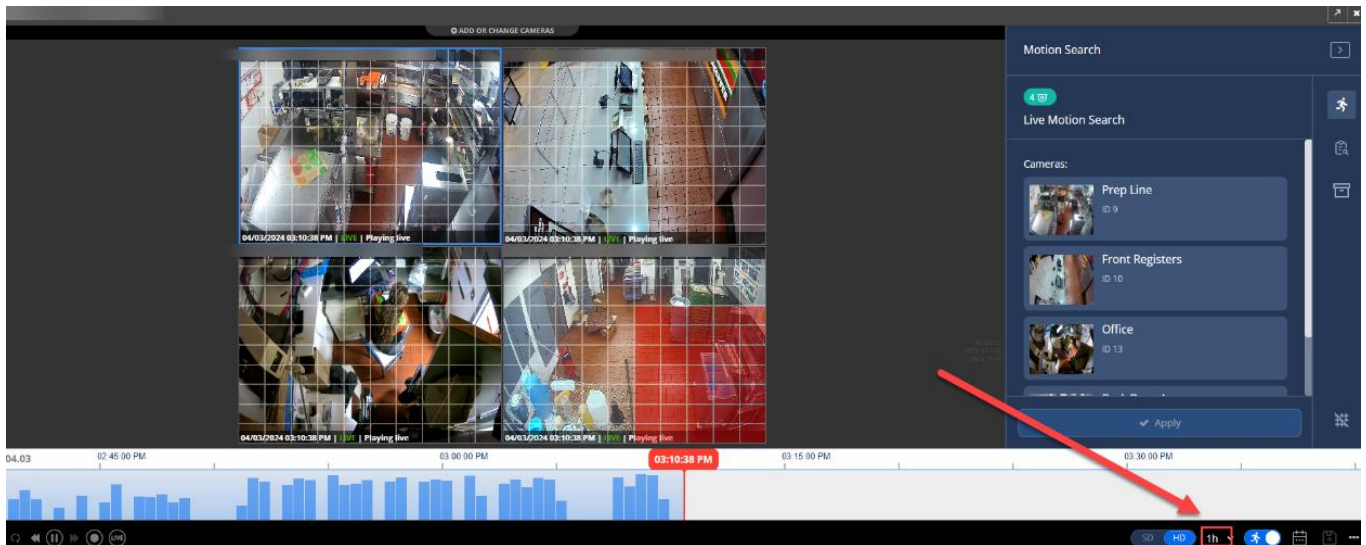
After clicking the **Live Motion Search**  icon in the far-right part of the **Motion Search** side panel, you will see a grid overlay for each camera configured for live motion detection (limited to 4 cameras per NVR).

Using the cursor, choose the area(s) on the grid in which you would like to see motion detection events. Then, click the **Apply** button on the bottom of the **Motion Search** side panel.




Your motion detection results are shown in the form of a histogram on the scrub bar. Move the scrub bar to play instances of motion occurring in your motion detection search results.

You can adjust the displayed video time range by clicking on the **1h**  icon.



My requests | All requests

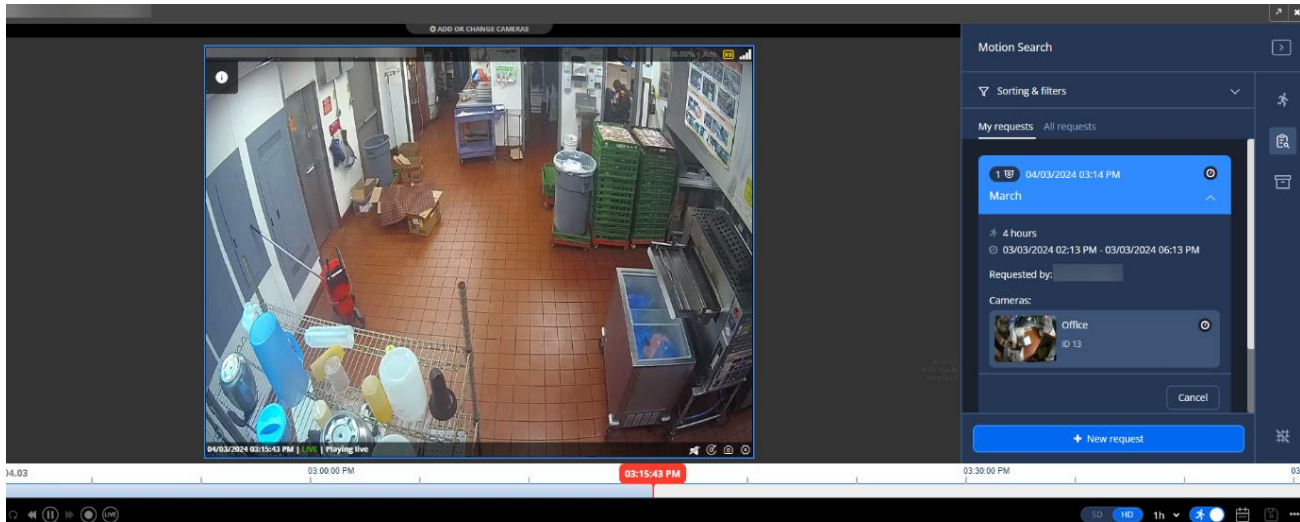
After clicking the **My requests | All requests**  icon in the **Motion Search** side panel, you will see a list of motion requests that you created in the **My requests** tab and motion requests created by anyone in the **All requests** tab.

To see the details of a request, click on the request summary. The summary contains information about the date and time of the request, the duration of video, and the included cameras.

Using the cursor, choose the area(s) on the grid in which you would like to see motion detection events. Then, click the **Apply** button on the bottom of the **Motion Search** side panel.

Your motion detection results are shown in the form of a histogram on the scrub bar. Move the scrub bar to play instances of motion occurring in your motion detection search results.

You can adjust the displayed video time range by clicking on the **1h**  icon.



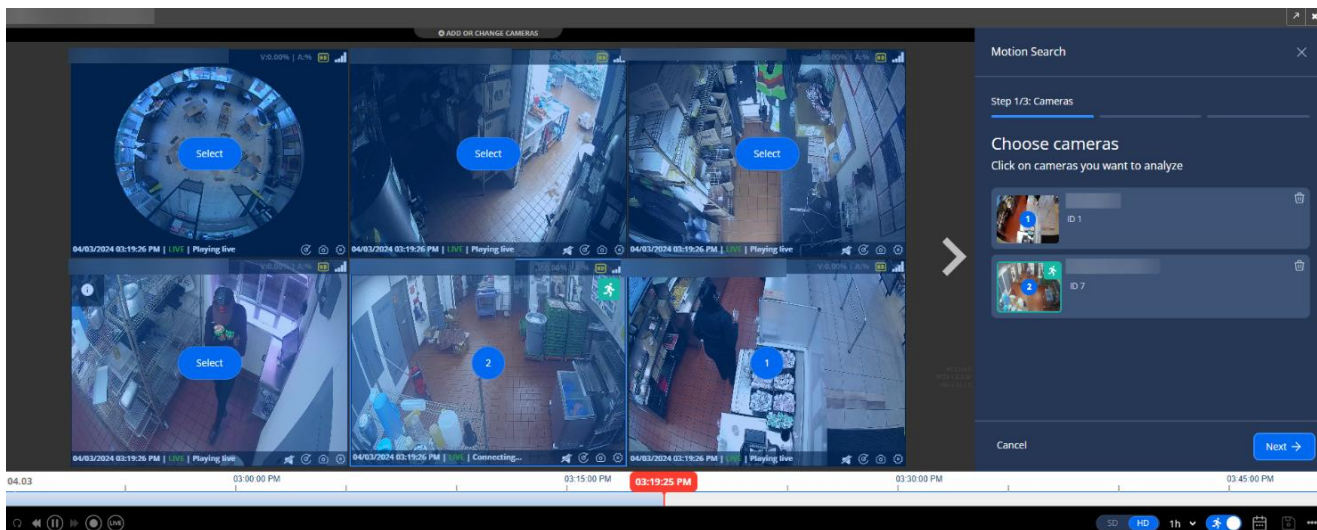
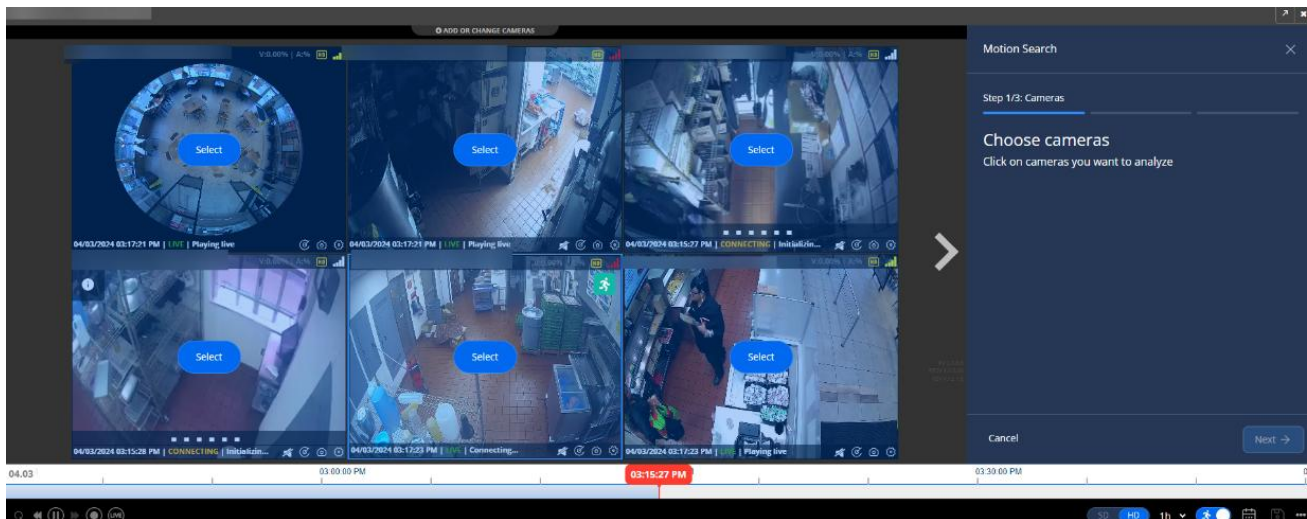
Motion Search on Demand

Note: 360iQ's **Motion Search on Demand** feature works on all cameras NOT pre-enabled for **Live Motion Search**.

In this section, you can also create a new motion detection request.

To do this, click the **+ New request** button on the bottom of the motion detection side panel. You will then see a selection wizard.

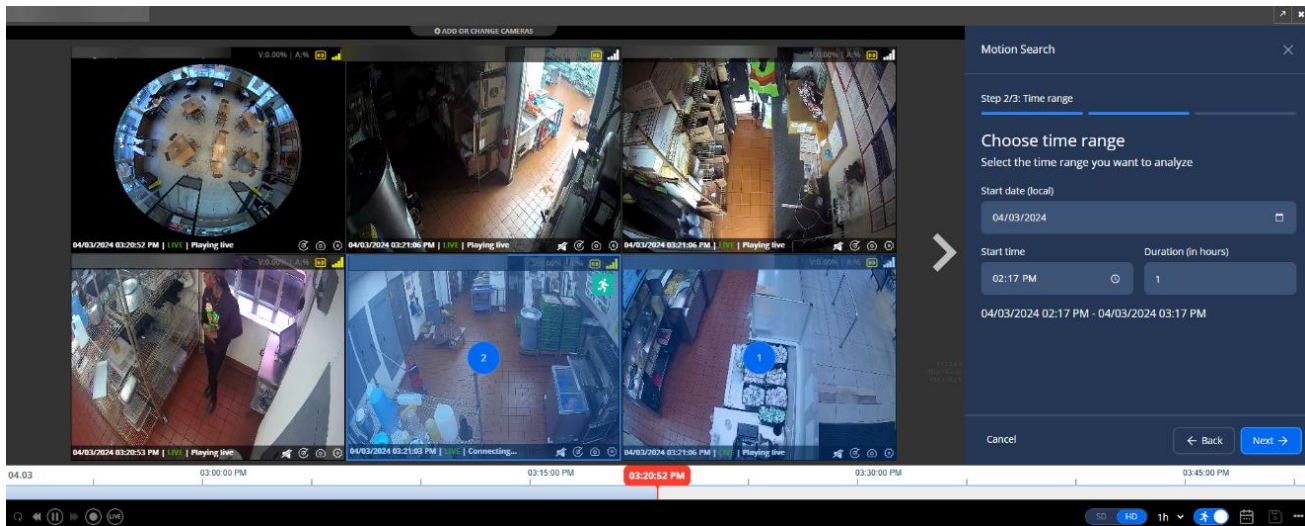
In the first step of the selection wizard, select the cameras on which you want to perform motion detection by clicking the **Select** button and choosing your preferred cameras. Then, click the **Next** button.



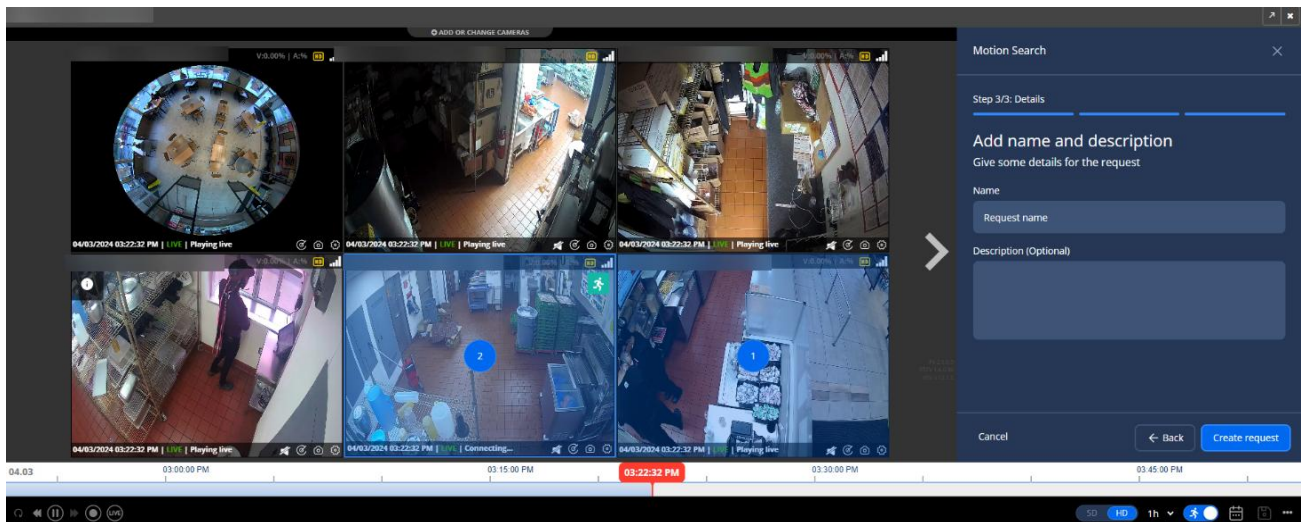
Select the date and time range in which you want the motion detection algorithm to run.

Note: The duration cannot exceed 8 hours and cannot include any time in the future.

After setting a valid date and duration, then click the **Next** button.



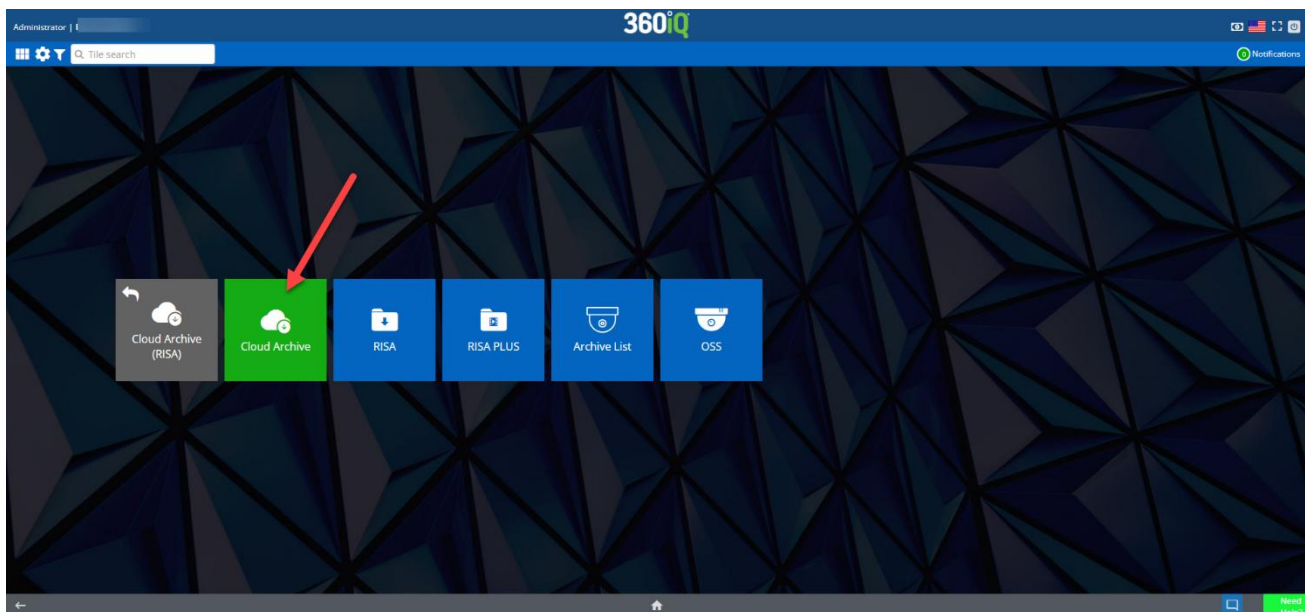
Additionally, you must name the request and optionally add a description for it. Then, click the **Create request** button to process the request. Your new request will be added to the request lists in the **My requests** and **All requests** tabs of the **My requests | All requests** section of the **Motion Search** panel. The status of your request will be updated on a regular basis and can be viewed at any time.



Cloud Archive

The **Cloud Archive** is a feature that allows you to request video recordings saved in the 360iQ cloud, rather than on the local NVR. Using the Cloud Archive, you can download, edit, and share video requests.

To access the Cloud Archive, navigate to your **Home Screen** and click the **Cloud Archive** tile. You can also access it via the **Quick bar**'s **Cloud Archive** tile.

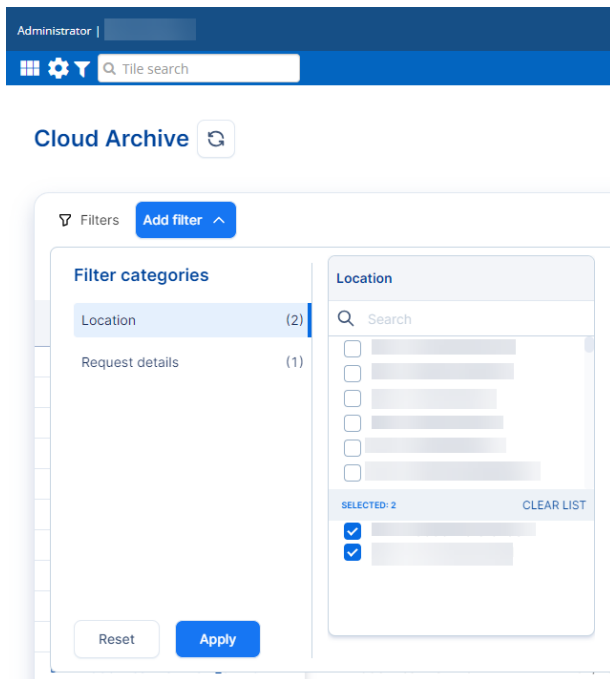


In the **Cloud Archive**, you can access historical video records for locations and dates of your choice. You can also **Add filters** and create a **New Cloud Archive**.

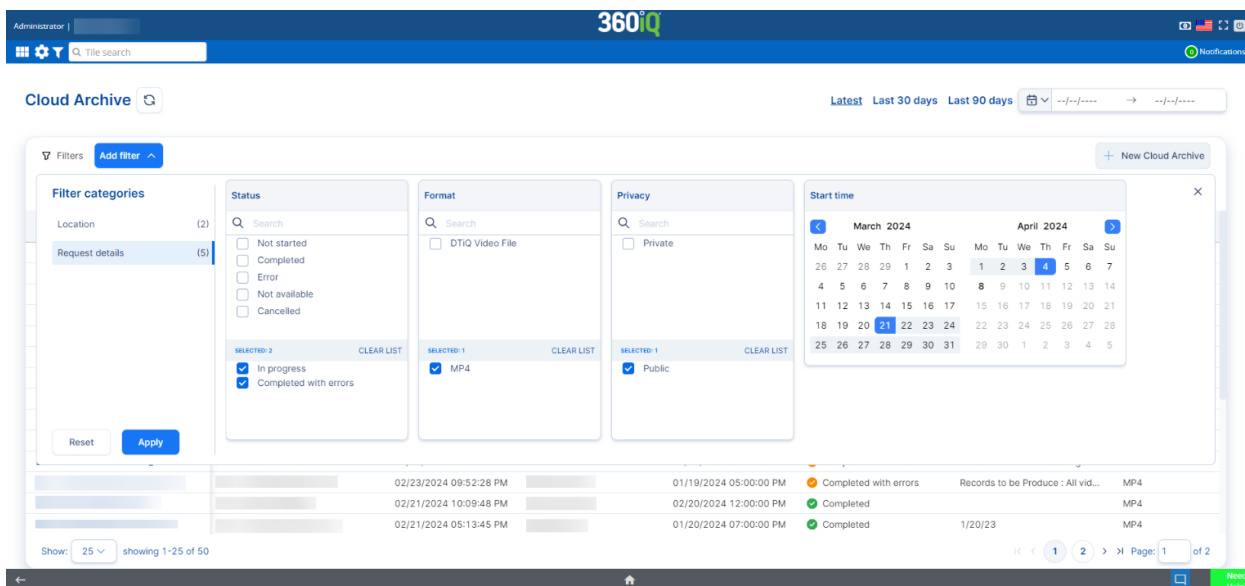


A modal will open. From here, you can select **Filter categories** such as **Location** and **Request details** to narrow your list of options.

Request details include the following factors: **Status**, **Format**, **Privacy**, and **Start Time**.



Select your filter options from the list and click **Apply** to save the filter. The Cloud Archive dashboard will display information filtered by your chosen options.



Create a New Cloud Archive

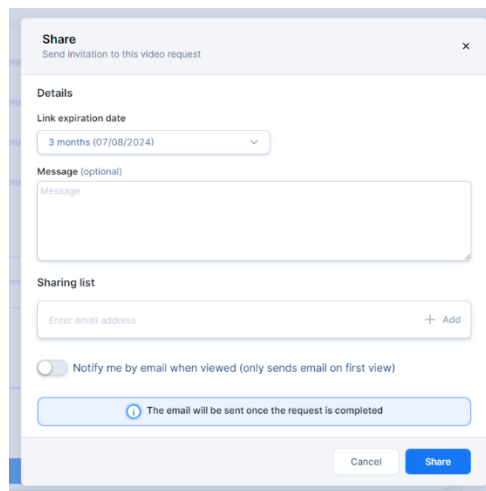
To Create a New Cloud Archive, click the **+New Cloud Archive** button at the top right of your screen. A modal will pop up. First, choose your **Location**, then click **Next**. Then, select your export **Format** (**MP4** or **DTiQ Video File**) and click **Next**. Select the cameras for which you want to create the Cloud Archive, then click **Next**. Select your desired time range and click **Next** to move on to the final step. Lastly, fill out the **Request details** (e.g. Name and Description) and toggle **Make request private** and **Share when completed** on or off as needed.

The screenshot shows the 'New Cloud Archive' modal in the 360iQ interface. The modal has a blue header with the 360iQ logo and a search bar. The main content area is divided into two columns. The left column contains a vertical list of steps: 1. Location, 2. Format, 3. Cameras, 4. Time range, and 5. Request details. The 'Format' step is currently selected. It shows two options: 'MP4' (marked 'Best for sharing') and 'DTiQ Video File'. The right column shows a preview of the archive, including a list of cameras (Outside DT Line, Entrance), a description field, and a time range selector. At the bottom of the modal, there are 'Back' and 'Next' buttons.

The screenshot shows the 'Request details' step of the 'New Cloud Archive' modal. It has a blue header with the step number '5' and the title 'Request details'. Below the header, there is a subtitle 'Set the name and description for your export'. The form contains a 'Name' field, a 'Description (optional)' field, and two toggle switches: 'Make request private' and 'Share when completed'. Both toggle switches are currently turned off. At the bottom of the form, there are 'Back' and 'Export' buttons.

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

If you'd like to share the Cloud Archive once it's finished processing, toggle **Share when completed** on. In the pop-up modal, choose your **Link expiration date**, **message**, and email **Sharing list**. You can also toggle **Notify me by email when viewed** (only sends email on first view) on to receive a message when someone opens your new Cloud Archive. Once you've made your selections, click **Share**.









The screenshot shows a 'Share' modal window titled 'Send invitation to this video request'. It contains the following sections:

- Details**:
 - Link expiration date**: A dropdown menu currently showing '3 months (07/08/2024)'.
 - Message (optional)**: A text input field with the placeholder 'Message'.
- Sharing list**:
 - A text input field with the placeholder 'Enter email address' and an '+ Add' button.
 - A toggle switch for 'Notify me by email when viewed (only sends email on first view)', which is currently turned off.
 - A blue informational bar with a circular icon and the text 'The email will be sent once the request is completed'.
- Buttons**: 'Cancel' and 'Share' buttons at the bottom right.

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

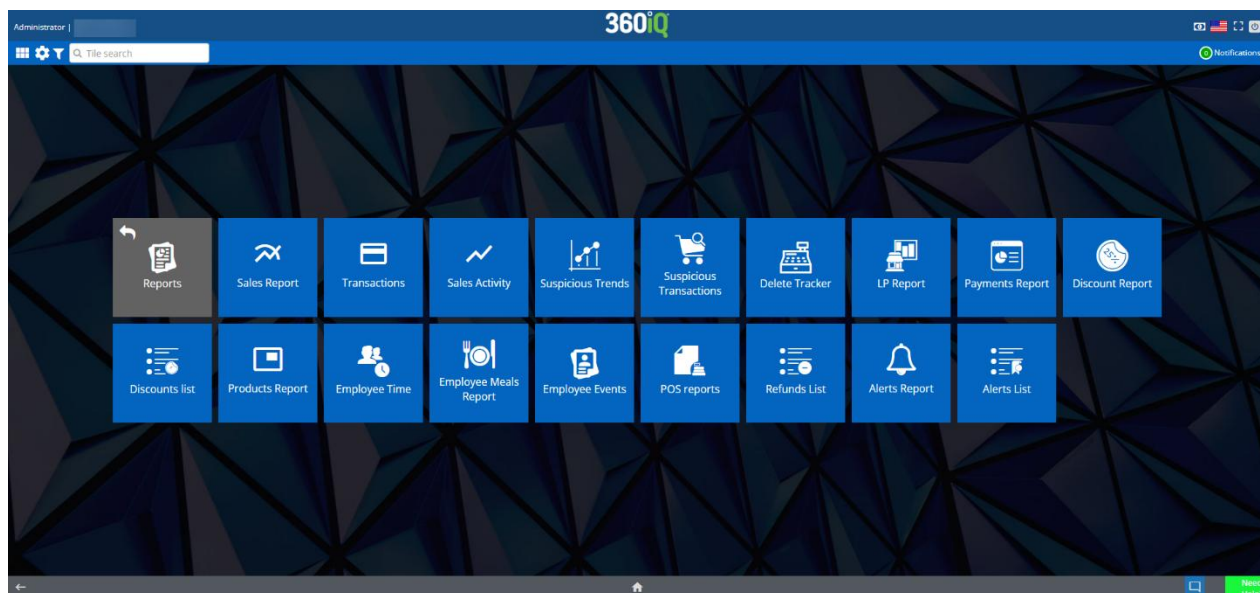
Note: Cloud Archive export time will depend on the number of cameras and length of time range selected.

Status	Description	Format
 Not started		MP4
 Completed		DTiQ Video File
 Completed		DTiQ Video File
 Completed		MP4
 Completed		DTiQ Video File
 Completed		DTiQ Video File

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**, then click 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. Click the **Filter** button located at the top right-hand corner of the report. 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.

Filters ▲ CLEAR ALL

BRAND
 Search
☐ Brand
☐

ORGANIZATION
 Search
☐ Organizations
☐

LOCATION
 Search
☐ Locations
☐

DATE
FROM 03/28/2024 TO 04/03/2024 RANGE Last 7 days

Apr 2024						
Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

SHOW SELECTED

SHOW SELECTED

SHOW SELECTED

Values

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

Values ▲ CLEAR ALL

FLAGS
 Search
☐ Flags
☐ Corrected
☐ Refund
☐ Suspicious
☐ Voided

GROUPING
 Search
☐ Grouping
☒ Location
☐ Employee
☐ Business day
☐ Revenue
☐ Table

REVENUE
 Search
☐ Revenue
☐ COUNTER
☐ DELIVERY
☐ DRIVE THRU
☐ DT WINDOW 1
☐ DT WINDOW 2
☐ DT WINDOW 3
☐ DT WINDOW 4

EMPLOYEES
 Search
☐ Employees

SHOW SELECTED

SHOW SELECTED

SHOW SELECTED

SHOW SELECTED

Ordering

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

Ordering ▲

SORT BY

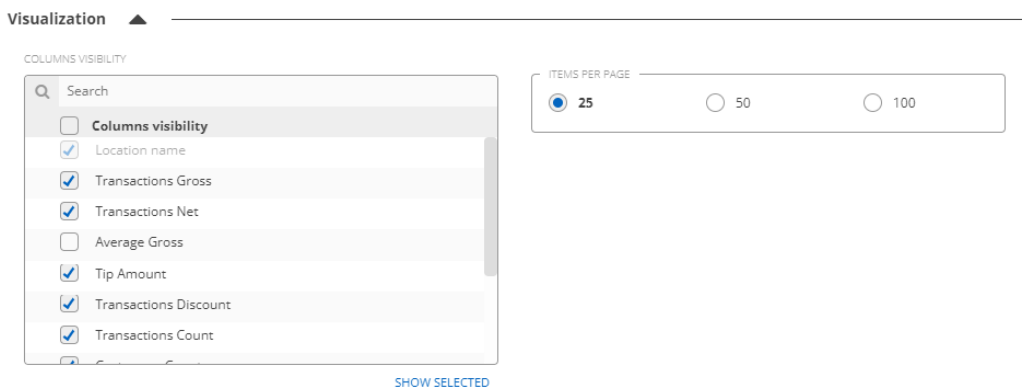
Search
☒ Location name
☐ Transactions Gross
☐ Transactions Net
☐ Average Gross
☐ Tip Amount
☐ Transactions Discount
☐ Transactions Count
☐ Customers Count

ORDERING

☒ Ascending
☐ Descending

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.

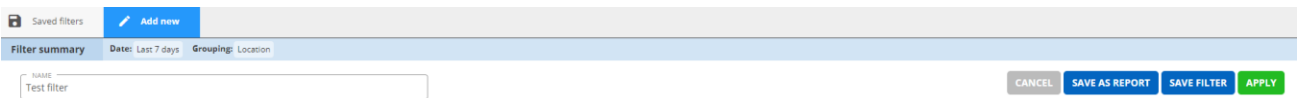


Saving Filters

Saving filters is a convenient way to get to your preferred report faster! To save a filter, simply give it a name, then click the **Save Filter** button on your Filter view. 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 click on the **Filter** button in the associated report and **Apply** the filter.

To generate an ad-hoc report, click on the **Filter** button and then click the **Add New** tab on the left side.

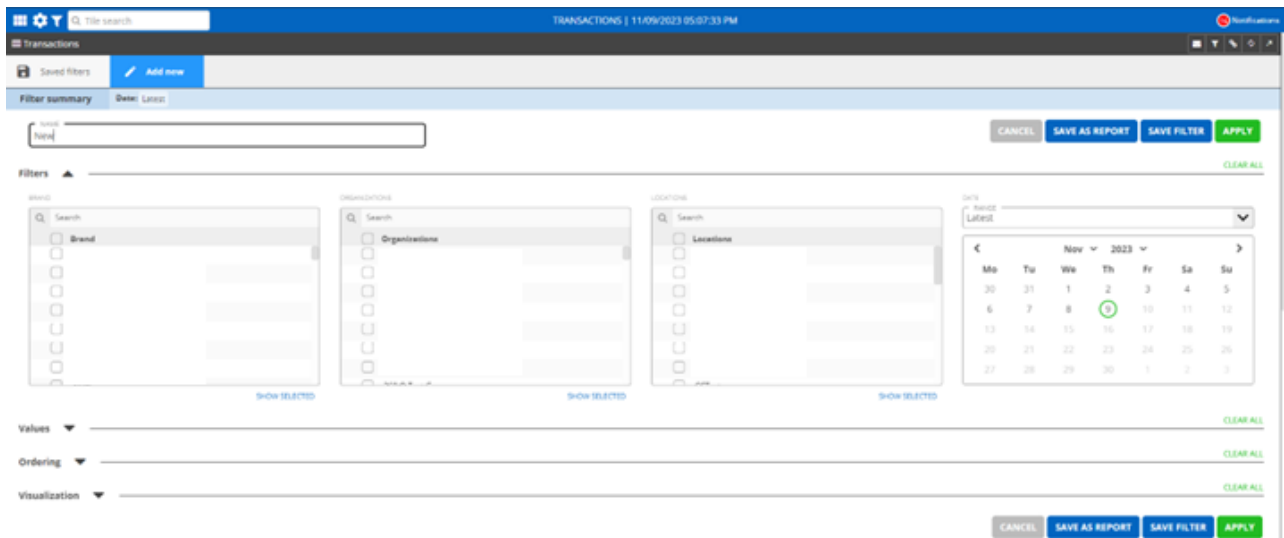


Default Filter

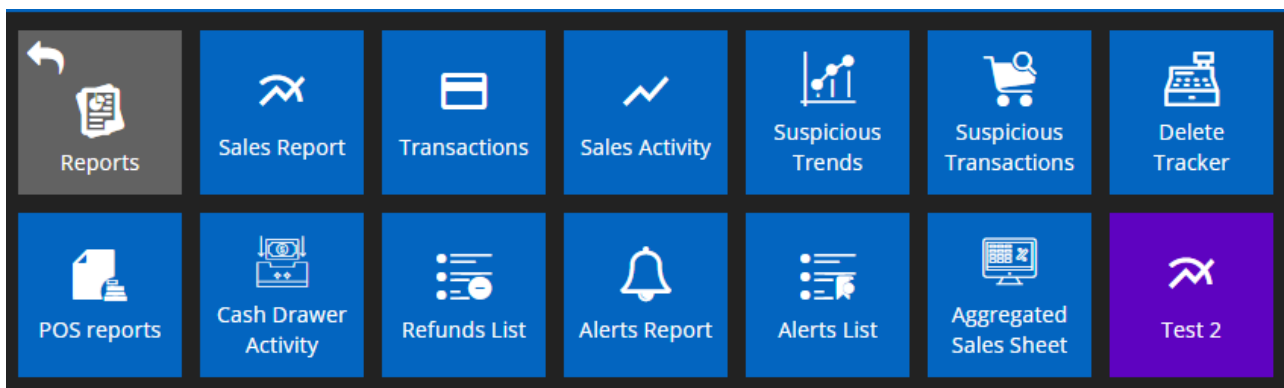
You can choose one of your **Saved Filters** as a **Default Filter** by clicking a star in **Default** column. This will ensure that every time you access the associated report, the default filter will be applied.

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, click **Save As Report**, name your new report, then click **Save**.




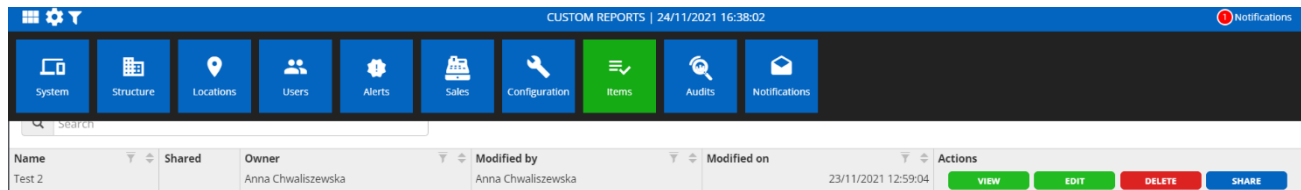
On the **Home Screen**, you can quickly access that report from the **Reports** tile. Customized reports are marked purple.



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, click the **Settings**  icon located on the top **menu bar**, choose **Items**, and open your desired report by clicking on the **Custom Reports** button in the top menu. Then, click on the **Edit**, **Delete**, or **Share** button.



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**, click the **Mail** icon  located at 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 click the **Define end date** checkbox and add the **To** date.

Then, click the **Next** button or the **Recipients** icon to select recipients and report delivery notification method. To review the **Summary**, click the **Next** button. To schedule the report for Auto-Delivery, click the **Save & Finish** button.

1

Frequency and date range

2

Recipients

3



Summary


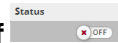
Search

SHOW SELECTED

Name	Email	E-notification	System Notification	Push notification	
All Users		<div>SELECT ALL</div> <div></div>	<div>SELECT ALL</div> <div></div>	<div>SELECT ALL</div> <div></div>	<div>SELECT ALL</div>
All Internal Users		<div></div>	<div></div>	<div></div>	<div>SELECT ALL</div>
All External Users		<div></div>	<div></div>	<div></div>	<div>SELECT ALL</div>

Auto-Delivery Management

To edit or delete existing **Auto-Delivery**, click the **Settings**   icon located in 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 clicking the **On**  or **Off**  button in the **Status** column. You can also **Edit** or **Delete** the existing Auto-Delivery settings.

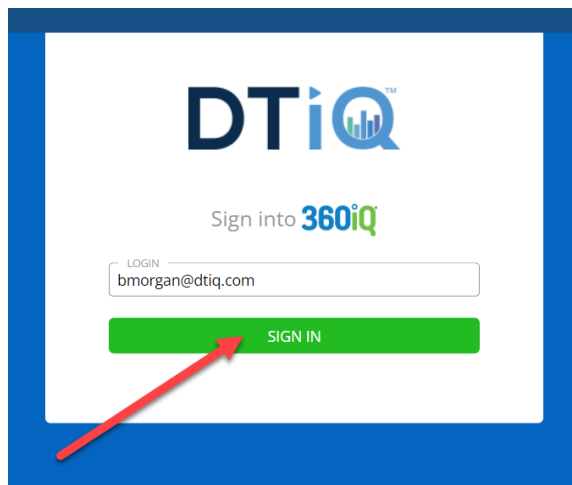
Heatmaps

360iQ's **Heatmaps** feature showcases the high-traffic areas of your store or restaurant. These heatmaps reveal which parts of your location receive traffic and how much traffic they receive per period.

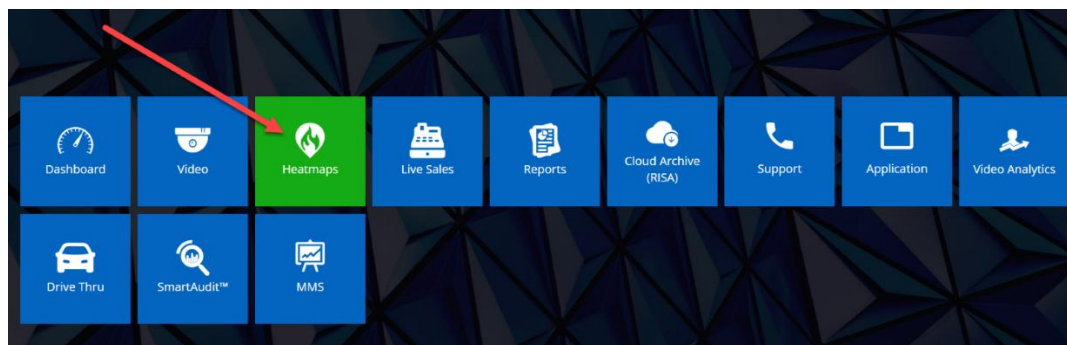
How to Access Heatmaps

To access **Heatmaps**, take the following steps:

1. Log in to [360iQ](#).



2. From the **Home** Screen or **Quick** bar, find the **Heatmaps** tile, and click it.







3. You will then be redirected to the **Heatmaps Report**. Here, you can view all existing heatmaps, including the following information:


- a. Request Name


- b. Location
- c. Created on – timestamp of when request was placed.
- d. Created by – author of the request.
- e. Start date – first day of the request.
- f. Ranges – number of periods of day selected.
- g. Cameras – number of cameras selected.
- h. Status of the Request

Note: You can filter table by clicking on the funnel icon in the header, or search by request name, location, and description


Heatmaps 






Latest Last 30 days Last 90 days   

[Add filter](#) 

Sort by: Created on 

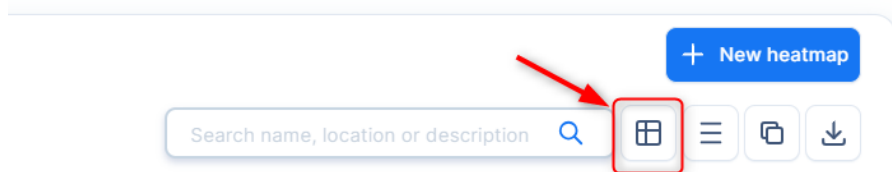
[+ New heatmap](#)

Search name, location or description 

Name	Location	Created on	Created by	Start date	Ranges	Cameras	Status	Actions
Request: 08/05/2024 03:10:45 PM	08/05/2024	08/12/2024 03:10:45 PM	08/05/2024	08/05/2024	 3	 3	Completed	
Request: 08/08/2024 06:25:24 PM	08/08/2024	08/08/2024 06:25:24 PM	08/08/2024	08/08/2024	 1	 3	In progress 20%	

Additionally, you can use **Column Ordering** to show these options:

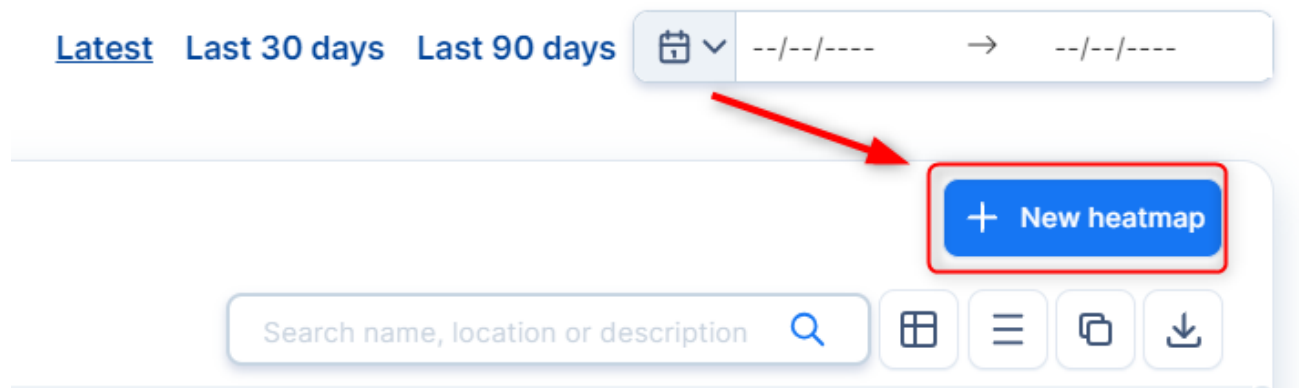
- a. End Date
- b. Duration
- c. Description



Create a New Heatmap

To create a new heatmap, proceed as follows:

1. Click the **+ New heatmap** button in the top-right corner of the screen.



2. The **New heatmap request** menu will open. First, select the **Location** from which you want to create heatmaps. You can also type the name of the Location in the **Search bar**. Once you have selected your preferred Location, click **Next**.

New heatmap request

Location

Cameras

Time range

Details

Summary

Choose location

Select the location you want to create heatmaps from

Search for location

(59)

☒

☐

☐

☐

☐

< Back

0

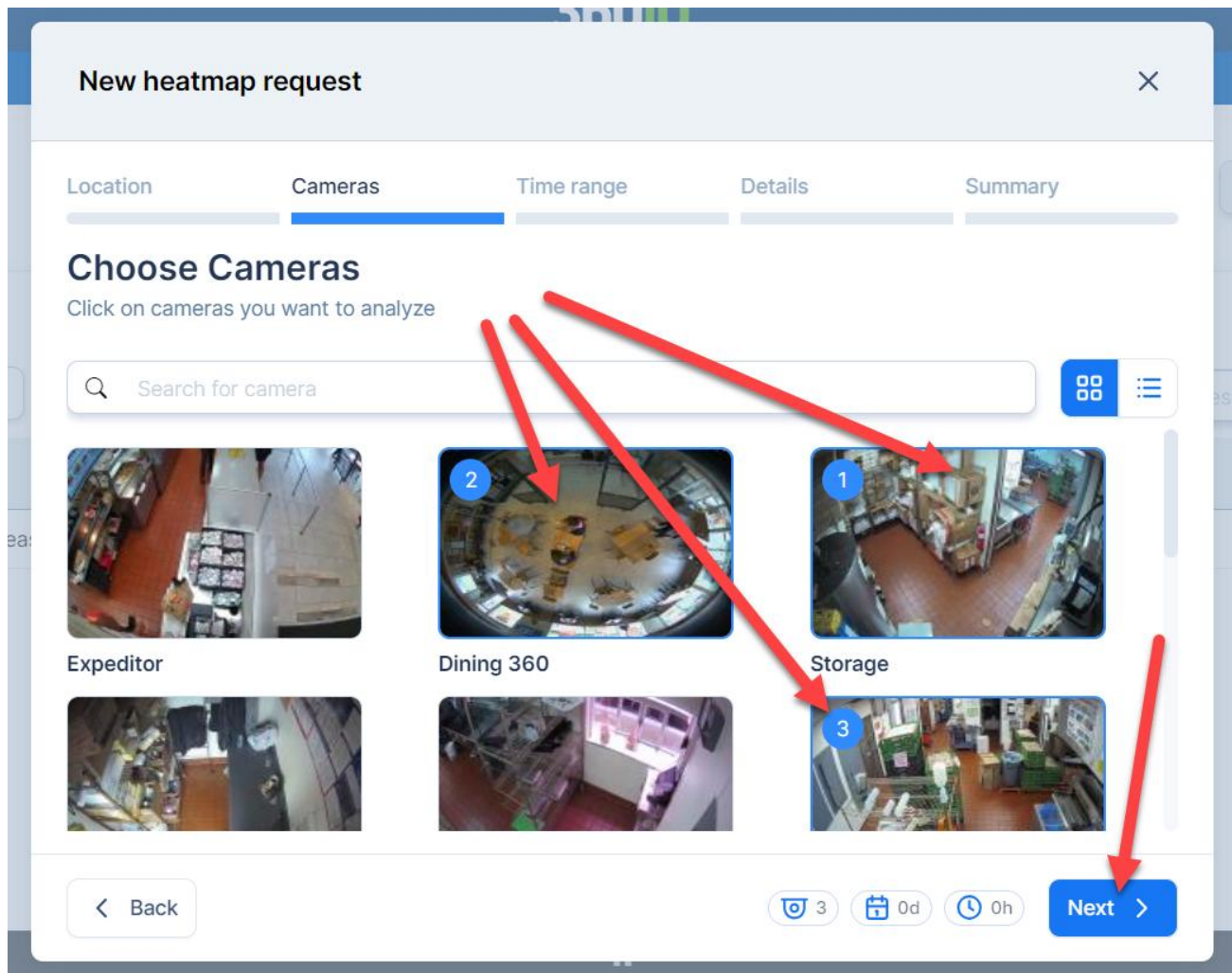
0d

0h

Next >

3. Then, choose your **Cameras**. Click **Next**.

39



4. Select your preferred **Date range**. Pick the **Start date**, **Duration in days**, **Start time**, and **Duration in hours**. Click **Next**.

a. **Note:**

- i. You can adjust the duration by typing or using the -/+ buttons. Ranges cannot overlap.
- ii. You can check how your selection aligns with the day on the timeline preview.
- iii. A heatmap will be created from every selected camera, for each day and range. For example, if you select 4 cameras from 08/16 to 08/18 and from 8:15-10:15 am, 2:00-8:00 pm, you will create 16 images. Each heatmap request is limited to a maximum of 4 cameras and 8 hours in duration.

New heatmap request

Location Cameras **Time range** Details Summary

Choose time range
Select the time range you want to analyze

Start date: 08/08/2024

Duration in days: 1 (08/08/2024)

Start time: 01:15 AM

Duration in hours: 1 (02:15 PM)

+ Add next range

12 AM 02 AM 04 AM 06 AM 08 AM 10 AM 12 PM 02 PM 04 PM 06 PM 08 PM 10 PM 12 AM

< Back 3 1d 1h **Next >**

b. **Note:** To add multiple date ranges, click the **Add Next Range** button.

Duration in hours

1 (02:15 PM)

+ Add next range

5. In the last step, add the **Name** and the optional **Description** for the new heatmap. Click **Next**.

New heatmap request

Location Cameras Time range Details Summary

Add name and description

Give some details for the request

Name

Testing heatmap

Description (optional)

This is a test heatmap to showcase 360iQ's heatmaps feature.

< Back

3 1d 1h

Next >

6. In the **Summary** section, review all your information to ensure it is correct. Once everything is in order, click **Create heatmap**.

New heatmap request

Location

Cameras


Time range

Details


Summary

Testing heatmap


Cameras



Kitchen 1



Dining Area 2



Dining Area 1

Time range

Days

08/08/2024 - 08/10/2024

Selected Ranges

12:30 PM - 01:30 PM

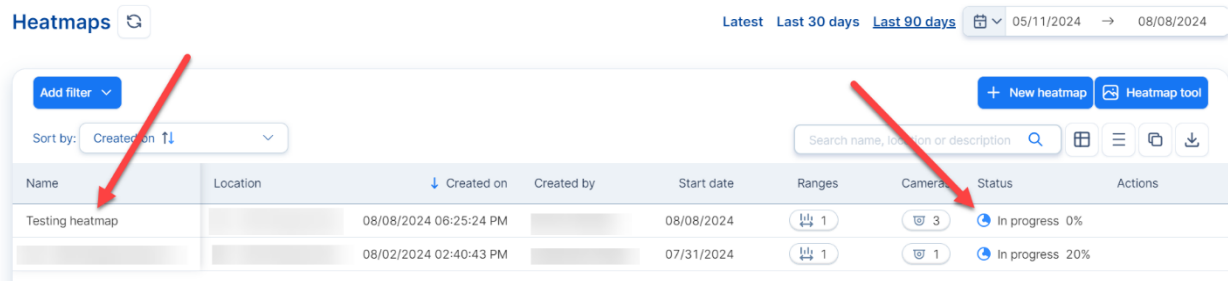
3d

1h

Back

Create heatmap

- You will be redirected to the **Heatmaps Report**. Here, you can track the **Processing** status of your new heatmap request.



8. Request statuses include:

- In Progress** – request is being processed.
- Completed** – request completed successfully.
- Completed with Errors** – request was completed and can be viewed, but some heatmaps may not be available.
- Error** – request failed and cannot be processed. This may be due to a camera issue or the location being offline.

View and Download Heatmaps

In the **Heatmaps Report**, you can also view all heatmap requests. For any request, scroll to the right and click the **down arrow** in the **Actions** column to save a copy of the heatmap. The file will be downloaded to your computer as a .ZIP folder.

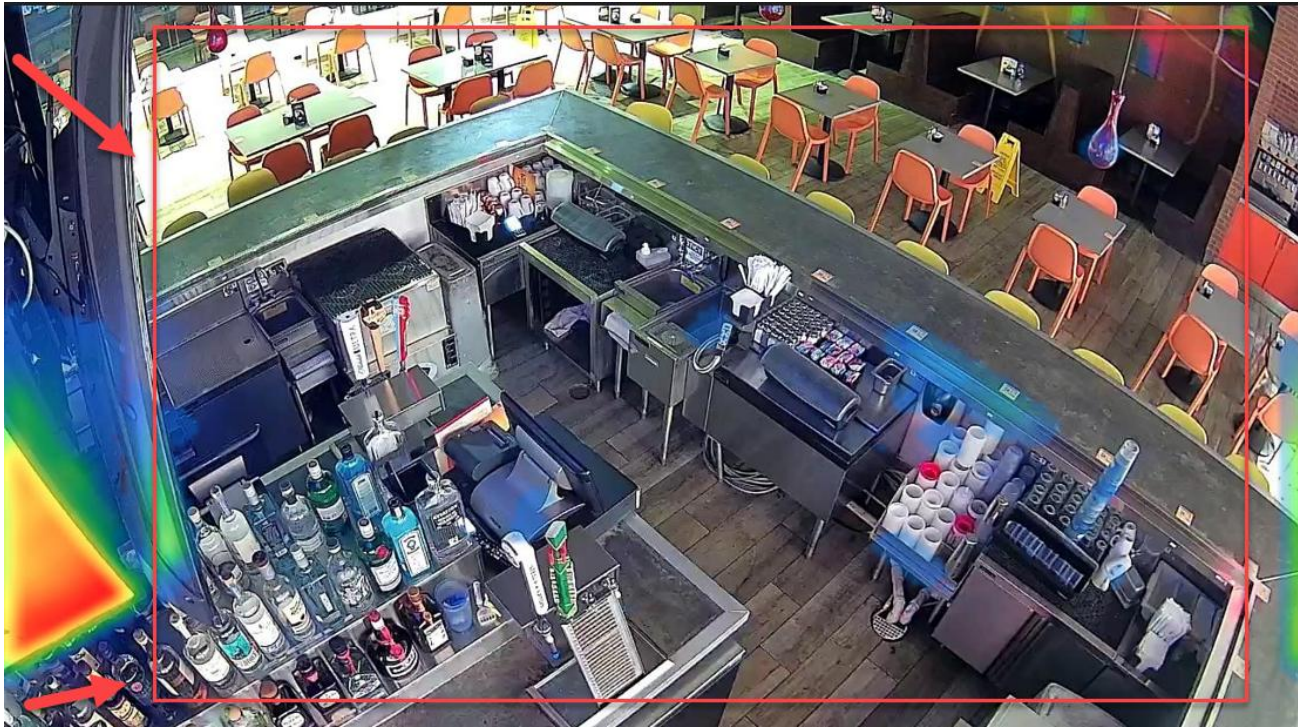
Once the file has been downloaded, you can share it with any relevant members of your team.

To view the downloaded heatmap, extract the .ZIP file, then double-click the new folder. Find the file you would like to view, then double-click to open the image.

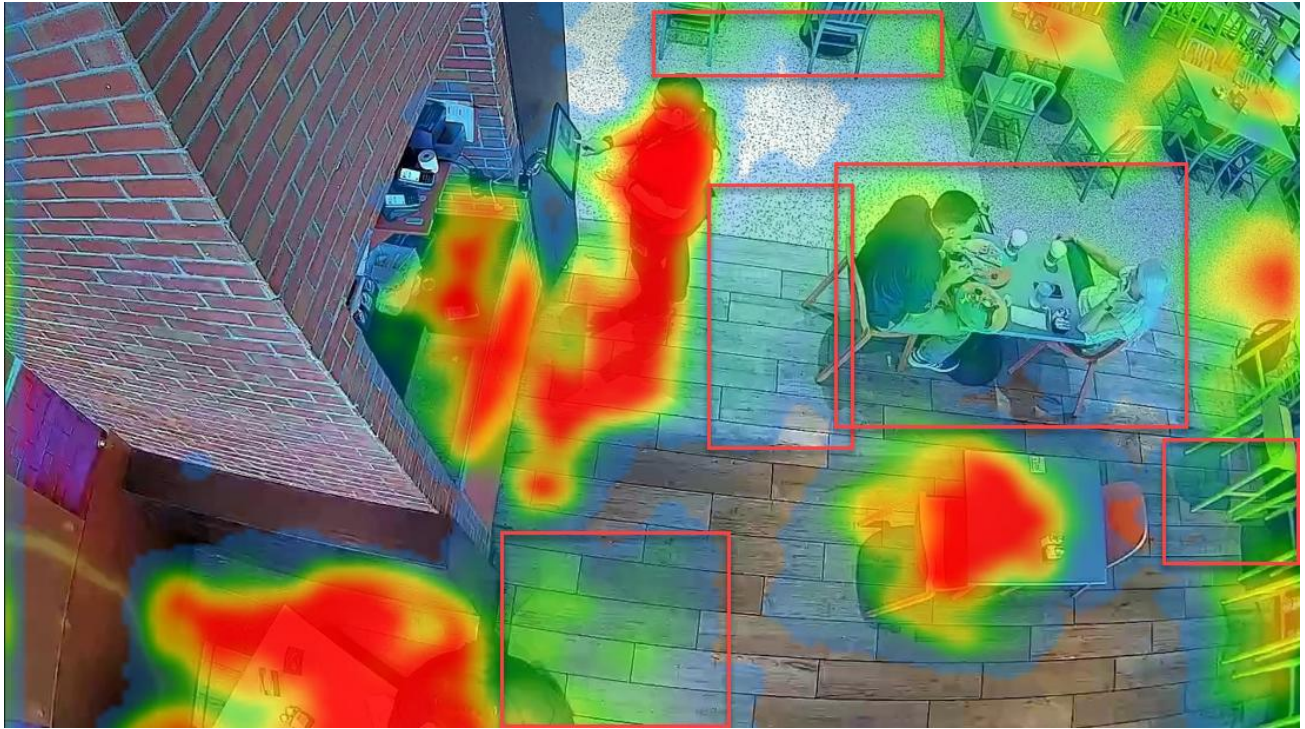
Note: Files are grouped by days and day periods.

Each heatmap uses a color overlay to show how much traffic different areas receive. The color breakdown is as follows:

- No overlay** – shows areas that were not occupied at all.



- **Blue and green** – show lightly occupied spaces.

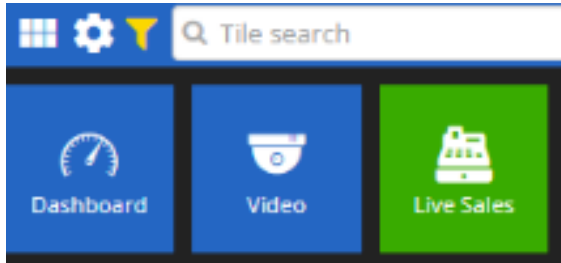


- **Yellow and red** – show heavily occupied areas.



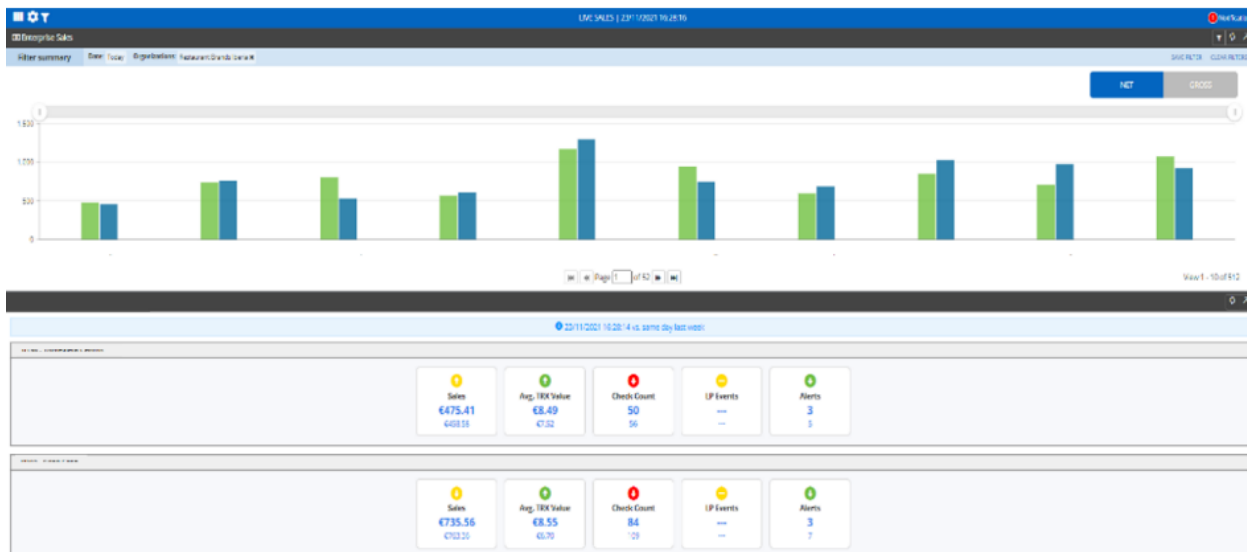
Live Sales

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

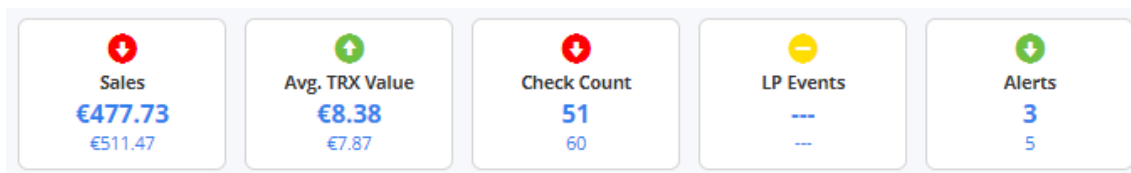


To view the **Live Sales** panel, click on the **Live Sales** tile in the top menu bar. The **Lives Sales** panel gives you an overview of your entire. It allows you to compare sales data from individual locations and act on any suspicious transactions.

To choose between **Net** and **Gross** transactions value, click on the **Net** or **Gross** buttons in the upper right-hand corner. The main values measured and displayed as widgets include **Sales**, **Average TRX** (transaction) **Value**, **Check count**, **LP** (Loss Prevention) **Events**, and **Alerts**.

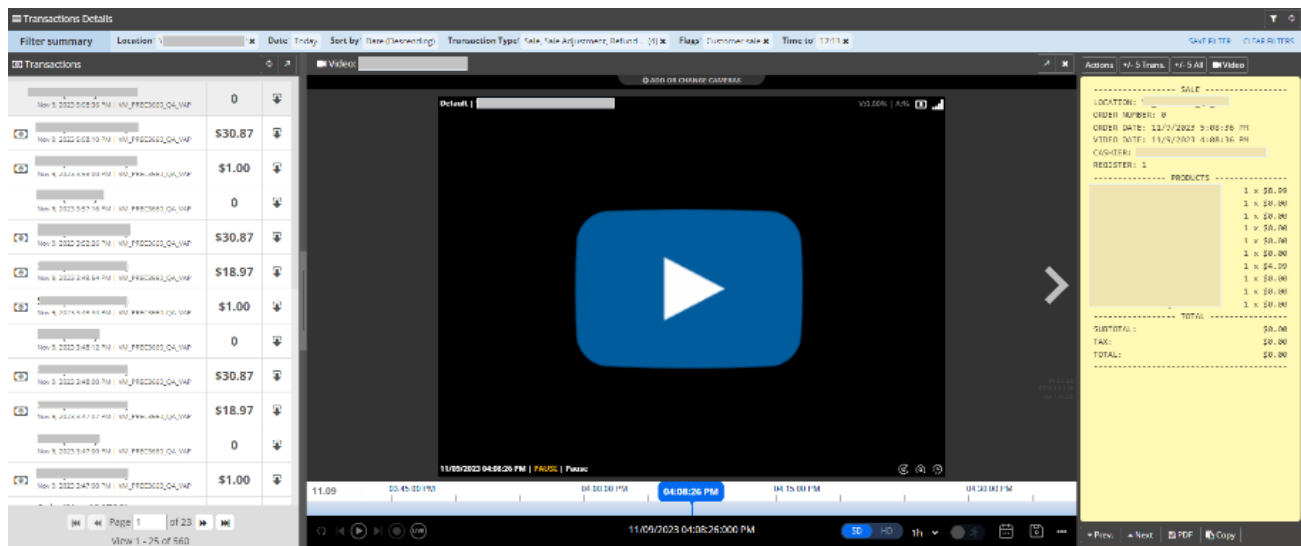


Click on a widget to see transactions associated with the selected metric.

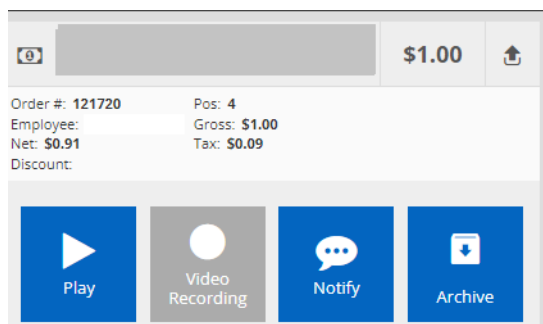


Transaction Review

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



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



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

Actions

+/- 5 Trans.

+/- 5 All

Video

----- SALE -----

LOCATION:

ORDER NUMBER: 9388

ORDER DATE: 12/17/2024 10:29:48 AM

VIDEO DATE: 12/17/2024 10:30:31 AM

CASHIER: 299 (299)

REGISTER: Resister 10 (10)

----- PRODUCTS -----

CMSM CROIS SSG/E/C

1 x \$8.09

>> CROIS S/E/C

1 x \$0.00

>> SM HASHBROWN

1 x \$0.00

>> VL COKE

1 x \$0.00

----- TOTAL -----

SUBTOTAL:

\$8.09

TAX:

\$0.54

TOTAL:

\$8.63

----- PAYMENTS -----

CASH:

\$8.63

CHANGE:

\$0.00

▼ Prev.

▲ Next

PDF

Copy

Show Register Actions

Note: Register Actions are 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 in 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 screenshot displays the 'Transactions List' interface. On the left, a table lists transactions with columns: Location, Date, Revenue, Register, Employee, Type, Number, Gross, Net, Tax, Discount, Cash, Credit, Third party, and Check. The table shows several transactions, including a 'Save' transaction and multiple 'Sale' transactions. On the right, a detailed receipt is shown for a 'SALE' transaction. The receipt includes fields for LOCATION, ORDER NUMBER, ORDER DATE, ORDER TIME, CASHIER, and REGISTER. It also lists items sold with their quantities and prices, followed by a subtotal, tax, and total amount.

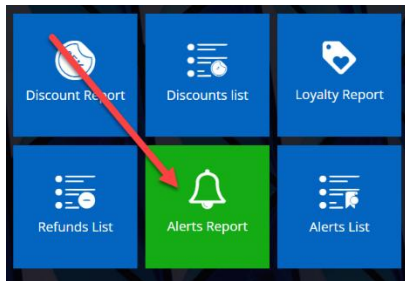
Location	Date	Revenue	Register	Employee	Type	Number	Gross	Net	Tax	Discount	Cash	Credit	Third party	Check
	11/09/2023 09:43:01 PM	COUNTER	1		Save	0	\$1.00	\$0.91	\$0.09		\$1.00			
	11/09/2023 09:52:56 PM	COUNTER	1		Sale	0	\$0.00	\$0.00	\$0.00					
	11/09/2023 09:58:04 PM	COUNTER	1		Save	171772	\$20.00	\$19.08	\$0.92		\$20.00			
	11/09/2023 09:58:42 PM	COUNTER	1		Save	171773	\$18.97	\$17.75	\$1.22		\$18.97			
	11/09/2023 09:58:59 PM	COUNTER	1		Save	121720	\$1.00	\$0.91	\$0.09		\$1.00			
	11/09/2023 09:58:36 PM	COUNTER	1		Save	0	\$0.00	\$0.00	\$0.00					
	11/09/2023 09:58:10 PM	KIOSK	101		Save	121722	\$30.87	\$28.00	\$2.87		\$30.87			
	11/09/2023 09:58:00 PM	COUNTER	4		Save	121720	\$1.00	\$0.91	\$0.09		\$1.00			
	11/09/2023 09:57:16 PM	COUNTER	4		Save	0	\$0.00	\$0.00	\$0.00					
	11/09/2023 09:52:26 PM	COUNTER	4		Save	121722	\$30.87	\$28.00	\$2.87		\$30.87			
	11/09/2023 09:48:54 PM	COUNTER	4		Save	121723	\$18.07	\$17.25	\$0.82		\$18.07			

On the right, a detailed receipt for a 'SALE' transaction is shown. It includes fields for LOCATION, ORDER NUMBER, ORDER DATE, ORDER TIME, CASHIER, and REGISTER. The receipt lists items sold with their quantities and prices, followed by a subtotal, tax, and total amount.

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.

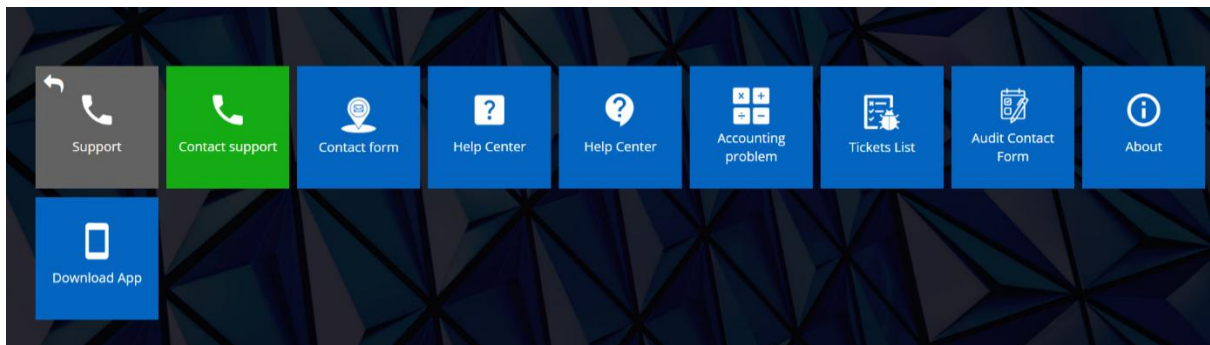
Alerts

You can access your alerts by clicking on the **Reports** tile and then clicking on the **Alerts Report** 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](#) or [DTiQ Support](#).



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**, view information **About** the 360iQ software, and use the **Download App** tile to install the **360iQ Mobile Application** on iPhone, iPad, and Android devices. This app allows you to access video and all your data stored in 360iQ on the go.



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](#) or your [Customer Success Manager](#) to learn more.

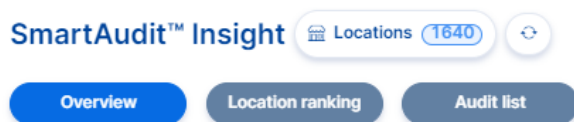
SmartAudit™ Insight

The **SmartAudit™ Insight dashboard** allows you to analyze operational trends affecting your business performance. To access it, click on the **SmartAudit™** tile from your Home Screen 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 clicking on one of the main tabs: **Overview**, **Location Ranking**, or **Audit List**.



Location Groups

Clicking 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. Click the **SAVE GROUP** button and name the group.
3. Click 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:


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

The screenshot displays the 'Location groups' interface. At the top, there's a header 'Location groups'. Below it, a section titled 'LOCATIONS' contains a search bar and a list of items with checkboxes. The items are: 'Locations', '6545564654645', '(AG) Virtual location', 'AutoTest_DataApi_1', 'AutoTest_PERFORMANCE_1', 'AutoTest_RBI_1', 'AutoTest_RBI_2', and '8XXXXCKZCKZ'. The '8XXXXCKZCKZ' item is selected. Below the list is a 'SHOW SELECTED' link. A 'SAVE GROUP' button is positioned below the 'LOCATIONS' section. The next section, 'LOCATION GROUPS', features a search bar and a single item 'South district' which is selected with a radio button. Below this section are 'EDIT NAME' and 'DELETE' buttons. At the bottom of the interface are three buttons: 'CANCEL', 'CLEAR', and 'APPLY'.

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 right corner and select **Last 7 days** or **Last 90 days**, or use the custom date selector to choose a different range.



Next to custom date picker, by clicking the  icon, you can generate the aggregated reports that are also available through the **SmartAudit™ Dashboard**.

Generate aggregated reports

1

2

3

4

Choose type of report

Focus report

Average question scores for time range and locations.

Comparison report

Average location scores for time range.

Detail report

Summary of all audits for time range and locations.

Trend report

Summary of all audits for time range and locations grouped by months.

File type

☒ Generate as Excel file *.xlsx

☐ Generate as PDF file *.pdf

Cancel

Next

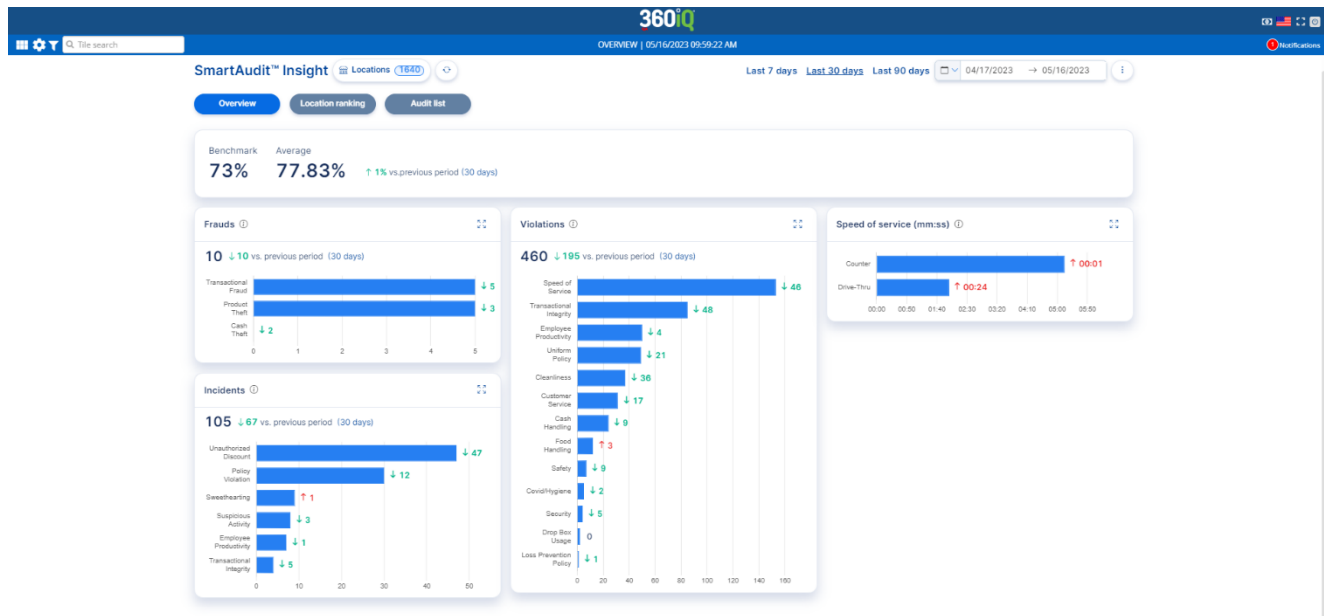
SmartAudit™ Insight Main Tabs

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**.

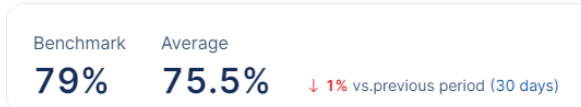
55

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. Click 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 Fraud, Incidents, and Violations. By clicking on a single row in the table, you can view the **Audit list** tab for more audit details for the chosen location.

SmartAudit™ Insight Locations (60) Last 7 days Last 30 days Last 90 days 03/05/2024 → 04/03/2024

Overview **Location ranking** **Audit list**

Opportunities/Score **Speed of Service**


Filters Add filter

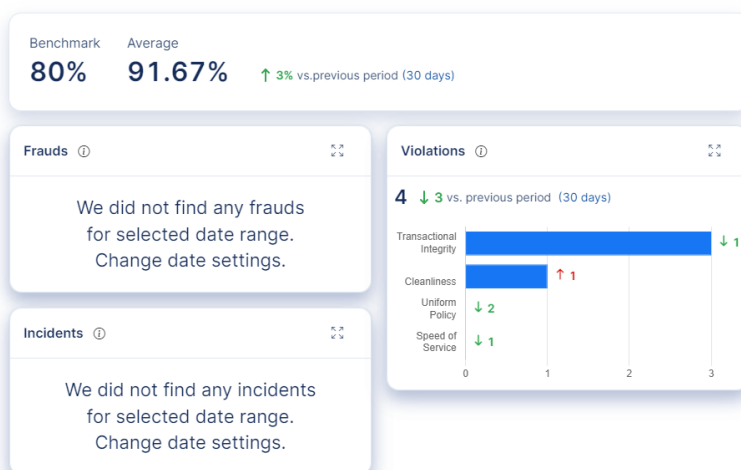
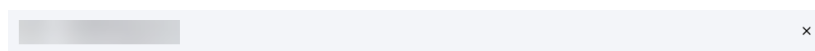
Sort by: Score Group by: Location

Location	Score	Frauds	Incidents	Violations	Details
	93.76% 0%	0 (0%)	0 (0%)	5 (67%)	
	92.19% ↑ 2%	0 (0%)	0 (0%)	4 (33%)	
	91.67% ↑ 3%	0 (0%)	0 (0%)	4 (43%)	
	91.67% ↑ 1%	0 (0%)	0 (0%)	3 (40%)	
	90.63% ↑ 10%	0 (0%)	1 (100%)	2 (60%)	
	89.59% ↓ 2%	0 (0%)	1 (100%)	6 (60%)	

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




Click the chart  icon to see the details of a location's audit score and details regarding Fraud, Incidents, and Violations.





Overview **Location ranking** Audit list

Opportunities/Score **Speed of Service**

Filters **Add filter** 

Sort by: Score ↑↓ Group by: Location

Location	Score	Frauds	Incidents	Violations	Details
	93.76% 0%	0 (0%)	0 (0%)	5 ↑ 2 (67%)	
	92.19% ↑ 2%	0 (0%)	0 (0%)	4 ↓ 2 (33%)	

You can filter the table by clicking the **Add filter** button. Then, select the items of interest from the **Fraud Type**, **Incident Type**, and **Violation Type** menus. Click the **Apply** button to apply the selected filters.

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

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

Click 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.

SmartAudit™ Insight

Locations 60

Last 7 days

Last 30 days

Last 90 days

03/05/2024

→

04/03/2024

Overview

Location ranking

Audit list

Filters Add filter




Sort by: Audit Date

Location	Audit Date	Frauds	Incidents	Violations	Speed of Service	Score	Actions
<input type="checkbox"/>	04/02/2024 02:10:00 PM	0	1	4	Counter 01:39	56%	Link Download Preview
<input type="checkbox"/>	04/02/2024 11:15:00 AM	0	1	3	Counter 04:33	66%	Link Download Preview
<input type="checkbox"/>	04/02/2024 08:49:00 AM	0	0	2	Counter 02:05	88%	Link Download Preview
<input type="checkbox"/>	04/02/2024 06:14:00 AM	0	1	3	Drive-... 00:19	72%	Link Download Preview

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

Frauds	Incidents	Violations	Speed of Service
0	1	4	Counter 01:39

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

-  **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 web browser.

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

Filters
Add filter

Download marked (2)

Location	Audit Date
<input checked="" type="checkbox"/> [redacted]	04/02/2024 02:10:00 PM
<input checked="" type="checkbox"/> [redacted]	04/02/2024 11:15:00 AM

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.

Sort by: Audit date ↑↓

↑ Frauds ↑↓ Incidents

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

Filters

Add filter

Filter panel

You can filter the table by clicking 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**. Click the **Apply** button to apply the selected filters.

Filters
Add filter ^

Filter categories

Location (0)

Opportunities (0)

Speed of Service (0)

Location

Search

☐
☐
☐
☐
☐
☐

SELECTED: 0
CLEAR LIST

Reset
Apply

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

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

Overview
Location ranking
Audit list

Filters
Add filter ^

Filter categories

Location (0)

Opportunities (0)

Speed of Service (0)

Fraud Type

Search

☐ Cash Theft
☐ Transactional Fraud
☐ Product Theft
☐ Under-Ringing

SELECTED: 0
CLEAR LIST

Incident Type

Search

☐ Missing Cash
☐ Sweethearting
☐ Physical Injury
☐ Time Clock Fraud
☐ Harassment
☐ Workplace Violence

SELECTED: 0
CLEAR LIST

Violation Type

Search

☐ Cash Handling
☐ Cleanliness
☐ Transactional Integrity
☐ Uniform Policy
☐ Safety
☐ Covid/Hygiene

SELECTED: 0
CLEAR LIST

Reset
Apply

Audit Report

To open a single SmartAudit™ report, click the **eye**  icon.

SmartAudit™ Insight

Locations 60

Overview

Location ranking

Audit list

Filters Add filter

Sort by: Audit Date

Location	Audit Date
	04/02/2024 02:10:00 PM
	04/02/2024 11:15:00 AM
	04/02/2024 08:49:00 AM
	04/02/2024 06:14:00 AM
	04/01/2024 07:12:00 PM
	04/01/2024 04:56:00 PM
	04/01/2024 03:03:00 PM

Audit Report

Report actions Send question Link Download PDF

SmartAudit™ by DTIQ

Location

Auditor

Audit Date 4/2/2024 2:10 PM

Score 56.25% (18 / 32)

Speed of Service

Drive-Thru: 1:06 Pictures: 1/3

Counter: 1:39 Pictures: 9/11

No.	Question	Answer	Pictures	Points
1	Did the dining tables and chairs appear to be clean?	Yes	14	2 / 2
2	Did floors appear clean, free of cases, merchandise, debris, etc. and in good condition?	Yes	15	2 / 2
3	Were customers helped promptly and food prepared in a timely manner?	Yes	1:3/9-11	4 / 4
4	Did the employees appear to be in uniform/clean and neat per company policy? Name Tags not required.	Yes	13	1 / 1
5	Did employees appear to wear gloves while handling food?	Yes	12	3 / 3
6	Did all employees appear to accurately ring items being purchased? Including refunds, employee meals, discounts, etc.	No	1:3-5	0 / 5
7	Did all cash appear to be secured? Cash drawers left open and unattended, cash on counters, safes open and unattended, etc.	Yes	7	4 / 4
8	Did employees appear to use safe work habits? Wet floor signs posted prior to mopping, no exits blocked, using approved step ladders, etc.	No	2	0 / 4
9	Did the back door appear to be closed?	No	6	0 / 3
10	Did all employees appear to be engaged in work related activities? No eating, smoking, texting, horseplay, etc.	Yes	8	2 / 2

When you open a report, 4 buttons are displayed:

Report actions

Send question

Link

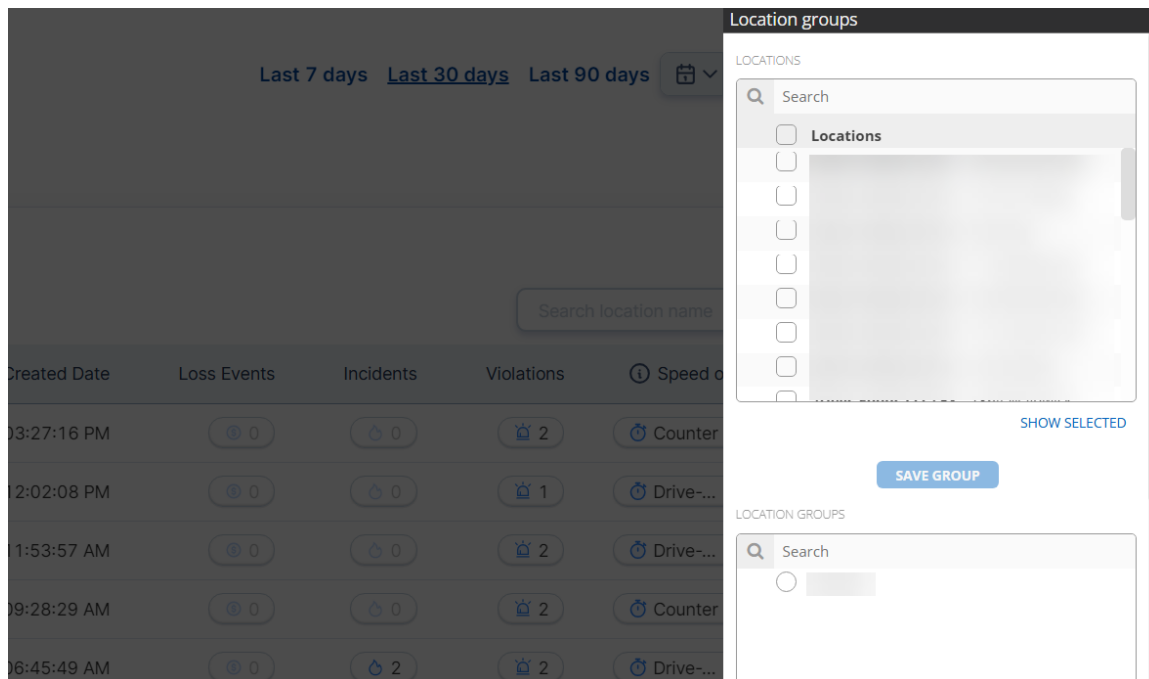
Download PDF

- 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 Locations 60

To set global filters for the dashboard click the **Locations** button to open the modal.

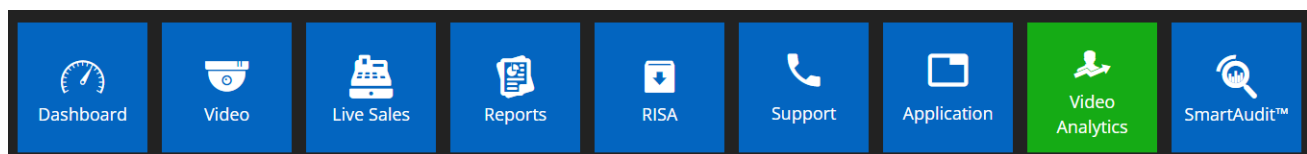
From here, you can choose locations, create a location group, and click **Apply** to save your changes.



Video Analytics

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

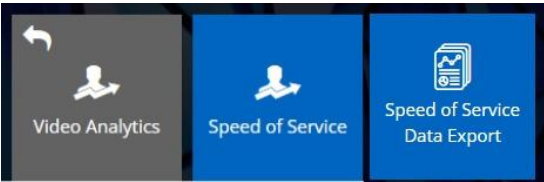
DTiQ's **Video Analytics** feature is accessible from the **Home Screen**. **Video Analytics** helps you monitor your customer experience and assess the speed of service.



Speed of Service (SoS)

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

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

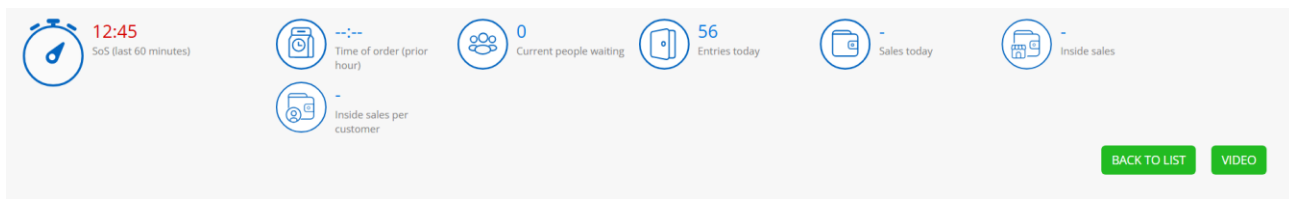


The **Speed of Service** dashboard consists of two main parts: The top of the dashboard contains aggregated data for all locations, and the bottom of the dashboard displays the **Speed of Service** metrics for each location.



Click 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:

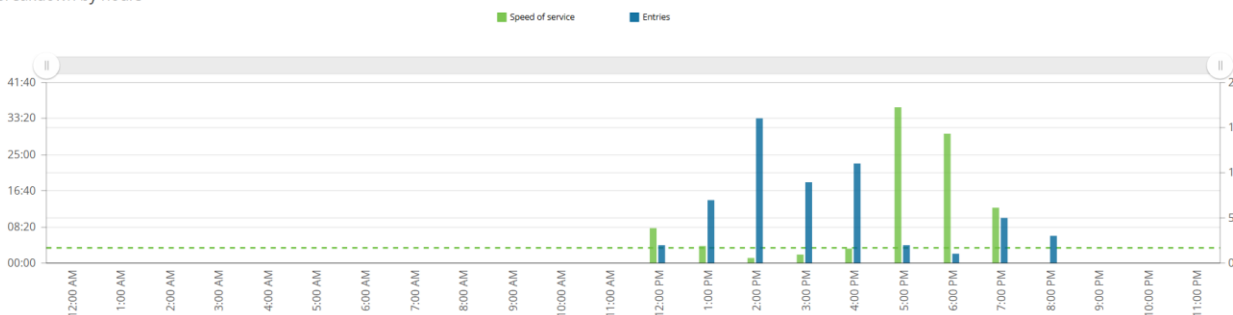
- **Breakdown by day part** – Data available for parts of the current date that is updated throughout the day.
- **Breakdown by hours graph** - Two bars per hour that show speed of service and entry counts with a green line that indicates the SoS target value.



Breakdown by day part

Late night 12:00 AM - 06:00 AM	Morning 06:00 AM - 11:00 AM	Lunch 11:00 AM - 02:00 PM	Snack 02:00 PM - 05:00 PM	Dinner 05:00 PM - 08:00 PM	PM snack 08:00 PM - 12:00 AM
Entries: 0	Entries: 0	Entries: 9	Entries: 36	Entries: 8	Entries: 3
Total sales: -	Total sales: -	Total sales: -	Total sales: -	Total sales: -	Total sales: -
Inside sales: -	Inside sales: -	Inside sales: -	Inside sales: -	Inside sales: -	Inside sales: -
Inside sales per customer: -	Inside sales per customer: -	Inside sales per customer: -	Inside sales per customer: -	Inside sales per customer: -	Inside sales per customer: -

Breakdown by hours



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.

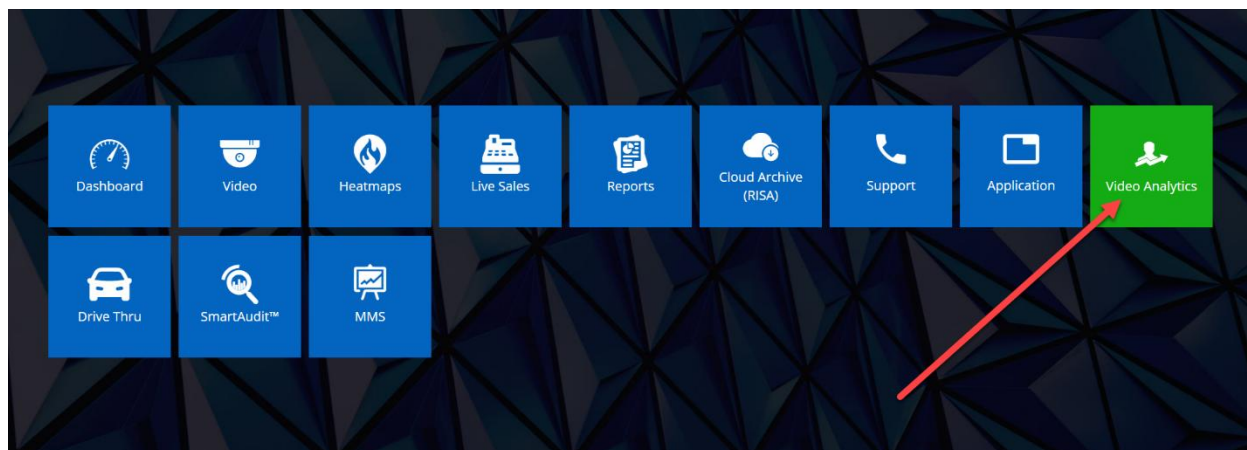
How to Access Peak Times Speed of Service

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

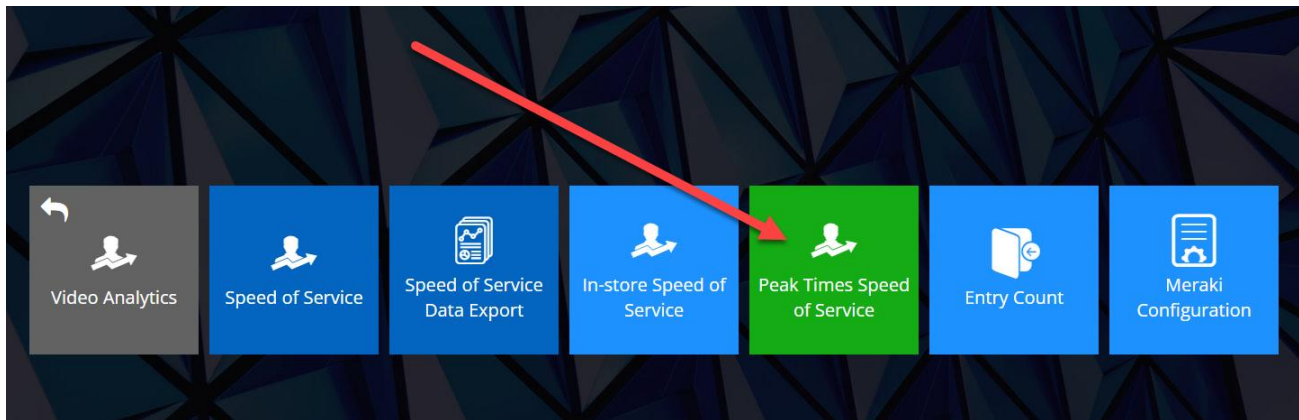
1. Log in to 360iQ: <https://app.go360iq.com/>.



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

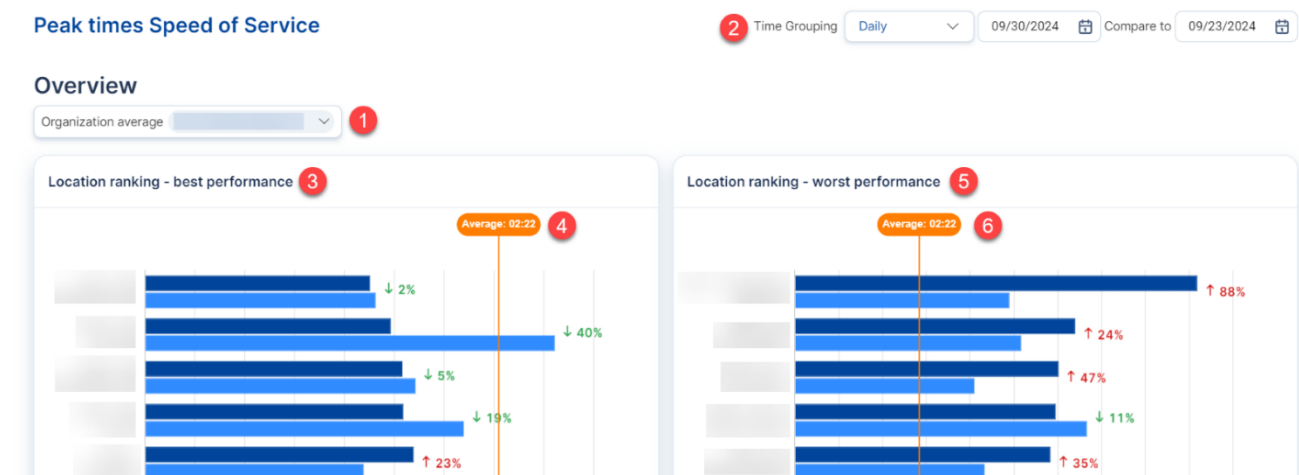


3. Click the **Peak Times Speed of Service** tile.



Peak Times Speed of Service Overview

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

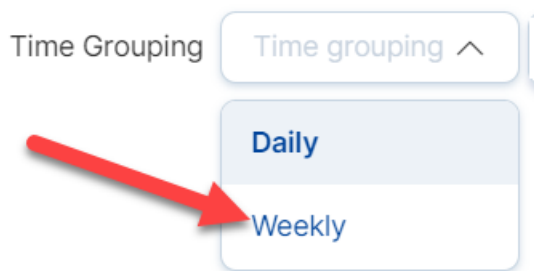
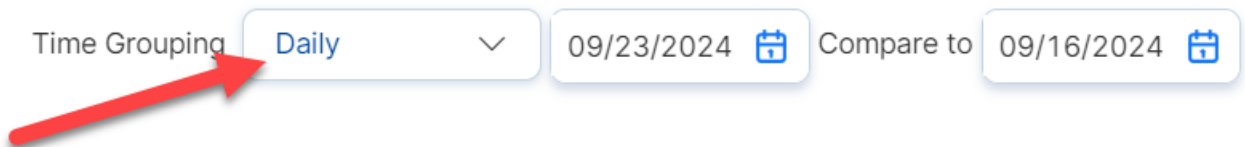


The breakdown is as follows:

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**.

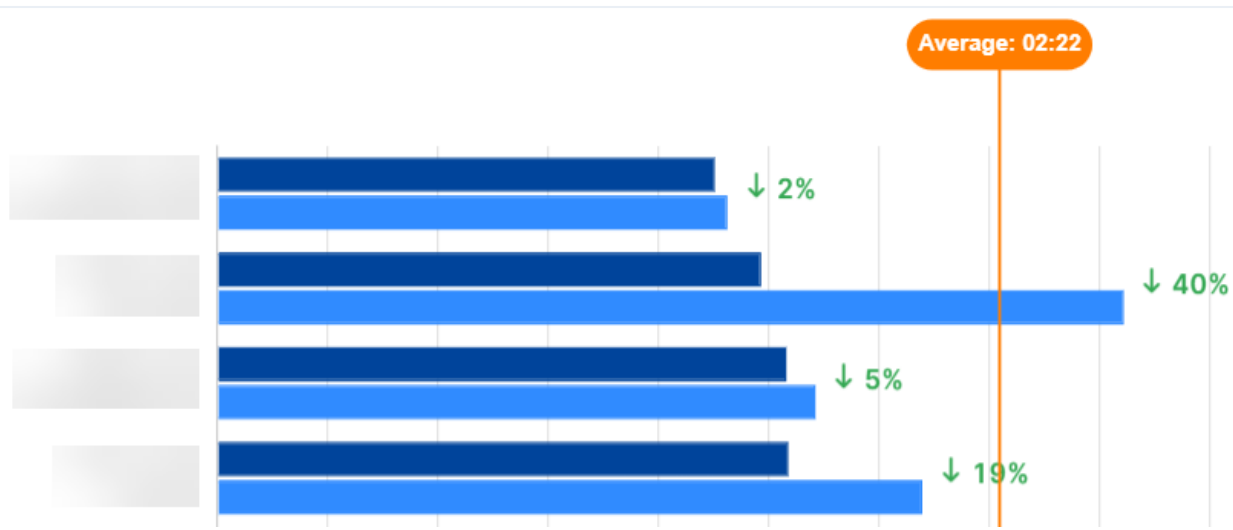
Changing this grouping will change the performance rankings below.

- 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.



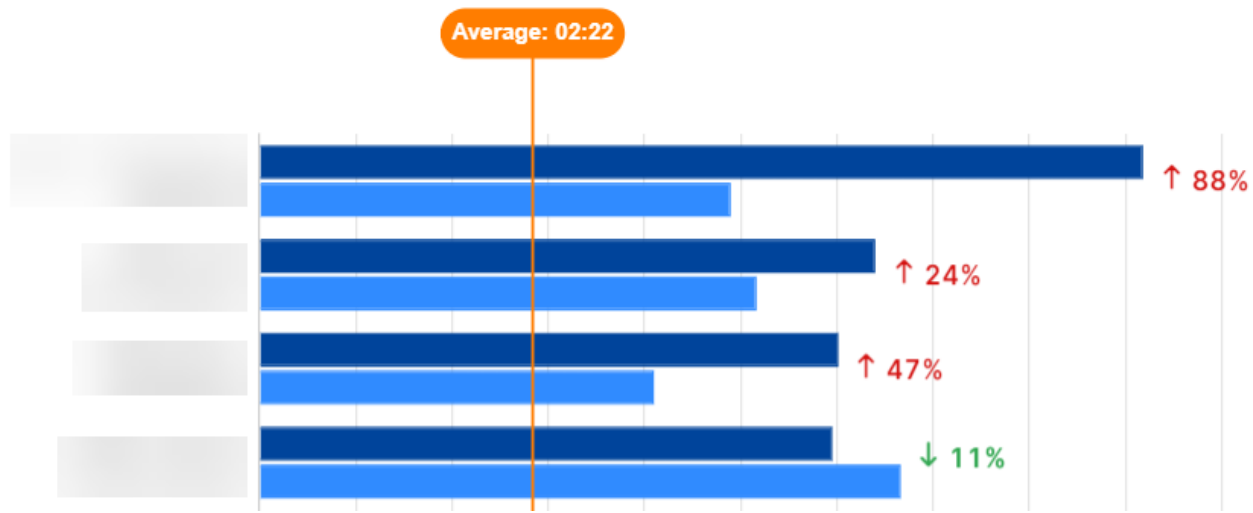
3. **Location ranking – best performance:** Immediately underneath the **Overview** section, you will see your top **Location** in terms of **best performance**.
4. **Best performance Average:** To the right of the graph, you will see the **Average Speed of Service time in minutes and seconds** via the 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.

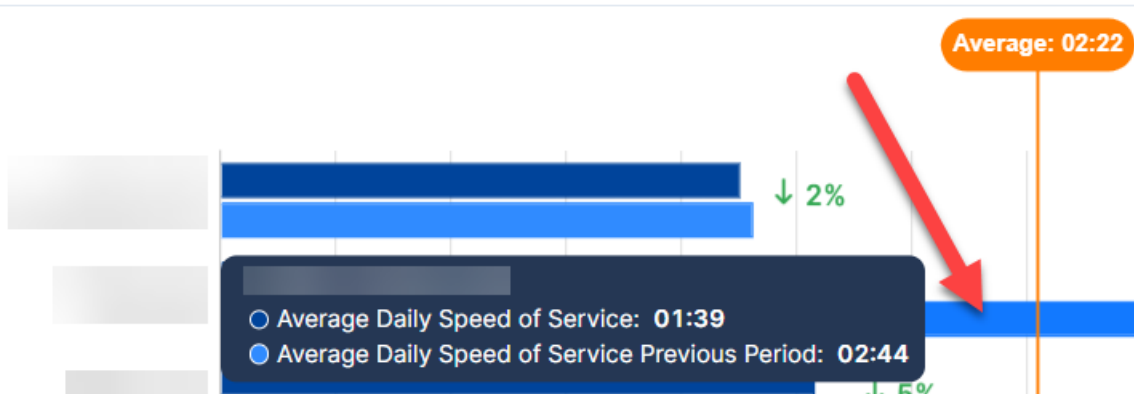
Location ranking - worst performance



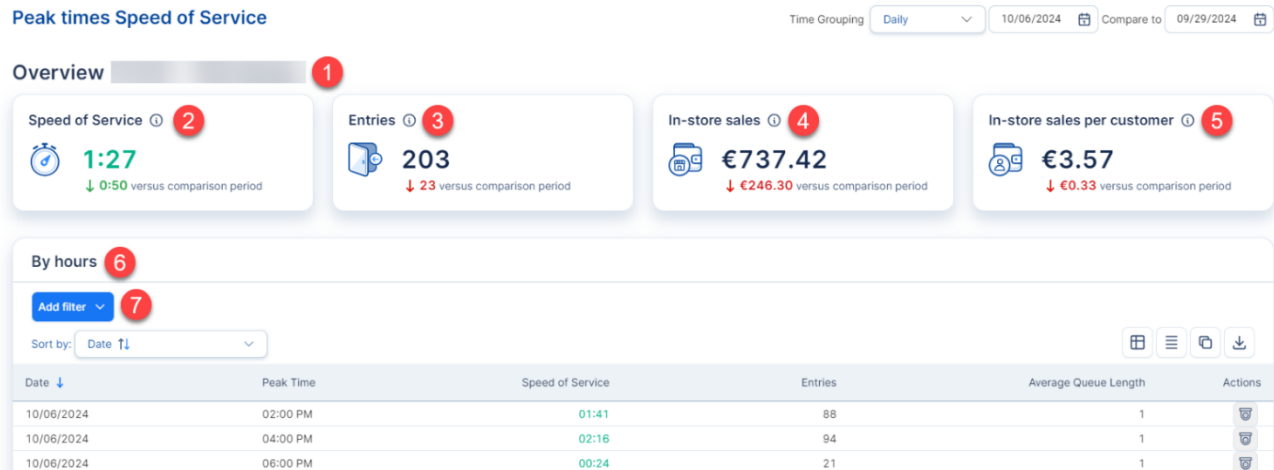
Peak Times Speed of Service Details

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.



This page breaks down as follows:

1. **Location Name:** Next to the **Overview** header, you will see the name of your chosen **Location**.
2. **Speed of Service:** Below the **Location Name** is the **average Speed of Service** for the **current period in minutes and seconds**.
3. **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**.
4. **In-store sales:** This figure illustrates the total value of **In-store sales** that occurred in each period as compared to the previous period.
5. **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.
6. **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.

By hours

Add filter

Sort by: Date ↑↓

Sort by

Date

Peak Time

Speed of Service

Entries

Average Queue Length

In-store sales

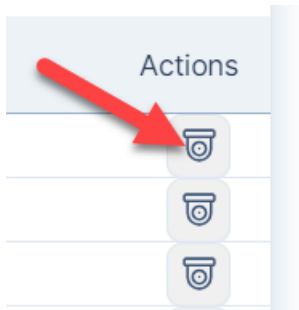
Order

Ascending

Descending

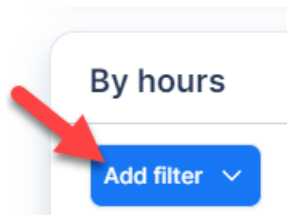
In the table below, you can view more information for each **Date** and **Peak Time**, including **Speed of Service**, **Entries**, and **Average Queue Length**.

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

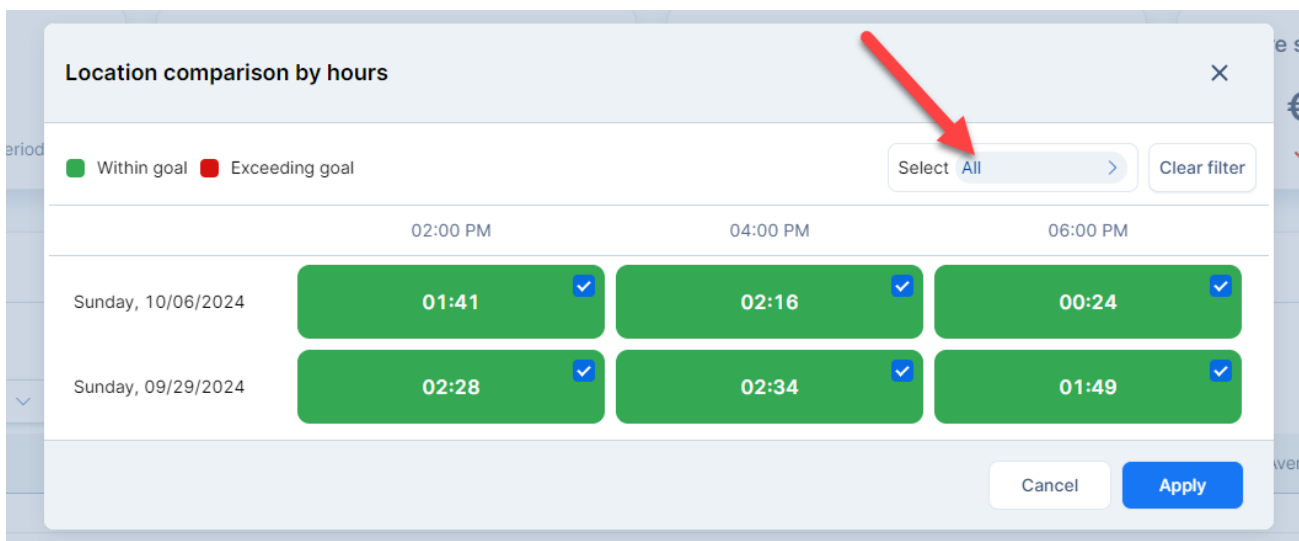


7. **Add filter:** Here, you can add/remove filters to change the table view. To add a filter:

- 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.



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

Select filter

☒ All

☐ Within goal

☐ Exceeding goal

☐ Set threshold

From 00 : 24 To 02 : 34

Cancel Apply

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

Location comparison by hours

☒ Within goal ☐ Exceeding goal

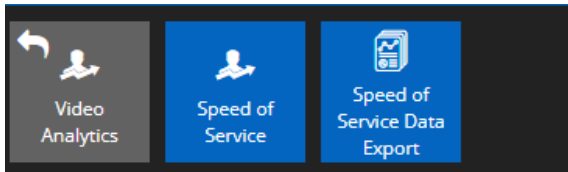
Select Within goal Clear filter

	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 ✓

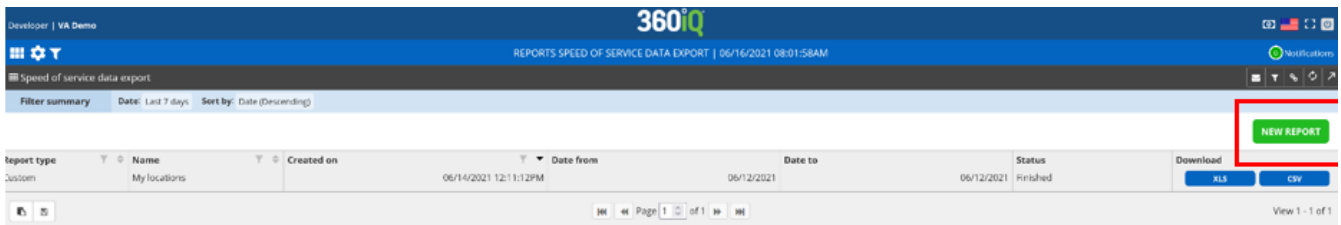
Cancel Apply

Speed of Service Data Export

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

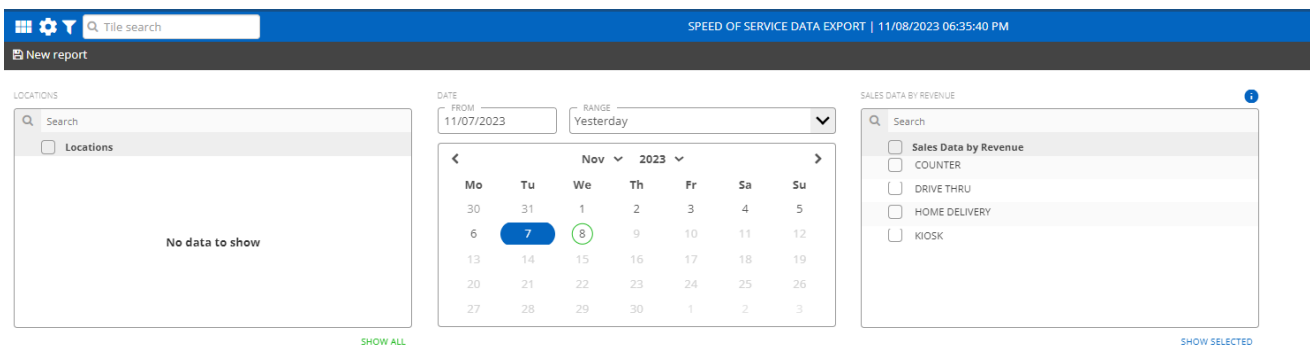


You will see the list of previously generated reports. To create a new report, click on the **New Report** button.



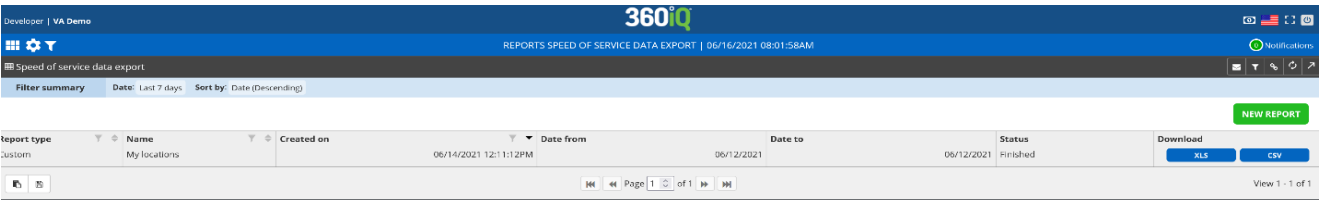
To define your report scope, you can select locations, date range, and desired sales data by revenue.

Note: The date range cannot exceed 7 days.



After setting up the report parameters, click 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 the data scope of the report. Once the report is ready, you can download it as an .XLS or .CSV file by clicking 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.**

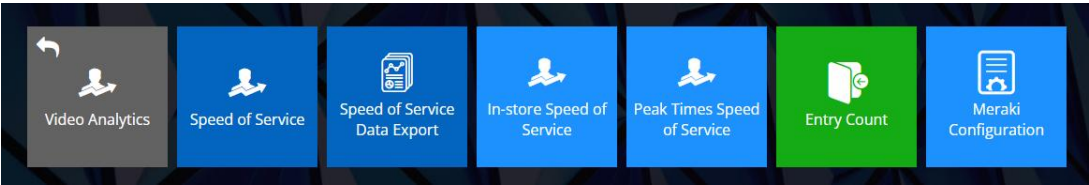
Each row refers to the location, date, and hour, and includes the following data, aggregated to full hours.

Entry Count

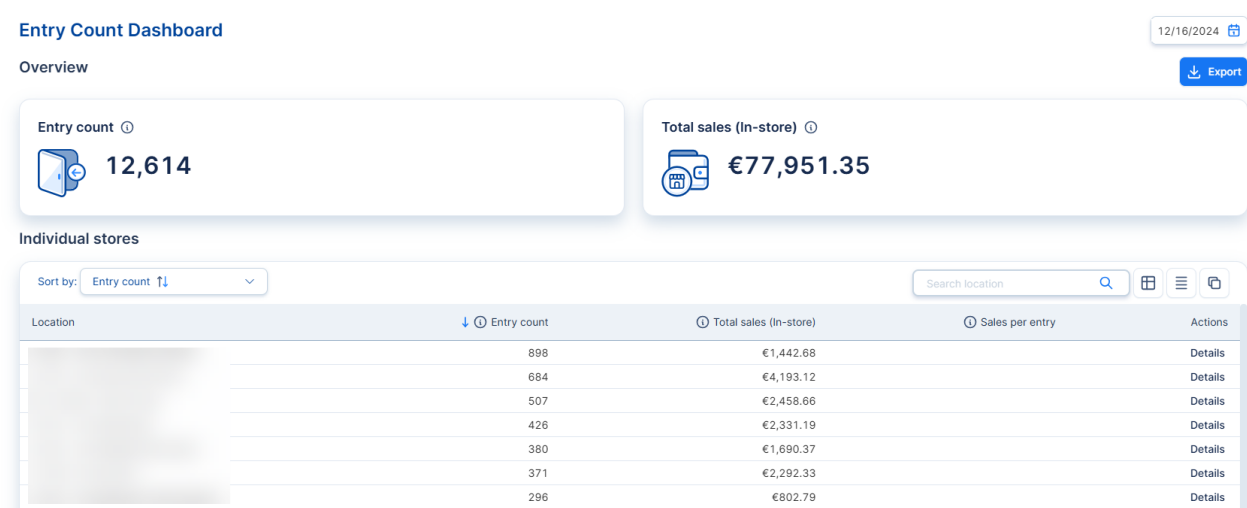
Note: DTiQ’s **Entry Count** feature requires an active subscription.

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**.

To access **Entry Count**, navigate to the **Video Analytics** tile via the **Home Screen** or **Quick Bar**. Then, click **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)**. Click 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. Click the **Details** button to drill down into a particular store’s analytics.

Entry Count Dashboard

12/16/2024

Overview

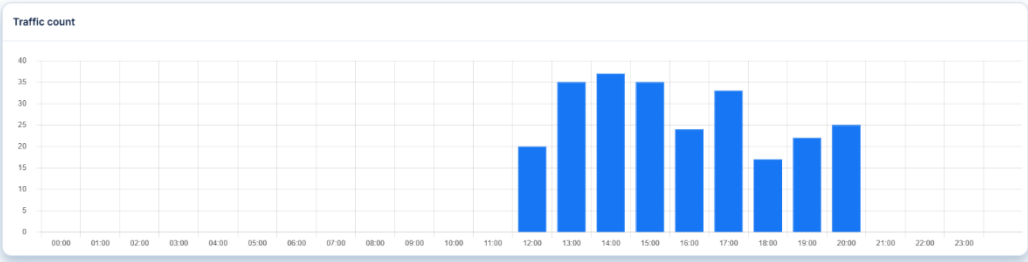
Video

Entry count ⓘ

**248**

Total sales (in-store) ⓘ

**€1,288.73**





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