

User Guide

Insight Score™

Cloud Based Performance Ranking Dashboard

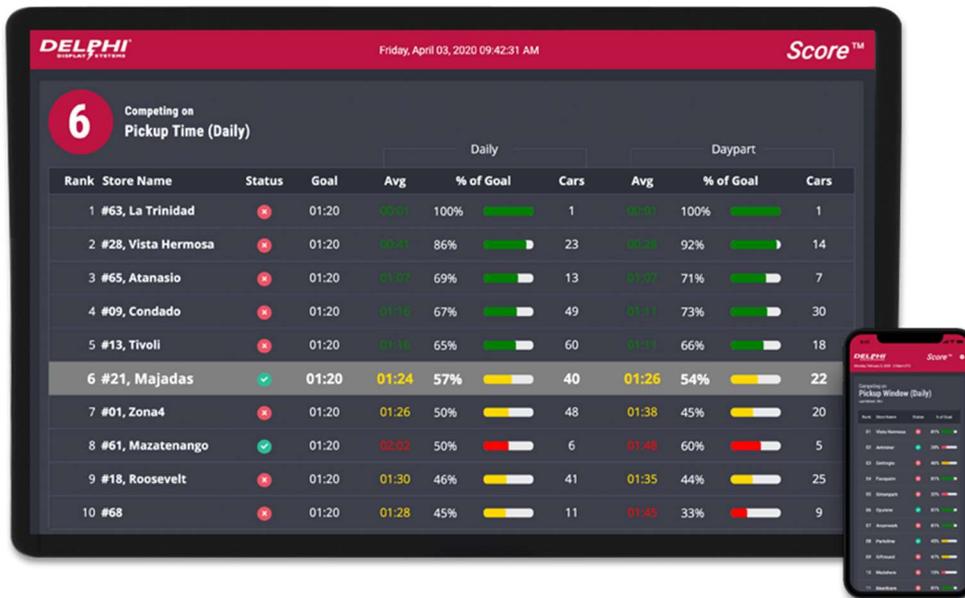


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1 Introduction

This document describes the Insight Score™ cloud-based performance ranking dashboard software configuration and use. The Score dashboard helps restaurant operators to quickly see how their stores are performing in real time on a number of speed-of-service metrics. The dashboard can be viewed on any internet enabled device with a web browser including desk top PCs, tablets and smart phones.

2 Insight Score™ Overview

Insight Score is a cloud-based web application that encourages competition across multiple stores comparing real time drive-thru speed-of-service performance metrics. The Score dashboard runs in a browser on any web enabled device. All speed of service data is stored in Delphi’s cloud servers and is updated in real time as cars leave the drive thru lane.

Key features include:

- Score groups can be created for any number of stores that can compete on one of several speed of service metrics.
- Competitions can be held by the hour, rolling hour, daypart or for the day.
- The application is responsive so it will adapt to any screen resolution, format or orientation dynamically and will work on any web enabled device including PCs, smart phones and tablets.
- The mobile dashboard view provides a scrollable real time list of stores in the competition. Detailed information for each store can be viewed by simply tapping on the store in the list.

Score™ requires the Insight Track® Drive Thru Timing system to be installed at each store in the Score Group. The system architecture is shown below.

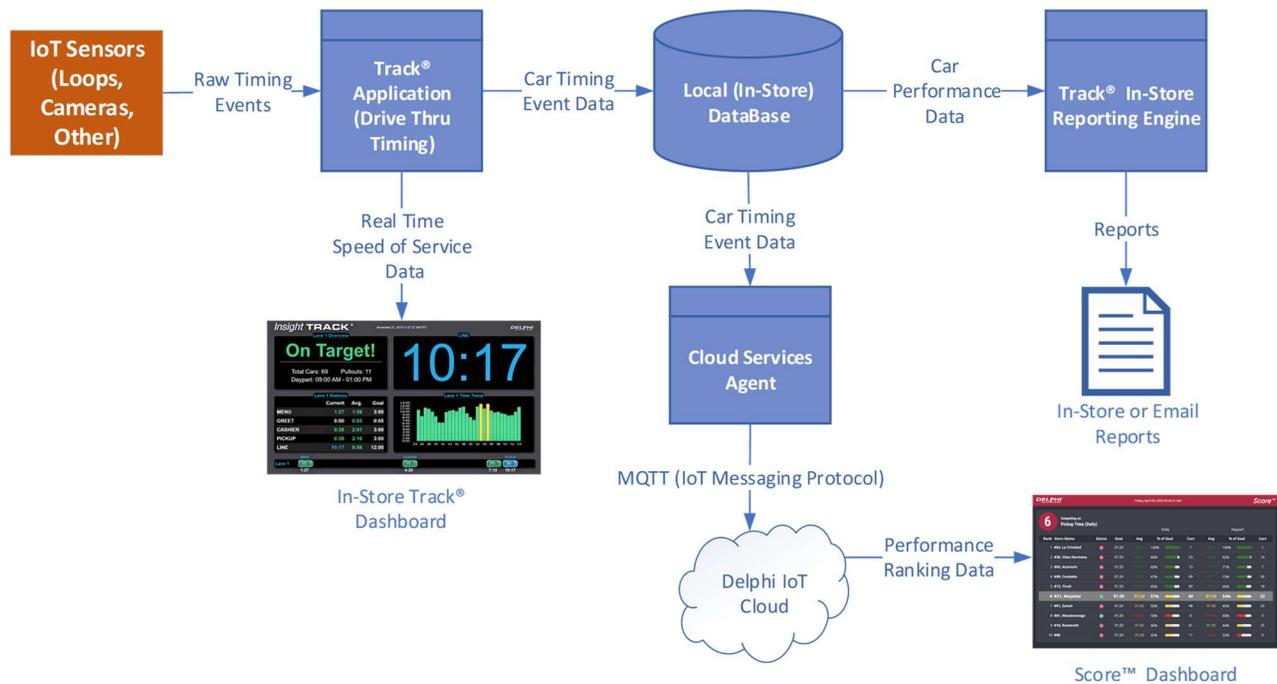


Figure 1 - System Overview Diagram

3 General Operation

3.1 Launching the Score Dashboard

The Score dashboard is a web application that can run in most common browsers. For new customers, Delphi will create the initial Score group and provide a URL link to the dashboard in the following format:

<https://score.delphicloud.net:1443/ScoreDashboard/?groupid=XXXXX>, where XXXXX is an encrypted group ID for the customer’s group of stores.

3.2 Score Dashboard Layout

The Score dashboard is organized as follows:

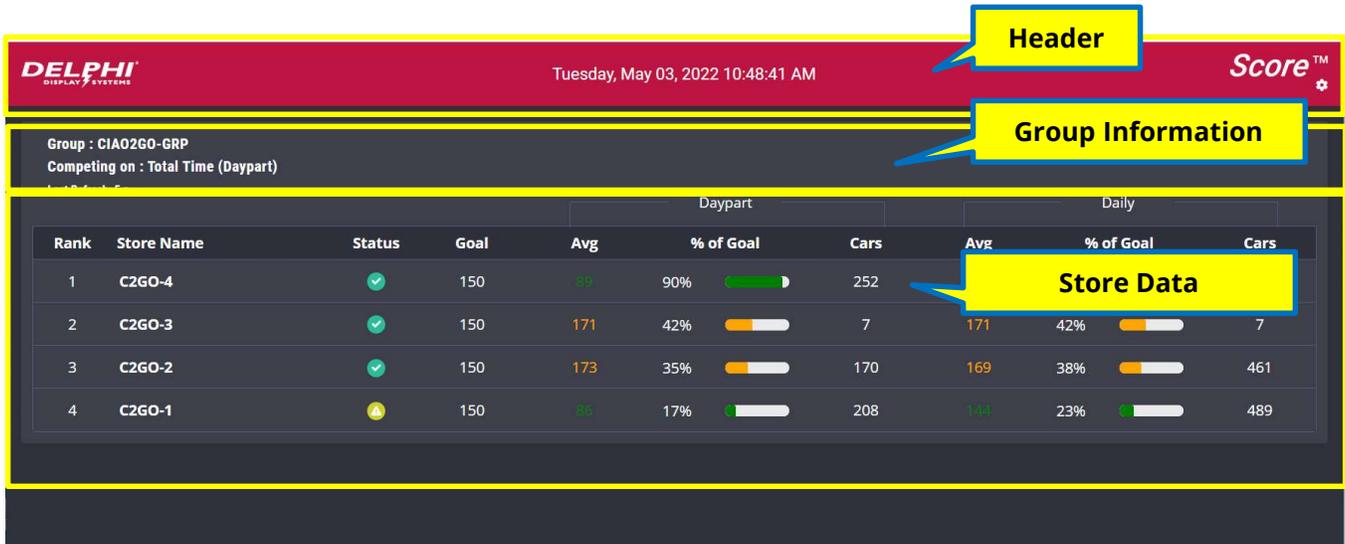
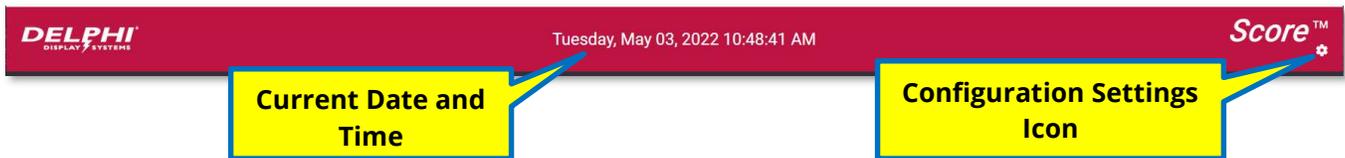


Figure 2 – Score Dashboard Layout

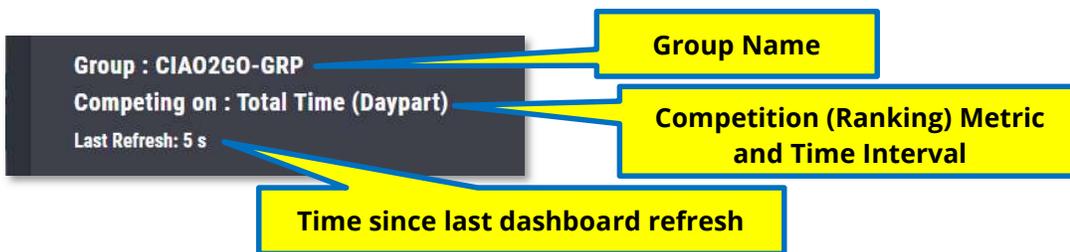
3.2.1 Header

The header contains the time and date as well as the settings icon as shown below.



3.2.2 Group Information

The Group Information area displays the Group Name, Competing On metric and Last Refresh time.



3.2.2.1 Group

The Group Name field allows the user to name the group of stores as applicable. This can be set in the Score Dashboard Configuration page as described below.

3.2.2.2 Competing On

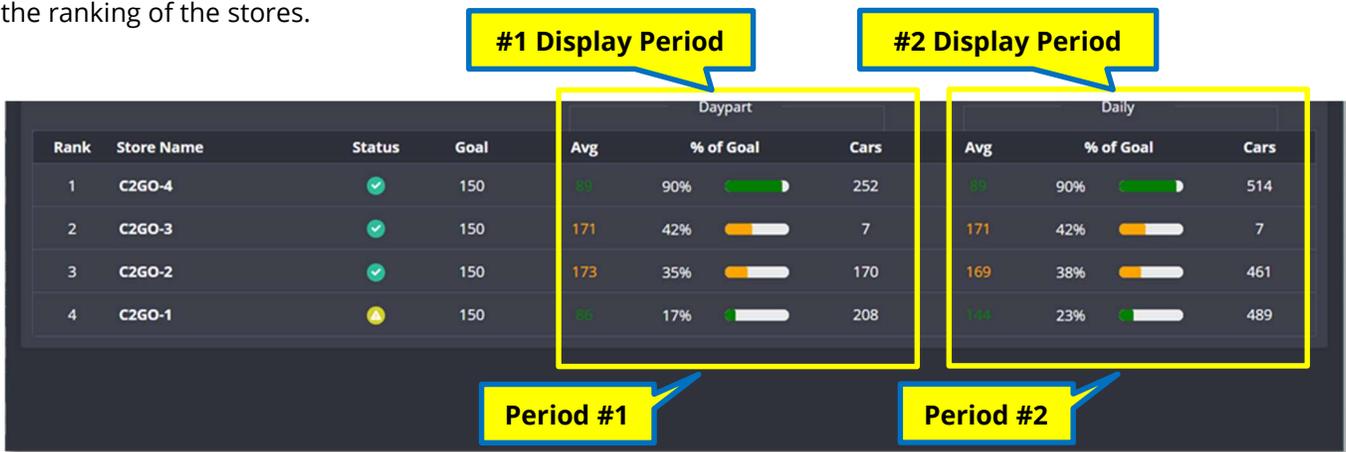
The Competing on field shows the ranking metric used to rank the stores and the time period to use for the ranking. Both of these parameters can be set in the Score Dashboard Configuration page as described below.

3.2.2.3 Last Refresh

The Last Refresh field shows how many seconds since the last screen refresh. This can be disabled in the Score Dashboard Configuration page as described below if desired. The Last Refresh indicator can be helpful in determining if the dashboard is being updated every few seconds as expected.

3.2.3 Store Data

The Store Data area displays the list of stores in the Group in ranked order based on the metrics in the primary ranking **Period 1** section. The **Period 2** section is optional and can be disabled in the Score Dashboard Configuration page as described below. It is for informational purposes only and is not used in the ranking of the stores.



3.2.3.1 Rank

The Rank is the current rank of the store in the group based on the Competing On metrics and the Display Period 1 which are both set in the Score Dashboard Configuration page.

3.2.3.2 Store Name

The Store Name is a user configurable field used to identify each store. Typically, this would contain a location name, store number or other indicator to quickly identify the store in the group.

3.2.3.3 Status indicator

The Status indicator displays the current status of each store as follows:

Indicator	Meaning
Green	Store is online and open and has checked in within the last 6 minutes.
Yellow	Store is online and open, but has not checked in for more than 6 minutes but less than 30 minutes.
Red	Store is offline. The store has not checked in for more than 30 minutes.
Gray	Store is online and checking in, but closed.

3.2.3.4 Goal

The Goal is the service time goal for the store. This is the Time set in the “A” Grade section in the Score Dashboard Configuration page.

3.2.3.5 Period 1 – Avg.

The Period 1 Average (Avg) shows the store’s average time for the current Competing On metric over the current Display Period 1. This is used to rank the store based on the value set as the Goal. The color will change based on the Targets and colors set in the Score Dashboard Configuration page.

3.2.3.6 Period 1 - % of Goal

The % of Goal shows the % of cars that have achieved the Goal for the Display Period 1. The color of this indicator will also change with the Average based on the Targets and colors set in the Score Dashboard Configuration page.

3.2.3.7 Period 1 – Cars

The Cars indicator shows the total number of cars that have exited the drive thru lane in the current Display Period 1. This is for informational purposed only and is not used in the store ranking.

3.2.3.8 Period 2 – Avg.

The Period 2 Average (Avg) shows the store’s average time for the current Competing On metric over the current Display Period 2. This is not used in ranking and is for informational purposed only. The Display Period 2 information is optional and can be enabled or disabled in the Score Dashboard Configuration page.

3.2.3.9 Period 2 - % of Goal

The % of Goal shows the % of cars that have achieved the Goal for the Display Period 2. The color of this indicator will also change with the Average based on the Targets and colors set in the Score Dashboard Configuration page.

3.2.3.10 Period 2 – Cars

The Cars indicator shows the total number of cars that have exited the drive thru lane in the current Display Period 2. This is for informational purposed only and is not used in the store ranking.

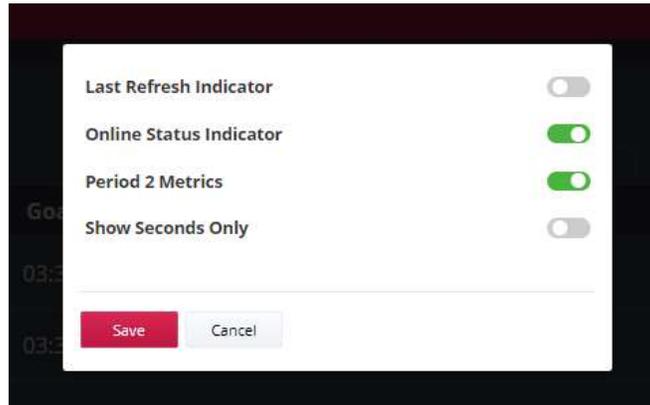
3.3 Score Configuration Settings

The Score Configuration Settings can be accessed by clicking the Configuration Settings icon at the upper right of the Score Dashboard as shown below.



3.3.1 Score Configuration User Settings

When clicking the Configuration Settings icon, the following window will appear which allows the user to configure four (4) settings.



3.3.1.1 Last Refresh Indicator

When enabled, an indicator will show at the top left of the dashboard indicating when the last data refresh has occurred. When disabled, the refresh indicator will not be displayed.

3.3.1.2 Online Status Indicator

When enabled, the color-coded online status indicator as described in section 3.2.3.3 will be shown for each store. When disabled, the indicator will not be displayed.

3.3.1.3 Period 2 Metrics

When enabled, the Period 2 metrics (second set of columns on the dashboard (including Avg, Goal and Car count) will be displayed. When disabled, only the Period 1 metrics (primary) will be displayed.

3.3.1.4 Show Seconds Only

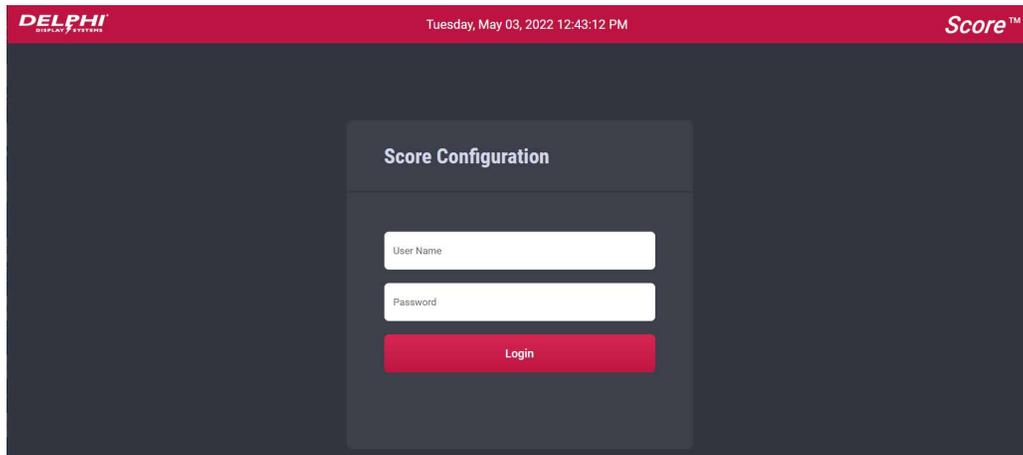
When enabled, time will be displayed in seconds. When disabled, times will be displayed in Minutes : Seconds format.

3.3.1.5 Save / Cancel

To save changes, click on the Save button. To cancel, click on the Cancel button.

3.4 Score Admin Settings

Click on the link or URL provided by Delphi to access the Score admin login page as shown below. Enter your username and password and click the Login button.



3.4.1 Score Dashboard Group Settings Configuration page

After a successful login, the Score Dashboard Group Settings Configuration page will be shown as follows. The page is organized into four sections; **Group Settings, Targets, Handicaps / Store Links, Dashboard Settings**.

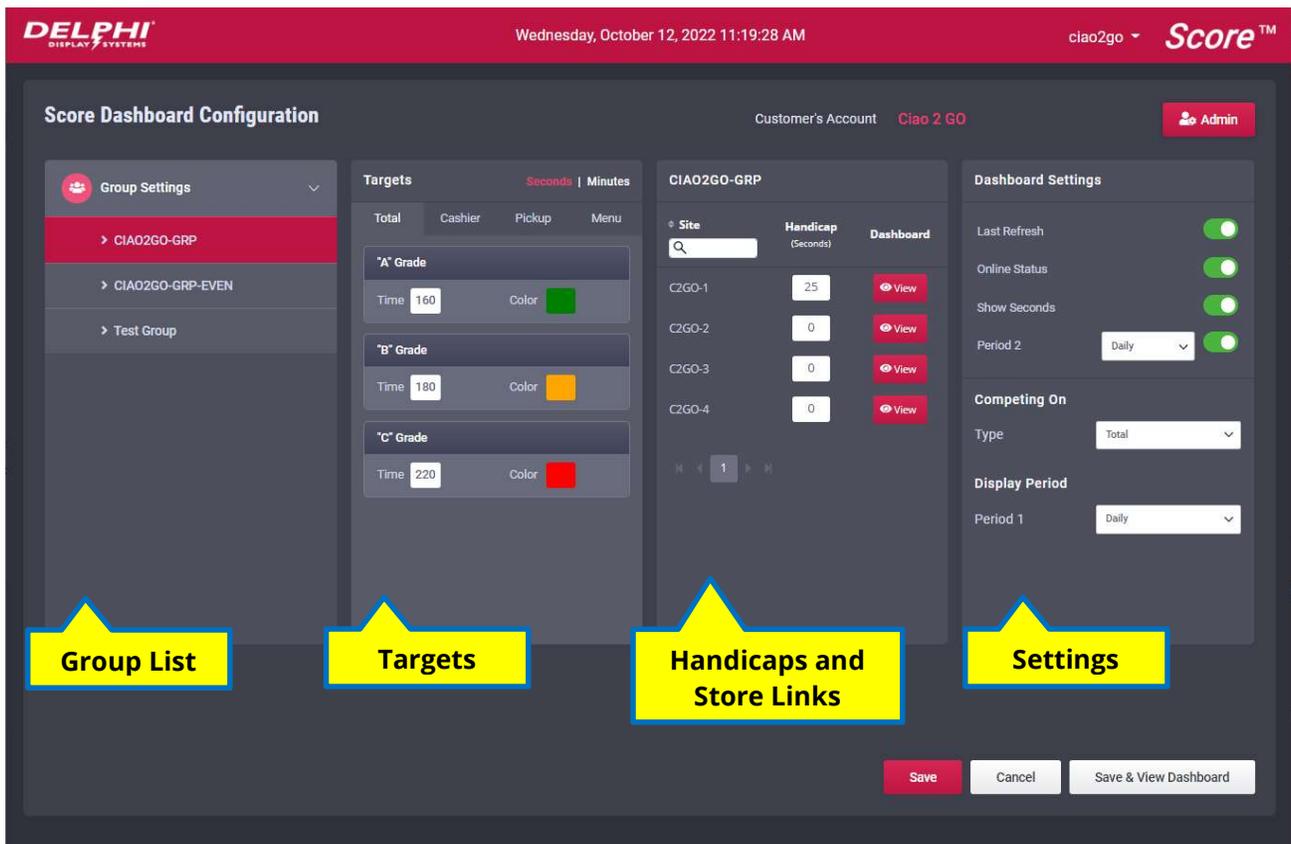


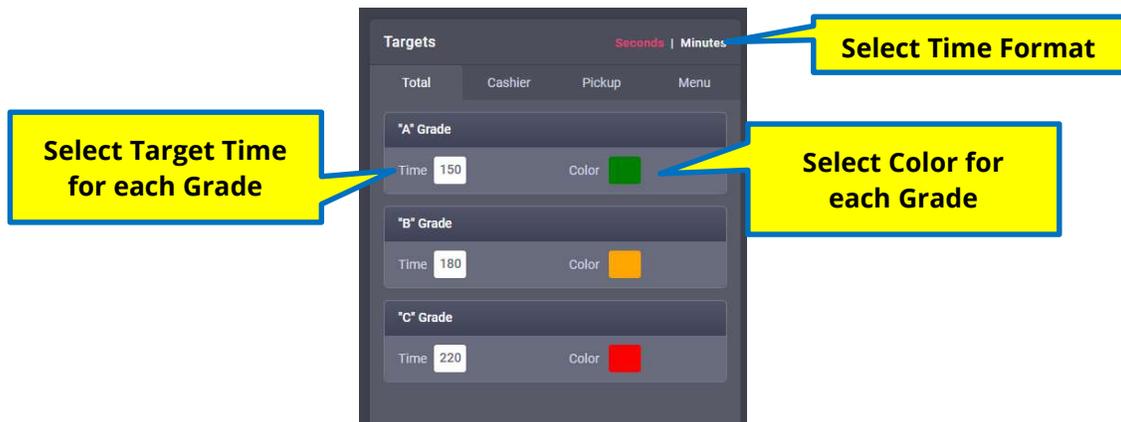
Figure 3 - Score Dashboard Configuration page

3.4.2 Group Settings

This section will display a list of all groups currently configured. If only one group is configured, there will be only one group in the list. To configure a specific group, select it in this section. Groups can be created and deleted in the Admin page.

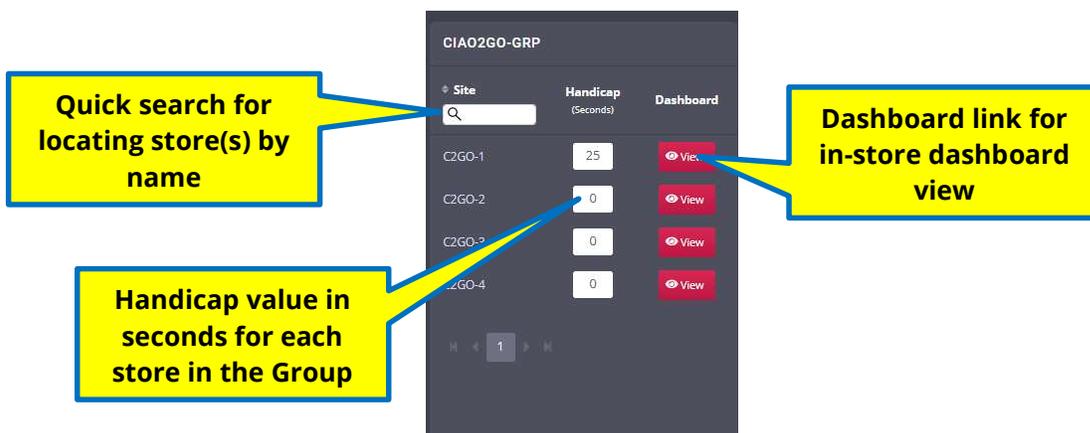
3.4.3 Targets

This section allows the configuration of performance goals (Targets) for each timing event (Menu, Cashier, Pickup, Total). To configure a target, click on the desired timing event tab. Set the time and desired color for each of the three grades "A", "B" and "C". Select time format between Seconds or Minutes (Minutes & Seconds) by clicking the desired time format at the upper right of the Targets section as shown below. Note that "C" Grade must be a higher time than "B" Grade and "B" Grade must be a higher time than "A" Grade. "A" Grade time is used for ranking of the store's performance vs. the other stores in the group.



3.4.4 Handicaps

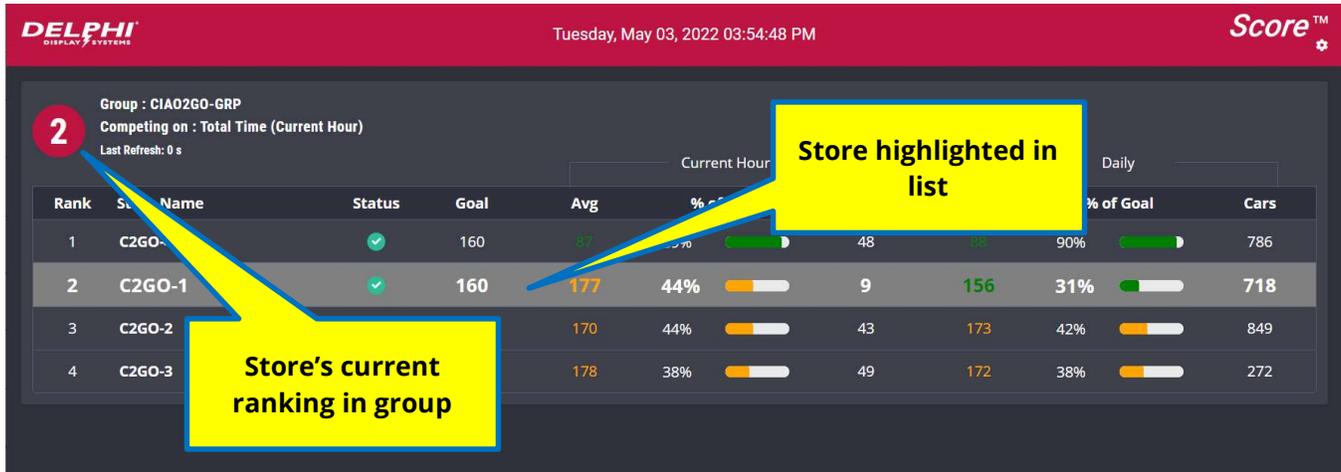
This section allows the specification of specific handicap times on a store-by-store basis. Handicaps add time to the Goal to compensate for site specific issues that would typically result in slower than average speed of service times. Handicaps provide a mechanism to offset these site-specific issues so that all stores are competing fairly. The default value is zero. To set the Handicap value, click in the box next to the store list under the Sites heading. Enter the handicap value in seconds.



3.4.5 In-Store Dashboard Links

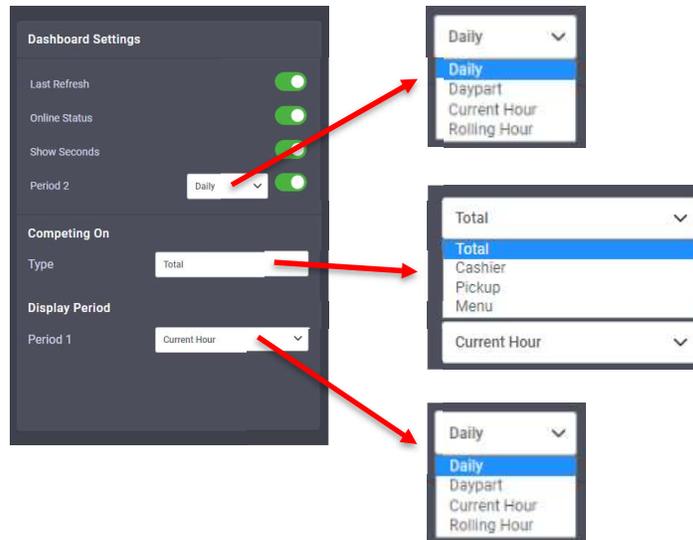
To generate an in-store dashboard view (dashboard that shows the store highlighted and ranking at the top), click on the View button to the right of the store. This will open a dashboard view. Copy the link to the browser in the applicable store.

An example of the in-store dashboard view is shown below.



3.4.6 Dashboard Settings

The Dashboard Setting section allows the Score Dashboard to be customized in a number of ways. Starting from the top of the settings area, are four enable/disable switches that turn on or off various indicators.



3.4.6.1 Last Refresh

This switch enables or disables the display of the Last Refresh indicator on the Score Dashboard.

3.4.6.2 Online Status

This switch enables or disables the display of the colored status indicator column on the Score Dashboard.

3.4.6.3 Show Seconds

The Show Seconds switch, when enabled, displays the Goal and Average times in MM:SS format (example: 1:25). When disabled, time is shown in seconds (example: 85).

3.4.6.4 Period 2

This switch enables or disables the display of the Period 2 information columns on the Score Dashboard. If enabled, the period can be selected in the drop-down box. There are four options for Period 2 that are used to calculate averages and car counts:

- Daily – Calculations based on the total day (open to close).
- Daypart – Calculations based on the current daypart.
- Current Hour – Calculations based on the based on the current hour from the top of the hour to the end of the hour.
- Rolling Hour = Calculations based on prior 60 minutes on a rolling basis.

3.4.6.5 Competing On (Type)

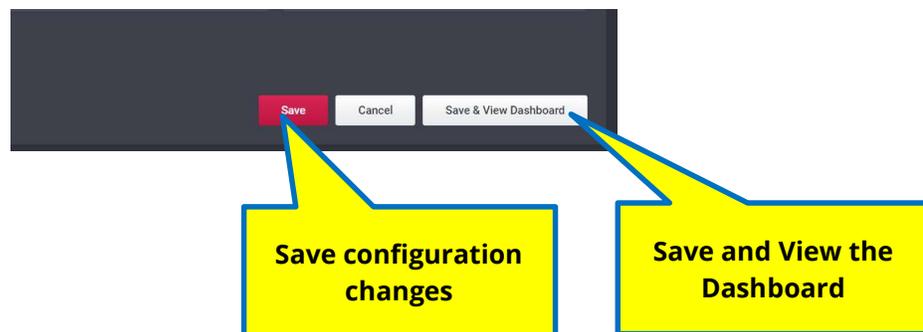
The Competing On drop down list allows the user to select which metric for the stores to compete on. The options are Menu time, Cashier time, Pickup window time and Total time.

3.4.6.6 Display Period (Period 1)

The Display Period drop down list allows the user to select which timer period is to be used for Period 1. The options are the same as described for Period 2 above.

3.4.7 Save Changes

To save changes, click on the Save button at the bottom right corner of the Score Dashboard Configuration page. To Cancel, click the Cancel button. If you want to save and view the dashboard, click that button.



3.5 Admin Settings

To access the Admin settings, click the **Admin** button as shown below.

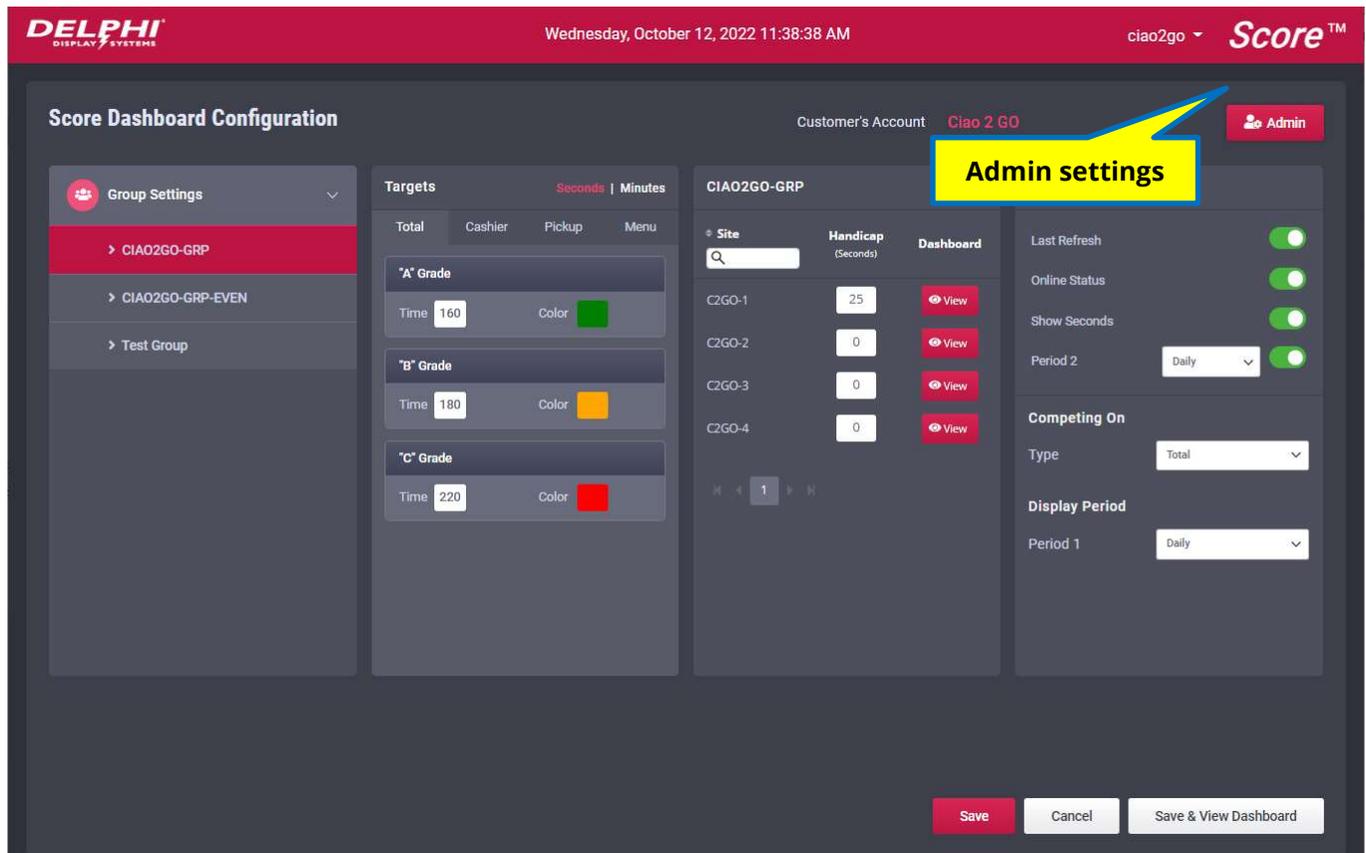


Figure 4 - Score Group Settings page

The Admin page is divided into two sections; **Groups** and **Devices** as shown below.

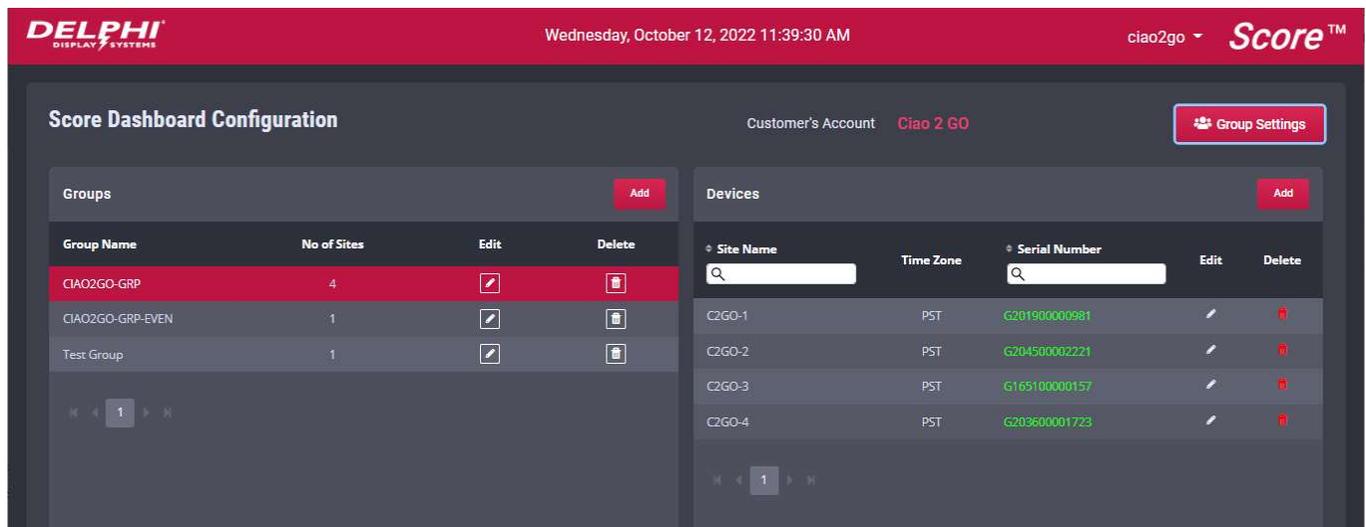
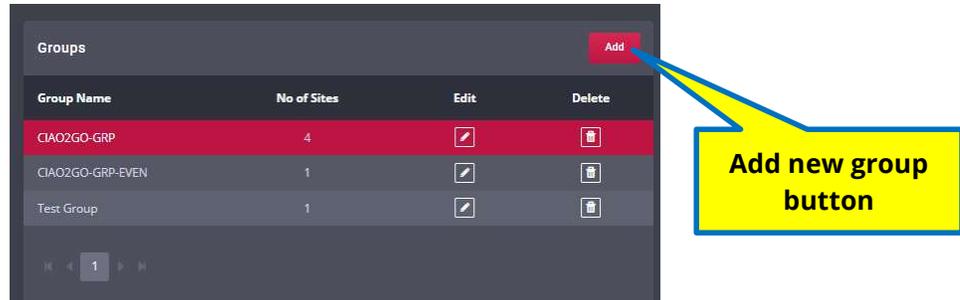


Figure 5 - Score Admin Page

Document: USR-SCORE-EN, Rev. A

3.5.1 Group Administration

This section allows the user to add, edit or delete groups. To delete a group, select the group and click the trash can icon. The user will be prompted to confirm a deletion before it is applied. To edit the group name, select the group and click the edit icon.



3.5.1.1 Add a Group.

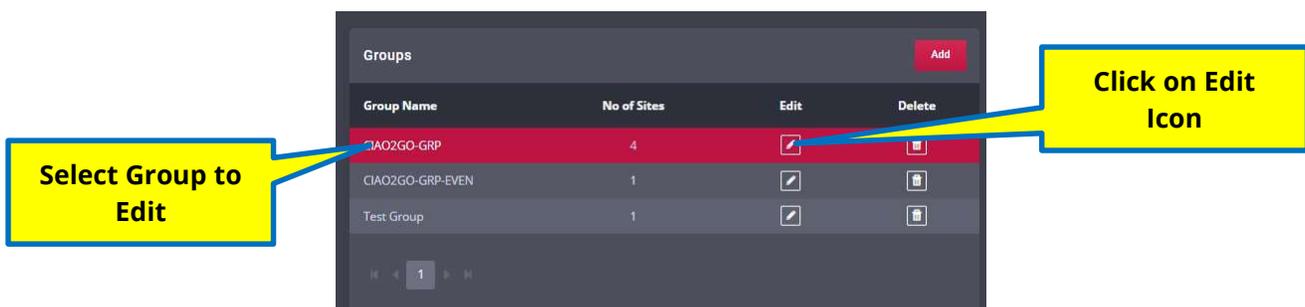
To add a new Group, click the **Add** button and enter the group name and the following dialog box will appear. Enter the **Group Name** and select the required **Group Settings** from the drop-down list. Group settings are defined in the Admin page described above. If no previous Groups have been created, only the default settings will appear in the list. Once new settings are defined for a given Group, they can be used for future groups when created. Click **Create** to create the new group or **Cancel** as needed.

The 'Create a Group' dialog box has the following fields and buttons:

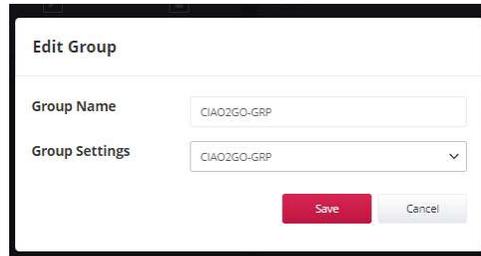
- Group Name:
- Group Settings:
- Buttons: **Create** (red), **Cancel** (grey)

3.5.1.2 Edit a Group.

To Edit a group, select the group by clicking on the name which will highlight the group on the Groups list. Click on the **edit icon** as shown below.

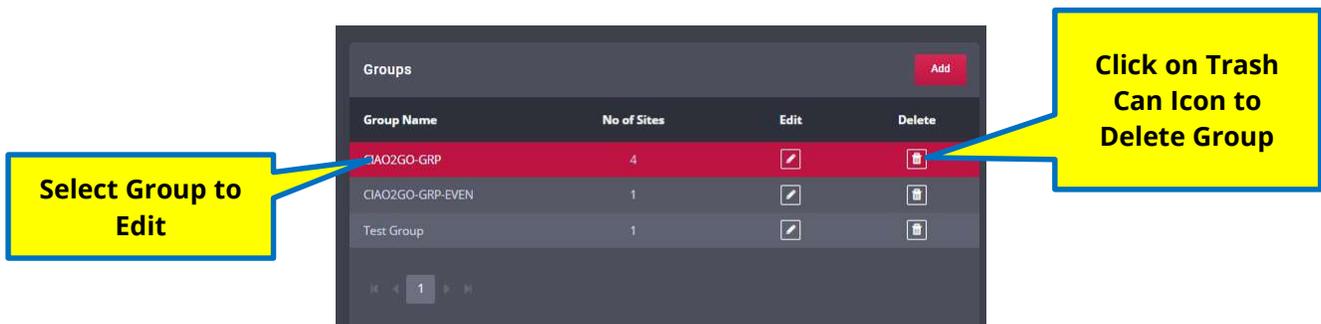


The following **Edit Group** dialog box will then appear. Edit the Group Name and/or Group Settings as desired and click **Save**.



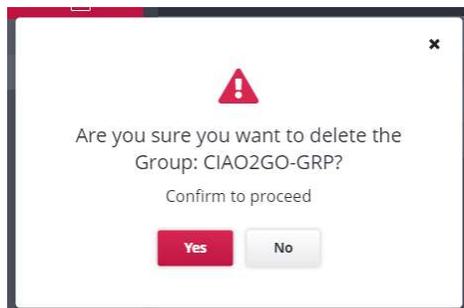
3.5.1.3 Delete a Group.

To Delete a group, select the group by clicking on the name which will highlight the group on the Groups list. Click on the **Trash Can icon** as shown below.



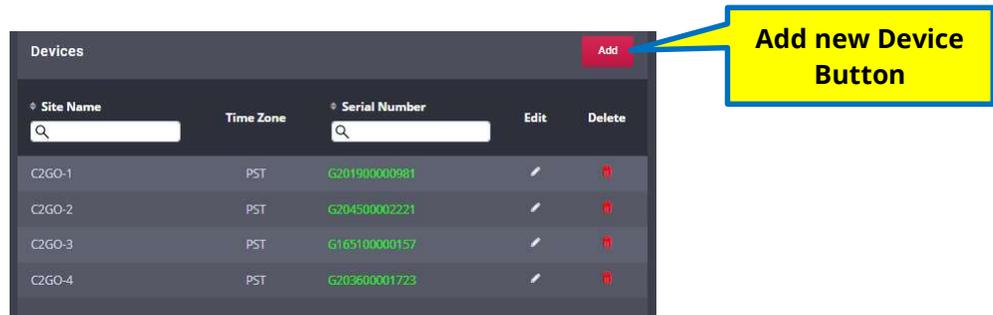
Group Name	No of Sites	Edit	Delete
CIAO2GO-GRP	4		
CIAO2GO-GRP-EVEN	1		
Test Group	1		

The following dialog box will then appear, asking for confirmation to proceed. Click **Yes** to proceed or **No** to cancel.



3.5.2 Device Administration

The Devices section allows the user to add, edit or delete sites (stores). In order to add new sites, a serial number of the Insight Server Appliance is required. This is provided by Delphi with every Track system deployed to a store.



Site Name	Time Zone	Serial Number	Edit	Delete
C2GO-1	PST	G20190000981		
C2GO-2	PST	G204500002221		
C2GO-3	PST	G165100000157		
C2GO-4	PST	G203600001723		

3.5.2.1 Add a Site.

To add a site, click the **Add** button. The following dialog box will then appear. Enter the Serial Number and select the appropriate Time Zone from the drop-down list and click **Add**.

The 'Add a Device' dialog box is shown with the following fields and values:

- Group Name: CIAO2GO-GRP
- Serial Number: (empty)
- Time Zone: PST

Buttons: Add, Cancel

3.5.2.2 Edit a Site.

To edit an existing Site (store), click on the **Edit icon** as shown below.

The 'Devices' table is shown with the following columns and data:

Site Name	Time Zone	Serial Number	Edit	Delete
C2GO-1	PST	G20190000981		
C2GO-2	PST	G204500002221		
C2GO-3	PST	G165100000157		
C2GO-4	PST	G203600001723		

A yellow callout box points to the 'Edit' icon for the first row, containing the text: **Edit Site icon**

The following dialog box will then appear. The **Site Name**, **Time Zone** and assigned **Group** can then be changed. When the changes are complete, click on the **Save** button to save changes.

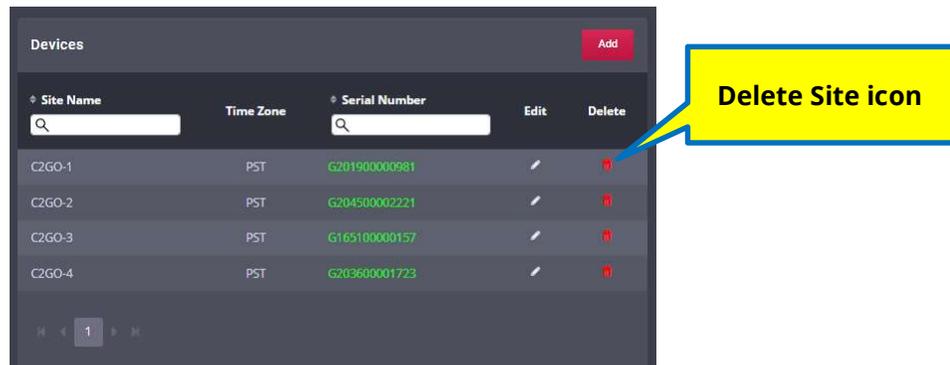
The 'Edit a Device' dialog box is shown with the following fields and values:

- Site Name: C2GO-1
- Serial Number: G20190000981
- Time Zone: PST
- Group: CIAO2GO-GRP

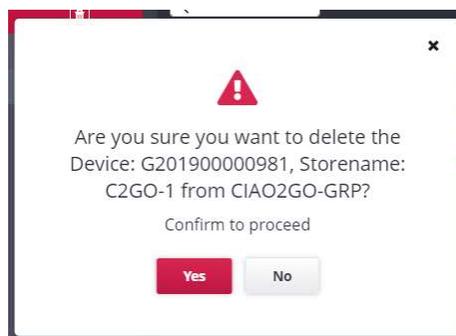
Buttons: Save, Cancel

3.5.2.3 Delete a Site.

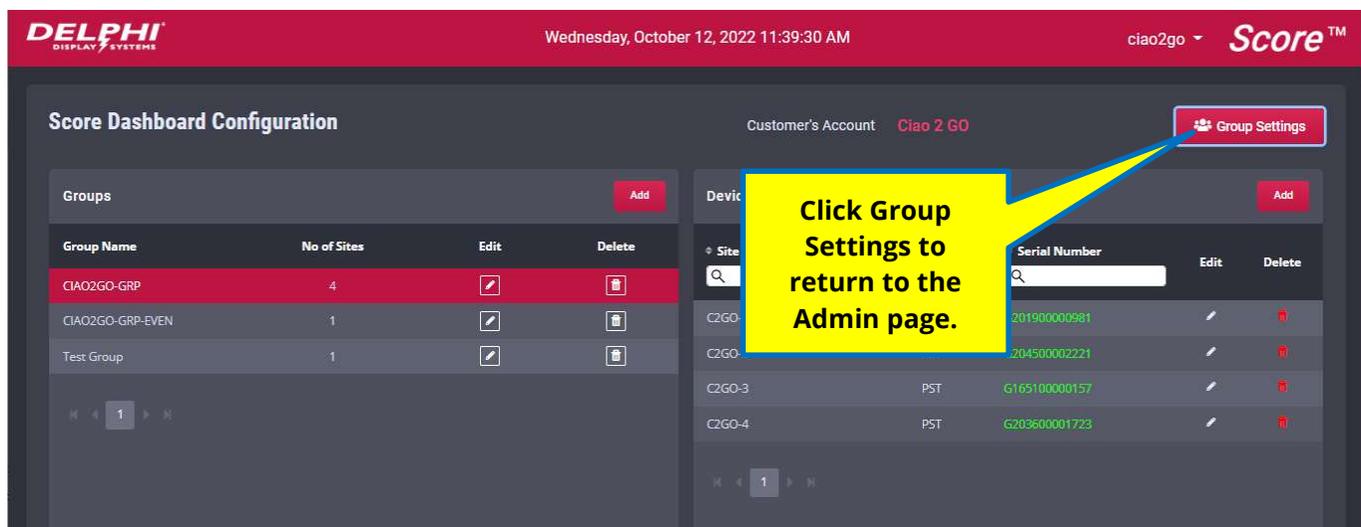
To delete a site, click on the red **Trash can icon** for the site to be deleted as shown below.

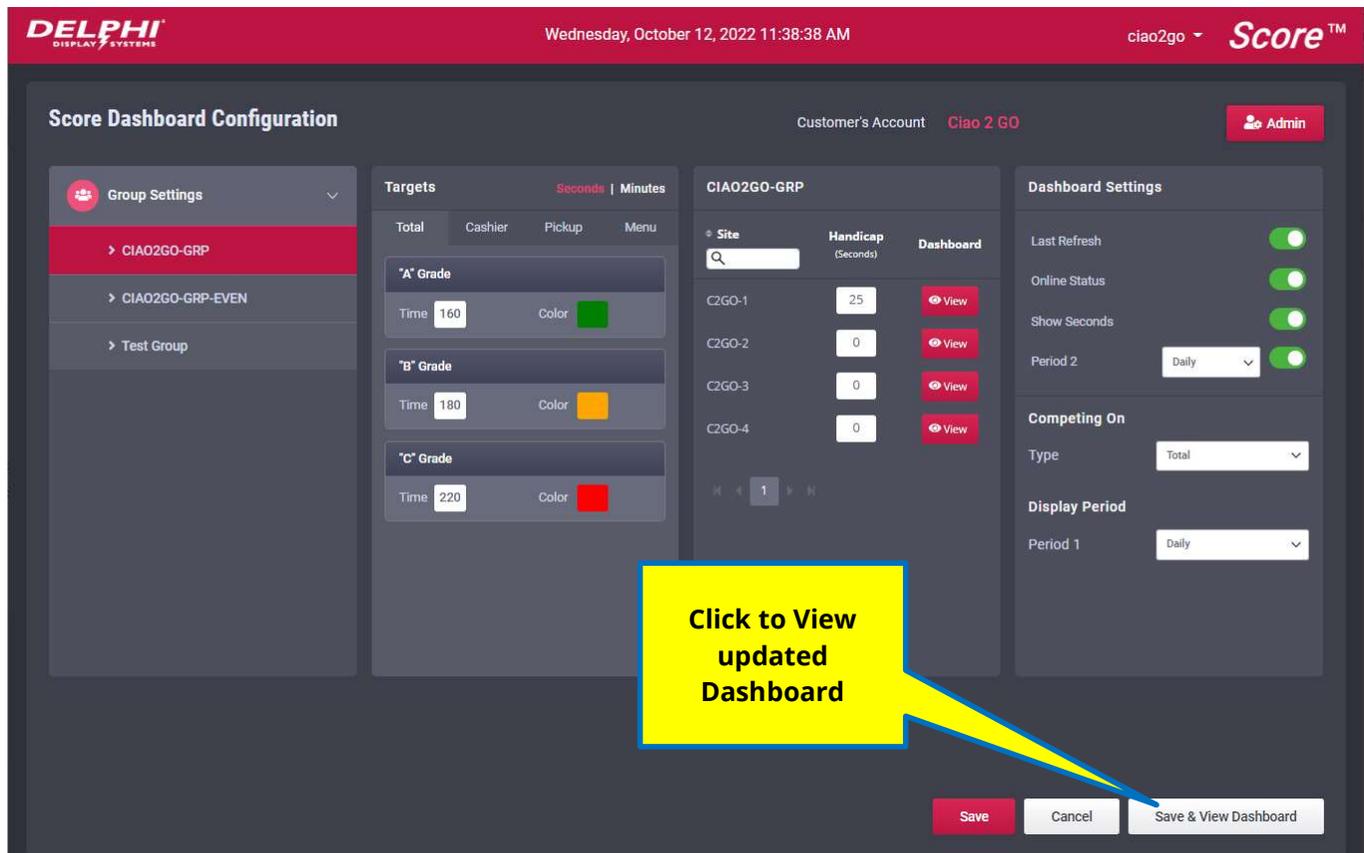


The following dialog box will then appear, asking for confirmation to proceed. Click **Yes** to proceed or **No** to cancel.



When all Score Dashboard Configuration changes are complete, click on the Group Settings button to return to the Score Dashboard Group Settings Page.





Click **Save & View Dashboard** to view the updated Score dashboard.

4 Technical Support

For technical assistance, please contact:

Delphi Display Systems, Inc.
3550 Hyland Avenue
Costa Mesa, CA 92626
In the US : 1-800-456-0060

1. Select menu Option **1** for technical support
2. Select Option **2** for timer support

International : +1-714-825-3400

Email: techsupport@delphidisplay.com

5 Document Revisions

Revision	Date	Changes
A	10/18/22	Initial Release

Document: USR-SCORE-EN, Rev. A

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