



User Manual

Insight TRACK® 2.0 Timer Solution

Revision Date: 2014/11/19
Version 1.1

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1 Introduction

The Insight TRACK® 2.0 Timer helps restaurant operators to manage a drive-thru store more efficiently and profitably by tracking the progress of customer vehicles through the ordering and delivery process. Management and staff can use this information in crucial ways to:

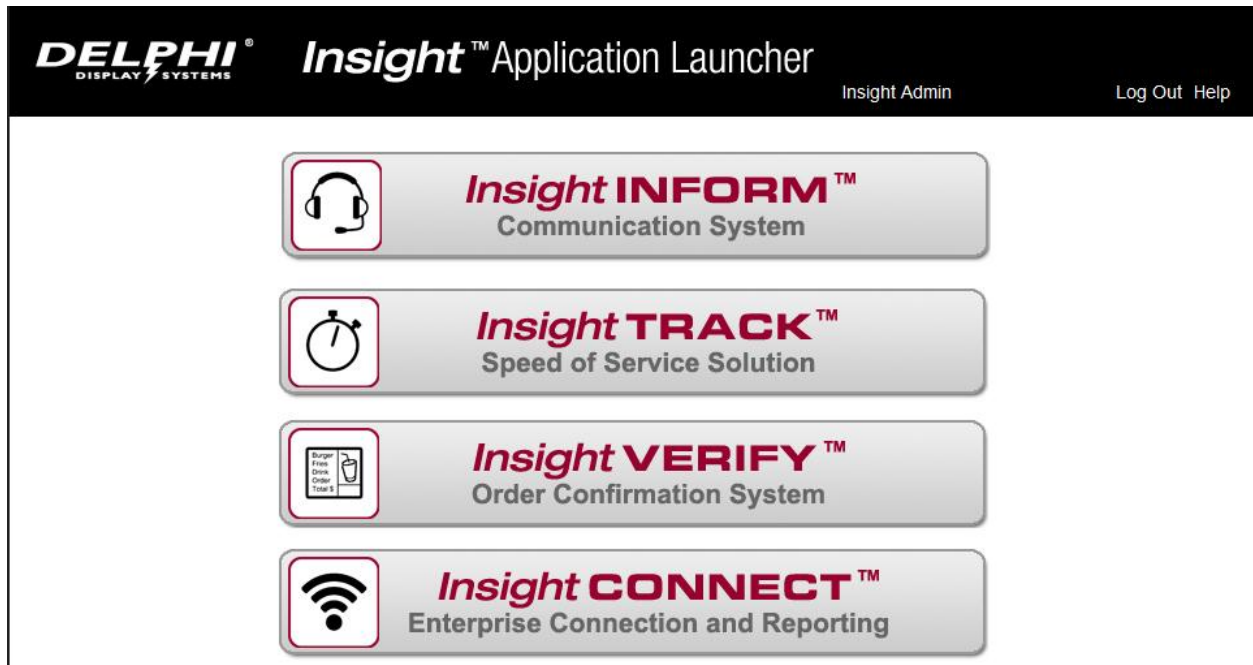
- Analyze service time
- Improve productivity
- Set performance goals and incentives
- Measure performance
- Predict staffing requirements based on past experience
- Compare shifts, seasons, and stores

2 General Operations

The Insight® solution is a software and hardware platform specifically designed to optimize the performance of drive thru restaurant operations. The platform includes:

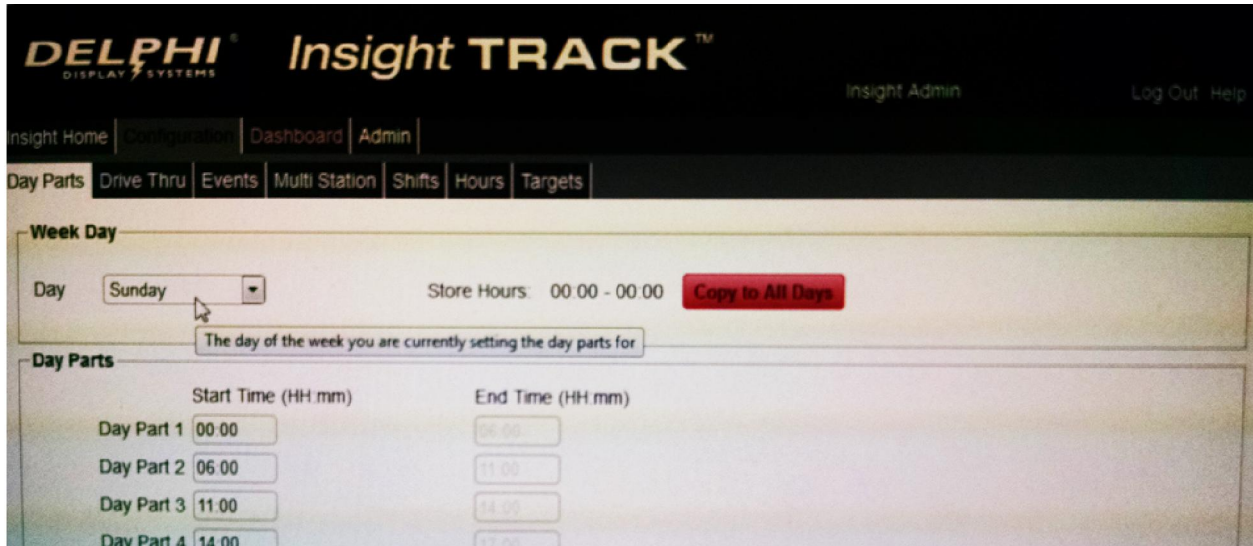
- Insight TRACK – drive thru timing solution
- Insight VERIFY – order confirmation system
- Insight INFORM – headset communication system
- Insight ENGAGE – digital menu solution
- Insight CONNECT – reporting and remote data back up

2.1 Insight Application Launcher



All the applications can be accessed from the application launcher. Users can reach the application launcher at any time by clicking on Insight Home in the upper left corner of the menu.

2.2 Insight Embedded Help Tool Tips



Help is embedded in each of the applications. Hover your mouse over any particular input field, and the application will display a help tip for that input.

3 Insight Track Specific Configuration

There are 7 screens in the Insight TRACK solution that provide configuration settings for the application.

3.1 Setting Day Parts

DELPHI DISPLAY SYSTEMS **Insight TRACK**™

Insight Admin Log Out Help

Insight Home | Configuration | Dashboard | Admin

Day Parts | Drive Thru | Events | Multi Station | Shifts | Hours | Targets

Week Day

Day: Store Hours: 00:00 - 00:00

Day Parts

	Start Time (HH:mm)	End Time (HH:mm)
Day Part 1	<input type="text" value="00:00"/>	<input type="text" value="06:00"/>
Day Part 2	<input type="text" value="06:00"/>	<input type="text" value="11:00"/>
Day Part 3	<input type="text" value="11:00"/>	<input type="text" value="14:00"/>
Day Part 4	<input type="text" value="14:00"/>	<input type="text" value="17:00"/>
Day Part 5	<input type="text" value="17:00"/>	<input type="text" value="20:00"/>
Day Part 6	<input type="text" value="20:00"/>	<input type="text" value="22:00"/>
Day Part 7	<input type="text" value="22:00"/>	<input type="text" value="00:00"/>
Day Part 8	<input type="text"/>	<input type="text"/>

Insight Appliance Time: 11/03/2014 09:35 GMT-0800

Day Parts	Set the time ranges for day parts
Day	The day of the week you are currently setting the day parts for
Copy to All Days	Use these same day part settings for all days of the week
Day Part	Set the time for each day part to start using a 24 hour clock

The first day part must begin with the store opening time. The last day part will end with store closing time.

3.2 Drive Thru Specific Settings

The screenshot shows the 'DELPHI Insight TRACK' admin interface. The top navigation bar includes 'Insight Home', 'Configuration', 'Dashboard', and 'Admin'. Below this, there are tabs for 'Day Parts', 'Drive Thru', 'Events', 'Multi Station', 'Shifts', 'Hours', and 'Targets'. The 'Drive Thru' tab is active, and the 'Misc Settings' section is expanded. It contains three settings: 'Drive Off Max (Initial time)' with a value of 30, 'Drive Off Min (Subsequent time until reset)' with a value of 15, and 'Display Period' set to 'Daypart'. A note below the settings states: '(To keep lane synchronized, Drive Off Max and Min values should be kept small, no greater than 30 and 15 seconds, respectively.)'. At the bottom right of the settings area are 'Cancel' and 'Save' buttons.

Drive Thru	Configure drive thru settings
Drive Off Max	Conceptually, the maximum number of seconds to wait for the vehicle to show up at the next loop. In Detail: The amount of time the first available vehicle in the queue for a particular loop is given to move into the loop when it is available (does not have another car occupying the loop). This only applies to the vehicle at the head of the queue for a loop when it is or becomes empty, and not vehicles that are busy in another loop. If a vehicle exits one loop and the following loop is empty, and all the space (queue) between the two loops is empty, this timeout period also applies - it has up to that many seconds to move on into the next loop.
Drive Off Min	Conceptually, the number of seconds the next vehicle has to advance to the next loop. In Detail: The concept is the same as Drive Off Max, only this timeout period applies to subsequent vehicles behind the first available vehicle in the queue for a particular loop. The first vehicle has <max> seconds to move in, the rest of the vehicles in that queue have <min> seconds to move in, or be timed out. Usually this is shorter. All subsequent vehicles will have the <min> seconds timeout until either a waiting vehicle enters the loop or queue is emptied.
Display Period	General display time frame for the in store display

Timeouts for timely entry into a vacant loop by waiting vehicles may be disabled by setting Drive Off Min to 0. (This may be desirable if an intervening station is present without loop instrumentation, which makes it unknown whether a vehicle is free to enter the next station when it becomes available, or is busy at the prior station.)

3.3 Timer Event Settings

DELPHI[®] Insight TRACK[™]
Insight Admin Log Out

Insight Home
Configuration
Dashboard
Admin

Day Parts
Drive Thru
Events
Multi Station
Shifts
Hours
Targets

Physical Stations

	Name	Event Type	Lane	Delay
Station 1=	<input type="text" value="MENU"/>	menu ▾	1 ▾	0
Station 2=	<input type="text" value="GREET"/>	greet ▾	1 ▾	0
Station 3=	<input type="text"/>	▾	▾	0
Station 4=	<input type="text" value="PICKUP"/>	pickup ▾	1 ▾	0
Station 5=	<input type="text" value="MENU"/>	menu ▾	2 ▾	0
Station 6=	<input type="text" value="GREET"/>	greet ▾	2 ▾	0
Station 7=	<input type="text"/>	▾	▾	0
Station 8=	<input type="text"/>	▾	▾	0

Multi Stations

	Name	Event Type	Lane
Multi 1=	<input type="text" value="TOTAL"/>	total ▾	1 ▾
Multi 2=	<input type="text"/>	▾	▾
Multi 3=	<input type="text"/>	▾	▾
Multi 4=	<input type="text"/>	▾	▾

Cancel
Save

Events	Configure event identification and recording
Station Name	Input a name for each station sensor in the timer reports for the events at each station
Event Type	Select an event type for the station sensor
Lane	Select which lane the station sensor is in
Delay	Set a delay in seconds before determining if a vehicle is present or not – Default: 0
Multi Station	Enter a name for a Multi-Station group – for example Total for the time it takes between greet and order pick up. Multi-Station groups are set up on the Multi Station tab.

For a single lane, or two completely separate lanes, enter all stations for each lane in the order that they are encountered by a vehicle. For merging lanes, input the Menu and Greet stations as lane 1 and 2 and from the merge point on, enter stations as lane 1 (see image above). The actions at stations which define the Multi Station groups for each lane, or define the multiple points of entry and point of exit in the case of a merge lane, are set up on the Multi Station tab, after the Multi Stations are defined on this page.

3.4 Configuring Multi-Station Event Tracking

DELPHI
DISPLAY SYSTEMS
Insight TRACKTM

Insight Admin Log Out

Insight Home | Configuration | Dashboard | Admin

Day Parts | Drive Thru | Events | Multi Station | Shifts | Hours | Targets

Multi Station Settings

Choose multi station name from dropdown, then choose an action at one physical station to begin the multi station event and one to end it. Also enter the maximum number of cars that may be simultaneously inside the multi station as defined. (Physical station names and multi station names must first be defined under "Events" tab.)

Multi Station Event 1 TOTAL

Multi Station Event Boundaries

Max Cars 7

Physical Stations	Begin	End
1 MENU	Arrive	
1 GREET		
1 PICKUP		Depart
2 MENU	Arrive	
2 GREET		
		
		

Cancel
Save

Multi Station	Set up multi-station events
Event	Name of the multi station event
Max Cars	Maximum number of vehicles allowed in the lane at any one time
Physical Stations	Select which stations mark the start and end for the multi-station event. For example – Total time begins with Arrive at the first loop and ends with the Depart from the last loop.

3.5 Configuring Store Shifts

DELPHI
DISPLAY SYSTEMS

Insight TRACKTM

Insight Admin Log Out Help

Insight Home | Configuration | Dashboard | Admin

Day Parts | Drive Thru | Events | Multi Station | **Shifts** | Hours | Targets

Week Day

Day: Store Hours: 00:00 - 00:00 **Copy To All Days**

Shifts

	Start Time (HH:mm)	End Time (HH:mm)
Shift 1	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>
Shift 2	<input type="text"/>	<input type="text"/>
Shift 3	<input type="text"/>	<input type="text"/>
Shift 4	<input type="text"/>	<input type="text"/>

Insight Appliance Time: 11/03/2014 09:41 GMT-0800

Cancel **Save**

Shifts	Set up timing for crew shifts
Week Day	Day of week that you are setting the shift times for
Copy to All Days	Copy these shift times to all days of the week.
Shift	Time the shift starts in 24 hour time. Prior shift automatically ends at the start of the next shift.

The first shift must begin with the store opening time. The last shift will end with store closing time.

3.6 Configuring Store Hours

DELPHI DISPLAY SYSTEMS **Insight TRACK**™

Insight Admin Log Out Help

Insight Home | Configuration | Dashboard | Admin

Day Parts | Drive Thru | Events | Multi Station | Shifts | **Hours** | Targets

Store Hours

	Start Time (HH:mm)	End Time (HH:mm)
Sunday	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>
Monday	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>
Tuesday	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>
Wednesday	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>
Thursday	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>
Friday	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>
Saturday	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>

Insight Appliance Time: 11/03/2014 09:41 GMT-0800

Fiscal Calendar

First Day of Week: First Month of Year: Business Day Begin (HH:mm):

Hours	Set store hours of operation
Store Hours	Start time, end time in 24 hour time (noon = 12:00, 11:30 pm = 23:30, midnight = 00:00) or "Closed"
First Day of Week	Day of the week to start weekly reporting on. (Typically Sunday or Monday)
First Month of Year	Month of year to begin annual reporting on (Typically January)
Business Day Begin	The 24 hour time at which the store's fiscal day begins.

Store hours must be contained within a single business day (must begin at or after the defined business day begin time and must not extend past business day begin time for the next day).

3.7 Setting Drive Thru Performance Targets

DELPHI DISPLAY SYSTEMS **Insight TRACK™**

Insight Admin Log Out Help

Insight Home | Configuration | Dashboard | Admin

Day Parts | Drive Thru | Events | Multi Station | Shifts | Hours | **Targets**

Event and Time Period

Event: 1 MENU | Day: Sunday | Day Part: 1 | Copy to All Day Parts | Copy to All Days | Copy to All

Target Times for Event and Period

A <= 30
 B <= 40
 C <= 50
 D <= 90
 F > 90

Cancel Save

Targets	Set speed-of-service performance targets
Event	The event that you are setting the targets for
Day	The day of the week you are setting the targets for
Day Part	The specific day part that you are setting the targets for, for this event and day
Copy to All Day Parts	Copy the target settings for this event to all day parts on this day
Copy to All Days	Copy the target settings for this event and day part to all days of the week
Copy to All	Copy the target settings for this event to all days and day parts.
Target Times	Set the time in seconds for each performance grade range

4 Global Settings and Reporting

There are additional global settings that are shared by a number of the Insight applications. These settings can be found by accessing the Insight CONNECT application. This can be access from the Insight application launcher.

4.1 Configuring the In-Store Dashboard and Focus Feature

DELPHI
DISPLAY SYSTEMS
Insight CONNECT™

Insight Admin Log Out Help

Insight Home | Reports | Admin

General Application Management | Manifest Schedule | User Management

General Settings

Timer

Timer Host IP Address

Lag Seconds for Timer Event Display

Seconds between events before timeout

Local Settings

Locale

Time Zone

Time Trend Graph

Grade Target Colors

A

B

C

D

F

Number of Bars in Performance Graph

Performance Graph Targets

Grade Target Colors	Sales per Hour (\$)	Average Ticket (\$)
Grade A Target	<input type="text" value="Green"/> > <input type="text" value="200"/>	> <input type="text" value="8"/>
Grade B Target	<input type="text" value="Orange"/> <= <input type="text" value="200"/>	<= <input type="text" value="8"/>
Grade C Target	<input type="text" value="Red"/> <= <input type="text" value="150"/>	<= <input type="text" value="4"/>

Other Dashboard Settings

Default Display Mode

Overview Pane

Disable status display

Display times in seconds

Focus

Enable

Use Display Period Cars Goal %

Use Performance Graph Cars Goal %

Focus Events

- menu
- greet
- cashier
- pickup
- wait

General Application Mgmt	
Timer Host IP Address	Set the local IP address for the store's timer module
Lag Seconds	Set the time to delay between displaying timer events – default: 0
Timeout Seconds	Set the number of seconds between events to indicate a time out
Time Trend Graph	Select the color on the dashboard display to correspond to a particular performance grade
Number of Bars	The number of past vehicle performance data to display
Performance Graph	Set the dashboard display performance thermometer colors and the performance level they represent for sales and average ticket amount
Disable Status	Turn off the status messages (ex. System status) on the dashboard
Times in seconds	Display time in seconds instead of minutes and seconds (default)
Focus Feature	Display which area of the drive thru operation the store crew should focus on most (replaces Overview pane).

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Display Period Goal	Signal Focus Alerts based on the average performance for the currently selected day part or shift time period.
Performance Goal	Signal Focus Alerts based on the average of the number of cars shown in the performance graph.
Focus Events	Select which events to focus on. (Events are configured on the TRACK Events tab). If no events are selected, all events are included.

4.2 Reporting

DELPHI DISPLAY SYSTEMS **Insight CONNECT**™

Insight Admin Log Out Help

Insight Home Reports Admin

Reports

- (DP)ABC Order Detail
- (DP)Cars With No Orders
- (DP)Cars and Orders Sum...
- (DP)D's And F's Order Detail
- (DP)Daily Drive Thru Stats
- (DP)Daily Drive Thru Stats ...
- (DP)Order Confirmation Error
- (DP)Timeout Statistics
- (DP)Timeout Trending
- (DP)Timeout Trending Chart
- (DP)Upsell Effectiveness
- ABC Line Performance
- ABC Line Performance Usi...
- ABC Order Detail
- Cars With No Orders
- Cars and Orders Summary
- D's And F's Order Detail
- Daily Drive Thru Statistics
- Daypart Shift Drive-Thru R...
- Order Confirmation Error
- Speed of Service - Trending
- System Health Status
- Target Times Exceeded
- Timeout Statistics
- Timeout Trending
- Timeout Trending Chart
- Upsell Effectiveness

Report launch request successful.

Report Selection Confirmation

Cars With No Orders

Report Parameters

Start Date: 11/03/2014

End Date: 11/03/2014

Generate Report HTML output
 Create PDF
 Generate CSV

Cars with No Orders

FS Tac Show

Appliance: 1 Date of Printing: 11/3/14
Start Date: 11/3/14 End Date: 11/3/14

Date	Daypart	Vehicles
11/3/14	12:00:00 AM - 6:00:00 AM	1
11/3/14	10:00:00 PM - 12:00:00 AM	1
Total cars with no orders on 11/3/14:		2
Total cars with no orders for the period 11/3/14 - 11/3/14:		2

There are a large number of reports that come pre-configured with the Insight TRACK solution. Reports are accessed via the Reports tab in the Insight CONNECT application. To request additional report designs, please contact your Delphi Display Systems sales representative or dealer.

5 Revision History

Date	Description	Version	Author
10/31/2014	First Draft	1.0	M. DiCamillo
11/19/2014	Revisions	1.1	E. Strnod