



360iQ

User Manual



Smarter Locations. Superior Results.



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Welcome to 360iQ

360iQ is an industry leading business intelligence solution which makes managing your business operations easier. By combining all your business' key performance indicators in one unified platform, 360iQ can provide actionable insight helping you decrease operating costs and increase margins.

SIGN IN

LOG IN

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

***_

FORGOT PASSWORD

If you forgot your password, you can use the **Forgot Password?** link located on app.go360iQ.com to reset using your user name or email address.



LOG OUT

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

Home Screen

The Home screen is your starting point for all that 360iQ has to offer. From this screen, you can track live sales, review alerts, view live and historical video, and more.

Quick bar

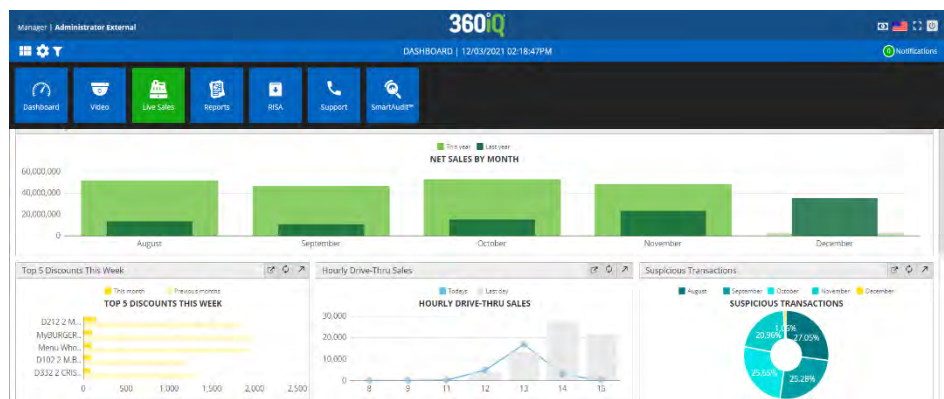
Quick bar is a handy tool to quickly navigate through 360iQ.

Top Right

On the top right-hand side of your screen, you can choose your preferred language and currency, and view **tasks**, **notifications** and **messages** from the 360iQ support team.

Top Left

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



User viewing Dashboards and navigating to Live Sales using Quick bar

Quick Bar The Quick bar provides convenient access to all your home page tiles so you can quickly navigate within 360iQ. Simply click the button located on the top left bar on your screen and choose where you'd like to navigate.

Settings clicking the Settings icon, you can access details about locations, manage users, as well as your video and data settings. Access is role dependent.

Global Filter Global filter is helpful for large operators who want to **narrow their scope of interest** to a select few locations. Click the filter icon and select the organization or location(s) you'd like to see and click **Apply**. Your application will only show video and data related to the locations you've filtered to.

TILES

Home screen tiles give you access to different application features like dashboards, live video, reports and much more!

Navigation Bar

Navigation bar, located on the bottom of your screen, can be used to return to the previous page, quickly go Home or find helpful videos and documentation.



BACK BUTTON

Clicking the **back** button, located on the bottom left corner of your screen, will allow you to easily go back to the previous page you were viewing in the 360iQ application.



HOME BUTTON

Clicking the **home** button, located on the bottom center of your screen, takes you back to the Home screen where you can access all that 360iQ has to offer.

Need Help?

HELP BUTTON

Clicking the **Need Help?** icon, located on the right side will direct you to virtual training materials which are accessible anytime.

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!


CREATE A DASHBOARD

To create a dashboard, click the **Create Dashboard** tab located at the top of your screen. Here, you will be able to name your dashboard, add and remove widgets, and save your work! You can create unlimited amount of dashboards.



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

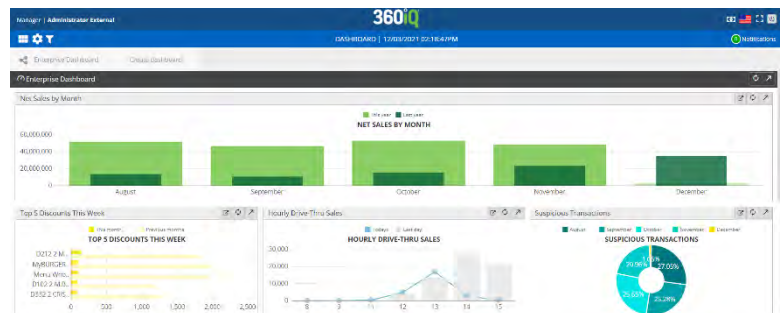
To **set up a widget**, click into the widget box, then choose the type of widget you'd like to see (Charts, KPIs, etc.), then choose the metric you want to track such as sales, discounts, products, etc. Clicking **Next** will present you options to set up your widget in more detail with ability to filter to one or more locations, specific date ranges, and revenue types (leave blank if no limitations should apply). Click Next to **name your widget** and **Save & Finish**. To **add extra widgets** to your dashboard, click the **+** button – your new widget will appear at the very bottom of your screen. Once you're happy with your dashboard, click **Save & Finish**.

EDIT EXISTING DASHBOARD


To edit an existing dashboard, select the dashboard you'd like to edit and click  located on the top right of the dashboard. This will bring you into the edit view – here you can add or delete widgets.

DELETE EXISTING DASHBOARD

To edit an existing dashboard, select the dashboard you'd like to edit and click  located on the top right of the dashboard. Click  to delete your dashboard.



SHARING DASHBOARD

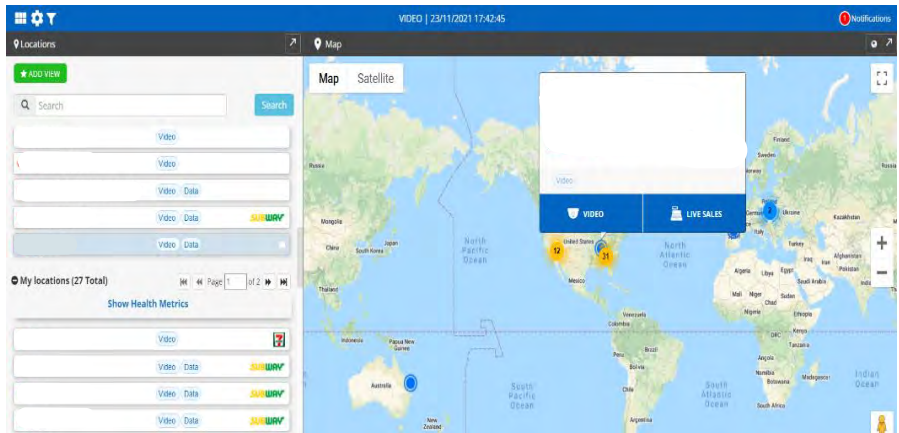
Sharing dashboard with your team is an easy way to bring everyone on the same page! After you've saved your dashboard, select  and click Share button in the edit view. In the Share Wizard, you can select users you'd like to share your dashboard with along with the privileges for each selected user.

Video

360iQ gives you seamless access to video for all your locations in one place combined with industry leading video features which goes beyond surveillance!

To access video at your location, select **Video** tile from **Home Screen** or **Quick bar icon**. Click on your enterprise name and select the location you'd like to view. As your cursor moves between locations, the interactive map (right-side) will show you where the store is located.

You can also **search by location name** using the search box on the upper left-hand corner of your screen.

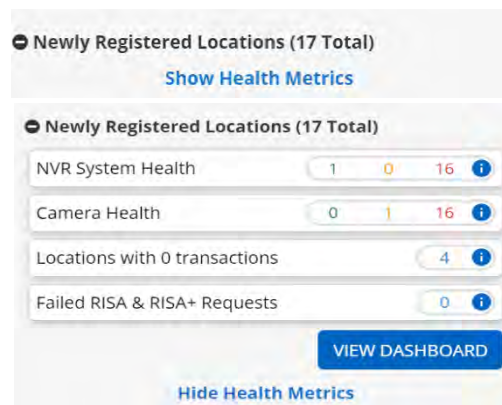


To see **Health Metrics** for selected organization click **Show Health Metrics** and a window with data will pop up.

You can check here metrics related to **NVR (Network Video Recorder) System Health; Camera Health; Failed Risa & Risa+ Requests**. To get further information on metrics click on **View Dashboard** button

By clicking blue icon **i** informative details related to each Metric will be displayed.

To hide the metrics click **Hide Health Metrics**.

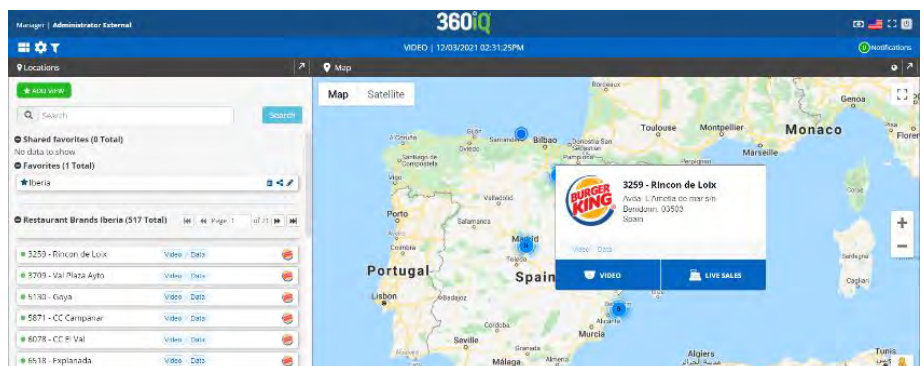


Favorite Video function enables you to set up multiple cameras' views in one window allowing for better control over particular spots (e.g. counters) in your locations.

To add your **Favorite Video** from chosen location/s select green button **Add View**. A new window will pop up, type in the Name, Location/s, Share to is optional and then create.

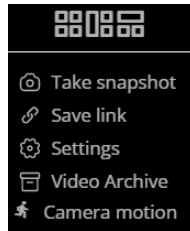
Then selected range of videos will appear in Favorites.

To Delete, Share or Edit **Favorites**, simply click on blue icons on the right side of the tab with your video/s.



VIDEO NAVIGATION MENU

The video navigation menu is the black bar located on the bottom of your camera image which can be used to control your video footage. On the left-hand side, you can **play**, **pause**, **fast-forward**, **rewind**, **quick-record**, or toggle to **Live mode** or use the **Instant Reply** button to quickly rewind video 30 sec. 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 such as **calendar**, **save view** and **more (...)**



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 **view name**, along with **location name**, and the **camera type** in the following format:

View 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 video (Live, Historical, Buffering, etc.).

Top-Right: Video Resolution (Standard or High Definition toggle)

On the top right-hand side of each camera view, you will find **connection type** (Stun, Turn, etc.), **Video quality toggle** , and **network connection bar** .

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**, **video manipulation** , **take snapshot**  and **settings** .



CHANGING VIDEO RESOLUTION (STANDARD/HIGH DEFINITION)

You can switch between HD and SD image quality by clicking on the top right section of the camera view. To save on bandwidth, 360iQ presents camera views as Standard Definition as default option.

Tip: If there are certain camera views that you'd 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.



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.




ZOOM IN/OUT

To **zoom in/out** with a specific camera view, select video manipulation button located at 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 to zoom in/out.

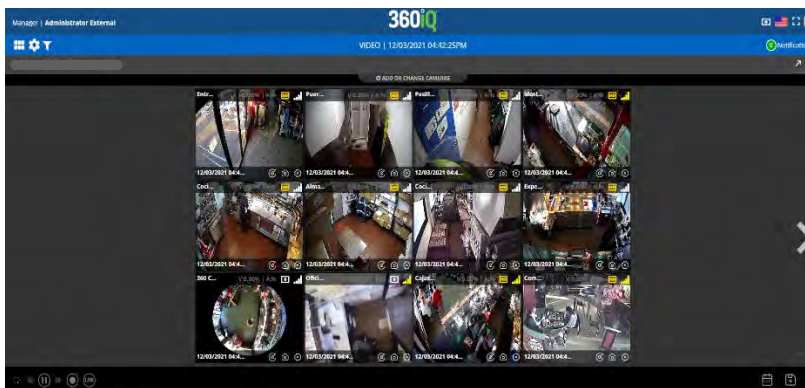


QUICK RECORD

To quick-record video in a .webm format to save onto your computer, click the icon on the left-hand side on your video navigation menu – you will see a red circle  on the camera view indicating that it is being recorded. This option is great if you're capturing anything between 1-3 minutes.

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.




To **replace an existing camera view**, simply drag the desired view on top of the view you'd like to replace.

Add or Replace a Camera View

To **add an additional camera view**, simply hover over the **+ Add or Change Cameras** icon located on the top center of your screen. Views will be presented – simply drag desired view to the empty gray areas of the screen to add camera views. **You can see up to 12 camera views on one screen!** If you click on the arrow icon to the right you will see the rest of cameras which didn't fit into 12 cameras layout.

Saving Camera Layout

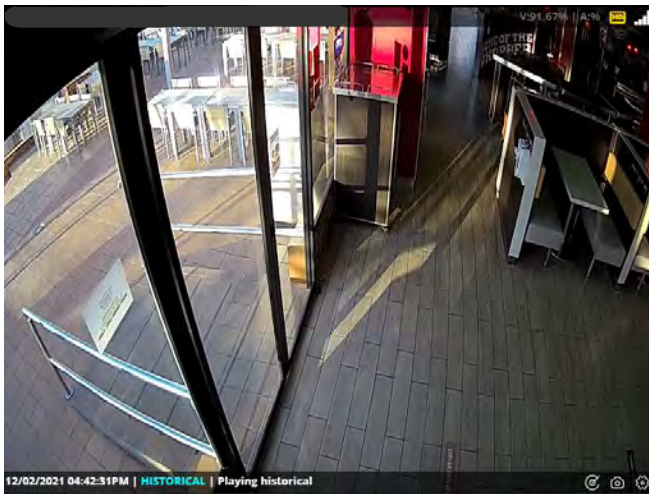
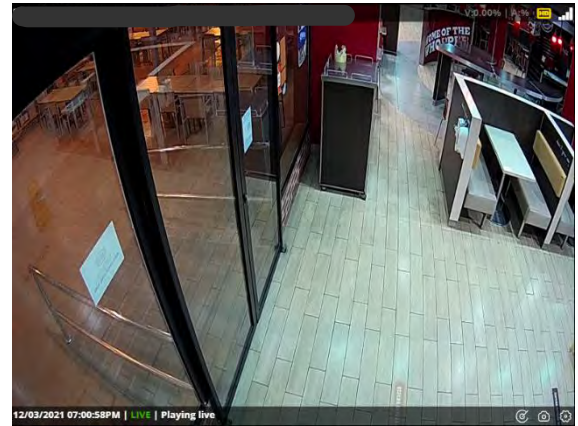
If you'd like to view the same set of cameras every time you access a location, simply click the **Save View**  icon located at the bottom right of your screen. Your other camera views are still accessible by clicking the side arrows or by replacing cameras from the camera tray.

Hint: Saving camera views will also save the video resolution preferences associated with your camera views.


LIVE VIDEO

When you select a location from 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're viewing historical video, and would like to return to live mode, click LIVE button located on the bottom left-hand corner of your screen.



HISTORICAL VIDEO


To view historical video, simply click on the calendar  icon located on the bottom right hand on our video navigation bar and select desired date and time (displayed in Military time)

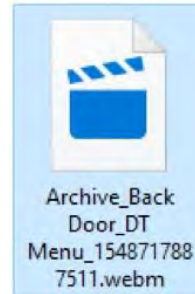
You will see a “HISTORICAL” label on the camera views confirming you're viewing past video.

SAVING VIDEO: QUICK-RECORD VIDEO

Quick-record video allows you to quickly take a video clip in a **.webm** format to save onto your computer. This option is great if you're capturing anything between 1-3 minutes.




To **quick-record**, double click the camera view you'd like to record so it is enlarged on the screen. Using the **Calendar** tool, go to the starting point where you'd like to begin your recording and select **Play**. Click the **Record**  icon located on the bottom left-hand side on your video navigation menu – you will see a red circle on the camera view indicating that it 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 machine**.

SAVE LINK

You can quickly share a video with another 360iQ user without saving a file to your PC using our **Save Link** feature. To access **Save Link**, click the more  option located on the bottom right-hand corner of your screen and click **Save Link** then simply forward the link!

The user receiving the link will see the same video and camera views you were viewing at the time of creating the link.

Remember, the user receiving the link must have a 360iQ account with access granted to the location being shared.

MOTION DETECTION

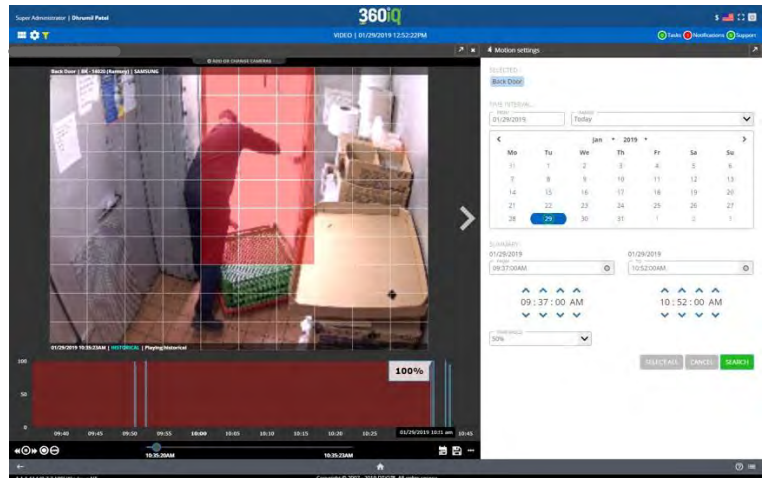
Motion detection is a great tool to find **instances of movement** in certain camera views. Using intelligent video, 360iQ motion detection is camera agnostic. However, motion detection must be requested to be enabled on up to 3 cameras per NVR. With motion detection, you can specify a certain area(s) of the camera view where **you'd** like to find motion, as well as set threshold for motion detection search!

Search for Motion

Click **Video** tile from your **Home Screen** and select the **location** where you'd like to search for motion. Once in the video panel, click the more option located on the bottom right-hand corner of your screen and click **Camera option**.

On the new screen, you will see a **grid overlay** on the motion enabled cameras at that location. Use your mouse to **click and drag the area(s) you'd like to search**. On the right-hand panel, select the **date and time** and **threshold** (recommended 50%) and click **Search**.

Your **results** are shown in form of a **histogram on the bottom of the camera view**. Click on a bar to play instances of motion occurring in your motion search.



Enable Motion Detection

To enable motion detection at your locations, please contact your Customer Success Manager.

Risa

Risa/Risa plus is a feature which allows you to request video recordings which are saved in the cloud rather than the local NVR. Videos are ready to be downloaded, edited and shared.

CREATE RISA REQUEST

To request a video recording, click on Home Screen **Risa** tile or Quick bar icon.

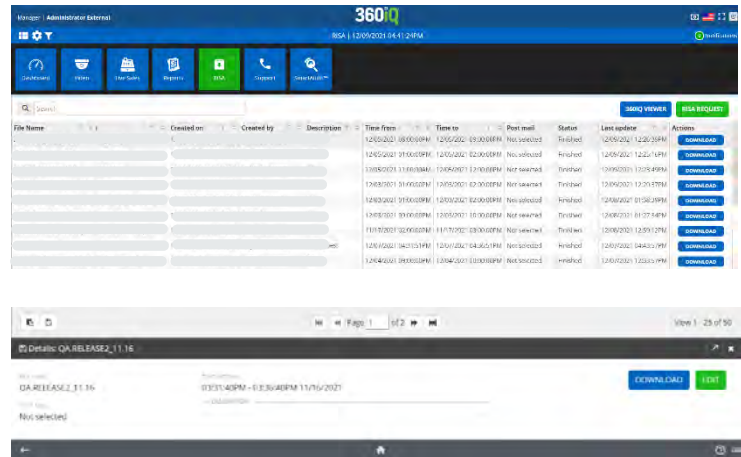
On the right-hand side click on a green button Risa Request. Choose location then click create.

Once the recording is available for download you can edit description in next step.

Limitations:

You can watch recordings only via 360IQ viewer which is ready to be downloaded by clicking blue button 360IQ viewer.

You can't share requested recordings via the web.



Use this format for all recordings requiring audio (if equipped)

CREATE RISA PLUS REQUEST

You can access **Risa Plus** from the same tab as **Risa**.

The process of video recording request looks the same as in Risa.

Advantages of Risa Plus over Risa:

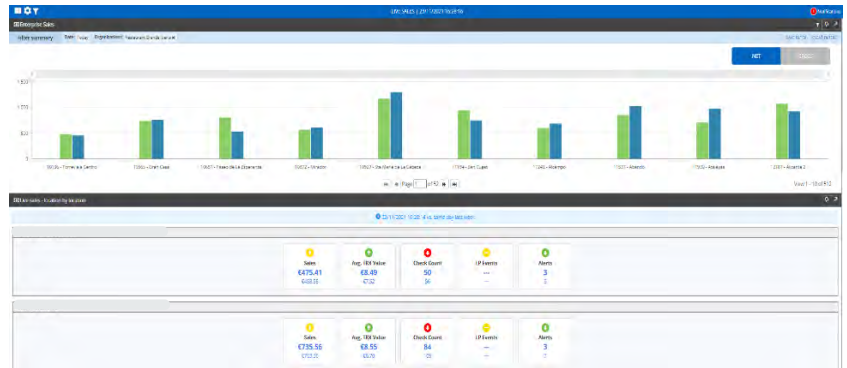
With Risa Plus there are more possibilities to work with recordings meaning you can share them, watch them via the web, or download them in MP4 format.

There is not an audio option in this function, however recordings are easier to share.



Live Sales

The Live Sales panel gives you an overview of how your entire business is doing, allows you to compare sales data from individual locations, and enables you to take immediate action if there are any suspicious transactions. You can choose between net/gross transactions value. Main values which are measured and displayed as widgets include: Sales; Avr. TRX Value; Check count; LP (loss prevention) Events; Alerts. The feature is available depending on POS system and subscription.



Clicking on the particular value widget will allow you to see transactions associated to the selected metric making it easier to keep track of your enterprise.



TRANSACTION REVIEW

Clicking on a sales figure from your **Live Sales** view will bring you to the **transactions review** panel – here you can **Review** transaction details (with digital receipt) with associated video.

In transactions review, click more button to drop down to additional transactional details. Here you will find more options. Click **play** button to start video, **notify** your team, or **archive** video for the transaction. The feature is available depending on POS system and subscription.

Show Action

Click on **Actions** button, located on the upper left-hand corner of the transaction window to see a transaction breakdown by action performed at the point of sale. You can click the **Video** button in the right bottom corner associated to each action to skip to that moment in the transaction. Click **'Show Receipt'** to go back to the digital receipt. The feature is available depending on POS system and subscription.

Tip: This feature can save you time when reviewing a video, so you can jump directly to the moment when the transaction was paid.

The screenshot shows a retail POS system interface with a list of transactions and a summary panel on the right. The transactions list includes columns for Item, Price, and Amount. The summary panel on the right displays various totals and metrics.

Item	Price	Amount
1001	10.00	10.00
1002	20.00	20.00
1003	30.00	30.00
1004	40.00	40.00
1005	50.00	50.00

Neighboring Transactions (+/- 5 Trans)

When reviewing transactions, you can easily find what happened before and after the transaction by clicking **+/- 5 Trans.** button located on the upper right-hand side of your screen next to Actions button. Once selected, you will see **5 transactions which occurred before** and **5 transactions which occurred after**, making it easier to spot patterns and match sale & refund transactions.

Reports

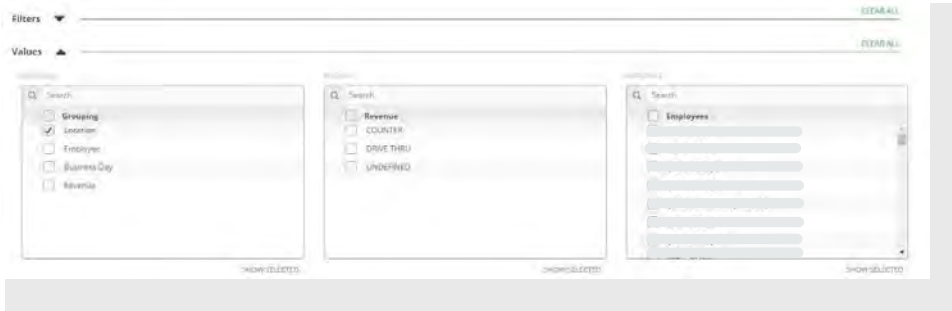
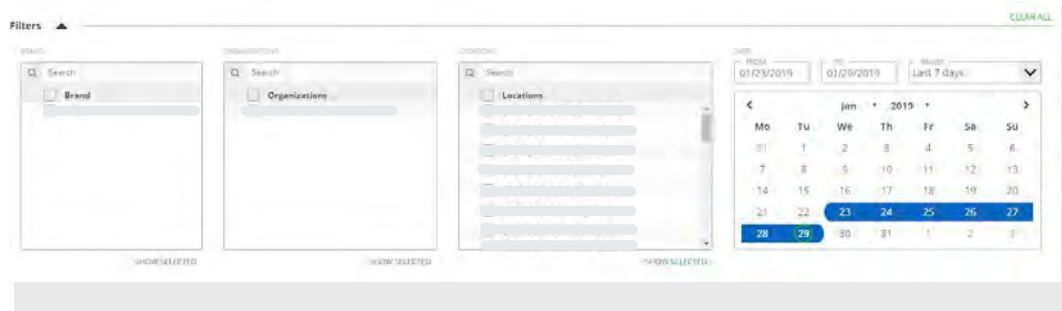
360iQ reports allow you to monitor and spot business trends in greater detail by tying each transaction with video footage. To access reports, click on the **Reports** tile from your **Home Screen**.

REPORT FILTERS

To narrow your search in any report, you can use the report Filter. Click the Filter  button located on the top right-hand corner of the report. To make filters easier to use, they are broken down in 4 sections **Filters**, **Values**, **Ordering** and **Visualization**.

Filters

In **Filters** section, you will be able to narrow your report search down by specific brands, organizations, locations, and time frame.

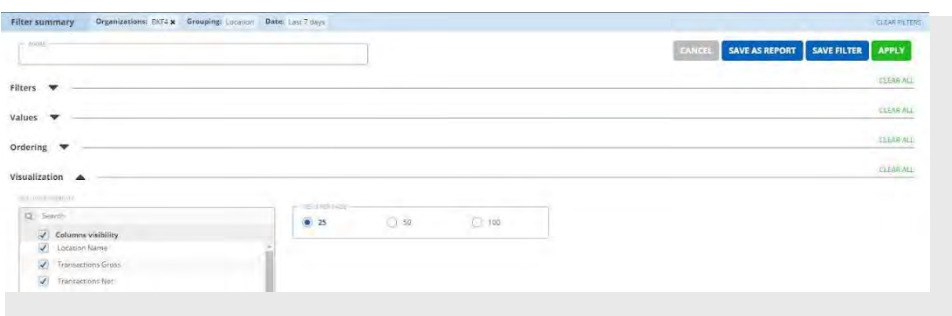
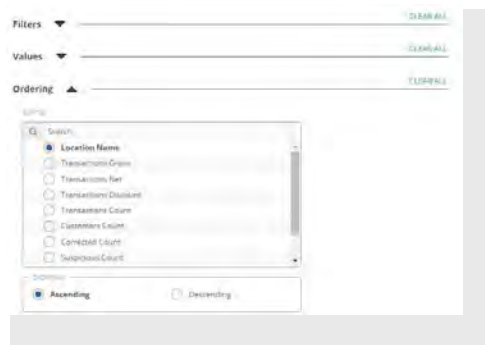


Values

After you've selected your desired locations and time frame, click the Values drop-down. Here, you will be able to choose how you'd like to group the data and narrow your search even further to specified areas of your business.

Ordering

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



Visualization

In **Visualization** section, you can choose which columns you'd like to see in your report. By unchecking columns, you can hide them from view.

SAVING FILTERS

Saving filters is a great way to get to your preferred report faster! To save a filter, simply give it a name, then click **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 click **Apply** to the filter you desire.

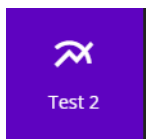
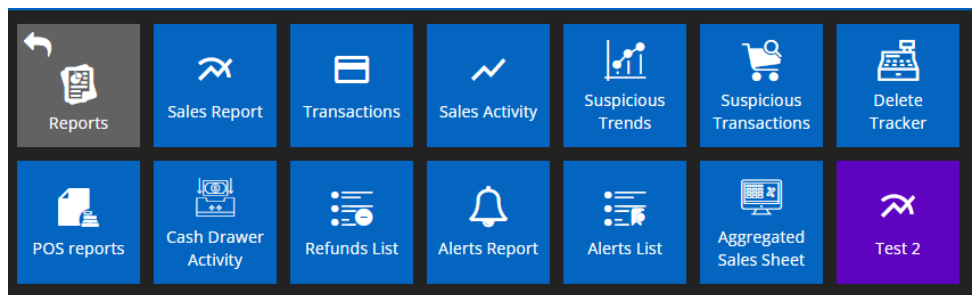
To run a new query, simply go to **Add New** tab where you run ad-hoc searches.

Default Filter

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

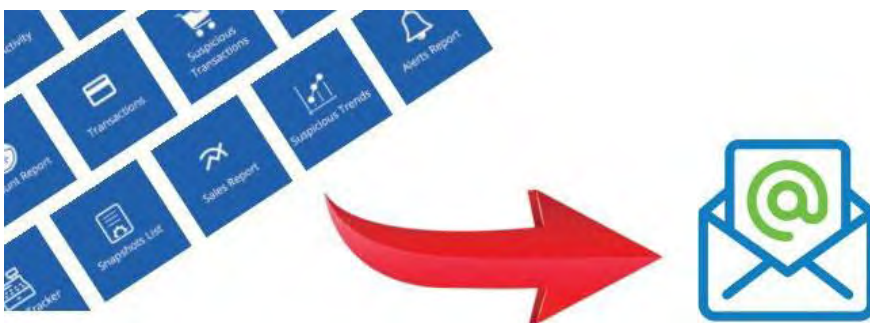
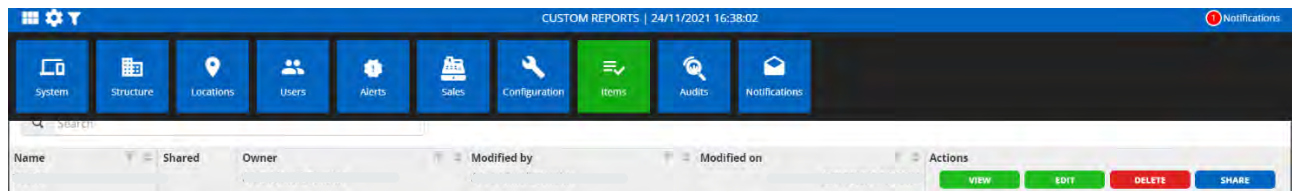
CREATING CUSTOM REPORTS

Custom Report 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, use the filters to narrow down the reports to your needs. Next, click **Save As Report**, name your new report then click **Save**. You can quickly access that report from **Reports** tile located on the **Home Screen**. 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 keep everyone on the same page. To **Share** a custom report, click **settings** located on the top **menu bar**, then choose **Items** and open your desired report by clicking on Custom Reports button from top menu. Then accordingly to your need select **Edit/Share/Delete/**.

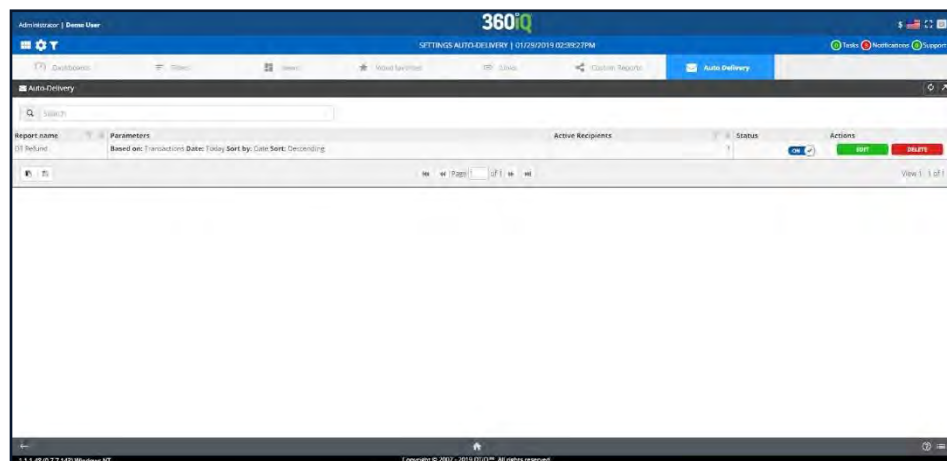
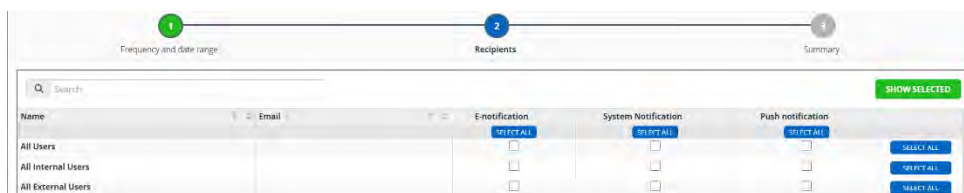
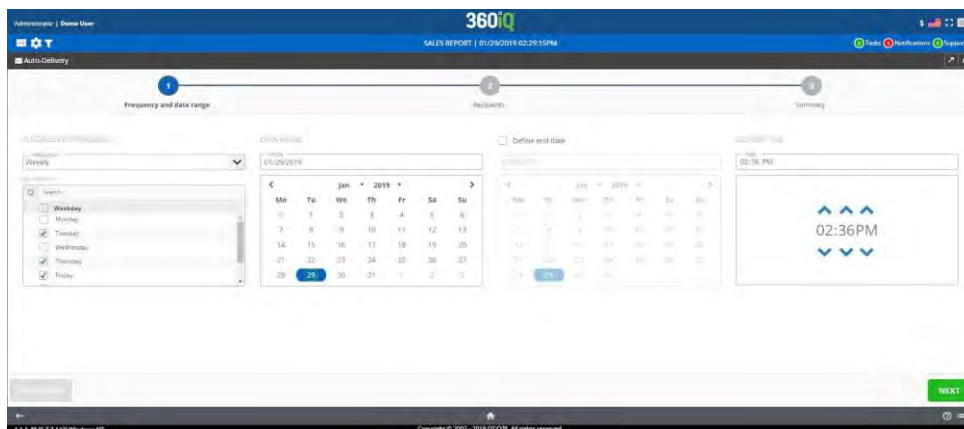


AUTO-DELIVERY

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

To **set-up Auto-Delivery**, click the **Mail** icon located on the top right-hand side of the report page and select the **frequency** of the report to be delivered along with the **Start/End Date** and **Delivery time**.

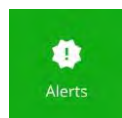
On the next page, select **recipients** and the **ways** you want to be notified about the report and click **Save & Finish**. Your report will now be delivered directly to your email!




Auto-Delivery Management

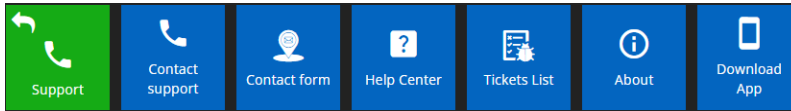
To edit/delete existing Auto-Delivery, click **settings** located on the top menu bar, then choose **Items**. On the new page, select **Auto-Delivery** tab. Here you can choose to **deactivate/activate, edit** or **delete** existing auto-delivery.

Alerts




You can set up Alerts by clicking settings  icon. Alerts flag specific types of transactions for your review. This a great way to keep your finger on the pulse of your business. To **set up alerts** according to your business needs, please **contact your Customer Success Manager** unless you role allows you to do it yourself.

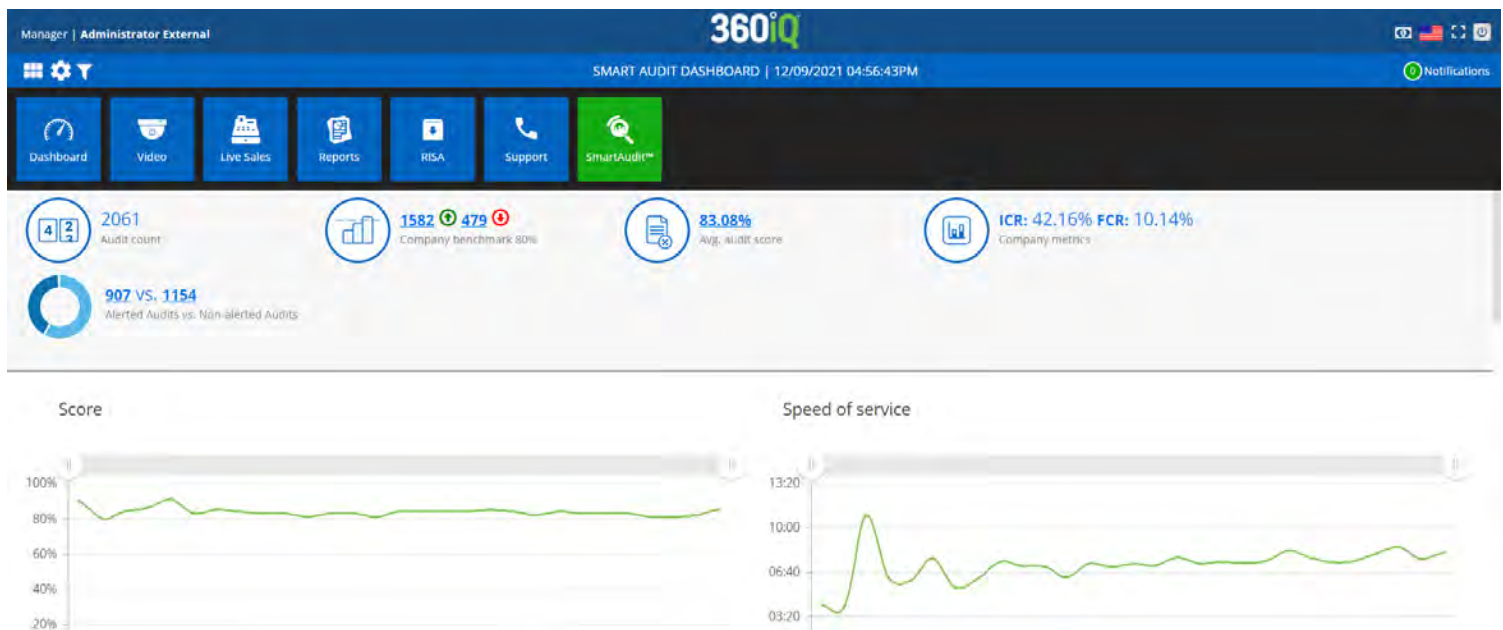
Support



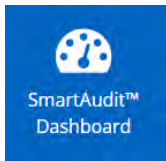
You can easily **report a problem**, **contact support** and track your **submitted tickets** using the **Support** tile located on the **Home Screen**. Through the **Support** tile you can also complete download process of **360IQ Mobile Application** (iOS/Android) which allows you to access all your data stored in 360IQ on the go.

Smart Audit

360IQ **Smart Audit** feature allows you to aggregate all your audits and compare scored results versus company's benchmark which can be set by Customer Support prior. To access Smart Audit click on Quick bar icon  or Smart Audit tile on the main screen.



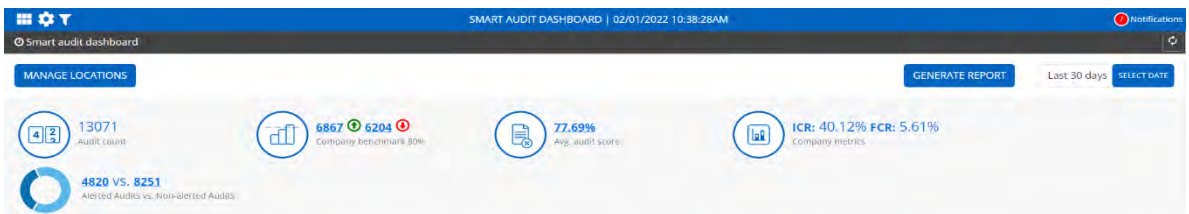
Smart Audit Dashboard



Via **Smart Audit** tile you access **Smart Audit Dashboard** where you are able to see key insights from the audits such as:

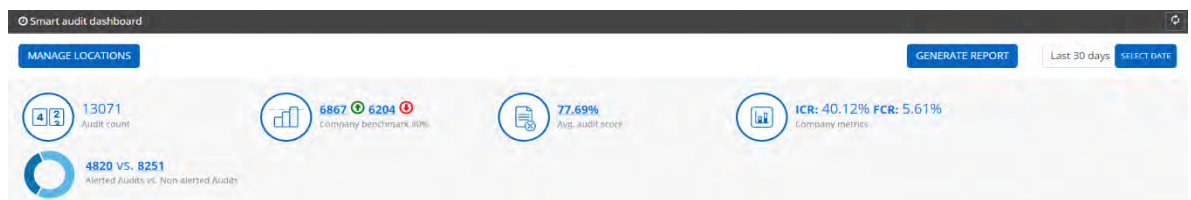
- Audit count
- Company Benchmark and number of audits below and above benchmark (benchmark can be changed in organization settings, it is 80% by default.)
- Average Audit Score
- Incident capture rate and Fraud capture rate
- Number of All incidents vs. All audits

You can choose 30, 60 or 90 days' time range of displayed data from **Select Date** button which is available on top right part of the dashboard.



You can create a custom group of locations by clicking on **Manage Locations** button and choose any number of locations you have and save them as a location group.

You can generate on-demand **Smart Audit Reports** based on the data from your audits by clicking on **Generate Report**.



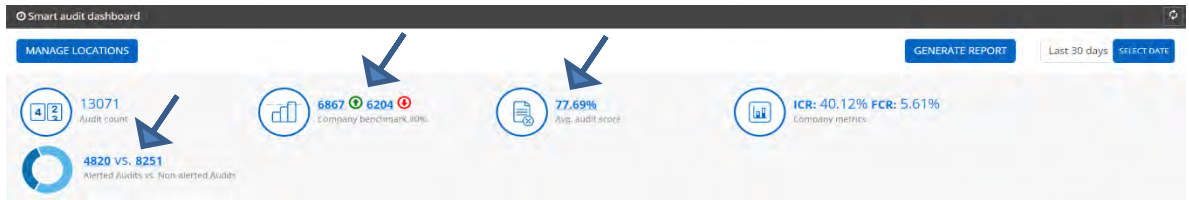
Then choose a set of locations or a location group, time range and Report type then click on **Generate Report**. Excel file format with chosen Report will be downloaded straight away.

Focus Report – sums up audits performance on questions' level

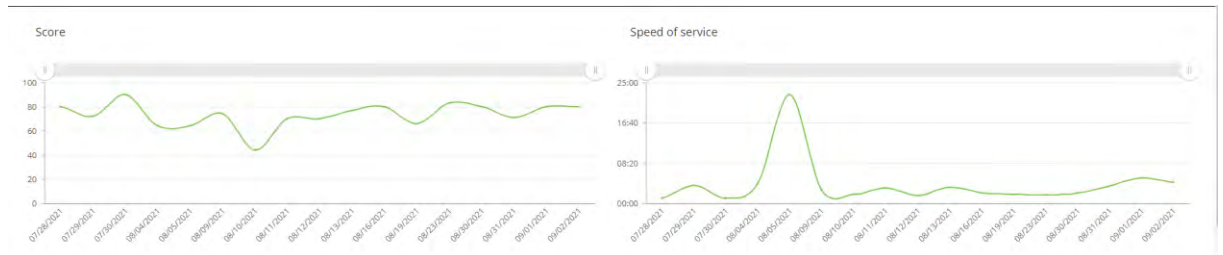
Comparison Report – sums up audits performance on locations' level

Detail Report – sums up audits performance on locations' level by weekly intervals

Moreover you can drill-down to list of audits above and below company benchmark, to list of audits below the average audit score and to list of alerted and non-alerted audits.



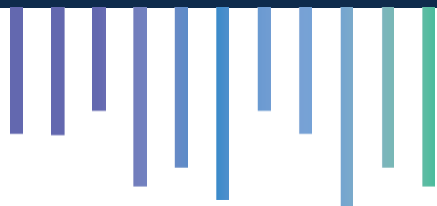
From the dashboard you have also ability to review speed of service and audit scores from the past audits.



And access the report at the bottom of the page with data such as:

- List of all incidents and violations, both on category and subcategory level
- Number of actions taken per audit type based on location
- Ability to view latest action added to the Audit
- Ability to drill down to a specific Audit's report from Incidents and Violations tabs

INCIDENTS		VIOLATIONS		ACTIONS TAKEN			
Brand	Location	City	State	Audit Date	Incident	Latest Action	Score
		Elmsford	New York				80.00%
		Elmsford	New York				80.00%
		Bronx	New York				64.00%
		Bronx	New York				64.00%
		Franklin	New Jersey				78.13%
		Elmsford	New York				80.00%
		Elmsford	New York				70.00%
		Bronx	New York				70.00%
		Franklin	New Jersey				50.00%
		Bronx	New York				44.00%
		Bronx	New York				44.00%
		Bronx	New York				44.00%
		Elmsford	New York				64.00%
		Bronx	New York				64.00%
		Bronx	New York				64.00%



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