Analyzing Trend Reports from the ZOOM® Drive-Thru Timer

The **TREND - Single Day by Hour Report** from the ZOOM Timer summarizes key information to improve the Guest Experience in your Drive-Thru (DT). Outlined below are some the key items on the report as well as some example observations. Each of the numbered items below is highlighted with the same number on the sample report on the back page. This report is best used in conjunction with the **Day Report.**

1 - Hour	The starting time of each hour.
2 - Events	Each Event of the Guest's journey in the Drive-Thru.
3 - Lane Total and **Lane Total 2**	Lane Total and Lane Total 2 are not the time measurements for different lanes. They are ZOOM Nitro Timer system names for two different methods available for measuring the Total Time for all cars. Lane Total 2 is not shown on the ZOOM Nitro Timer but is still calculated by the system and shown in reports. It is configured to measure Lane Total, starting when the car reaches the order point.
4 - Example Observations	Among various observations which could be made from this report, evening and dinner in the highlighted area stand out as the largest opportunity form a Guest Experience point of view. The results across this entire time-period would suggest the need to do a deep dive into how this shift was running and include a look at SSP&F, Shift Management, Pull Forward, Kitchen set-up for the volume, etc. If this time period is found to be a consistent opportunity, additional hourly reports for this time period may be enabled to provide a deeper view of what is happening.

Multi-Day by Hour TREND Report

Trend - Multi-Day by Hour

Store: #16803   **Print Date:** 1/22/2021 2:29:38 PM

Period: 4:00 PM - 4:59 PM

Days: 1/1/2021 - 1/21/2021

Day	Total Cars	Order	Greet	Window	OTD	OTD 2
1/1/2021	26	01:23	00:11	01:32	04:07	04:07
1/2/2021	22	01:35	00:07	02:17	07:52	07:52
1/3/2021	24	01:32	00:09	02:06	07:06	07:06
1/4/2021	24	01:12	00:05	02:12	06:50	06:50
1/5/2021	31	01:02	00:04	01:19	03:07	03:07
1/6/2021	25					
1/7/2021	30					
1/8/2021	36					
1/9/2021	40					
1/10/2021	27					
1/11/2021	24					
1/12/2021	17					
1/13/2021	30					
1/14/2021	29					
1/15/2021	32					
1/16/2021	31					

Trend - Single by Hour

Store: #16803   **Print Date:** 1/22/2021 2:28:43 PM

Date: 1/22/2021

Hour	Total Cars	Order	Greet	Window	OTD	OTD 2
7:00 AM	8	00:48	00:04	02:04	04:08	04:08
8:00 AM	22	00:43	00:04	01:42	03:36	03:36
9:00 AM	11	00:44	00:04	01:51	03:04	03:04
10:00 AM	12	00:54	00:03	01:54	03:43	03:43
11:00 AM	30	00:42	00:02	01:02	02:45	02:45
12:00 PM	58	00:52	00:02	00:56	03:14	03:14
1:00 PM	37	00:50	00:02	01:05	03:00	03:00
2:00 PM	8	00:55	00:01	01:14	02:31	02:31
3:00 PM	0	00:00	00:00	00:00	00:00	00:00
4:00 PM	0	00:00	00:00	00:00	00:00	00:00
5:00 PM	0	00:00	00:00	00:00	00:00	00:00
6:00 PM	0	00:00	00:00	00:00	00:00	00:00
7:00 PM	0	00:00	00:00	00:00	00:00	00:00
8:00 AM	0	00:00	00:00	00:00	00:00	00:00
9:00 PM	0	00:00	00:00	00:00	00:00	00:00
10:00 PM	0	00:00	00:00	00:00	00:00	00:00

Single by Hour TREND Report

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