

Navigating and Generating Outliers Dashboard Reports in the HME CLOUD® Reporting System

HME CLOUD WELCOME DASHBOARD **REPORTS** LEADERBOARDS SETTINGS SMACK TALK Logged in

Outliers Dashboard

Version 1.0.2

Groups / Stores

- Select all
- Store Manager (Lauren)
- Store Manager (Eral)
- Store Manager (Paul)
- Ungrouped

Date Range

OPTIONS: Date Interval Custom Date

8/29/2023 - 11/28/2023

Lane Configuration

All

Outliers are irregular events captured by the timer system. An optimal outlier percentage is under 10%. We define outliers as:

- Pull Ins:** A vehicle that entered the drive-thru lane after the first active detection point, and exited through the last active detection point.
- Pull Outs:** A vehicle that entered the drive-thru lane through the first active detection point, but exited the lane before the last active detection point.
- Max Over Delete:** A vehicle removed from the timer dashboard when it exceeds the max numbers of cars allowed in a given detector queue.
- Discards:** If a vehicle is detected during the configured Discard time limit but not detected after, it is discarded by the system. For example, a vehicle decides not to wait and pulls out.
- Manual Deletes:** A vehicle manually removed from the dashboard by a user.

Outliers % by Date

Outliers % by Hour

Outliers Details

Store Number	Store Name	% Outlier	Car Departures	Total Outliers	All Car Records
012345	Super Sandwich - Bloom	0.1%	155,345	225	155,570
7896	Super Sandwich - Norma	0.1%	151,781	95	151,876
8996	Super Sandwich - Carlbad	0.1%	151,767	93	151,860
4722	Super Sandwich - Whiptail	0.0%	154,993	7	155,000
4444	Super Sandwich - Canone	0.0%	153,880	0	153,880
6543	Super Sandwich - Vista	0.0%	155,112	0	155,112
Total		0.0%	922,876	420	923,296

Outliers Distribution

Click to Filter

- Pull Ins
- Pull Outs
- Max Over Delete
- Discards
- Manual Deletes

HME CLOUD

Reports Overview

Recently Viewed Reports

- Raw Car Data Report
- Performance Analysis
- Outliers Dashboard
- Trends Report

Recently Viewed Templates

No templates have been visited yet

All Reports

Multi Store

Multi-store summary day of week or period.

TEMPLATES

No templates available

Trends Report

Single-store trends points.

TEMPLATES

- Super Sandwich - Vista
- Super Sandwich - Mayo
- Super Sandwich - Popoyo
- Super Sandwich - Vista

Raw Car Data Report

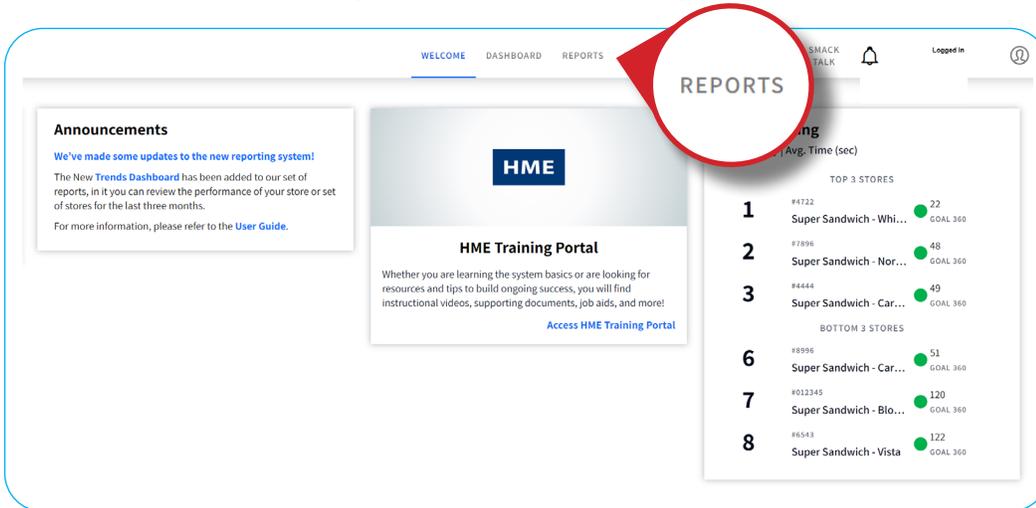
Raw drive-thru event data by store.

[Show Full Report](#)

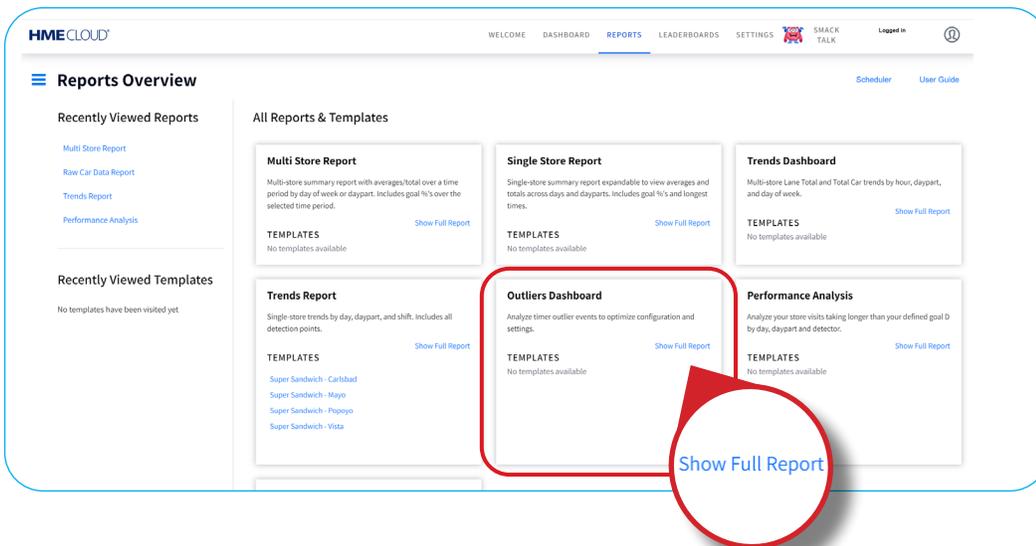
Navigating & Generating Reports in the Outliers Dashboard

Locating the Reports Page in HME CLOUD

1. Log into your HME CLOUD account.
2. Click on **REPORTS** in the top navigation bar of the Welcome Page.



3. You will be taken to the **Reports Overview** page.
4. Select **Show Full Report** from the **Outliers Dashboard** box.

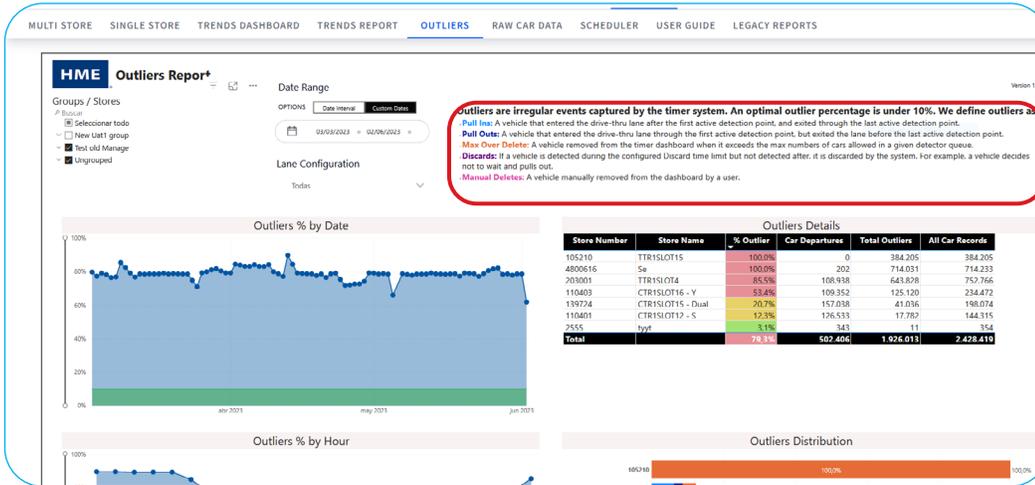


Outliers Dashboard

Note: Outliers are irregular events captured by the timer system.

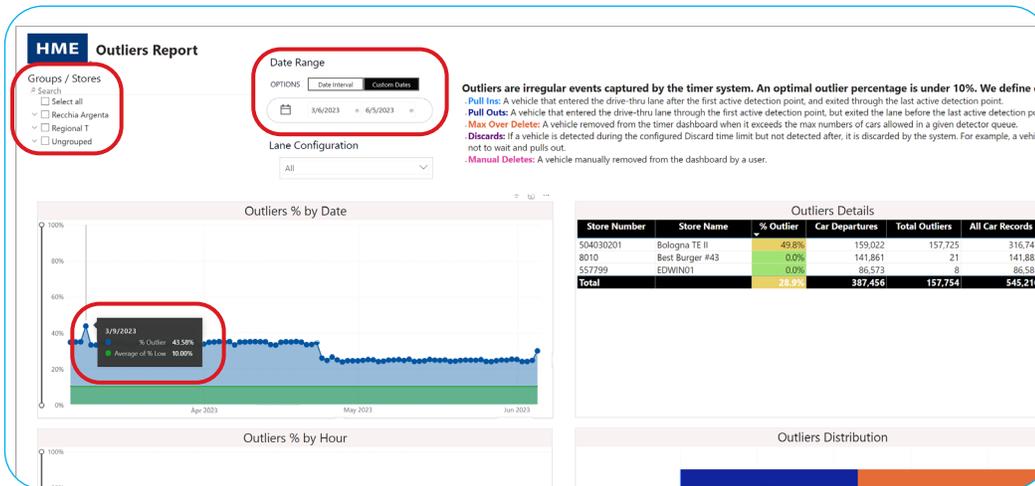
The **Outliers** tracked for reporting are:

- Pull-ins
- Pull-Outs
- Max Over Delete
- Discards
- Manual Deletes



1. Select the **Groups / Stores** and **Date Range** for the report.

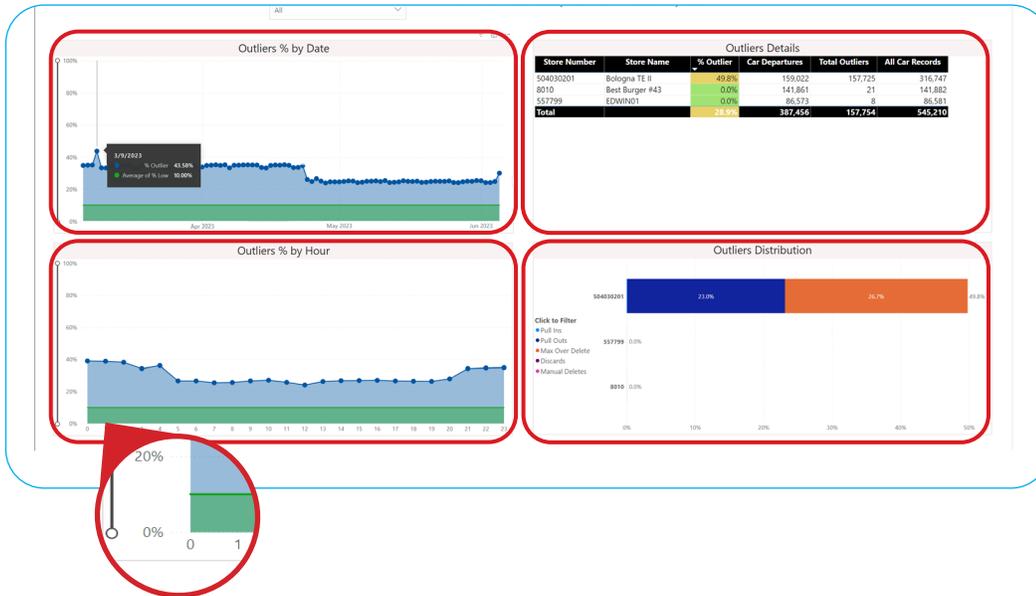
Note: Hover over data points for detailed information.



2. Four windows will display information about the store's outliers.

- Outliers Percentage by date
- Outliers Details
- Outliers Percentage per hour
- Outliers Distribution

Note: The green line at the bottom of the Percentages windows represents 10%, which is considered the acceptable threshold for Outliers.



For help, call 800.848.4468 (options 1,2, and 3) or email: support@hme.com

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