

Understanding Video Detection Metrics On Your ZOOM Nitro® Dashboard

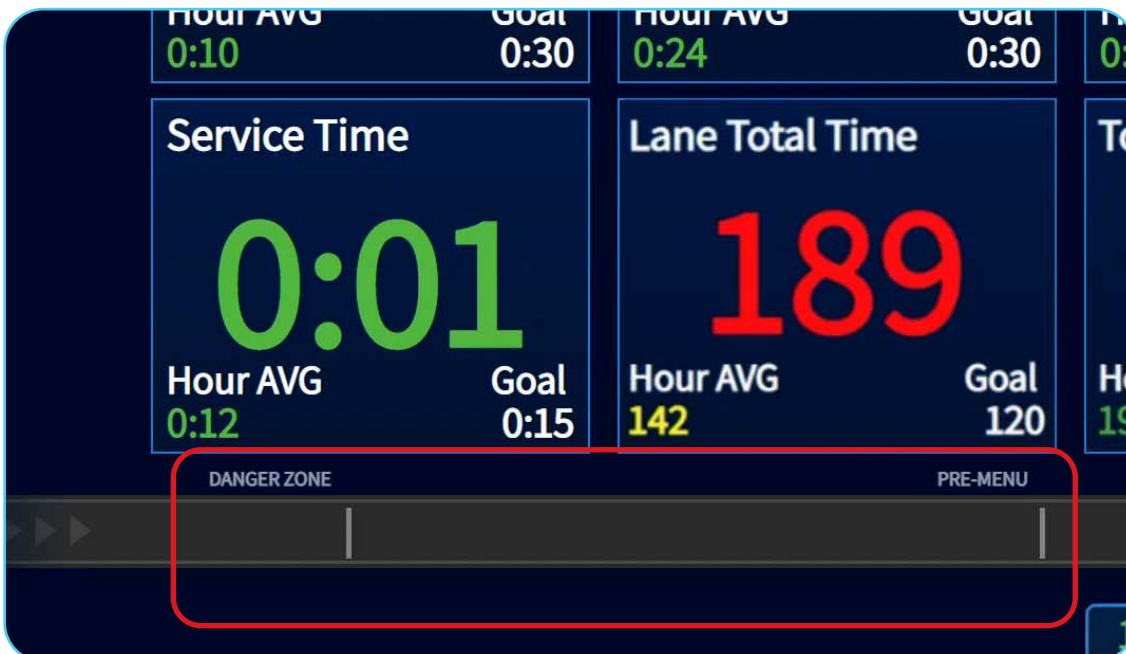
The ZOOM Nitro Timer with Video Detection enables you to track Total Experience Time of cars at your store. When video detection is enabled on your ZOOM Nitro Timer, there are a variety of options that allow your team to focus on information most impactful to your operation.

Updates to Lane Display

- With Video Detection, the lane displayed on the dashboard extends past the order point and includes the **Pre-Menu Area** and the **Danger Zone**.



- The **Danger Zone** shows guests that can still exit the lane if service is not moving quickly.
- The **Pre-Menu Area** times and tracks the cars directly behind the car at the speaker.

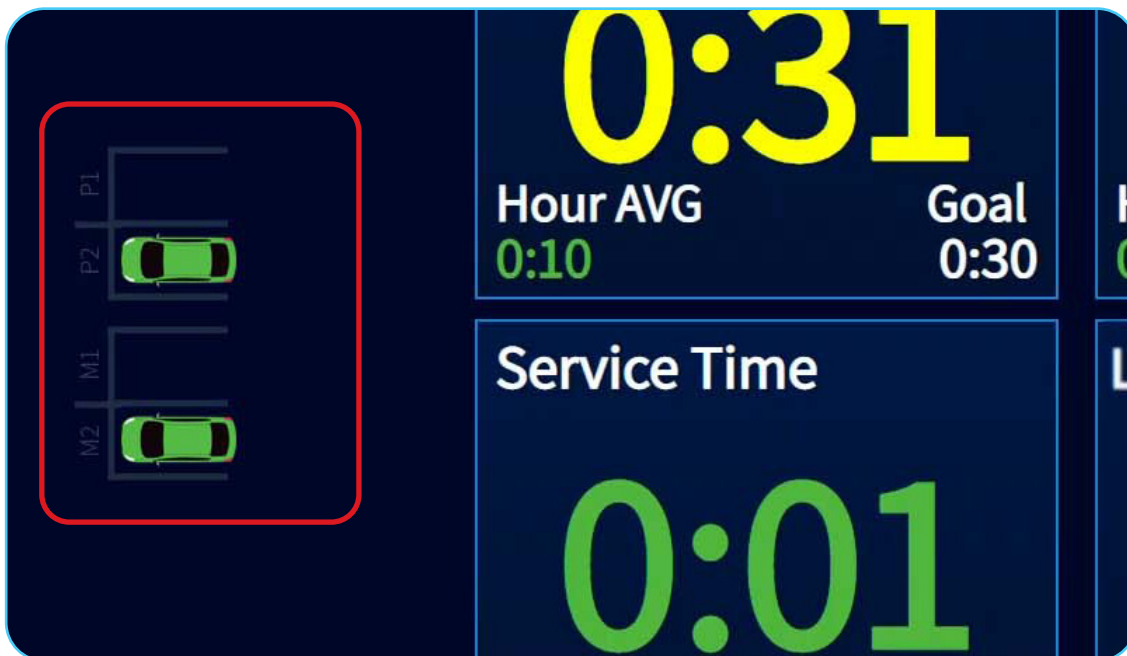


Pick-Up Locations Outside the Lane

- With Video Detection, the ZOOM Nitro Timer dashboard displays the **Mobile** and **Pull-Forward** spaces so your team can better serve their guests.



- Pull-Forward spaces will include the total time in the lane and parking space.
- Mobile timing begins when customers pull into these independent parking spaces.

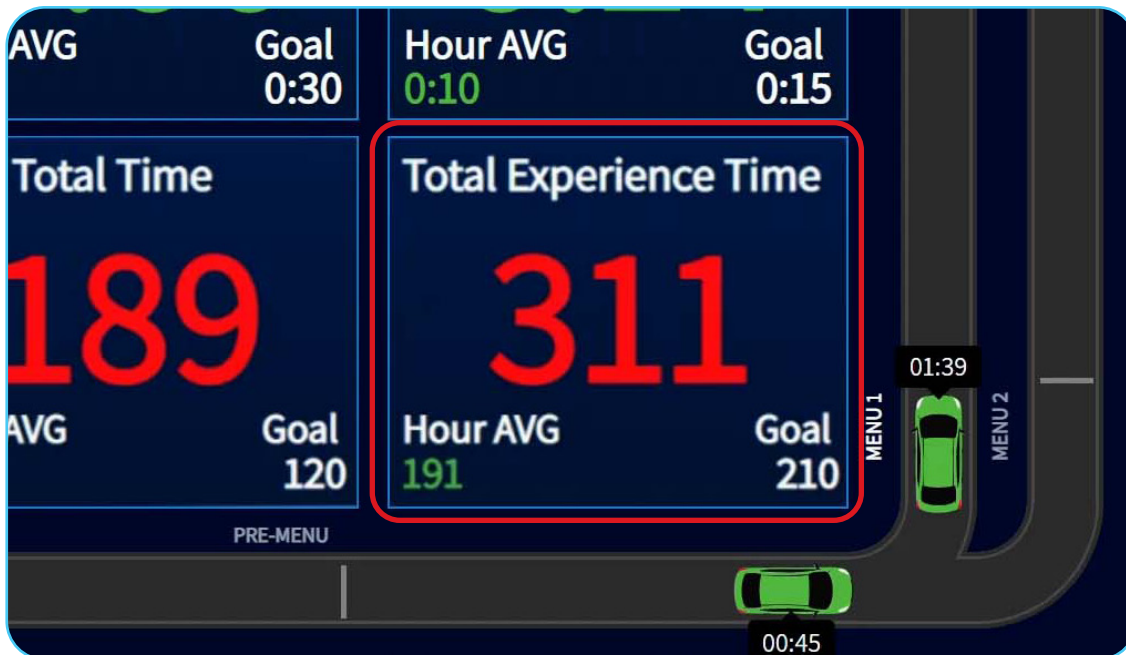


Total Experience Time

- Depending on the Video Ditection kit installed, your setup can include one or two cameras. This allows the user the option to include the **Danger Zone**, **Pre-Menu**, and **Pull-Forward** or **Mobile Pick-Up** areas in the **Total Experience** time.
 - EXAMPLE:** If your kit includes **Danger Zone** and **Pre-Menu** monitoring, the **Total Experience** metric will include only these areas in the calculation.

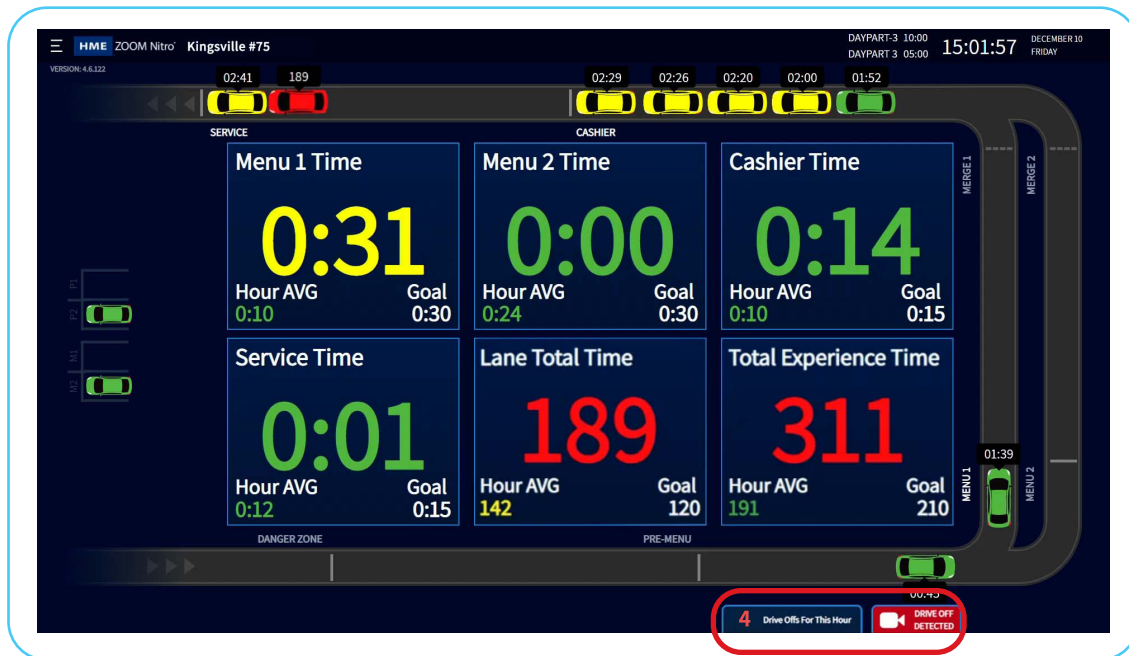


- The system can be configured to show the traditional lane total time from order to departure in addition to the **Total Experience** time metric.

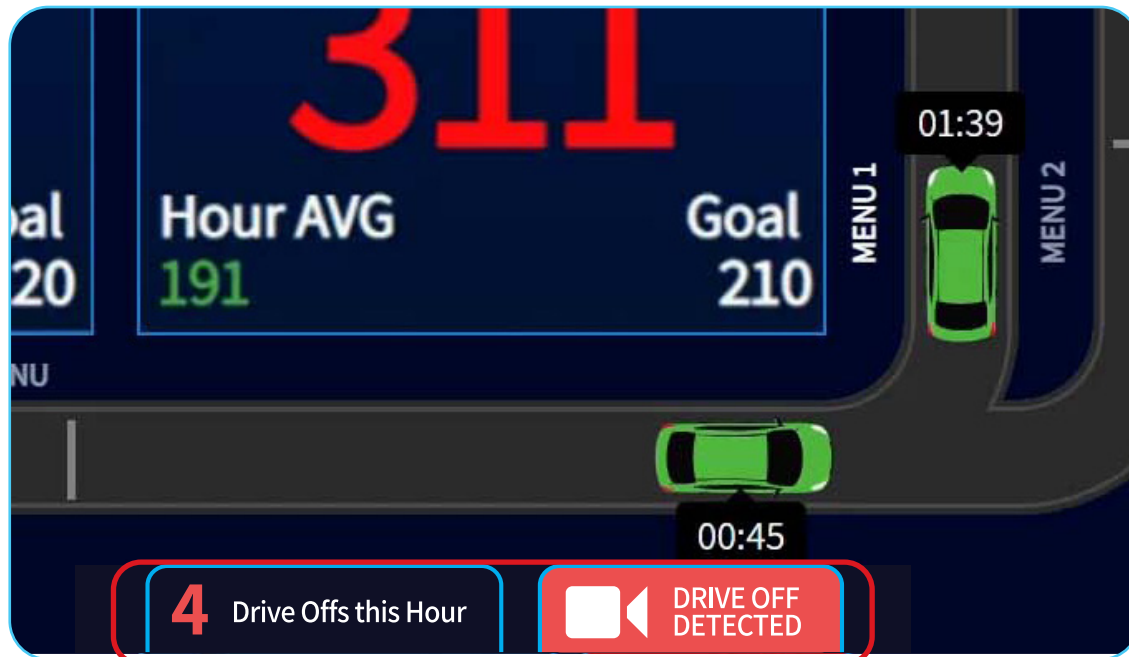


Drive-Off Monitoring

- The **Drive-Off** metric can be displayed on your ZOOM Nitro Timer.
 - **NOTE:** A Drive-Off is when a customer exits the danger zone before ordering, typically, because the wait time is too long.



- Your timer will track and display the number of drive-offs for the time period selected.
- The system will display a real-time notification to alert the crew and give the opportunity to impact service.



With greater visibility into your customer's total experience time, and the ability to identify bottlenecks and drive-offs, wherever your guest is picking up their order, you and your crew are well prepared to serve customers faster than ever.

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

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