

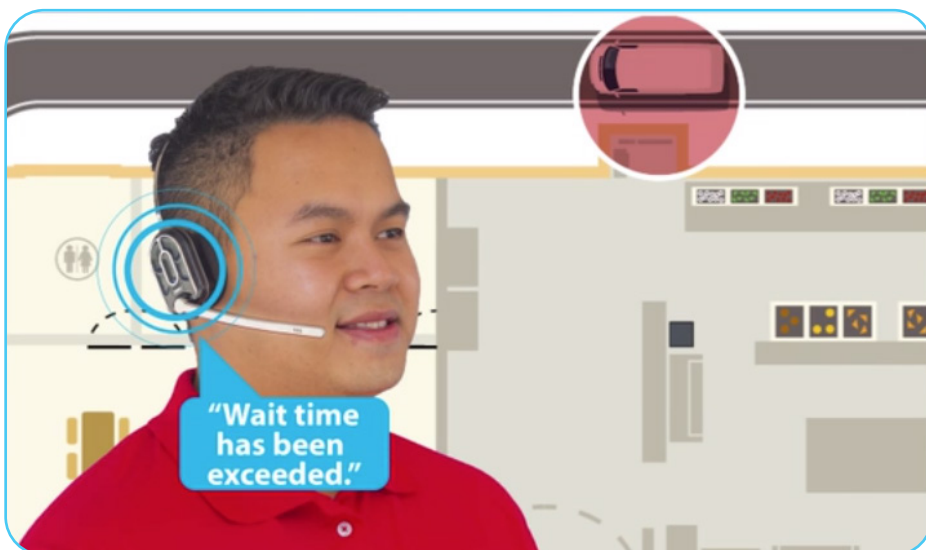
ZOOM Nitro® Timer and NEXEO | HDX™ Crew Alert Communications Overview

The HME industry-leading platforms, NEXEO | HDX and ZOOM Nitro, are now integrated to provide audible key information to your employees right when they need it most. Extending the range of the ZOOM Nitro platform with the mobility of the NEXEO headset, ensures that the staff is provided with a comprehensive snapshot that gives all guests, no matter where they are located, the attention and excellent service you expect.

ZOOM Nitro to NEXEO | HDX Alerts Overview



- NEXEO users will have the option to leverage ZOOM Nitro detection events to trigger real-time audible alerts regarding critical performance information directly to their headsets.
- With so many order and pickup options inside and outside of your store, the accessibility of this key information will position your crew to delight your customers and exceed their expectations.
- The power of the HME platform allows your crew to be notified when specific service thresholds or conditions are happening in the restaurant. These real-time alerts are customizable and flexible to address your specific pain points.
- The ability to configure your NEXEO headsets to alert users when a specific speed goal has been exceeded will increase staff awareness just when it is most critical to your customer service.
 - You can enable an alert to your crew when a guest has been waiting for a specified time period in a drive-thru pull forward space.



- With ZOOM Nitro data flowing to the NEXEO | HDX communication system, your crew will be even more aware of the conditions no matter where you are in the restaurant.
- By providing audible prompts about the guest who is parked out of your view, you reduce the likelihood that these guests are forgotten and disappointed by your service.
- Restaurants can choose to enable immediate headset notifications when cars arrive in mobile pick-up spaces to easily integrate this service into their restaurant operations.
- An additional alert can also be selected that will send a message to the NEXEO headset when the guest's service time has exceeded target goals.



- When using Video Detection, you can choose to receive audible alerts about specific areas outside of the traditional drive-thru lane.
- Crews can be alerted through the headset when a guest abandons the queue without ordering, known as a **Drive-Off**.
 - You may also select to establish notification parameters, so your restaurant is notified when a specific number of Drive-Offs have occurred.

By integrating the ZOOM Nitro timer information with the NEXEO wireless communication platform, you will ensure your crew hears the critical information through their headset, right when they need it, to ensure an overall phenomenal customer experience regardless of where they are in the store!

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

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