Host Party Events API Event Service and Webhook

Reference Guide

Document Details

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Overview

This document provides information regarding the two mechanisms for receiving Party Event notifications.

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Overview

The Party Events API allows third-party integrations to receive notifications when events occur in Crunchtime Host Server that change the state of a visit. This can allow integrations to manage actions and events within third-party software based on visit state changes. For example, if a POS system wanted to trigger a check to be closed when a seated party is Completed, then it could do so by receiving the VisitCompleted event and using it to perform the desired action in the POS. We support two different mechanisms for receiving Party Event notifications:

1. Party Events API using Server Sent Events: Server-sent events directly from Crunchtime Host Server to subscriber.
2. Visit Events Webhook: HTTP callback through webhook services to subscriber.

Licensing

The Party Events API requires a valid license file that has the feature included. The Enterprise Visit Events Webhook requires that a URL endpoint be configured within Enterprise to subscribe to the visit events.

Please contact your Account Representative to obtain a valid license or to provide your URL(s) for receiving Visit Events Webhook data.

Host In-store Party Events API

The in-store Party Events API uses Server Sent Events to publish visit events out to third-party integrations without requiring Enterprise connectivity. Crunchtime Host Server hosts its own Events web service which allows a client listener to subscribe to it and listen for events as they occur. The Events web service utilizes the Server Sent Events (SSE) mechanism defined by the HTML 5 specifications.

The API publishes the following events in real time: *Visit Notified, Visit Arrived, Visit Partially Arrived, Visit Seated, Visit Partially Seated, Visit Completed, Visit No Showed, Visit Walked Away, and Visit Canceled. The events are stored in memory for up to four hours.

Configuration

There is no configuration required within Crunchtime Host Server to receive events. To utilize the Party Events API, the integrator must develop a client listener capable of subscribing to the Party Events endpoint and receiving events from it.

The API communicates events from the Crunchtime Host Server machine using a default port of 32775 (Crunchtime Host Server base port +7). If the host machine requires the events to use a non-default port, the user has the option to specify a different port in the ConnectSmartNetwork.xml file located in the ProgramData\QSR Automations\ConnectSmart\Common\Data directory. The port can be changed by specifying a new value in the <DineTimeEventsAPIPort> tag.

Note: The Crunchtime Host software reserves the default port 32775 on the machine during installation and provides the correct level of privileges to access it. If the port is changed in the ConnectSmartNetwork.xml, a machine Administrator must ensure that the new port is properly reserved on the machine for Crunchtime Host Server to access it.

*ConnectSmartNetwork.xml - Notepad

File Edit Format View Help

```
<?xml version="1.0" encoding="utf-16" ?>
<!--QSR Automations-->
<ConnectSmartNetwork.xml>
  <Header>
    <FileVersion>1.0</FileVersion>
  </Header>
  <DetailData>
    <StationId>2</StationId>
    <IPAddress>192.168.167.50</IPAddress>
    <BasePort>32768</BasePort>
    <DineTimeEventsAPIPort>32775</DineTimeEventsAPIPort>
    <NetworkConfigurations>
      <NetworkConfiguration>
        <Product>HostessServer</Product>
        <IPAddress>192.168.167.50</IPAddress>
      </NetworkConfiguration>
      <NetworkConfiguration>
        <Product>PrimaryKitchen</Product>
        <IPAddress>192.168.167.50</IPAddress>
      </NetworkConfiguration>
    </NetworkConfigurations>
  </DetailData>
</ConnectSmartNetwork.xml>
```

Event Subscription

A third-party client listener can subscribe to HostParty Events by connecting to the Events web service using the API Event Type “VisitEvent.” The format is:

http://<HostServer IP>:< DineTimeEventsAPIPort>/Subscribe/VisitEvent ‘

Example: http://192.168.1.16:32775/Subscribe/VisitEvent

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How to Subscribe to Event Category

The Party Events API supports subscribing to all supported events as well as filtering by event category.

To subscribe to all supported events, the client listener can connect to the base endpoint:

http://<HostServer IP>:< DineTimeEventsAPIPort>/Subscribe/VisitEvent.

To filter by event category, the client listener may be configured using query parameters.

Currently, there are four supported Event Categories:

- **Notified**: This category will allow the client to receive VisitNotified events.
- **Arrived**: This category will allow the client to receive VisitArrived and VisitPartiallyArrived events.
- **Seated**: This category will allow the client to receive VisitSeated and VisitPartiallySeated events.
- **Cleared**: This category will allow the client to receive VisitCompleted, VisitNoShow, VisitWalkAway, and VisitCanceled events.

Clients may subscribe to any combinations of the above event categories. Event filtering format:

http://**<HostServer IP>**:<**DineTimeEvents API Port>**
/Subscribe/VisitEvent?**EventCategory=event1&EventCategory=Event2**

Example QueryString:
http://192.168.1.16:32775/Subscribe/VisitEvent?EventCategory=Arrived&EventCategory=Seated

In this example, the client will receive events related to the Arrived and Seated categories. Events under the Cleared category would not be received.

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Receiving Events

Once the client successfully subscribes to the Events service, the client will then be a registered client and begin receiving server-sent events. The client does not need to send further HTTP requests unless it becomes disconnected.

The HTML 5 specifications define the format of the server-sent event data as follows:

Fields of Party Events Data Response

Name	Data Type	Description
ID	String	Unique id of the event. For visit events, the id will always increase over time.
Event	String	The name of the event type that occurred in DineTime Server. This will be PartyEvents/VisitArrived, VisitNotified, VisitPartiallyArrived, VisitSeated, VisitPartiallySeated, VisitCompleted, VisitNoShow, VisitWalkAway, or VisitCanceled.
Data	String	Event data. The data field has the event payload data in JSON format.

Fields of Party Events Data Response

Status Codes Returned

Crunchtime Host Server may return the following status codes when a client sends a subscription request:

HTTP Status Codes Returned

Code	Status	Description
200	OK	Event subscription successful.
400	Bad Request	Possible reason: • The request contains one or more invalid query parameters (for example, the query string is badly formatted or lists a parameter that does not exist such as “EventCategories”) • The request contains one or more invalid parameter values (for example, the EventCategory query parameter is requesting “Arruved” events instead of “Arrived”

HTTP Status Codes Returned

Data Fields of Party Events

Name	Data Type	Description
EventID	String	The unique event ID.
SiteUID	String	The site UID.
VisitID	String	The visit UID.
EventType	String	The type of event: VisitNotified, VisitArrived , VisitPartiallyArrived, VisitSeated, VisitPartiallySeated, VisitCompleted, VisitNoShow, VisitWalkAway, or VisitCanceled.
Visit	Complex	Crunchtime visit record. See Data Fields of Visit. *Payload may vary as only fields that have values will be included in the output.*
Guest	Complex	Crunchtime guest record. See Supported Data Fields of Guest. *Payload may vary as only fields that have values will be included in the output.*
Tables	String	A list of tables at which the visit is seated. Tables will only be returned on the VisitSeated and VisitPartiallySeated events. A single table will return as follows: “Tables”: “103” whereas a visit seated at multiple tables will return as a comma delimited list like so: “Tables”:”101, 102”.
TimeStamp	String	Time when the visit event was triggered in ISO 8601 format in UTC.

Data Fields of Party Events

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Sample Event Data

Note: This is sample data and may not show all available fields.

VisitNotified


```
id:2128375393748486
event:PartyEvents/VisitNotified
data:{"EventID":"c9be1dfc-0d51-4ca5-9dec-dd9b06ed50c9","SiteUID":"4ca5571e-f20b-48ac-
a06d-636db99e3737","VisitID":"39457586-db78-4e3c-8037-
e0a8d025f363","EventType":"VisitNotified","Visit":{"Id":"39457586-db78-4e3c-8037-
e0a8d025f363","VisitType":"CallAhead","NotificationType":"SMS","VisitStatusID":6,"Size"
:4,"PagerId":15,"Notes":"2 kids, need crayons","CreationTime":"2025-09-
29T10:13:54.027192-04:00","EstimatedArrivalTime":"2025-09-29T10:15:00-
04:00","ArrivalTime":"2025-09-29T10:29:18.0828639-04:00","PagedTime":"2025-09-
29T10:32:19.3678476-04:00","QuoteValueLow":11,"QuoteValueHigh":15,"QuoteString":"About
15 minutes","ConsumerQuoteString":"About 15
minutes","GeneratedQuoteValue":0,"GeneratedQuoteText":"Now
Seating","PrintCheckBackChit":true,"SourceID":1,"CompletedByEod":false,"TablesAvailable
OnArrival":true,"GuestId":"afcb8184-2acf-4852-b04f-b5ceecafed12","LastUpdate":"2025-09-
29T10:32:19.3688489-04:00","CustomValues":[{"Name":"Custom
A","Value":"","UID":"c5d0f672-96ee-4c3c-ba43-0aa139186437","Sort":0},{"Name":"Custom
B","Value":"","UID":"41f23009-8279-4601-b006-
88592b89f2e3","Sort":1}],"QuickNotes":[{"UID":"27ac4a77-d78e-4869-ac07-
05d5e56f0214","QuickNoteUID":"47c74e61-2ebc-4385-97c9-
aa6e236a033c","Description":"Children","Value":"2"}],"PartyMixSettings":{"Mixes":[{"Qsr
PartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":2}]},"AdditionalQuotes":[{"
UID":"e6eb4549-8cd4-476d-92eb-c0ddd7cc2fed","VisitId":"39457586-db78-4e3c-8037-
e0a8d025f363","GeneratedDateTime":"2025-09-29T10:14:39.3173883-
04:00","ExactValue":5,"RangeHighValue":5,"RangeLowValue":1,"QuoteText":"About 5
minutes"},{"UID":"6ec64181-22a1-460c-873e-104f70ca0190","VisitId":"39457586-db78-4e3c-
8037-e0a8d025f363","GeneratedDateTime":"2025-09-29T10:29:39.433052-
04:00","ExactValue":0,"RangeHighValue":0,"RangeLowValue":0,"QuoteText":"Now
Seating"}]},"Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Timestamp":"2025-09-
29T14:32:19.3738452+00:00"}
```


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VisitArrived


```
id:2128375393748486
event:PartyEvents/VisitArrived
data:{"EventID":"7b7a46b1-fd6b-4702-b412-9d1c606d17b0","SiteUID":"4ca5571e-f20b-48ac-
a06d-636db99e3737","VisitID":"39457586-db78-4e3c-8037-
e0a8d025f363","EventType":"VisitArrived","Visit":{"Id":"39457586-db78-4e3c-8037-
e0a8d025f363","VisitType":"CallAhead","NotificationType":"Pager","VisitStatusID":3,"Siz
e":4,"PagerId":15,"Notes":"2 kids, need crayons","CreationTime":"2025-09-
29T10:13:54.027192-04:00","EstimatedArrivalTime":"2025-09-29T10:15:00-
04:00","ArrivalTime":"2025-09-29T10:29:18.0828639-
04:00","QuoteValueLow":11,"QuoteValueHigh":15,"QuoteString":"About 15
minutes","ConsumerQuoteString":"About 15
minutes","GeneratedQuoteValue":0,"GeneratedQuoteText":"Now
Seating","PrintCheckBackChit":true,"SourceID":1,"CompletedByEod":false,"TablesAvailable
OnArrival":true,"GuestId":"afcb8184-2acf-4852-b04f-b5ceecafed12","LastUpdate":"2025-09-
29T10:29:18.0888669-04:00","CustomValues":[{"Name":"Custom
A","Value":"","UID":"edf068cb-24b8-4a3e-aacc-c9225ba5a766","Sort":0},{"Name":"Custom
B","Value":"","UID":"8eb638c3-f6b5-4024-a9f9-
779829bbaf5a","Sort":1}],"QuickNotes":[{"UID":"27ac4a77-d78e-4869-ac07-
05d5e56f0214","QuickNoteUID":"47c74e61-2ebc-4385-97c9-
aa6e236a033c","Description":"Children","Value":"2"}],"PartyMixSettings":{"Mixes":[{"Qsr
PartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":2}]},"AdditionalQuotes":[{"
UID":"e6eb4549-8cd4-476d-92eb-c0ddd7cc2fed","VisitId":"39457586-db78-4e3c-8037-
e0a8d025f363","GeneratedDateTime":"2025-09-29T10:14:39.3173883-
04:00","ExactValue":5,"RangeHighValue":5,"RangeLowValue":1,"QuoteText":"About 5
minutes"}]},"Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Timestamp":"2025-09-
29T14:29:18.1508687+00:00"}
```


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VisitPartiallyArrived


```
id:2128375393748486
event:PartyEvents/VisitPartiallyArrived
data:{"EventID":"1c3d8413-ef66-4434-9ed3-c1444c6369e3","SiteUID":"4ca5571e-f20b-48ac-
a06d-636db99e3737","VisitID":"39457586-db78-4e3c-8037-
e0a8d025f363","EventType":"VisitPartiallyArrived","Visit":{"Id":"39457586-db78-4e3c-
8037-
e0a8d025f363","VisitType":"CallAhead","NotificationType":"Pager","VisitStatusID":3,"Siz
e":4,"PagerId":15,"Notes":"2 kids, need crayons","CreationTime":"2025-09-
29T10:13:54.027192-04:00","EstimatedArrivalTime":"2025-09-29T10:15:00-
04:00","ArrivalTime":"2025-09-29T10:29:18.0828639-
04:00","QuoteValueLow":11,"QuoteValueHigh":15,"QuoteString":"About 15
minutes","ConsumerQuoteString":"About 15
minutes","GeneratedQuoteValue":0,"GeneratedQuoteText":"Now
Seating","PrintCheckBackChit":true,"SourceID":1,"CompletedByEod":false,"TablesAvailable
OnArrival":true,"GuestId":"afcb8184-2acf-4852-b04f-b5ceecafed12","LastUpdate":"2025-09-
29T10:31:35.6446857-04:00","CustomValues":[{"Name":"Custom
A","Value":"","UID":"edf068cb-24b8-4a3e-aacc-c9225ba5a766","Sort":0},{"Name":"Custom
B","Value":"","UID":"8eb638c3-f6b5-4024-a9f9-
779829bbaf5a","Sort":1}],"QuickNotes":[{"UID":"27ac4a77-d78e-4869-ac07-
05d5e56f0214","QuickNoteUID":"47c74e61-2ebc-4385-97c9-
aa6e236a033c","Description":"Children","Value":"2"}],"PartyMixSettings":{"Mixes":[{"Qsr
PartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":2}]},"AdditionalQuotes":[{"
UID":"e6eb4549-8cd4-476d-92eb-c0ddd7cc2fed","VisitId":"39457586-db78-4e3c-8037-
e0a8d025f363","GeneratedDateTime":"2025-09-29T10:14:39.3173883-
04:00","ExactValue":5,"RangeHighValue":5,"RangeLowValue":1,"QuoteText":"About 5
minutes"},{"UID":"6ec64181-22a1-460c-873e-104f70ca0190","VisitId":"39457586-db78-4e3c-
8037-e0a8d025f363","GeneratedDateTime":"2025-09-29T10:29:39.433052-
04:00","ExactValue":0,"RangeHighValue":0,"RangeLowValue":0,"QuoteText":"Now
Seating"}]},"Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Timestamp":"2025-09-
29T14:31:35.6836864+00:00"}
```


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VisitSeated

```
id:2128375393748486
event:PartyEvents/VisitSeated
data:{"EventID":"6ced006f-3968-4b7f-b1f9-3a7f35fe92c5","SiteUID":"4ca5571e-f20b-48ac-
a06d-636db99e3737","VisitID":"39457586-db78-4e3c-8037-
e0a8d025f363","EventType":"VisitSeated","Visit":{"Id":"39457586-db78-4e3c-8037-
e0a8d025f363","VisitType":"CallAhead","NotificationType":"SMS","VisitStatusID":8,"Size"
:4,"PagerId":15,"Notes":"2 kids, need crayons","CreationTime":"2025-09-
29T10:13:54.027192-04:00","EstimatedArrivalTime":"2025-09-29T10:15:00-
04:00","ArrivalTime":"2025-09-29T10:29:18.0828639-04:00","PagedTime":"2025-09-
29T10:32:19.3678476-04:00","SeatedTime":"2025-09-29T10:32:46.2749502-
04:00","QuoteValueLow":11,"QuoteValueHigh":15,"QuoteString":"About 15
minutes","ConsumerQuoteString":"About 15
minutes","GeneratedQuoteValue":0,"GeneratedQuoteText":"Now
Seating","PrintCheckBackChit":true,"SourceID":1,"CompletedByEod":false,"TablesAvailable
OnArrival":true,"GuestId":"afcb8184-2acf-4852-b04f-b5ceecafed12","LastUpdate":"2025-09-
29T10:32:46.3969493-04:00","VisitTables":[{"Key":"e5de3ad8-762d-4277-848f-
8aba6871daa2","VisitId":"39457586-db78-4e3c-8037-e0a8d025f363","TableKey":"e78111c7-
e69f-40de-8de2-
09ef16aaffe8","QsrVisitTableTypeId":1,"IsActive":true,"IsCurrent":true,"StartTime":"202
5-09-29T10:32:46.2749502-04:00"}],"CustomValues":[{"Name":"Custom
A","Value":"","UID":"c5d0f672-96ee-4c3c-ba43-0aa139186437","Sort":0},{"Name":"Custom
B","Value":"","UID":"41f23009-8279-4601-b006-
88592b89f2e3","Sort":1}],"QuickNotes":[{"UID":"27ac4a77-d78e-4869-ac07-
05d5e56f0214","QuickNoteUID":"47c74e61-2ebc-4385-97c9-
aa6e236a033c","Description":"Children","Value":"2"}],"PartyMixSettings":{"Mixes":[{"Qsr
PartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":2}]},"AdditionalQuotes":[{"
UID":"e6eb4549-8cd4-476d-92eb-c0ddd7cc2fed","VisitId":"39457586-db78-4e3c-8037-
e0a8d025f363","GeneratedDateTime":"2025-09-29T10:14:39.3173883-
04:00","ExactValue":5,"RangeHighValue":5,"RangeLowValue":1,"QuoteText":"About 5
minutes"},{"UID":"6ec64181-22a1-460c-873e-104f70ca0190","VisitId":"39457586-db78-4e3c-
8037-e0a8d025f363","GeneratedDateTime":"2025-09-29T10:29:39.433052-
04:00","ExactValue":0,"RangeHighValue":0,"RangeLowValue":0,"QuoteText":"Now
Seating"}]},"Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Tables":"104","Timestamp":"2025-09-
29T14:32:46.5549482+00:00"}
```

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VisitPartiallySeated

```
id:2128375393748486
event:PartyEvents/VisitPartiallySeated
data:{"EventID":"e7b785fa-dc2c-4471-9a0b-4d02672abe64","SiteUID":"4ca5571e-f20b-48ac-
a06d-636db99e3737","VisitID":"39457586-db78-4e3c-8037-
e0a8d025f363","EventType":"VisitPartiallySeated","Visit":{"Id":"39457586-db78-4e3c-
8037-
e0a8d025f363","VisitType":"CallAhead","NotificationType":"SMS","VisitStatusID":8,"Size"
:4,"PagerId":15,"Notes":"2 kids, need crayons","CreationTime":"2025-09-
29T10:13:54.027192-04:00","EstimatedArrivalTime":"2025-09-29T10:15:00-
04:00","ArrivalTime":"2025-09-29T10:29:18.0828639-04:00","PagedTime":"2025-09-
29T10:32:19.3678476-04:00","SeatedTime":"2025-09-29T10:32:46.2749502-
04:00","QuoteValueLow":11,"QuoteValueHigh":15,"QuoteString":"About 15
minutes","ConsumerQuoteString":"About 15
minutes","GeneratedQuoteValue":0,"GeneratedQuoteText":"Now
Seating","PrintCheckBackChit":true,"SourceID":1,"CompletedByEod":false,"TablesAvailable
OnArrival":true,"GuestId":"afcb8184-2acf-4852-b04f-b5ceecafed12","LastUpdate":"2025-09-
29T10:34:38.0413845-04:00","VisitTables":[{"Key":"e5de3ad8-762d-4277-848f-
8aba6871daa2","VisitId":"39457586-db78-4e3c-8037-e0a8d025f363","TableKey":"e78111c7-
e69f-40de-8de2-
09ef16aaffe8","QsrVisitTableTypeId":1,"IsActive":true,"IsCurrent":true,"StartTime":"202
5-09-29T10:32:46.2749502-04:00"}],"CustomValues":[{"Name":"Custom
A","Value":"","UID":"c5d0f672-96ee-4c3c-ba43-0aa139186437","Sort":0},{"Name":"Custom
B","Value":"","UID":"41f23009-8279-4601-b006-
88592b89f2e3","Sort":1}],"QuickNotes":[{"UID":"27ac4a77-d78e-4869-ac07-
05d5e56f0214","QuickNoteUID":"47c74e61-2ebc-4385-97c9-
aa6e236a033c","Description":"Children","Value":"2"}],"PartyMixSettings":{"Mixes":[{"Qsr
PartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":2}]},"AdditionalQuotes":[{"
UID":"e6eb4549-8cd4-476d-92eb-c0ddd7cc2fed","VisitId":"39457586-db78-4e3c-8037-
e0a8d025f363","GeneratedDateTime":"2025-09-29T10:14:39.3173883-
04:00","ExactValue":5,"RangeHighValue":5,"RangeLowValue":1,"QuoteText":"About 5
minutes"},{"UID":"6ec64181-22a1-460c-873e-104f70ca0190","VisitId":"39457586-db78-4e3c-
8037-e0a8d025f363","GeneratedDateTime":"2025-09-29T10:29:39.433052-
04:00","ExactValue":0,"RangeHighValue":0,"RangeLowValue":0,"QuoteText":"Now
Seating"}]},"Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Tables":"104","Timestamp":"2025-09-
29T14:34:38.0973699+00:00"}
```

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VisitCompleted


```
id:2128375393748486
event:PartyEvents/VisitCompleted
data:{"EventID":"47dc47be-ed0b-4fba-a486-d69139854ec4","SiteUID":"4ca5571e-f20b-48ac-
a06d-636db99e3737","VisitID":"39457586-db78-4e3c-8037-
e0a8d025f363","EventType":"VisitCompleted","Visit":{"Id":"39457586-db78-4e3c-8037-
e0a8d025f363","VisitType":"CallAhead","NotificationType":"SMS","VisitStatusID":11,"Size
":4,"PagerId":15,"Notes":"2 kids, need crayons","CreationTime":"2025-09-
29T10:13:54.027192-04:00","EstimatedArrivalTime":"2025-09-29T10:15:00-
04:00","ArrivalTime":"2025-09-29T10:29:18.0828639-04:00","PagedTime":"2025-09-
29T10:32:19.3678476-04:00","SeatedTime":"2025-09-29T10:36:13.0758504-
04:00","CompletedTime":"2025-09-29T10:36:19.7309072-04:00","RecoveredTime":"2025-09-
29T10:35:55.8927027-04:00","QuoteValueLow":11,"QuoteValueHigh":15,"QuoteString":"About
15 minutes","ConsumerQuoteString":"About 15
minutes","GeneratedQuoteValue":0,"GeneratedQuoteText":"Now
Seating","PrintCheckBackChit":true,"SourceID":1,"CompletedByEod":false,"TablesAvailable
OnArrival":true,"GuestId":"afcb8184-2acf-4852-b04f-b5ceecafed12","LastUpdate":"2025-09-
29T10:36:19.744907-04:00","VisitTables":[{"Key":"e5de3ad8-762d-4277-848f-
8aba6871daa2","VisitId":"39457586-db78-4e3c-8037-e0a8d025f363","TableKey":"e78111c7-
e69f-40de-8de2-
09ef16aaffe8","QsrVisitTableTypeId":1,"IsActive":false,"IsCurrent":false,"StartTime":"2
025-09-29T10:32:46.2749502-04:00","EndTime":"2025-09-29T10:35:18.9915223-
04:00"},{"Key":"07025384-ef62-4cd4-a17c-382da968846e","VisitId":"39457586-db78-4e3c-
8037-e0a8d025f363","TableKey":"e78111c7-e69f-40de-8de2-
09ef16aaffe8","QsrVisitTableTypeId":1,"IsActive":false,"IsCurrent":true,"StartTime":"20
25-09-29T10:36:13.0758504-04:00","EndTime":"2025-09-29T10:36:19.7309072-
04:00"}],"CustomValues":[{"Name":"Custom A","Value":"","UID":"c5d0f672-96ee-4c3c-ba43-
0aa139186437","Sort":0},{"Name":"Custom B","Value":"","UID":"41f23009-8279-4601-b006-
88592b89f2e3","Sort":1}],"QuickNotes":[{"UID":"27ac4a77-d78e-4869-ac07-
05d5e56f0214","QuickNoteUID":"47c74e61-2ebc-4385-97c9-
aa6e236a033c","Description":"Children","Value":"2"}],"PartyMixSettings":{"Mixes":[{"Qsr
PartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":2}]},"AdditionalQuotes":[{"
UID":"e6eb4549-8cd4-476d-92eb-c0ddd7cc2fed","VisitId":"39457586-db78-4e3c-8037-
e0a8d025f363","GeneratedDateTime":"2025-09-29T10:14:39.3173883-
04:00","ExactValue":5,"RangeHighValue":5,"RangeLowValue":1,"QuoteText":"About 5
minutes"},{"UID":"6ec64181-22a1-460c-873e-104f70ca0190","VisitId":"39457586-db78-4e3c-
8037-e0a8d025f363","GeneratedDateTime":"2025-09-29T10:29:39.433052-
04:00","ExactValue":0,"RangeHighValue":0,"RangeLowValue":0,"QuoteText":"Now
Seating"}]},"Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Timestamp":"2025-09-
29T14:36:19.8269067+00:00"}
```


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VisitNoShow

```
id:2128375393748486
event:PartyEvents/VisitNoShow
data:{"EventID":"4ad595a2-980a-43e3-a7f9-fdd8144bbd31","SiteUID":"4ca5571e-f20b-48ac-
a06d-636db99e3737","VisitID":"be098cf2-f804-4424-b086-
5a192d28d8a2","EventType":"VisitNoShow","Visit":{"Id":"be098cf2-f804-4424-b086-
5a192d28d8a2","VisitType":"Reservation","NotificationType":"SMS","VisitStatusID":4,"Siz
e":4,"Notes":"2 kids, need crayons","GuestRequest":"","CreationTime":"2025-09-
29T10:38:10.7228954-04:00","EstimatedArrivalTime":"2025-09-29T11:00:00-
04:00","CompletedTime":"2025-09-29T12:18:12.5979121-04:00","RecoveredTime":"2025-09-
29T10:39:41.9476483-
04:00","PrintCheckBackChit":false,"SourceID":1,"CompletedByEod":false,"SeatingAreaId":1
819,"SeatingAreaName":"Restaurant","OccasionDescription":"Birthday","TablesAvailableOnA
rrival":false,"ConfirmationNumber":"1GN370","GuestId":"afcb8184-2acf-4852-b04f-
b5ceecafed12","LastUpdate":"2025-09-29T12:18:12.5999139-
04:00","CustomValues":[{"Name":"Custom A","Value":"Reservation Guest","UID":"32d6abf2-
7e91-4cda-bba8-89de8f5164a2","Sort":0},{"Name":"Custom B","Value":"Main Seating
Area","UID":"ce17e6c9-3b2e-4dcd-975d-
2e691cf41136","Sort":1}],"QuickNotes":[{"UID":"b89c02b3-69d3-4c52-b410-
d9ec95f030ed","QuickNoteUID":"47c74e61-2ebc-4385-97c9-
aa6e236a033c","Description":"Children","Value":"2"}],"PartyMixSettings":{"Mixes":[{"Qsr
PartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":2}]}},"Guest":{"Id":"afcb81
84-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Timestamp":"2025-09-
29T16:18:12.6309127+00:00"}
```

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VisitWalkAway

```
id:2128375393748486
event:PartyEvents/VisitWalkAway
data:{"EventID":"2cbe3b0a-5e90-4bc8-b8fa-b38f165a4cda","SiteUID":"4ca5571e-f20b-48ac-
a06d-636db99e3737","VisitID":"39457586-db78-4e3c-8037-
e0a8d025f363","EventType":"VisitWalkAway","Visit":{"Id":"39457586-db78-4e3c-8037-
e0a8d025f363","VisitType":"CallAhead","NotificationType":"SMS","VisitStatusID":5,"Size"
:4,"PagerId":15,"Notes":"2 kids, need
crayons","ClearReasonID":5,"ClearReasonDescription":"Joined
Party","CreationTime":"2025-09-29T10:13:54.027192-04:00","EstimatedArrivalTime":"2025-
09-29T10:15:00-04:00","ArrivalTime":"2025-09-29T10:29:18.0828639-
04:00","PagedTime":"2025-09-29T10:32:19.3678476-04:00","CompletedTime":"2025-09-
29T10:35:18.9915223-04:00","QuoteValueLow":11,"QuoteValueHigh":15,"QuoteString":"About
15 minutes","ConsumerQuoteString":"About 15
minutes","GeneratedQuoteValue":0,"GeneratedQuoteText":"Now
Seating","PrintCheckBackChit":true,"SourceID":1,"CompletedByEod":false,"TablesAvailable
OnArrival":true,"GuestId":"afcb8184-2acf-4852-b04f-b5ceecafed12","LastUpdate":"2025-09-
29T10:35:19.0425223-04:00","VisitTables":[{"Key":"e5de3ad8-762d-4277-848f-
8aba6871daa2","VisitId":"39457586-db78-4e3c-8037-e0a8d025f363","TableKey":"e78111c7-
e69f-40de-8de2-
09ef16aaffe8","QsrVisitTableTypeId":1,"IsActive":false,"IsCurrent":false,"StartTime":"2
025-09-29T10:32:46.2749502-04:00","EndTime":"2025-09-29T10:35:18.9915223-
04:00"}],"CustomValues":[{"Name":"Custom A","Value":"","UID":"c5d0f672-96ee-4c3c-ba43-
0aa139186437","Sort":0},{"Name":"Custom B","Value":"","UID":"41f23009-8279-4601-b006-
88592b89f2e3","Sort":1}],"QuickNotes":[{"UID":"27ac4a77-d78e-4869-ac07-
05d5e56f0214","QuickNoteUID":"47c74e61-2ebc-4385-97c9-
aa6e236a033c","Description":"Children","Value":"2"}],"PartyMixSettings":{"Mixes":[{"Qsr
PartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":2}]},"AdditionalQuotes":[{"
UID":"e6eb4549-8cd4-476d-92eb-c0ddd7cc2fed","VisitId":"39457586-db78-4e3c-8037-
e0a8d025f363","GeneratedDateTime":"2025-09-29T10:14:39.3173883-
04:00","ExactValue":5,"RangeHighValue":5,"RangeLowValue":1,"QuoteText":"About 5
minutes"},{"UID":"6ec64181-22a1-460c-873e-104f70ca0190","VisitId":"39457586-db78-4e3c-
8037-e0a8d025f363","GeneratedDateTime":"2025-09-29T10:29:39.433052-
04:00","ExactValue":0,"RangeHighValue":0,"RangeLowValue":0,"QuoteText":"Now
Seating"}]},"Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Timestamp":"2025-09-
29T14:35:19.3485289+00:00"}
```

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VisitCanceled


```
id:2128375393748486
event:PartyEvents/VisitCanceled
data:{"EventID":"1b810b50-c4a1-4a8d-8f0f-44008056966c","SiteUID":"4ca5571e-f20b-48ac-
a06d-636db99e3737","VisitID":"be098cf2-f804-4424-b086-
5a192d28d8a2","EventType":"VisitCanceled","Visit":{"Id":"be098cf2-f804-4424-b086-
5a192d28d8a2","VisitType":"Reservation","NotificationType":"SMS","VisitStatusID":13,"Si
ze":4,"Notes":"2 kids, need crayons","GuestRequest":"","CreationTime":"2025-09-
29T10:38:10.7228954-04:00","EstimatedArrivalTime":"2025-09-29T11:00:00-
04:00","CompletedTime":"2025-09-29T10:38:43.9811579-04:00","CanceledTime":"2025-09-
29T10:38:43.9811579-
04:00","PrintCheckBackChit":false,"SourceID":1,"CompletedByEod":false,"SeatingAreaId":1
819,"SeatingAreaName":"Restaurant","OccasionDescription":"Birthday","TablesAvailableOnA
rrival":false,"ConfirmationNumber":"1GN370","GuestId":"afcb8184-2acf-4852-b04f-
b5ceecafed12","LastUpdate":"2025-09-29T10:38:43.9841523-
04:00","CustomValues":[{"Name":"Custom A","Value":"Reservation Guest","UID":"32d6abf2-
7e91-4cda-bba8-89de8f5164a2","Sort":0},{"Name":"Custom B","Value":"Main Seating
Area","UID":"ce17e6c9-3b2e-4dcd-975d-
2e691cf41136","Sort":1}],"QuickNotes":[{"UID":"b89c02b3-69d3-4c52-b410-
d9ec95f030ed","QuickNoteUID":"47c74e61-2ebc-4385-97c9-
aa6e236a033c","Description":"Children","Value":"2"}],"PartyMixSettings":{"Mixes":[{"Qsr
PartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":2}]}},"Guest":{"Id":"afcb81
84-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Timestamp":"2025-09-
29T14:38:44.0401517+00:00"}
```


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Missed Messages

Visits are queued in memory for up to four hours, as long as Crunchtime Host Server is running. Should a listener client become disconnected, it may reconnect and specify the *id* of the last event it received. (Note this is the *id* as defined by the SSE specification, not the EventID from the *data* portion of the event message.) The client specifies this by setting the Last-Event-ID field in the HTTP header of the subscription request. Crunchtime Host Server will send all events in its memory with a higher *id* value, before it continues sending new events.

Example:

```
GET /Subscribe/VisitEvent
Last-Event-ID: 2
Accept: text/event-stream
Accept-Charset: UTF-8
Host: localhost:32775
Connection: Keep-Alive
```

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Crunchtime Host Visit Events Webhook

The Visit Events Webhook publishes the following events to an external URL: Visit Arrived, Visit Partially Arrived, Visit Seated, Visit Partially Seated, Visit Notified, Visit Completed, Visit No Showed, Visit Walked Away, and Visit Canceled.

Configuration

A URL will need to be registered for each Concept or Site within the Company, although the URL for each does not need to be unique. Visit updates that trigger a supported event type will be published for the site to the specified URL as they occur.

To enable this webhook, the URL endpoints must be configured in the Enterprise. Please contact your Account Representative to provide your URL(s) for receiving Visit Events Webhook data.

Security

Encrypted Communication

Enterprise supports encryption to protect communications between the Enterprise and your HTTPS endpoint. Note: Self-signed certificates are currently not supported. The Enterprise supports the TLS cryptographic protocol. Support for SSLv3 is officially deprecated.

HTTP Authentication

We highly recommend that you password protect your web services so that only you and Crunchtime can access them. The Enterprise supports HTTP Basic Authentication. You may provide a username and password via the following URL format: https://username:password@www.myserver.com/my_webhook.

Note: Usernames and passwords must follow RFC 3986 specification for URL syntax. The following are valid RFC characters:

- unreserved = ALPHA / DIGIT / "-" / "." / "_" / "~"
- pct-encoded = "%" HEXDIG HEXDIG
- sub-delims = "!" / "$" / "&" / "'" / "(" / ")"/ "*" / "+" / "," / ";" / "="

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Webhook Requirements

Data Format

Data is sent and received in JSON format unless otherwise specified. The Enterprise will specify “application/json” in the “Accept” header in all requests.

HTTP Method

All webhook requests will be made with HTTP “POST” method unless otherwise specified.

HTTP Custom Header

Enterprise sends a custom header named 'X-QSR-Event' with a value that indicates the type of event/data change(s) for the published Webhook message.

Error Codes and Handling

Your endpoint must return a 2XX HTTP status code to indicate success (e.g. 200). Any other status code will be interpreted as an error.

Payload

Data should appear as follows:

HTTP Method: POST
HTTP Header: See table below

Custom HTTP Header

Name	Description
X-QSR-Event	Event type of the Webhook message. List of possible values: Arrived, Seated, Notified, or Cleared.

Custom HTTP Header

Data Fields of Visit Events

Name	Type	Description
EventID	String	The event ID.
SiteUID	String	The site UID.
VisitID	String	The visit UID.
EventType	String	The type of event.
Timestamp	String	Time when the visit event was triggered in ISO 8601 format and the site's local time zone
Guest	Complex	Crunchtime guest record. See Supported Data Fields of Guest.
Visit	Complex	Crunchtime visit record. See Data Fields of Visit.

Data Fields of Visit Events

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Sample Webhook Data

Visit Arrived

```
   X-Original-Forwarded-For: xxxxx.xxxxxxx.net
   Content-Length: 223
   X-Forwarded-Host: xxxxx.xxxxxxx.net
   X-Qsr-Event: Arrived
   X-Scheme: https
   X-Request-Id: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   Accept: application/json
   Host: xxxxx.xxxxxxx.net
   X-Qsr-Siteuid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   Content-Type: application/json; charset=utf-8
   X-Qsr-Deliveryid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   X-Original-Uri: /u78kkxu7

{"EventID":"1b525397-050e-47bf-ad34-1aed6c5733dc","SiteUID":"4ca5571e-f20b-48ac-a06d-
636db99e3737","VisitID":"53a11198-6c4d-4206-b43c-
dde3523b75b7","EventType":"VisitArrived","Timestamp":"2025-11-03T14:50:15.8011145-
05:00","Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Visit":{"Id":"53a11198-6c4d-4206-b43c-
dde3523b75b7","IID":0,"GuestId":"afcb8184-2acf-4852-b04f-
b5ceecafed12","VisitType":"Reservation","VisitStatusID":3,"Size":4,"SourceID":1,"PartyM
ixSettings":{"Mixes":[{"QsrPartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":
2}]},"NotificationType":"SMS","PagerId":null,"LastExceptionTypeID":null,"Notes":"Would
like a window
seat","QuickNote":null,"TableName":null,"CompletedByEod":false,"ArrivalTime":"2025-11-
03T14:50:15.7980723-05:00","CompletedTime":null,"CreationTime":"2025-11-
03T14:49:43.108101-
05:00","PagedTime":null,"SeatedTime":null,"CanceledTime":null,"VisitTables":null,"Estim
atedArrivalTime":"2025-11-03T17:00:00-
05:00","RecoveredTime":null,"CheckBackTime":null,"CheckedBackTime":null,"AutoNoShowTime
":null,"OnHoldTime":null,"PreassignedTime":null,"CheckStartedTime":null,"DrinksOrderedT
ime":null,"AppetizersOrderedTime":null,"EntreesOrderedTime":null,"DessertsOrderedTime":
null,"CheckPrintedTime":null,"CheckPaidTime":null,"CheckClosedTime":null,"VisitSeatingP
references":null,"PrintCheckBackChit":false,"CheckBackChitQuoteText":null,"TransactionN
umber":null,"OccasionDescription":"Birthday","ClearReasonID":null,"ClearReasonDescripti
on":null,"PreassignedTableName":null,"IsWaited":false,"ServerName":null,"QuoteString":n
ull,"ConsumerQuoteString":null,"QuoteValueLow":null,"QuoteValueHigh":null,"GeneratedQuo
teValue":null,"GeneratedQuoteText":null,"ConfirmationNumber":"6CYTTC","ExternalID":null
,"PreassignedStationId":null,"SeatingAreaName":"Restaurant","SeatingAreaId":1819,"Perio
dId":null,"CustomValues":[{"Name":"Custom A","Value":"custom value a","UID":"21214b99-
909d-4584-81df-b2292e3c9228","Sort":0},{"Name":"Custom B","Value":"custom value
b","UID":"d87d85f1-53c6-44df-b828-
f01eeb362c4c","Sort":1}],"QuickNotes":[{"UID":"4cc578c2-0289-4636-b5b1-
fb509be80746","Description":"Children","Value":"2","QuickNoteUID":"47c74e61-2ebc-4385-
97c9-
aa6e236a033c"}],"TablesAvailableOnArrival":false,"IsVerified":false,"AssignedStationUID
":null,"AssignedSessionUID":null,"TransactionUID":null,"Proximities":null,"GuestRequest
":"","PartnerId":null,"VisitCarryoutInfo":null,"TurnTimes":null,"VisitKitchenTransactio
nInfo":null,"LastUpdate":"2025-11-03T14:50:15.8011145-05:00","ServerLastUpdate":"0001-
01-01T00:00:00+00:00","SyncSource":"Backoffice-NUpc/pWXsU+rlNq18PBt3g=="}}
```

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Visit Partially Arrived

```
   X-Original-Forwarded-For: xxxxx.xxxxxxx.net
   Content-Length: 232
   X-Forwarded-Host: xxxxx.xxxxxxx.net
   X-Qsr-Event: Arrived
   X-Scheme: https
   X-Request-Id: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   Accept: application/json
   Host: xxxxx.xxxxxxx.net
   X -Qsr-Siteuid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   Content-Type: application/json; charset=utf-8
   X-Qsr-Deliveryid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   X-Original-Uri: /u78kkxu7

{"EventID":"f2076ff2-398b-4db4-bb34-2f52e4a777ee","SiteUID":"4ca5571e-f20b-48ac-a06d-
636db99e3737","VisitID":"092fd1c8-5c40-4ae6-b542-
4fd1b1fe1828","EventType":"VisitPartiallyArrived","Timestamp":"2025-11-
03T15:27:05.6668481-05:00","Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Visit":{"Id":"092fd1c8-5c40-4ae6-b542-
4fd1b1fe1828","IID":0,"GuestId":"afcb8184-2acf-4852-b04f-
b5ceecafed12","VisitType":"Walkin","VisitStatusID":3,"Size":4,"SourceID":1,"PartyMixSet
tings":{"Mixes":[{"QsrPartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":2}]},
"NotificationType":"Pager","PagerId":4,"LastExceptionTypeID":null,"Notes":"Would like a
window
seat","QuickNote":null,"TableName":null,"CompletedByEod":false,"ArrivalTime":"2025-11-
03T14:46:48.6533811-05:00","CompletedTime":null,"CreationTime":"2025-11-
03T14:46:48.6533811-
05:00","PagedTime":null,"SeatedTime":null,"CanceledTime":null,"VisitTables":null,"Estim
atedArrivalTime":null,"RecoveredTime":null,"CheckBackTime":null,"CheckedBackTime":null,
"AutoNoShowTime":null,"OnHoldTime":null,"PreassignedTime":null,"CheckStartedTime":null,
"DrinksOrderedTime":null,"AppetizersOrderedTime":null,"EntreesOrderedTime":null,"Desser
tsOrderedTime":null,"CheckPrintedTime":null,"CheckPaidTime":null,"CheckClosedTime":null
,"VisitSeatingPreferences":null,"PrintCheckBackChit":false,"CheckBackChitQuoteText":nul
l,"TransactionNumber":null,"OccasionDescription":null,"ClearReasonID":null,"ClearReason
Description":null,"PreassignedTableName":null,"IsWaited":false,"ServerName":null,"Quote
String":"Now Seating","ConsumerQuoteString":"Now
Seating","QuoteValueLow":0,"QuoteValueHigh":0,"GeneratedQuoteValue":0,"GeneratedQuoteTe
xt":"Now
Seating","ConfirmationNumber":null,"ExternalID":null,"PreassignedStationId":null,"Seati
ngAreaName":null,"SeatingAreaId":null,"PeriodId":null,"CustomValues":null,"QuickNotes":
[{"UID":"44e74d86-2d02-4f45-a9f6-
909ac3ec12e2","Description":"Children","Value":null,"QuickNoteUID":"47c74e61-2ebc-4385-
97c9-
aa6e236a033c"}],"TablesAvailableOnArrival":true,"IsVerified":false,"AssignedStationUID"
:null,"AssignedSessionUID":null,"TransactionUID":null,"Proximities":null,"GuestRequest"
:null,"PartnerId":null,"VisitCarryoutInfo":null,"TurnTimes":null,"VisitKitchenTransacti
onInfo":null,"LastUpdate":"2025-11-03T15:27:05.6668481-05:00","ServerLastUpdate":"0001-
01-01T00:00:00+00:00","SyncSource":"Backoffice-NUpc/pWXsU+rlNq18PBt3g=="}}
```

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Visit Seated

```
   X-Original-Forwarded-For: xxxxx.xxxxxxx.net
   Content-Length: 222
   X-Forwarded-Host: xxxxx.xxxxxxx.net
   X-Qsr-Event: Seated
   X-Scheme: https
   X-Request-Id: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   Accept: application/json
   Host: xxxxx.xxxxxxx.net
   X-Qsr-Siteuid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   Content-Type: application/json; charset=utf-8
   X-Qsr-Deliveryid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   X-Original-Uri: /u78kkxu7

{"EventID":"f1a4bc3b-a391-442a-9a36-a7cb402a130c","SiteUID":"4ca5571e-f20b-48ac-a06d-
636db99e3737","VisitID":"53a11198-6c4d-4206-b43c-
dde3523b75b7","EventType":"VisitSeated","Timestamp":"2025-11-03T15:33:56.9964913-
05:00","Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Visit":{"Id":"53a11198-6c4d-4206-b43c-
dde3523b75b7","IID":0,"GuestId":"afcb8184-2acf-4852-b04f-
b5ceecafed12","VisitType":"Reservation","VisitStatusID":8,"Size":4,"SourceID":1,"PartyMi
xSettings":{"Mixes":[{"QsrPartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":2}
]},"NotificationType":"SMS","PagerId":null,"LastExceptionTypeID":null,"Notes":"Would
like a window
seat","QuickNote":null,"TableName":null,"CompletedByEod":false,"ArrivalTime":"2025-11-
03T14:50:15.7980723-05:00","CompletedTime":null,"CreationTime":"2025-11-
03T14:49:43.108101-05:00","PagedTime":null,"SeatedTime":"2025-11-03T15:33:56.9615171-
05:00","CanceledTime":null,"VisitTables":[{"Key":"e81ef4cb-1823-4ee4-a676-
ccc4120f208d","VisitId":"53a11198-6c4d-4206-b43c-dde3523b75b7","TableKey":"47a06fac-
1df7-415c-bd16-
6acd73cef544","QsrVisitTableTypeId":1,"IsActive":true,"IsCurrent":true,"StartTime":"2025
-11-03T15:33:56.9615171-05:00","EndTime":null},{"Key":"95a92577-0e21-4f23-be88-
73e2b9c71139","VisitId":"53a11198-6c4d-4206-b43c-dde3523b75b7","TableKey":"a468a4c6-
fe32-4cd2-84d2-
ff0f40c709de","QsrVisitTableTypeId":1,"IsActive":true,"IsCurrent":true,"StartTime":"2025
-11-03T15:33:56.9615171-05:00","EndTime":null}],"EstimatedArrivalTime":"2025-11-
03T17:00:00-
05:00","RecoveredTime":null,"CheckBackTime":null,"CheckedBackTime":null,"AutoNoShowTime"
:null,"OnHoldTime":null,"PreassignedTime":null,"CheckStartedTime":null,"DrinksOrderedTim
e":null,"AppetizersOrderedTime":null,"EntreesOrderedTime":null,"DessertsOrderedTime":nul
l,"CheckPrintedTime":null,"CheckPaidTime":null,"CheckClosedTime":null,"VisitSeatingPrefe
rences":null,"PrintCheckBackChit":false,"CheckBackChitQuoteText":null,"TransactionNumber
":null,"OccasionDescription":"Birthday","ClearReasonID":null,"ClearReasonDescription":nu
ll,"PreassignedTableName":null,"IsWaited":false,"ServerName":null,"QuoteString":null,"Co
nsumerQuoteString":null,"QuoteValueLow":null,"QuoteValueHigh":null,"GeneratedQuoteValue"
:null,"GeneratedQuoteText":null,"ConfirmationNumber":"6CYTTC","ExternalID":null,"Preassi
gnedStationId":null,"SeatingAreaName":"Restaurant","SeatingAreaId":1819,"PeriodId":null,
"CustomValues":[{"Name":"Custom A","Value":"custom value a","UID":"21214b99-909d-4584-
81df-b2292e3c9228","Sort":0},{"Name":"Custom B","Value":"custom value
b","UID":"d87d85f1-53c6-44df-b828-
f01eeb362c4c","Sort":1}],"QuickNotes":[{"UID":"4cc578c2-0289-4636-b5b1-
fb509be80746","Description":"Children","Value":"2","QuickNoteUID":"47c74e61-2ebc-4385-
97c9-
aa6e236a033c"}],"TablesAvailableOnArrival":false,"IsVerified":false,"AssignedStationUID"
:null,"AssignedSessionUID":null,"TransactionUID":null,"Proximities":null,"GuestRequest":
"","PartnerId":null,"VisitCarryoutInfo":null,"TurnTimes":null,"VisitKitchenTransactionIn
fo":null,"LastUpdate":"2025-11-03T15:33:56.9964913-05:00","ServerLastUpdate":"0001-01-
01T00:00:00+00:00","SyncSource":"Backoffice-NUpc/pWXsU+rlNq18PBt3g=="}}
```

Visit Partially Seated

```
   X-Original-Forwarded-For: xxxxx.xxxxxxx.net
   Content-Length: 230
   X-Forwarded-Host: xxxxx.xxxxxxx.net
   X-Qsr-Event: Seated
   X-Scheme: https
   X-Request-Id: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   Accept: application/json
   Host: xxxxx.xxxxxxx.net
   X-Qsr-Siteuid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   Content-Type: application/json; charset=utf-8
   X-Qsr-Deliveryid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   X-Original-Uri: /13354e01

{"EventID":"5d1f0f44-fc85-49f8-86ee-3e25d7b99b78","SiteUID":"4ca5571e-f20b-48ac-a06d-
636db99e3737","VisitID":"53a11198-6c4d-4206-b43c-
dde3523b75b7","EventType":"VisitPartiallySeated","Timestamp":"2025-11-
03T15:35:37.975331-05:00","Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Visit":{"Id":"53a11198-6c4d-4206-b43c-
dde3523b75b7","IID":0,"GuestId":"afcb8184-2acf-4852-b04f-
b5ceecafed12","VisitType":"Reservation","VisitStatusID":8,"Size":4,"SourceID":1,"PartyMi
xSettings":{"Mixes":[{"QsrPartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":2}
]},"NotificationType":"SMS","PagerId":null,"LastExceptionTypeID":null,"Notes":"Would
like a window
seat","QuickNote":null,"TableName":null,"CompletedByEod":false,"ArrivalTime":"2025-11-
03T14:50:15.7980723-05:00","CompletedTime":null,"CreationTime":"2025-11-
03T14:49:43.108101-05:00","PagedTime":null,"SeatedTime":"2025-11-03T15:33:56.9615171-
05:00","CanceledTime":null,"VisitTables":[{"Key":"e81ef4cb-1823-4ee4-a676-
ccc4120f208d","VisitId":"53a11198-6c4d-4206-b43c-dde3523b75b7","TableKey":"47a06fac-
1df7-415c-bd16-
6acd73cef544","QsrVisitTableTypeId":1,"IsActive":true,"IsCurrent":true,"StartTime":"2025
-11-03T15:33:56.9615171-05:00","EndTime":null},{"Key":"95a92577-0e21-4f23-be88-
73e2b9c71139","VisitId":"53a11198-6c4d-4206-b43c-dde3523b75b7","TableKey":"a468a4c6-
fe32-4cd2-84d2-
ff0f40c709de","QsrVisitTableTypeId":1,"IsActive":true,"IsCurrent":true,"StartTime":"2025
-11-03T15:33:56.9615171-05:00","EndTime":null}],"EstimatedArrivalTime":"2025-11-
03T17:00:00-
05:00","RecoveredTime":null,"CheckBackTime":null,"CheckedBackTime":null,"AutoNoShowTime"
:null,"OnHoldTime":null,"PreassignedTime":null,"CheckStartedTime":null,"DrinksOrderedTim
e":null,"AppetizersOrderedTime":null,"EntreesOrderedTime":null,"DessertsOrderedTime":nul
l,"CheckPrintedTime":null,"CheckPaidTime":null,"CheckClosedTime":null,"VisitSeatingPrefe
rences":null,"PrintCheckBackChit":false,"CheckBackChitQuoteText":null,"TransactionNumber
":null,"OccasionDescription":"Birthday","ClearReasonID":null,"ClearReasonDescription":nu
ll,"PreassignedTableName":null,"IsWaited":false,"ServerName":null,"QuoteString":null,"Co
nsumerQuoteString":null,"QuoteValueLow":null,"QuoteValueHigh":null,"GeneratedQuoteValue"
:null,"GeneratedQuoteText":null,"ConfirmationNumber":"6CYTTC","ExternalID":null,"Preassi
gnedStationId":null,"SeatingAreaName":"Restaurant","SeatingAreaId":1819,"PeriodId":null,
"CustomValues":[{"Name":"Custom A","Value":"custom value a","UID":"21214b99-909d-4584-
81df-b2292e3c9228","Sort":0},{"Name":"Custom B","Value":"custom value
b","UID":"d87d85f1-53c6-44df-b828-
f01eeb362c4c","Sort":1}],"QuickNotes":[{"UID":"4cc578c2-0289-4636-b5b1-
fb509be80746","Description":"Children","Value":"2","QuickNoteUID":"47c74e61-2ebc-4385-
97c9-
aa6e236a033c"}],"TablesAvailableOnArrival":false,"IsVerified":false,"AssignedStationUID"
:null,"AssignedSessionUID":null,"TransactionUID":null,"Proximities":null,"GuestRequest":
"","PartnerId":null,"VisitCarryoutInfo":null,"TurnTimes":null,"VisitKitchenTransactionIn
fo":null,"LastUpdate":"2025-11-03T15:35:37.975331-05:00","ServerLastUpdate":"0001-01-
01T00:00:00+00:00","SyncSource":"Backoffice-NUpc/pWXsU+rlNq18PBt3g=="}}
```

Visit Notified

```
X-Original-Forwarded-For: xxxx.xxxxxx.net
Content-Length: 224
X-Forwarded-Host: xxxx.xxxxxx.net
X-Qsr-Event:  Notified
Request-Id:  [67f2a370-4f99a781clf9bba6.
X-Scheme:  https
X-Request-Id: xxxxxx-xxxx-xxxx-xxxx-xxxxxxx
Accept: application/json
Host: xxxx.xxxxxx.net
X-Qsr-Situid: xxxxx-xxxx-xxxx-xxxx-xxxxxxx
Content-Type: application/json; charset=utf-8
X-Qsr-Deliveryid:  xxxxx-xxxx-xxxx-xxxx-xxxxxxx
X-Original-URI: /13354e01

{"EventID":"08df6ca7-7cfe-4b9d-a3f7-47a025f3d911","SiteUID":"4ca5571e-f20b-48ac-a06d-
636db99e3737","VisitID":"092fd1c8-5c40-4ae6-b542-
4fd1b1fe1828","EventType":"VisitNotified","Timestamp":"2025-11-03T15:28:54.6233468-
05:00","Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Visit":{"Id":"092fd1c8-5c40-4ae6-b542-
4fd1b1fe1828","IID":0,"GuestId":"afcb8184-2acf-4852-b04f-
b5ceecafed12","VisitType":"Walkin","VisitStatusID":6,"Size":4,"SourceID":1,"PartyMixSett
ings":{"Mixes":[{"QsrPartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":2}]},"N
otificationType":"None","PagerId":4,"LastExceptionTypeID":null,"Notes":"Would like a
window
seat","QuickNote":null,"TableName":null,"CompletedByEod":false,"ArrivalTime":"2025-11-
03T14:46:48.6533811-05:00","CompletedTime":null,"CreationTime":"2025-11-
03T14:46:48.6533811-05:00","PagedTime":"2025-11-03T15:28:54.6233468-
05:00","SeatedTime":null,"CanceledTime":null,"VisitTables":null,"EstimatedArrivalTime":n
ull,"RecoveredTime":null,"CheckBackTime":null,"CheckedBackTime":null,"AutoNoShowTime":nu
ll,"OnHoldTime":null,"PreassignedTime":null,"CheckStartedTime":null,"DrinksOrderedTime":
null,"AppetizersOrderedTime":null,"EntreesOrderedTime":null,"DessertsOrderedTime":null,"
CheckPrintedTime":null,"CheckPaidTime":null,"CheckClosedTime":null,"VisitSeatingPreferen
ces":null,"PrintCheckBackChit":false,"CheckBackChitQuoteText":null,"TransactionNumber":n
ull,"OccasionDescription":null,"ClearReasonID":null,"ClearReasonDescription":null,"Preas
signedTableName":null,"IsWaited":false,"ServerName":null,"QuoteString":"Now
Seating","ConsumerQuoteString":"Now
Seating","QuoteValueLow":0,"QuoteValueHigh":0,"GeneratedQuoteValue":0,"GeneratedQuoteTex
t":"Now
Seating","ConfirmationNumber":null,"ExternalID":null,"PreassignedStationId":null,"Seatin
gAreaName":null,"SeatingAreaId":null,"PeriodId":null,"CustomValues":[{"Name":"Custom
A","Value":"","UID":"2ff685a3-b99d-4072-85f7-6b50f4e4435c","Sort":0},{"Name":"Custom
B","Value":"","UID":"4c474a3f-d43f-4b50-9e3a-
1391f6dcbb6f","Sort":1}],"QuickNotes":[{"UID":"44e74d86-2d02-4f45-a9f6-
909ac3ec12e2","Description":"Children","Value":null,"QuickNoteUID":"47c74e61-2ebc-4385-
97c9-
aa6e236a033c"}],"TablesAvailableOnArrival":true,"IsVerified":false,"AssignedStationUID":
null,"AssignedSessionUID":null,"TransactionUID":null,"Proximities":null,"GuestRequest":n
ull,"PartnerId":null,"VisitCarryoutInfo":null,"TurnTimes":null,"VisitKitchenTransactionI
nfo":null,"LastUpdate":"2025-11-03T15:28:54.6233468-05:00","ServerLastUpdate":"0001-01-
01T00:00:00+00:00","SyncSource":"Backoffice-NUpc/pWXsU+rlNq18PBt3g=="}}
```

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Visit Completed

```
X-Original-Forwarded-For: xxxxx.xxxxxxx.net
Content-Length: 225
X-Forwarded-Host: xxxxx.xxxxxxx.net
X-Qsr-Event: Cleared
X-Scheme: https
X-Request-Id: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
Accept: application/json
Host: xxxxx.xxxxxxx.net
X-Qsr-Siteuid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
Content-Type: application/json; charset=utf-8
X-Qsr-Deliveryid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
X-Original-Uri: /13354e01

{"EventID":"18d39091-41ba-44fe-9ed7-2d1461a74d07","SiteUID":"4ca5571e-f20b-48ac-a06d-
636db99e3737","VisitID":"53a11198-6c4d-4206-b43c-
dde3523b75b7","EventType":"VisitCompleted","Timestamp":"2025-11-03T15:37:46.3004489-
05:00","Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Visit":{"Id":"53a11198-6c4d-4206-
b43c-dde3523b75b7","IID":0,"GuestId":"afcb8184-2acf-4852-b04f-
b5ceecafed12","VisitType":"Reservation","VisitStatusID":11,"Size":4,"SourceID":1,"Par
tyMixSettings":{"Mixes":[{"QsrPartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Co
unt":2}]},"NotificationType":"SMS","PagerId":null,"LastExceptionTypeID":null,"Notes":
"Would like a window
seat","QuickNote":null,"TableName":null,"CompletedByEod":false,"ArrivalTime":"2025-
11-03T14:50:15.7980723-05:00","CompletedTime":"2025-11-03T15:37:46.2774181-
05:00","CreationTime":"2025-11-03T14:49:43.108101-
05:00","PagedTime":null,"SeatedTime":"2025-11-03T15:33:56.9615171-
05:00","CanceledTime":null,"VisitTables":[{"Key":"e81ef4cb-1823-4ee4-a676-
ccc4120f208d","VisitId":"53a11198-6c4d-4206-b43c-dde3523b75b7","TableKey":"47a06fac-
1df7-415c-bd16-
6acd73cef544","QsrVisitTableTypeId":1,"IsActive":false,"IsCurrent":true,"StartTime":"
2025-11-03T15:33:56.9615171-05:00","EndTime":"2025-11-03T15:37:46.2774181-
05:00"},{"Key":"95a92577-0e21-4f23-be88-73e2b9c71139","VisitId":"53a11198-6c4d-4206-
b43c-dde3523b75b7","TableKey":"a468a4c6-fe32-4cd2-84d2-
ff0f40c709de","QsrVisitTableTypeId":1,"IsActive":false,"IsCurrent":true,"StartTime":"
2025-11-03T15:33:56.9615171-05:00","EndTime":"2025-11-03T15:37:46.2774181-
05:00"}],"EstimatedArrivalTime":"2025-11-03T17:00:00-
05:00","RecoveredTime":null,"CheckBackTime":null,"CheckedBackTime":null,"AutoNoShowTi
me":null,"OnHoldTime":null,"PreassignedTime":null,"CheckStartedTime":null,"DrinksOrde
redTime":null,"AppetizersOrderedTime":null,"EntreesOrderedTime":null,"DessertsOrdered
Time":null,"CheckPrintedTime":null,"CheckPaidTime":null,"CheckClosedTime":null,"Visit
SeatingPreferences":null,"PrintCheckBackChit":false,"CheckBackChitQuoteText":null,"Tr
ansactionNumber":null,"OccasionDescription":"Birthday","ClearReasonID":null,"ClearRea
sonDescription":null,"PreassignedTableName":null,"IsWaited":false,"ServerName":null,"
QuoteString":null,"ConsumerQuoteString":null,"QuoteValueLow":null,"QuoteValueHigh":nu
ll,"GeneratedQuoteValue":null,"GeneratedQuoteText":null,"ConfirmationNumber":"6CYTTC"
,"ExternalID":null,"PreassignedStationId":null,"SeatingAreaName":"Restaurant","Seatin
gAreaId":1819,"PeriodId":null,"CustomValues":[{"Name":"Custom A","Value":"custom
value a","UID":"21214b99-909d-4584-81df-b2292e3c9228","Sort":0},{"Name":"Custom
B","Value":"custom value b","UID":"d87d85f1-53c6-44df-b828-
f01eeb362c4c","Sort":1}],"QuickNotes":[{"UID":"4cc578c2-0289-4636-b5b1-
fb509be80746","Description":"Children","Value":"2","QuickNoteUID":"47c74e61-2ebc-
4385-97c9-
aa6e236a033c"}],"TablesAvailableOnArrival":false,"IsVerified":false,"AssignedStationU
ID":null,"AssignedSessionUID":null,"TransactionUID":null,"Proximities":null,"GuestReq
uest":"","PartnerId":null,"VisitCarryoutInfo":null,"TurnTimes":null,"VisitKitchenTran
sactionInfo":null,"LastUpdate":"2025-11-03T15:37:46.3004489-
05:00","ServerLastUpdate":"0001-01-01T00:00:00+00:00","SyncSource":"Backoffice-
NUpc/pWXsU+rlNq18PBt3g=="}}
```

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Visit No Showed

```
   X-Original-Forwarded-For: xxxxx.xxxxxxx.net
   Content-Length: 222
   X-Forwarded-Host: xxxxx.xxxxxxx.net
   X-Qsr-Event: Cleared
   X-Scheme: https
   X-Request-Id: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   Accept: application/json
   Host: xxxxx.xxxxxxx.net
   X-Qsr-Siteuid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   Content-Type: application/json; charset=utf-8
   X-Qsr-Deliveryid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   X-Original-Uri: /13354e01

{"EventID":"a8b4c2ef-06c9-417d-a877-01063f323d06","SiteUID":"4ca5571e-f20b-48ac-a06d-
636db99e3737","VisitID":"e0c7bf98-2729-4559-855a-
9c0051518435","EventType":"VisitNoShow","Timestamp":"2025-11-03T15:41:03.7710219-
05:00","Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Visit":{"Id":"e0c7bf98-2729-4559-855a-
9c0051518435","IID":0,"GuestId":"afcb8184-2acf-4852-b04f-
b5ceecafed12","VisitType":"Reservation","VisitStatusID":4,"Size":4,"SourceID":1,"PartyM
ixSettings":{"Mixes":[{"QsrPartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":
2}]},"NotificationType":"SMS","PagerId":null,"LastExceptionTypeID":null,"Notes":"","Qui
ckNote":null,"TableName":null,"CompletedByEod":false,"ArrivalTime":null,"CompletedTime"
:"2025-11-03T15:41:03.7680291-05:00","CreationTime":"2025-11-03T15:39:24.61697-
05:00","PagedTime":null,"SeatedTime":null,"CanceledTime":null,"VisitTables":null,"Estim
atedArrivalTime":"2025-11-03T15:30:00-05:00","RecoveredTime":"2025-11-
03T15:40:41.301857-
05:00","CheckBackTime":null,"CheckedBackTime":null,"AutoNoShowTime":null,"OnHoldTime":n
ull,"PreassignedTime":null,"CheckStartedTime":null,"DrinksOrderedTime":null,"Appetizers
OrderedTime":null,"EntreesOrderedTime":null,"DessertsOrderedTime":null,"CheckPrintedTim
e":null,"CheckPaidTime":null,"CheckClosedTime":null,"VisitSeatingPreferences":null,"Pri
ntCheckBackChit":false,"CheckBackChitQuoteText":null,"TransactionNumber":null,"Occasion
Description":"Birthday","ClearReasonID":null,"ClearReasonDescription":null,"Preassigned
TableName":null,"IsWaited":false,"ServerName":null,"QuoteString":null,"ConsumerQuoteStr
ing":null,"QuoteValueLow":null,"QuoteValueHigh":null,"GeneratedQuoteValue":null,"Genera
tedQuoteText":null,"ConfirmationNumber":"9N1YEM","ExternalID":null,"PreassignedStationI
d":null,"SeatingAreaName":"Restaurant","SeatingAreaId":1819,"PeriodId":null,"CustomValu
es":null,"QuickNotes":[{"UID":"8baab193-f623-40ba-a90c-
f885f6c2931e","Description":"Children","Value":"2","QuickNoteUID":"47c74e61-2ebc-4385-
97c9-
aa6e236a033c"}],"TablesAvailableOnArrival":false,"IsVerified":false,"AssignedStationUID
":null,"AssignedSessionUID":null,"TransactionUID":null,"Proximities":null,"GuestRequest
":"","PartnerId":null,"VisitCarryoutInfo":null,"TurnTimes":null,"VisitKitchenTransactio
nInfo":null,"LastUpdate":"2025-11-03T15:41:03.7710219-05:00","ServerLastUpdate":"0001-
01-01T00:00:00+00:00","SyncSource":"Backoffice-NUpc/pWXsU+rlNq18PBt3g=="}}
```

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Visit Walked Away

```
   X-Original-Forwarded-For: xxxxx.xxxxxxx.net
   Content-Length: 223
   X-Forwarded-Host: xxxxx.xxxxxxx.net
   X-Qsr-Event: Cleared
   X-Scheme: https
   X-Request-Id: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   Accept: application/json
   Host: xxxxx.xxxxxxx.net
   X-Qsr-Siteuid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   Content-Type: application/json; charset=utf-8
   X-Qsr-Deliveryid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   X-Original-Uri: /13354e01

{"EventID":"93d8ccd8-1d6e-4c06-b416-6d159ba8ac71","SiteUID":"4ca5571e-f20b-48ac-a06d-
636db99e3737","VisitID":"e0c7bf98-2729-4559-855a-
9c0051518435","EventType":"VisitWalkAway","Timestamp":"2025-11-03T15:42:01.3105311-
05:00","Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Visit":{"Id":"e0c7bf98-2729-4559-855a-
9c0051518435","IID":0,"GuestId":"afcb8184-2acf-4852-b04f-
b5ceecafed12","VisitType":"Reservation","VisitStatusID":5,"Size":4,"SourceID":1,"PartyMi
xSettings":{"Mixes":[{"QsrPartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":2}
]},"NotificationType":"SMS","PagerId":null,"LastExceptionTypeID":null,"Notes":"","QuickN
ote":null,"TableName":null,"CompletedByEod":false,"ArrivalTime":"2025-11-
03T15:41:53.333436-05:00","CompletedTime":"2025-11-03T15:42:01.3084989-
05:00","CreationTime":"2025-11-03T15:39:24.61697-
05:00","PagedTime":null,"SeatedTime":null,"CanceledTime":null,"VisitTables":null,"Estima
tedArrivalTime":"2025-11-03T15:30:00-05:00","RecoveredTime":"2025-11-
03T15:41:48.6124246-
05:00","CheckBackTime":null,"CheckedBackTime":null,"AutoNoShowTime":null,"OnHoldTime":nu
ll,"PreassignedTime":null,"CheckStartedTime":null,"DrinksOrderedTime":null,"AppetizersOr
deredTime":null,"EntreesOrderedTime":null,"DessertsOrderedTime":null,"CheckPrintedTime":
null,"CheckPaidTime":null,"CheckClosedTime":null,"VisitSeatingPreferences":null,"PrintCh
eckBackChit":false,"CheckBackChitQuoteText":null,"TransactionNumber":null,"OccasionDescr
iption":"Birthday","ClearReasonID":5,"ClearReasonDescription":"Joined
Party","PreassignedTableName":null,"IsWaited":false,"ServerName":null,"QuoteString":null
,"ConsumerQuoteString":null,"QuoteValueLow":null,"QuoteValueHigh":null,"GeneratedQuoteVa
lue":null,"GeneratedQuoteText":null,"ConfirmationNumber":"9N1YEM","ExternalID":null,"Pre
assignedStationId":null,"SeatingAreaName":"Restaurant","SeatingAreaId":1819,"PeriodId":n
ull,"CustomValues":null,"QuickNotes":[{"UID":"8baab193-f623-40ba-a90c-
f885f6c2931e","Description":"Children","Value":"2","QuickNoteUID":"47c74e61-2ebc-4385-
97c9-
aa6e236a033c"}],"TablesAvailableOnArrival":false,"IsVerified":false,"AssignedStationUID"
:null,"AssignedSessionUID":null,"TransactionUID":null,"Proximities":null,"GuestRequest":
"","PartnerId":null,"VisitCarryoutInfo":null,"TurnTimes":null,"VisitKitchenTransactionIn
fo":null,"LastUpdate":"2025-11-03T15:42:01.3105311-05:00","ServerLastUpdate":"0001-01-
01T00:00:00+00:00","SyncSource":"Backoffice-NUpc/pWXsU+rlNq18PBt3g=="}}
```

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Visit Canceled

```
   X-Original-Forwarded-For: xxxxx.xxxxxxx.net
   Content-Length: 224
   X-Forwarded-Host: xxxxx.xxxxxxx.net
   X-Qsr-Event: Cleared
   X-Scheme: https
   X-Request-Id: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   Accept: application/json
   Host: xxxxx.xxxxxxx.net
   X-Qsr-Siteuid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   Content-Type: application/json; charset=utf-8
   X-Qsr-Deliveryid: xxxxxx-xxxx-xxxx-xxxx-xxxxxxxx
   X-Original-Uri: /13354e01

{"EventID":"d85587d0-b342-4787-9405-e3263ff968cd","SiteUID":"4ca5571e-f20b-48ac-a06d-
636db99e3737","VisitID":"e0c7bf98-2729-4559-855a-
9c0051518435","EventType":"VisitCanceled","Timestamp":"2025-11-03T15:39:36.9953086-
05:00","Guest":{"Id":"afcb8184-2acf-4852-b04f-
b5ceecafed12","FirstName":"Delilah","LastName":"Smith","FoodAllergies":"peanut
allergy","Loyalty":{"LoyaltyCardID":"A12345"}},"Visit":{"Id":"e0c7bf98-2729-4559-855a-
9c0051518435","IID":0,"GuestId":"afcb8184-2acf-4852-b04f-
b5ceecafed12","VisitType":"Reservation","VisitStatusID":13,"Size":4,"SourceID":1,"PartyM
ixSettings":{"Mixes":[{"QsrPartyMixTypeID":1,"Count":2},{"QsrPartyMixTypeID":2,"Count":2
}]},"NotificationType":"SMS","PagerId":null,"LastExceptionTypeID":null,"Notes":"","Quick
Note":null,"TableName":null,"CompletedByEod":false,"ArrivalTime":null,"CompletedTime":"2
025-11-03T15:39:36.9923574-05:00","CreationTime":"2025-11-03T15:39:24.61697-
05:00","PagedTime":null,"SeatedTime":null,"CanceledTime":"2025-11-03T15:39:36.9923574-
05:00","VisitTables":null,"EstimatedArrivalTime":"2025-11-03T17:00:00-
05:00","RecoveredTime":null,"CheckBackTime":null,"CheckedBackTime":null,"AutoNoShowTime"
:null,"OnHoldTime":null,"PreassignedTime":null,"CheckStartedTime":null,"DrinksOrderedTim
e":null,"AppetizersOrderedTime":null,"EntreesOrderedTime":null,"DessertsOrderedTime":nul
l,"CheckPrintedTime":null,"CheckPaidTime":null,"CheckClosedTime":null,"VisitSeatingPrefe
rences":null,"PrintCheckBackChit":false,"CheckBackChitQuoteText":null,"TransactionNumber
":null,"OccasionDescription":"Birthday","ClearReasonID":null,"ClearReasonDescription":nu
ll,"PreassignedTableName":null,"IsWaited":false,"ServerName":null,"QuoteString":null,"Co
nsumerQuoteString":null,"QuoteValueLow":null,"QuoteValueHigh":null,"GeneratedQuoteValue"
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```

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Standard DTOs

Data Fields of Visit

Published fields may vary based on data availability.

Name	Data Type	Description
AdditionalQuotes	List<VisitAdditionalQuoteDTO>	An array of recalculated quote objects containing UID, VisitID, GeneratedDateTime, ExactValue, RangeHighValue, RangeLowValue, and QuoteText.
AppetizersOrderedTime	DateTimeOffset	Timestamp when the visit was set to Appetizers Ordered meal stage in ISO 8601 format.
ArrivalTime	DateTimeOffset	Timestamp of the visit arrival time in ISO 8601 format.
AssignedSessionUID	Guid	Globally unique identifier for a Session.
AssignedStationUID	Guid	Globally unique identifier for a Station.
AutoNoShowTime	DateTimeOffset	Timestamp when the party was automatically removed from the waitlist in ISO 8601 format.
CanceledTime	DateTimeOffset	Timestamp of the visit canceled time in ISO 8601 format.
CheckClosedTime	DateTimeOffset	Timestamp when the visit meal stage was marked as closed in ISO 8601 format.
CheckPaidTime	DateTimeOffset	Timestamp when the visit meal stage was marked as paid in ISO 8601 format.
CheckPrintedTime	DateTimeOffset	Timestamp when the visit meal stage was marked as printed in ISO 8601 format.
CheckStartedTime	DateTimeOffset	Timestamp when the visit meal stage changed to Check Started in ISO 8601 format.
ClearReasonDescription	String	Description of the Clear Reason (aka, Walk Away Reason) when a party is walked away.
ClearReasonID	Integer	ID of the Clear Reason (aka, Walk Away Reason) when a party is walked away.
CompletedByEOD	Boolean	Bool indicating whether a visit was cleared by the end of day process.
CompletedTime	DateTimeOffset	Timestamp when the visit was marked as completed in ISO 8601 format.
ConfirmationNumber	String	Confirmation number.

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Name	Data Type	Description
ConfirmTime	DateTimeOffset	Timestamp when a Reservation visit was marked as confirmed in ISO 8601 format.
ConsumerQuoteString	String	Quote string provided to the guest.
CreationTime	DateTimeOffset	Timestamp when the visit was created in ISO 8601 format.
CustomValues	List<VisitCustomValueDTO>	An array of custom values entered on the visit.
DessertsOrderedTime	DateTimeOffset	Timestamp when the visit meal stage changed to Desserts Ordered in ISO 8601 format.
DrinksOrderedTime	DateTimeOffset	Timestamp when the visit meal stage changed to Drinks Ordered in ISO 8601 format.
EntreesOrderedTime	DateTimeOffset	Timestamp when the visit meal stage changed to Entrees Ordered in ISO 8601 format.
EstimatedArrivalTime	DateTimeOffset	Estimated arrival time in ISO 8601 format.
GeneratedQuoteText	String	Text string of the system-generated quote.
GeneratedQuoteValue	Integer	Exact value of the system-generated quote.
GuestID	Guid	A globally unique identifier for a Crunchtime guest record.
GuestRequest	String	Notes on the visit provided by the guest when making a reservation or getting on the waitlist remotely.
Id	Guid	A globally unique identifier for a Crunchtime guest or visit record.
LastUpdate	DateTimeOffset	Timestamp of the last update in ISO 8601 format.
LeftMessageTime	DateTimeOffset	Timestamp when the visit was marked as Left Message in ISO 8601 format.
Notes	String	Notes related to the visit.
NotificationType	String	Notification Type of the visit. Values will be None, Call, SMS, or Pager.
OccasionDescription	String	Occasion selected on the visit.
OnHoldTime	DateTimeOffset	Timestamp when the visit was placed On Hold in ISO 8601 format.
PagedTime	DateTimeOffset	Timestamp when the visit was marked as Notified in ISO 8601 format.
PagerID	Integer	ID of pager provided to a guest.
PartnerID	Integer	ID of the Partner from which the visit originated (Google, OpenTable, etc.).

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Name	Data Type	Description
PartyMixSettings	VisitPartyMixSettingsDTO	An array of party mix values and their counts on the visit.
PreassignedTime	DateTimeOffset	Timestamp when the visit was preassigned to a table in ISO 8601 format.
PrintCheckBackChit	Boolean	Bool value indicating whether the check back chit should be printed. Will always be false.
QuickNotes	List<VisitQuickNoteDTO>	An array of QuickNotes applied to the visit with UID, QuickNoteUID, Description, and Value fields.
QuoteString	Strings	Quote string provided to the guest.
QuoteValueHigh	Integer	Max quote value in the configured quote selection provided to the guest.
QuoteValueLow	Integer	Min quote value in the configured quote selection provided to the guest.
RecoveredTime	DateTimeOffset	Timestamp when a visit was restored in ISO 8601 format.
SeatedTime	DateTimeOffset	Timestamp when the visit was seated in ISO 8601 format.
SeatingAreaID	Integer	A globally unique identifier for a configured seating area.
SeatingAreaName	String	Name of configured seating area.
Size	Integer	Number of covers in the party.
SourceID	Integer	Crunchtime-defined ID representing the originating source of the visit.
TablesAvailableOnArrival	Boolean	Bool indicating when visits are waitlisted with tables available.
TransactionNumber	Long	The transaction number provided by the POS.
TransactionUID	Guid	A unique identifier for the transaction.
TurnTimes	VisitTurnTimesDTO	DTO containing OverrideTurnTimeInMinutes, the user-adjusted table turn time on a visit.
VisitKitchenTransactionInfo	VisitKitchenTransactionDTO	DTO for the Kitchen Transaction details associated with a visit. Included fields: OriginalDestinationType, CurrentDestinationType, HeldOrderStatus, QuoteExactValue, QuoteText, QuoteRangeHigh, and QuoteRangeLow. May also include the VehicleInfo DTO with the following fields: Make, Model, Color.

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Name	Data Type	Description
VisitStatusID	Integer	Crunchtime-defined ID indicating the current status of the visit.
VisitTables	List<VisitTableDTO>	Array of tables associated with the visit. Included fields are: Key, VisitId, TableKey, QsrVisitTableTypeId, IsActive, IsCurrent, StartTime, EndTime.
VisitType	String	Type of visit. Values may be Reservation, CallAhead, or Walkin.

Data Fields of Visit

Data Fields of Guest

Published fields may vary based on data availability.

Name	Data Type	Description
ID	String	A globally unique identifier for a guest record.
FirstName	String	First Name
LastName	String	Last Name
FoodAllergies	String	Guest Allergies
Loyalty	LoyaltyDTO	Loyalty DTO containing the LoyaltyCardID field.

Data Fields of Guest