Kitchen & Host Insights

Reference Guide

Document Details

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System Requirements

- Compatible browsers are: Chrome*, Edge, Firefox, Safari

Overview

This document will provide a better understand of the content available in Crunchtime Insights for Kitchen and Host, information on customizations and a data dictionary for reference.

Download the latest version of this document here:
https://links.crunchtime.com/RG-KHInsights

… or scan the QR code to the left.

Related Documentation

If moving from legacy Insights to Crunchtime Insights review the Job Aid for information.

- https://links.crunchtime.com/JA-CrunchtimeInsights

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Getting Started

Overview

The Crunchtime Insights Portal gives you quick access to key business information through clear dashboards and reports. You can also customize views to match their business needs.

Crunchtime Insights is available in free and paid versions.

The paid version includes:

- Location comparisons
- Custom dashboard views
- Alerts
- Automatic email updates

What data is included?

Data is synced from the server.

From Kitchen, it captures prep times, cook times, and order bump metrics.

From Host, it captures wait times, table status, table turn times, reservation volume, and more.

Ensure Access to Crunchtime Insights

What you need to know:

Access to Crunchtime Insights is managed through user roles assigned to individuals from the Enterprise Portal.

When your account is ready, you will get an email to activate it. Follow the link in the email to complete the setup: https://app.sigmacomputing.com/biz-iq

Log in with your email and password.

Every organization will be assigned one Admin user who will be responsible for providing access to other users for the company and how much data they will be able to view:

- Entire company
- Concept
- Region/Division
- Individual site only

Roles are assigned to users in the Enterprise Portal and include the following options:

Role Name	Permissions
Insights Viewer	Read-only access to templates. Unable to modify templates or create custom filters.
Insights Power User (Paid Premium)	Full edit and create access. Can build ad-hoc reports, apply custom formulas, edit dashboard layouts and schedule exports.

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Two Subscription Options

Free and Premium Capabilities

The Insights Portal has a main dashboard page. Use tabs at the bottom of the screen to see more data.

The system includes:

- Easy navigation between dashboards and reports.
- Views based on your permissions.
- Options to customize what you see.
- Clear explanations that show how numbers are calculated.

Free Version

The free version includes dashboards with the ability to view:

- Daily Kitchen Snapshot
- Ticket Time Analysis
- Prepared Bump Variance
- Speed of Service Summary
- Orders Over X Minutes
- Session Visit Details (Host)
- Reservations (Host)

Premium Version

Upgrading to the Premium Crunchtime Insights adds more features:

- Schedule reports to be emailed automatically.
- Set alerts when numbers go above or below limits.
- Create new reports using templates or data models that better fit your needs.
- Add custom calculations.
- Customize dashboards and reports so they open the same way each time.
- Filter data by location, region, or date ranges.
- View above-store data and per-store breakdowns on the same page without opening a new tab or menu.

Navigation between Kitchen and Host

If using both systems, switch between dashboards using the Sigma Home icon in the upper left corner of the screen. 

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Commonly used terms

Throughout the Insights Portal there are frequently used terms that have the same meaning in any dashboard or report.

Common Term	Description
Assembler	Station between the Prep area and Expo or Pass station where orders are gathered on a tray or for carryout.
Bump	Interacting with an item or order on a kitchen display station.
Checks	An Order or Transaction.
Concept	Brand under a company if applicable.
Course	Group of one or more items that share a unique ID. For example, desserts or appetizers. It can also refer to an order or ticket if coursing is not configured.
Covers	Guest Count in the dining room.
Day Part or Meal Period	Configured hours defining breakfast, lunch, dinner, late night, etc.
Delay Routing	Managing routing based on cooking times. Longest displays first, shorter cooking times route later to ensure food quality.
Destination	Name and or the number of a defined destination from the POS.
Display	The name of the station a team member would see on the screen.
Expo or Expediter	Normally the final stop before being delivered to a guest. Where orders show prepared after leaving the prep area.
Order(s)	A group of items that make up a guest ticket. Usually defined by a table number or transaction ID from the POS.
Prep Station	Stations in the kitchen or back of house where food is prepared. Can be line item or grid view.
Prep Time	The time the item or order is displayed on prep views in the kitchen or back of house.
Priority Items/Orders	Configured amount of time before an item or order changes color to alert team members it is close to exceeding operational goals.
Rush Items/Orders	Configured amount of time before an order changes color to alert team members that an item or order has exceeded operational goals for delivery to a guest.
Station Type	Assigned during the creation of Kitchen stations, Prep, Assembler or Expo.
Ticket (s)	Similar to Orders or Checks, a group of items that are bundled together by a transaction or table number sent from the POS.
View Name	The name of the station the team members will see on the station. i.e. grill, fry, salad, window, wheel, expo.
Window Time	May also be called dwell time, time after food is prepared but not bumped off the Expo or Pass station.

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General Overview

Navigation

After you log in to the Insights Portal, notice the tabs along the bottom of the page. These tabs help quickly view different types of data.

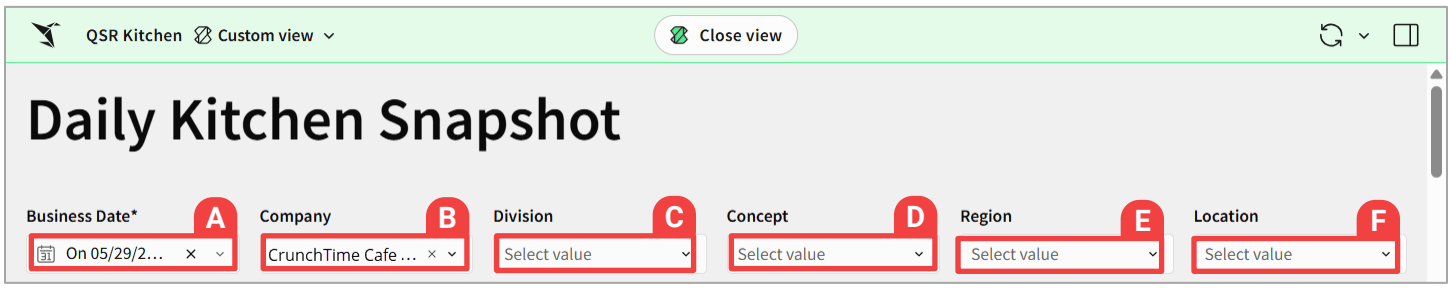
Filter data by Business Date. Options include:

- Specific Date
- Range of Dates
- Before, After, Last (X) number of days
- Current
- Custom

What you see depends on permissions. You may have access to:

- The entire company
- A division or region
- A concept (brand)
- One location

Dashboards provide a quick overview of the data by day, daypart, down to the hour and station levels. Each section of a dashboard has options to view underlying data calculations, customize the view for that login session and turn data into charts for a visual view of the data. The Premium version has even more customization options.



- A Click the arrow next the Business Date to select the day(s) options for data viewing.
- B Click the arrow next to the Company if you have access to multiple companies.
- C Click the arrow next to Division to find a specific group of restaurants to view (if applicable.)
- D Click the arrow next to Concept to select a single concept (if applicable.)
- E Click the arrow next to Region to select a single region (if applicable.)
- F Narrow the search down to an individual location with the arrow next to Location.

Additional navigation fields on Host Dashboards include:

- Meal Periods
- Business date (current or future)

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Kitchen Dashboards

Dashboard Options

There are five Kitchen dashboards available for viewing.

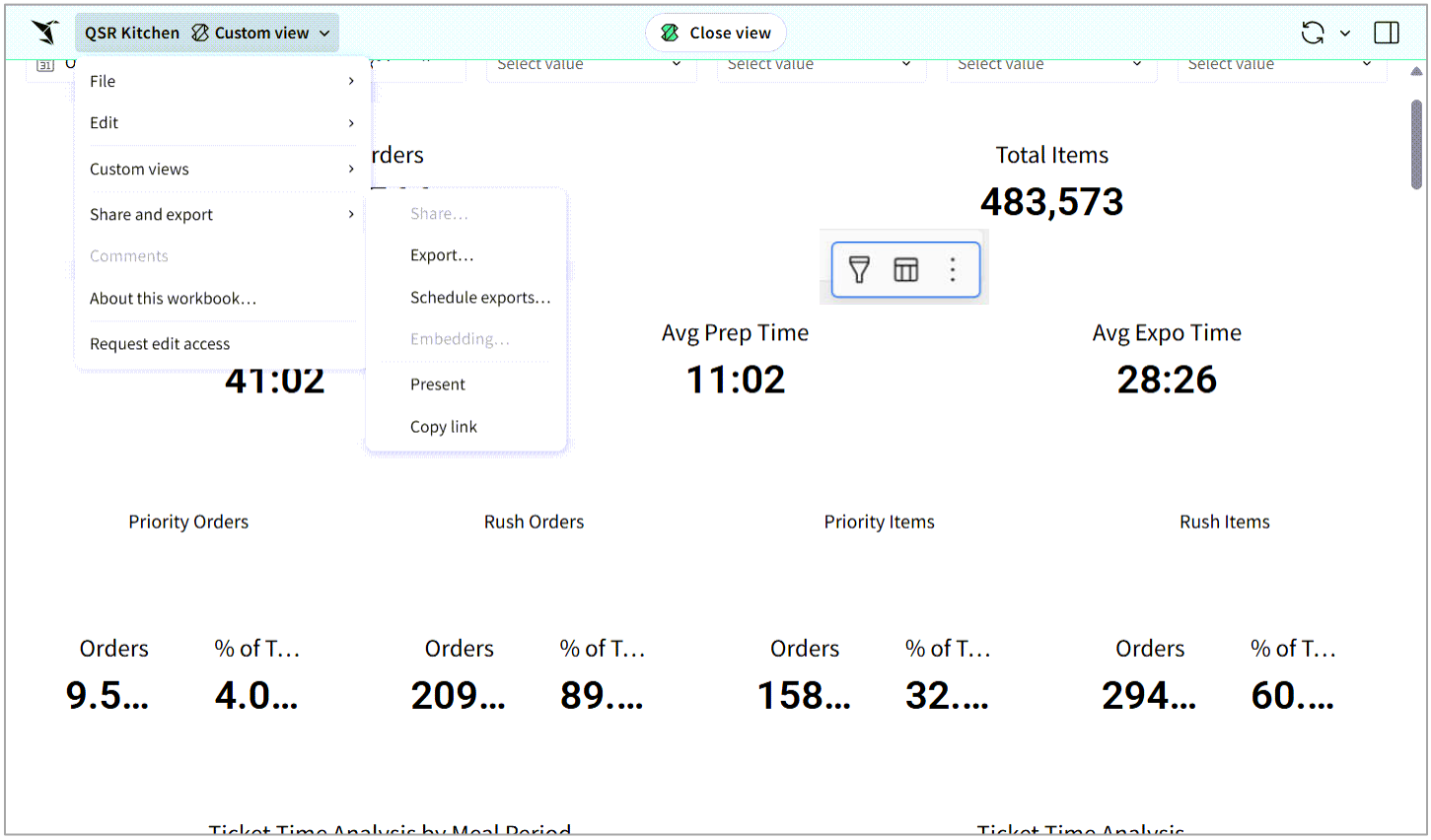
Dashboard options include:

- Daily Kitchen Snapshot
- Ticket Time Analysis
- Prepared Bump Variance
- Speed of Service Summary
- Orders Over X Minutes

Navigation and basic features

Each section on the page lets you:

- View the underlying data.
- Sort and filter results.
- Export data from a cell using the three-dot menu or from the dropdown at the top of the page.



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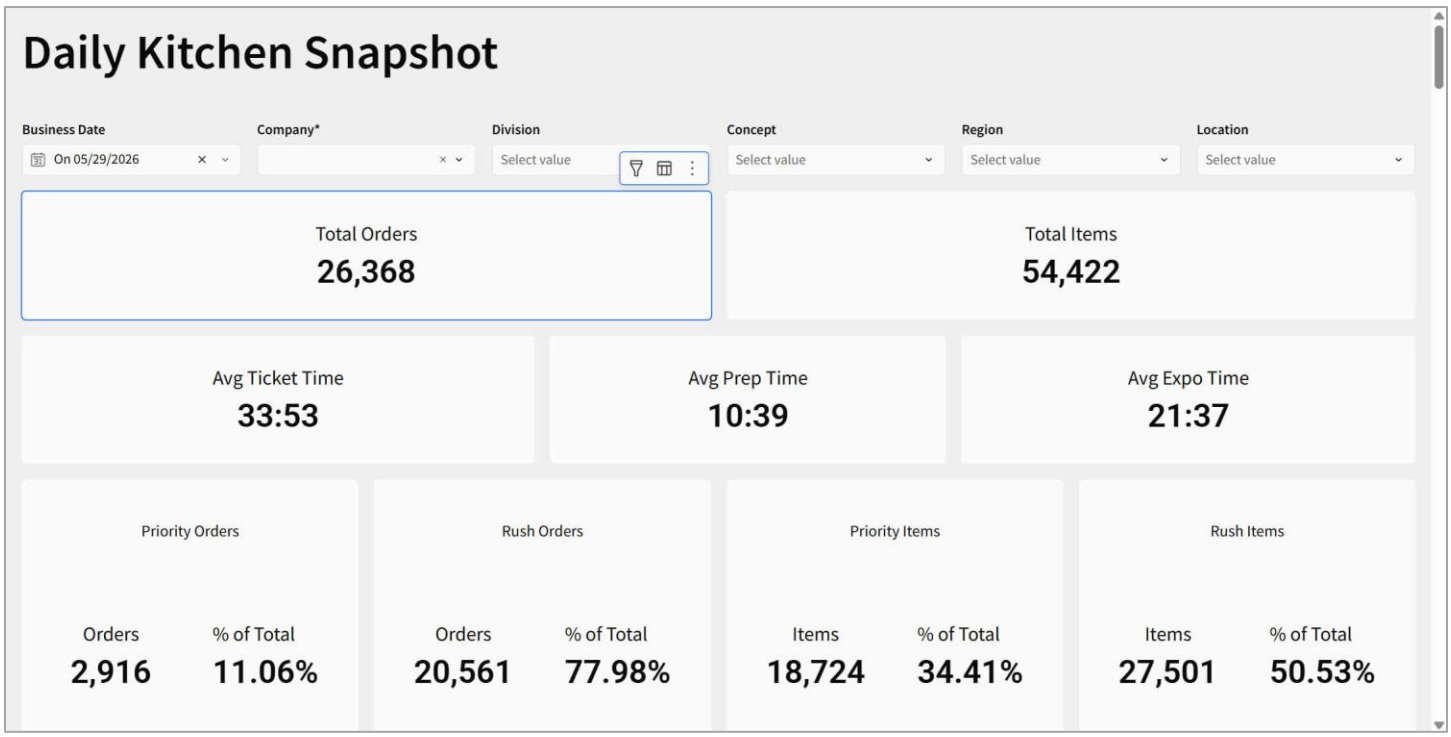
Kitchen Snapshot

Overview

Provides a quick overview of daily kitchen operations, showing orders, ticket times, and fulfillment statuses in graphical or tabular views.



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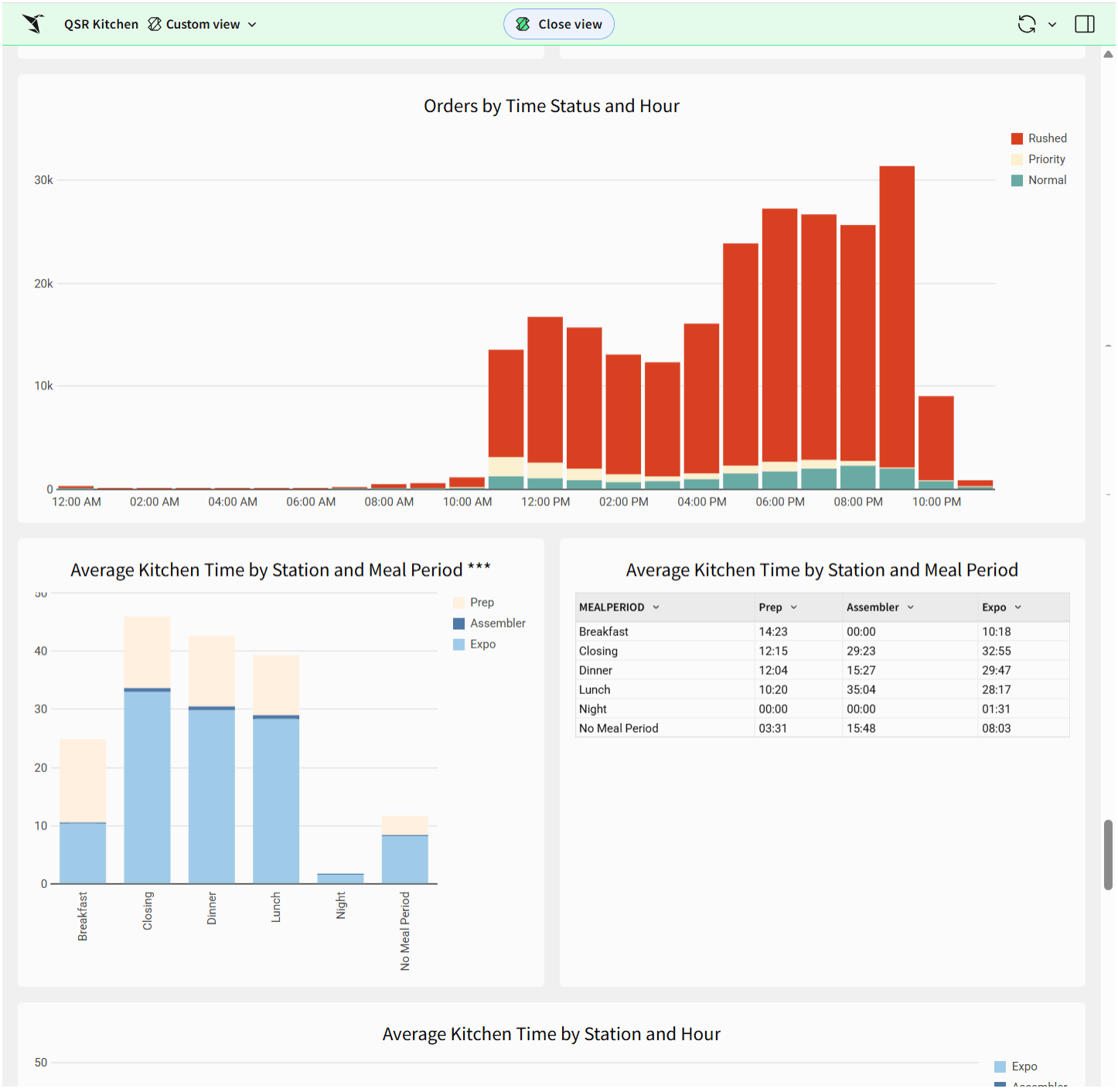
Order Status and Kitchen Time by Station

Data starts with a high level then provides more granular hour by hour as you scroll down the page.



MEALPERIOD	Prep	Assembler	Expo
Breakfast	14:23	00:00	10:18
Closing	12:15	29:23	32:55
Dinner	12:04	15:27	29:47
Lunch	10:20	35:04	28:17
Night	00:00	00:00	01:31
No Meal Period	03:31	15:48	08:03

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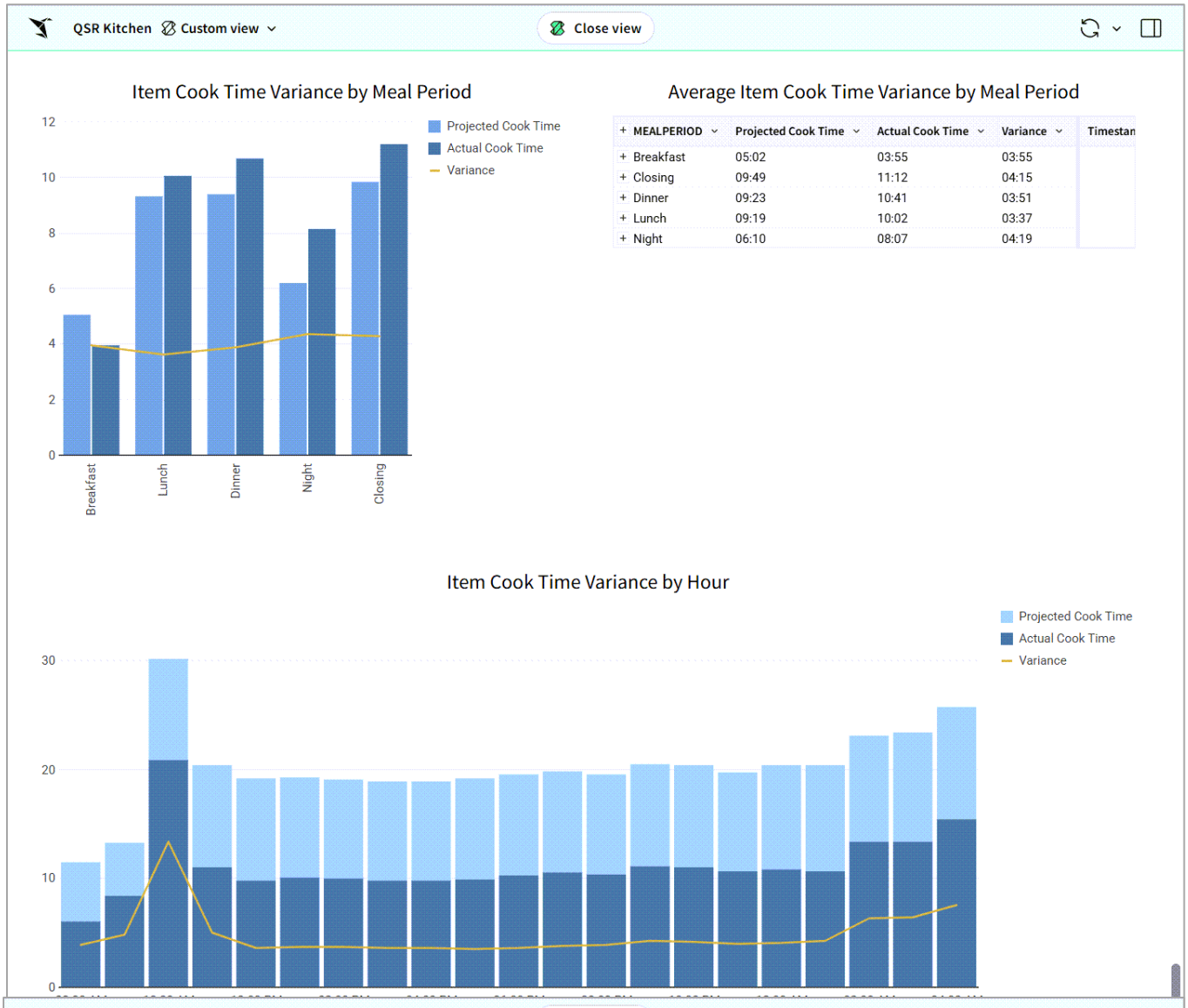
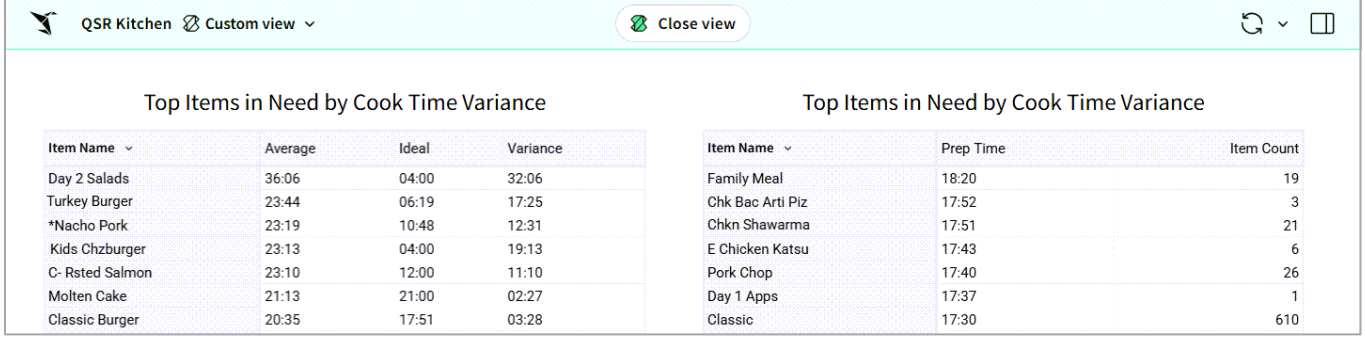
Item Level Data (if applicable)

If your kitchen uses Item Prep views, the Kitchen Snapshot shows a graph of projected vs. actual cook-time variance. This helps identify items that are underperforming by meal period and hour.

This high-level view scales from enterprise to single-location views based on user permissions.

Continue down the page to view individual items where ideal to actual cook time has variances ranked from longest to shortest.





Ticket Time Analysis

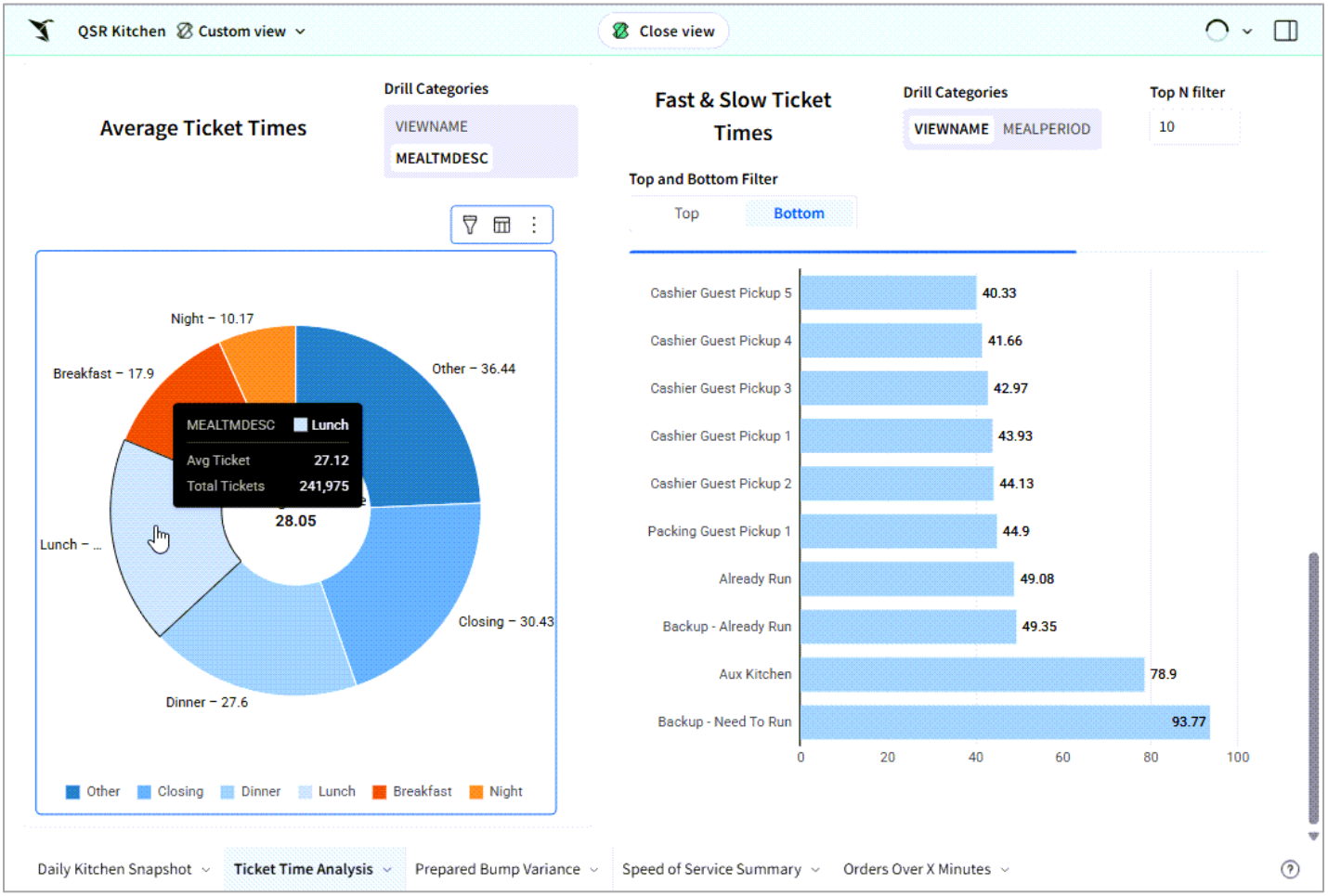
Reference Guide

Overview

When a category focuses on tickets it looks at data for the entire order or check.
The Ticket Time Analysis dashboard shows order-level data in several ways:

- By Meal Period
- By Hour
- In charts or tables
- With hover-over details for more information.

Below is an example of how this data may be shown in a graphical format.



In this example you can quickly see the total ticket time for the entire day was 28:05. When you hover over the Lunch section, more details appear.

- Total number of tickets: 241,975
- Average ticket time: 27:12.

The chart beside it shows which order views may be affecting ticket times. Use the Drill Categories to change how data is displayed. Switch between the view name or meal period to help narrow down any operational inefficiencies.

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Prepared Bump Variance

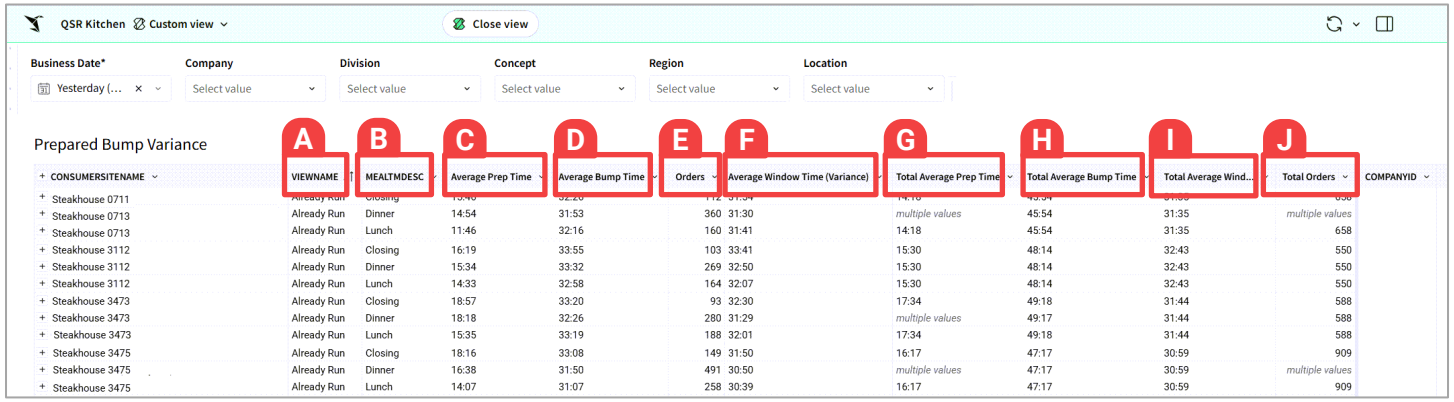
Overview

Tracks the timing by view station and daypart to help determine if team members are interacting with stations and bumping them in a timely manner.

This dashboard tracks key kitchen performance metrics by order view.

Scroll to the right to view totals broken down by station, daypart, and location if applicable.

- **A** **View Name:** The station name as displayed to team members.
- **B** **Meal Desc:** Daypart or specific meal period.
- **C** **Average Prep Time:** Time between an order displaying and being bumped from a back-of-house prep view station.
- **D** **Average Bump Time:** Total order lifecycle (from first display to final expo bump).
- **E** **Orders:** Total order volume for that station and daypart.
- **F** **Average Window Time:** Dwell time—how long a prepared order sits before being bumped off the expo station.
- **G+** **Total Averages:** The total averages provide a rolled up result for the filters you are looking at on the dashboard.



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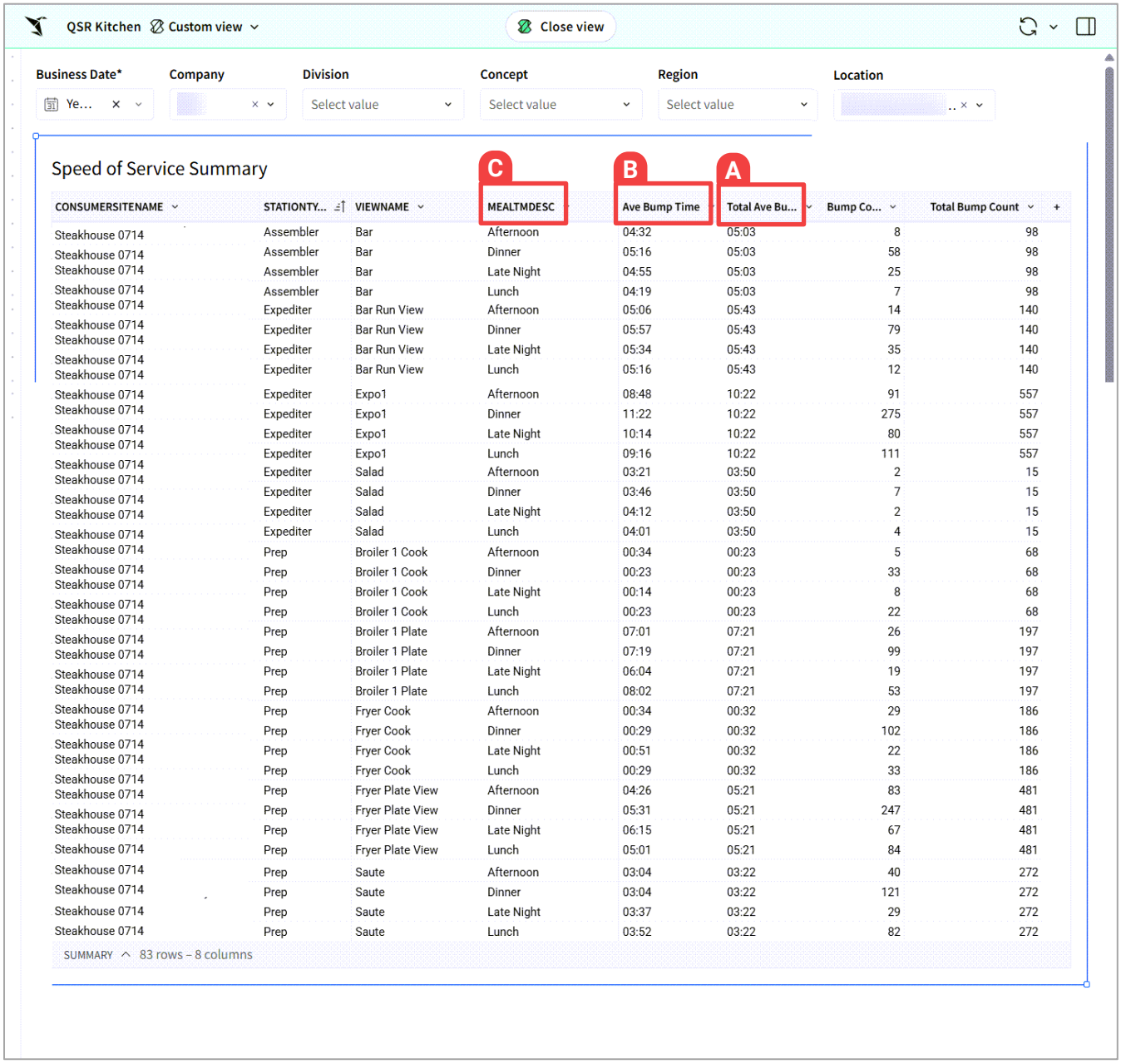
Speed of Service Summary

Overview

The Speed of Service Summary provides site level data with averages for key areas including:

- All station types (order and prep views)
- View names
- Meal periods
- Totals for each category

This dashboard and its report help identify where inefficiencies are happening in the back of house. It can also help determine if issues may be related to staffing levels or deployment issues.



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The example above showcases the Total Average Bump Time for a station. Compare that to the Average Bump Time by meal period to determine if there is a staffing or deployment issue with a particular area in the kitchen.

A Total Average Bump Time includes all day parts for a single station results.

B Average Bump Time is the average just for a specific meal period.

C MealDesc is the meal period or daypart the calculations are configured for.

Note: Many dashboards contain averages with totals. Some may need scrolled right or left to view all data.

Orders Over X Minutes

Overview

This is the most detailed, order specific report available. When the page opens it shows orders over 30 minutes by default. Use the slider to adjust the starting point.

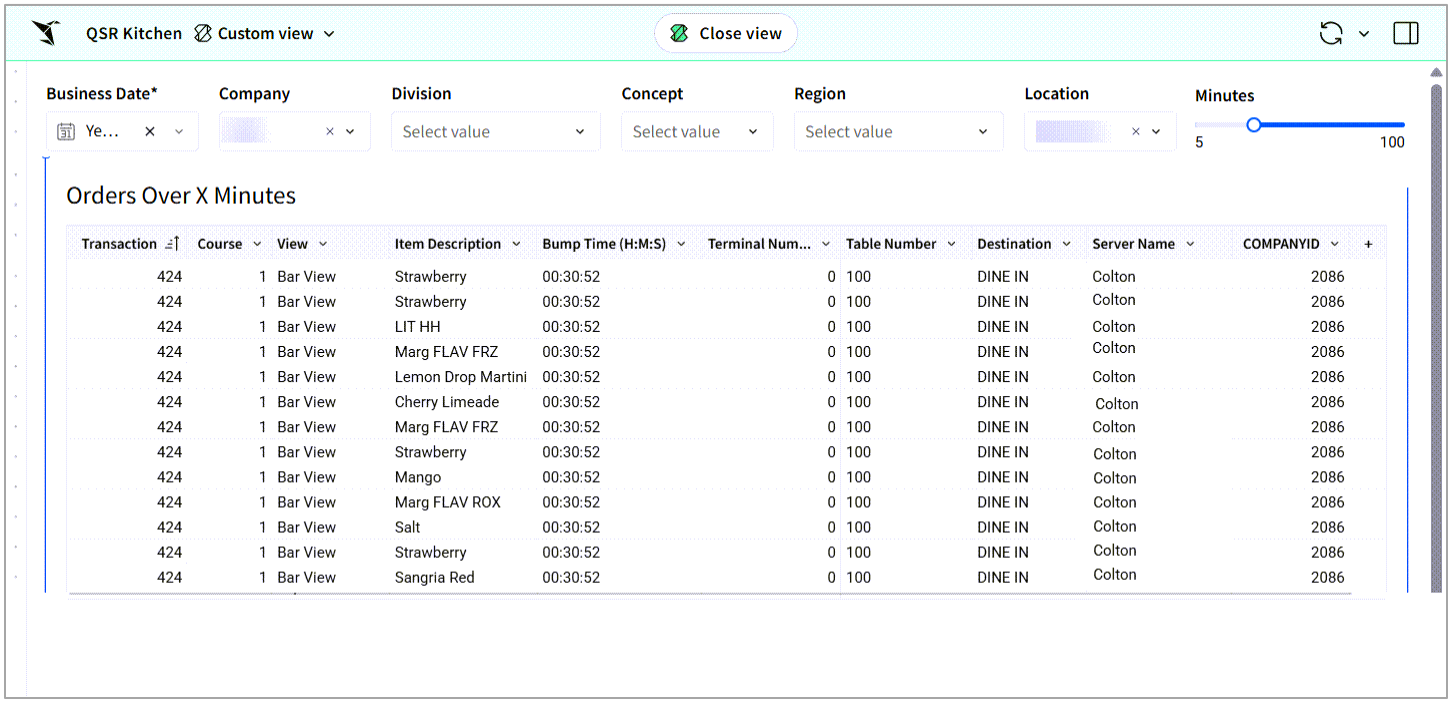
This report provides more details than the Prepared Bump Variance or the Speed of Service Report.

It includes transaction details, order destination and server information (if applicable.)

In the example below, transaction 424 includes a first course of Drinks on the Bar View.

These items were not bumped or removed until the 30-minute threshold was exceeded.

This report helps you find slow or delayed orders, understand where breakdowns occur and identify issues with scheduling or deployment in the back-of-house.



Transaction	Course	View	Item Description	Bump Time (H:M:S)	Terminal Num...	Table Number	Destination	Server Name	COMPANYID
424	1	Bar View	Strawberry	00:30:52	0	100	DINE IN	Colton	2086
424	1	Bar View	Strawberry	00:30:52	0	100	DINE IN	Colton	2086
424	1	Bar View	LIT HH	00:30:52	0	100	DINE IN	Colton	2086
424	1	Bar View	Marg FLAV FRZ	00:30:52	0	100	DINE IN	Colton	2086
424	1	Bar View	Lemon Drop Martini	00:30:52	0	100	DINE IN	Colton	2086
424	1	Bar View	Cherry Limeade	00:30:52	0	100	DINE IN	Colton	2086
424	1	Bar View	Marg FLAV FRZ	00:30:52	0	100	DINE IN	Colton	2086
424	1	Bar View	Strawberry	00:30:52	0	100	DINE IN	Colton	2086
424	1	Bar View	Mango	00:30:52	0	100	DINE IN	Colton	2086
424	1	Bar View	Marg FLAV ROX	00:30:52	0	100	DINE IN	Colton	2086
424	1	Bar View	Salt	00:30:52	0	100	DINE IN	Colton	2086
424	1	Bar View	Strawberry	00:30:52	0	100	DINE IN	Colton	2086
424	1	Bar View	Sangria Red	00:30:52	0	100	DINE IN	Colton	2086

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Host Dashboards

Host Dashboards

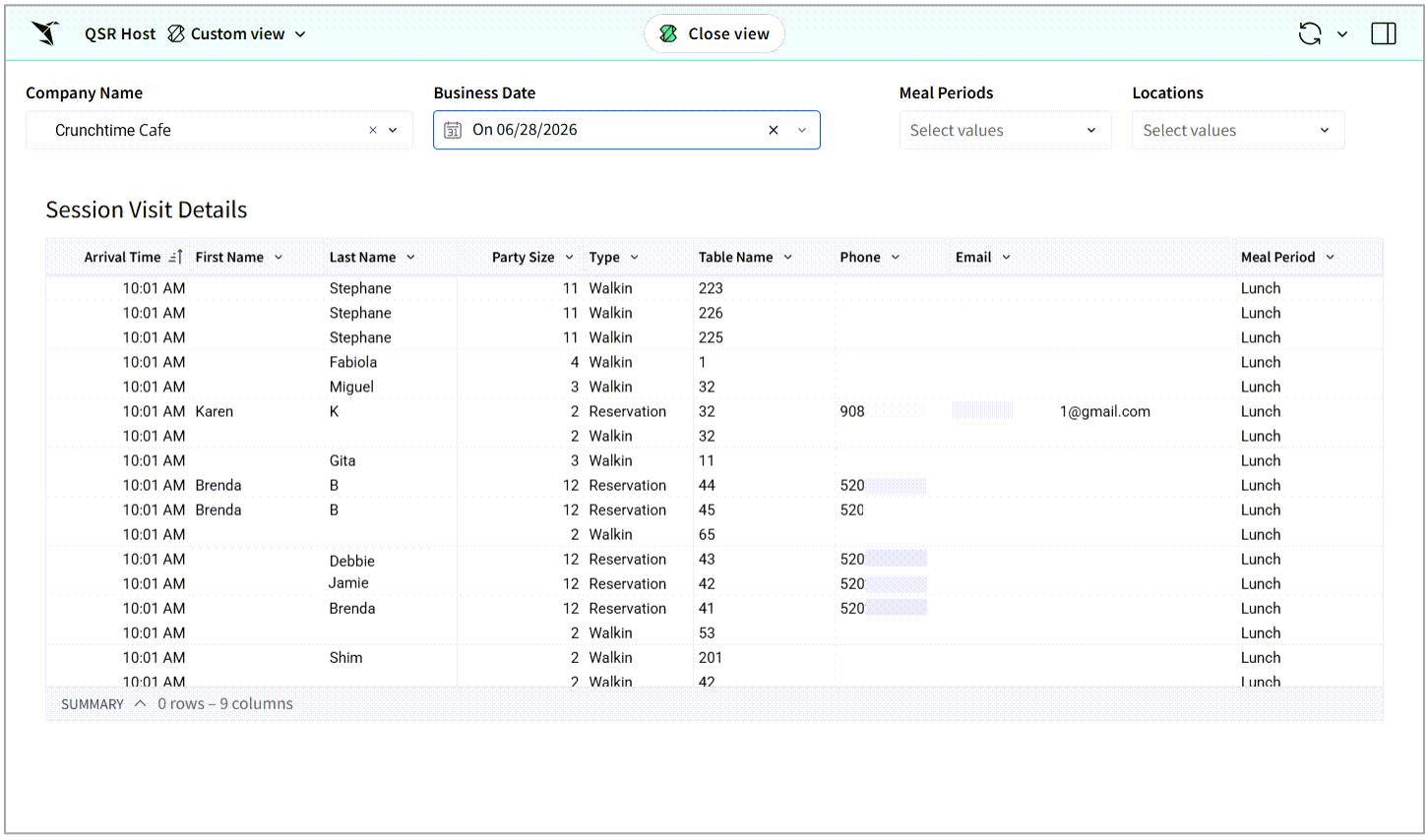
If using the Crunchtime Host solution, there are two Host dashboards available for use. Use the Sigma Home button in the upper left corner to navigate to them. 

Host Dashboards

- Session Visit Details
- Reservations

Session Visit Details

This dashboard displays visit level data for the entire day or by meal period.



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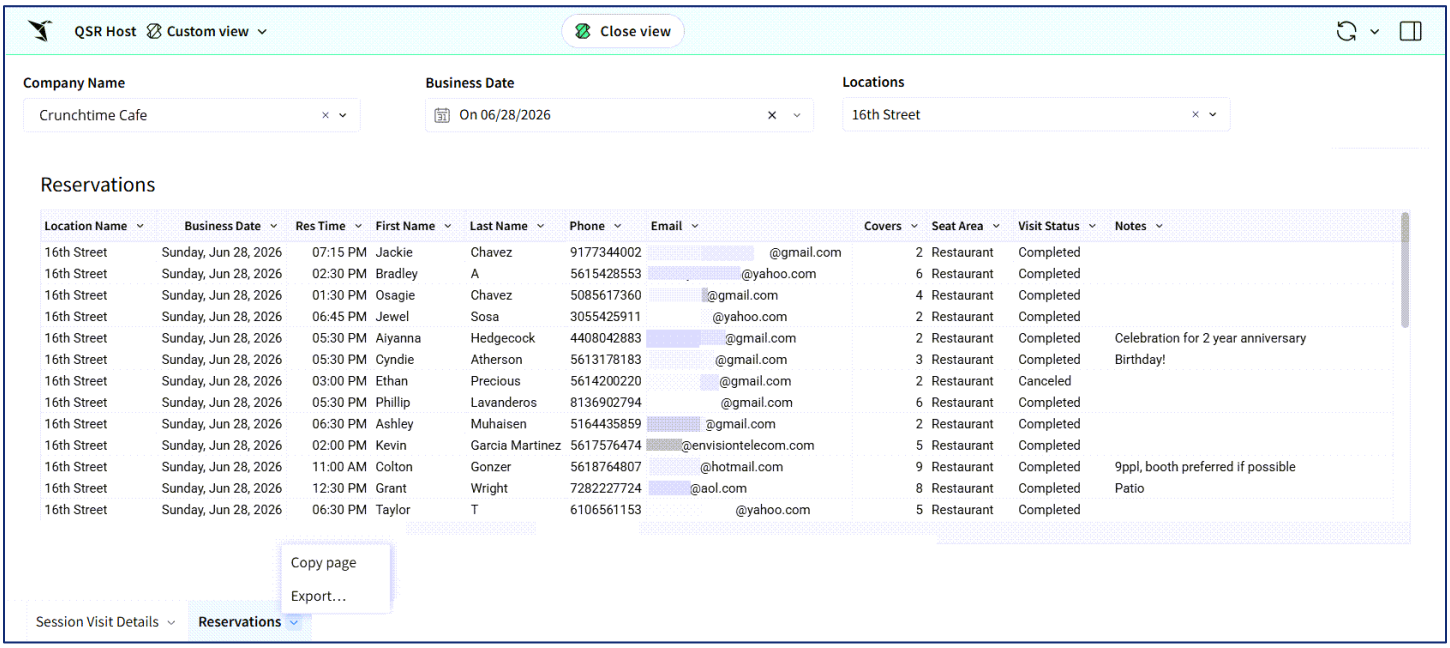
Reservations

The reservations report provides a quick look at reservations for a day, week, between dates or in the future along with all key party information. Party size, contact information, and any notes will help make the visit perfect for their party.



Tip: Use the small carat on the bottom next the tab name to quickly export the information to a pdf or for print.

Premium Options

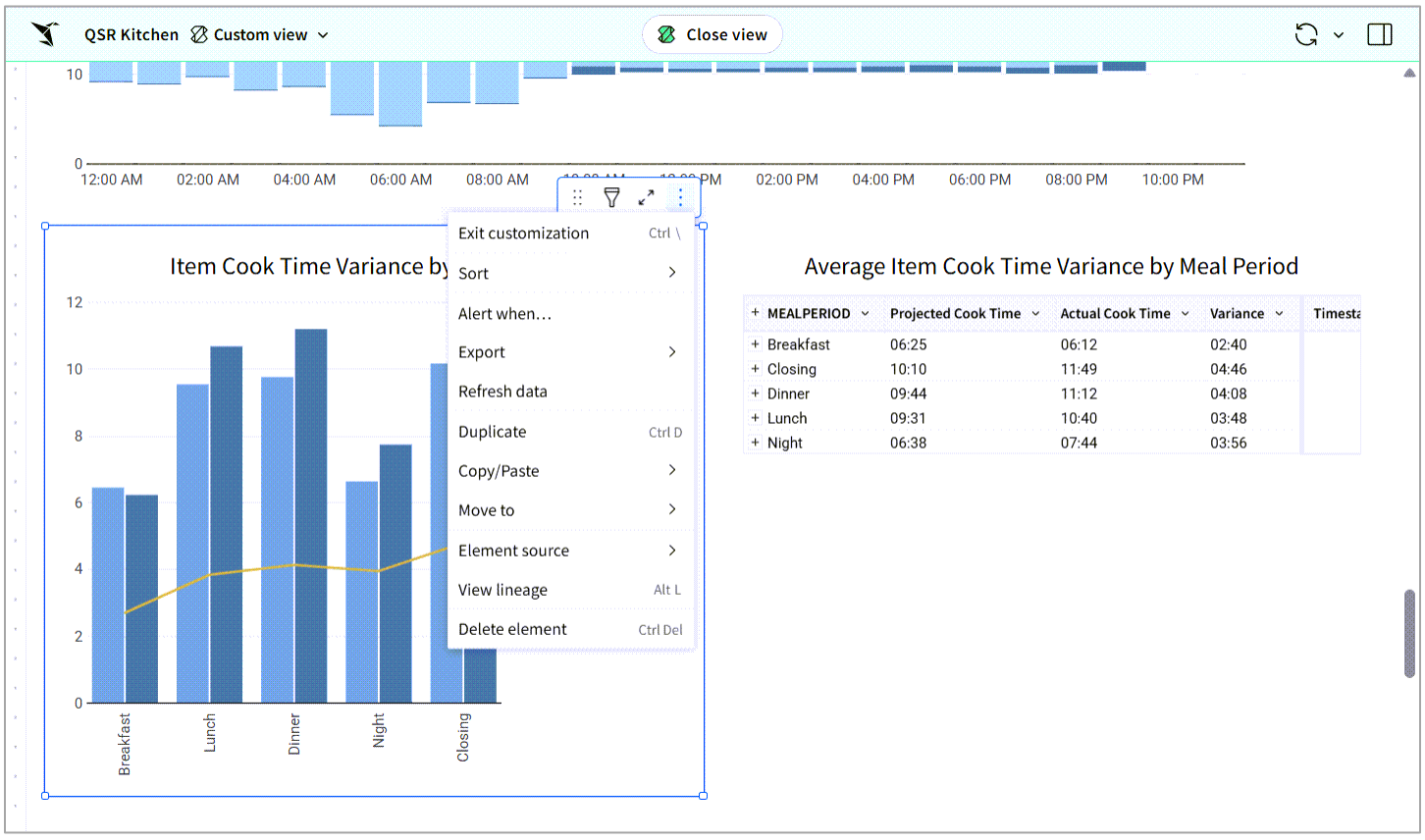
Customizations

Premium level power users will have the ability to modify dashboards and reports for all user views. View only users will not have the ability to manage customizations.

To view the customization options, open this icon at the top of the page.

Depending on the type of restaurant and dataset in use, there may be elements that aren't as valuable as others. Dashboards may be customized in layout, graphical vs. tabular, colors and fonts, moving fields or removing them all together.

In this example we are removing Item level information. Click on the border of any field, use the three dots to open the customization menu and select which option you want to take. Drag and drop to another location and more! Additional customizations live in the panel icon in the upper right corner.



The dashboard configuration options dynamically update depending on the view you select. This allows you to tailor your workspace by renaming fields, applying branded color palettes, converting chart types—such as changing line graphs to pie charts—and modifying default calculation logic. All layout adjustments persist across logins, ensuring your workspace remains exactly as you left it.

With these advanced customization capabilities, you can define precise metrics that align perfectly with your business needs and easily export them for comprehensive reporting.

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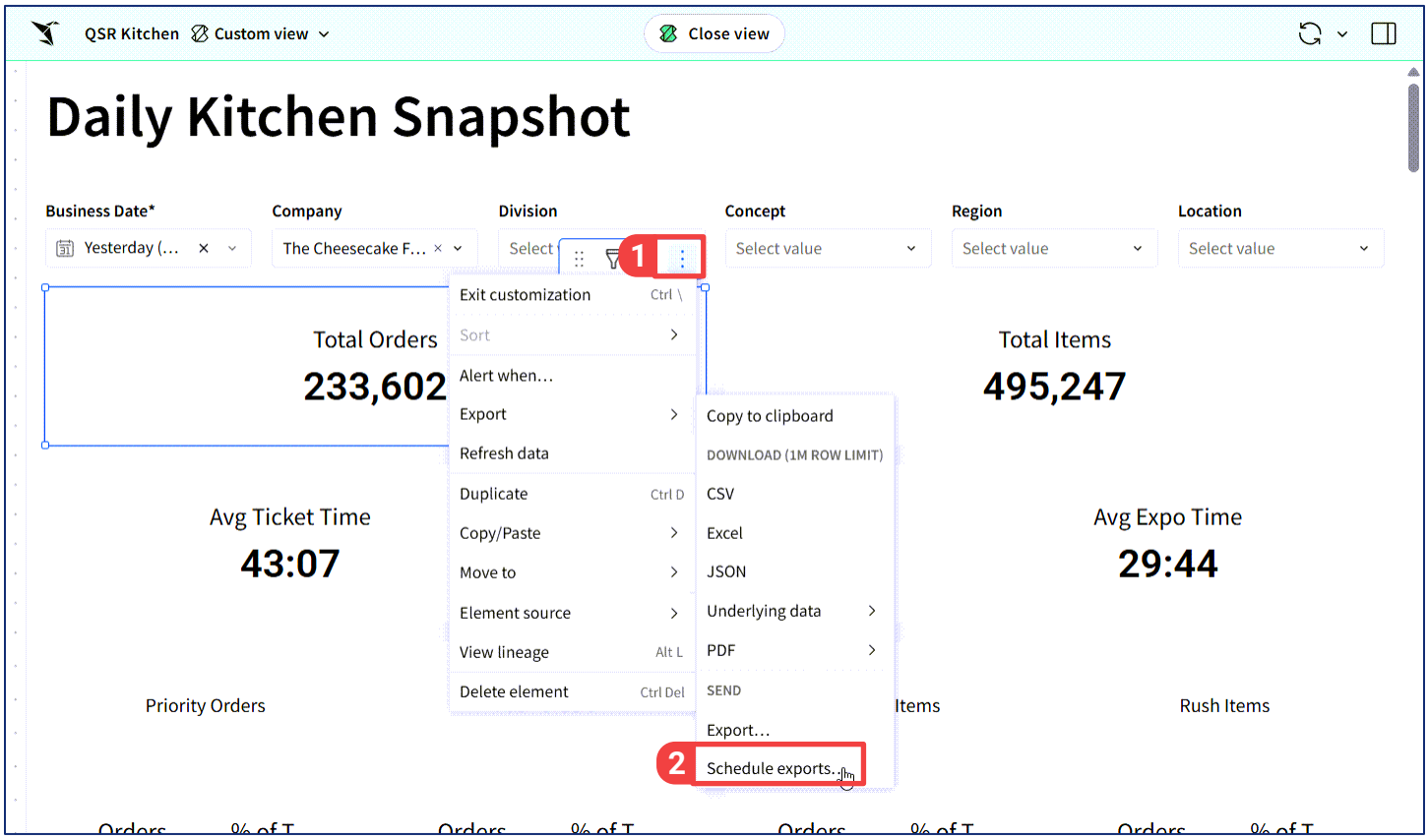
Email capabilities

With Premium Insights, the ability to schedule an email, add a threshold or alert to trigger the email, or plan for daily, weekly, monthly data to be automatically sent is included.

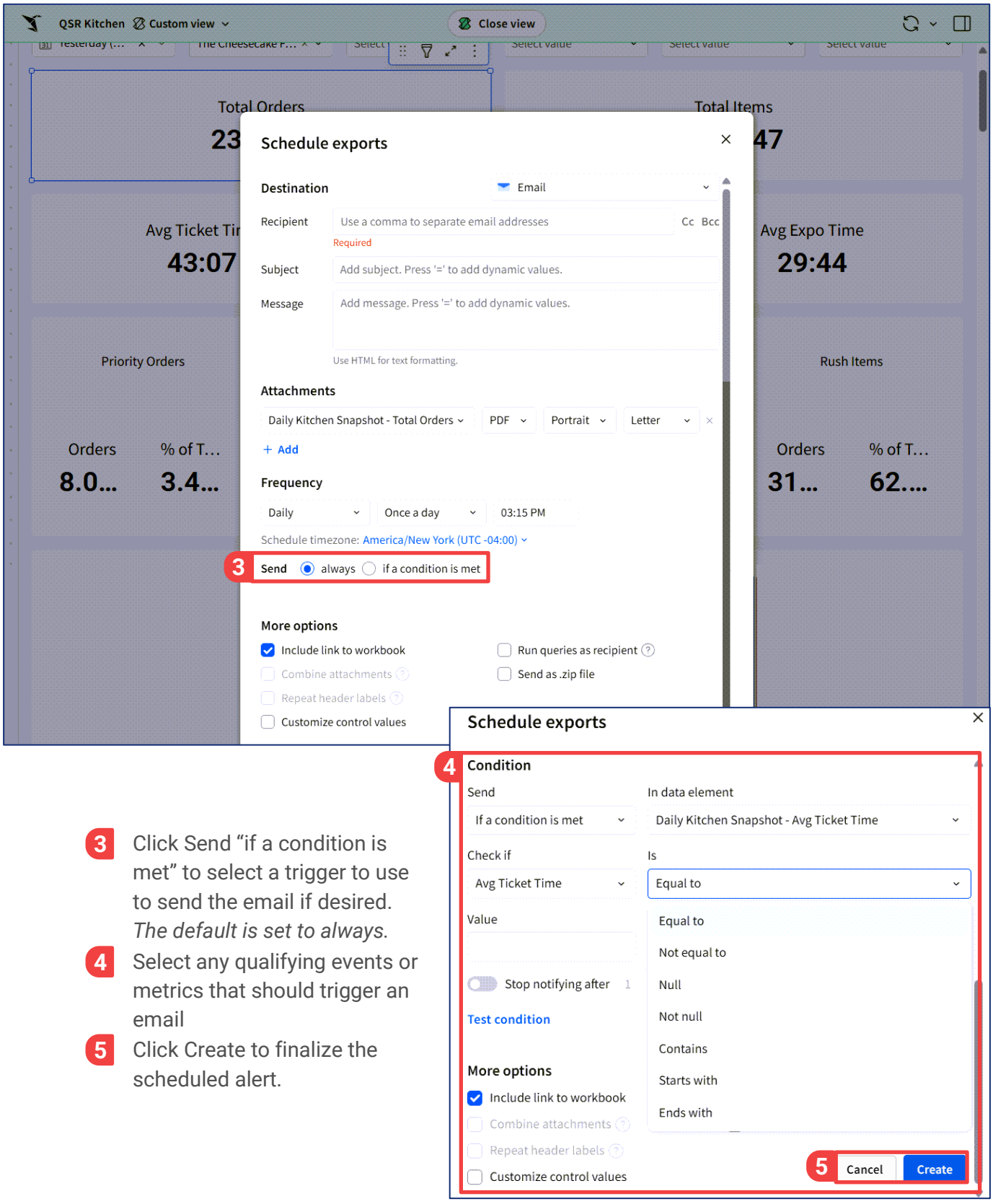


Note: Emails may contain a section of data, entire page of data or customized alert type data.

1. Click on any cell on a dashboard and open the three dot menu
2. Click Schedule Exports.

(continued)

Fill out the form.



3. Click Send “if a condition is met” to select a trigger to use to send the email if desired. *The default is set to always.*
4. Select any qualifying events or metrics that should trigger an email
5. Click Create to finalize the scheduled alert.

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Additional Information

All new customers will automatically be enrolled in Crunchtime Insights free version. All basic features will be available to new users.

To upgrade to the premium version, please contact your Customer Success Manager for additional information.

If you have questions about the data, please contact KHSupport@crunchtime.com

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