SETUP GUIDE

Kitchen Ops Execution Connection

Setup Guide

Document Details

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System Requirements

- CT Kitchen Version 2026.6 or higher
- Compatible browsers are: Chrome*, Edge, Firefox, Safari
- Ensure new Suite URL is enabled in the firewall. https://entcore-task-management-api.qsr.cloud

Related Documents

- KH Installation Quick Guide: https://links.crunchtime.com/JA-KH-InstallationQuickGuide
- Kitchen Full Installation Guide:https://links.crunchtime.com/CKIG-InstallCrunchtimeKitchen
- Hub.Agent Full Installation Guide: https://links.crunchtime.com/HAIG-InstallHubAgent
- Build a Deployment Package Guide: https://links.crunchtime.com/LDSG-BuildDeploymentPackage

Overview

This document explains how to configure Ops Execution tasks to display, be claimed, and closed on a Kitchen Station. Reach out to your Customer Success Manager to get started.

Download the latest version of this document here:
https://links.crunchtime.com/SG-KitchenOpsExecutionConnection … or scan the QR code to the left.

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SETUP GUIDE

Crunchtime Kitchen & Ops Execution

Connection Information

Introduction

In high-volume food service environments, teams must balance active food orders in the Kitchen Display System (KDS) with compliance and operational tasks managed in Ops Execution.

This connection brings Ops Execution tasks directly into the KDS so team members can claim and complete them without switching devices or leaving their stations. Completion status is then sent back to Ops Execution for tracking, helping reduce missed tasks, service delays, and compliance gaps.

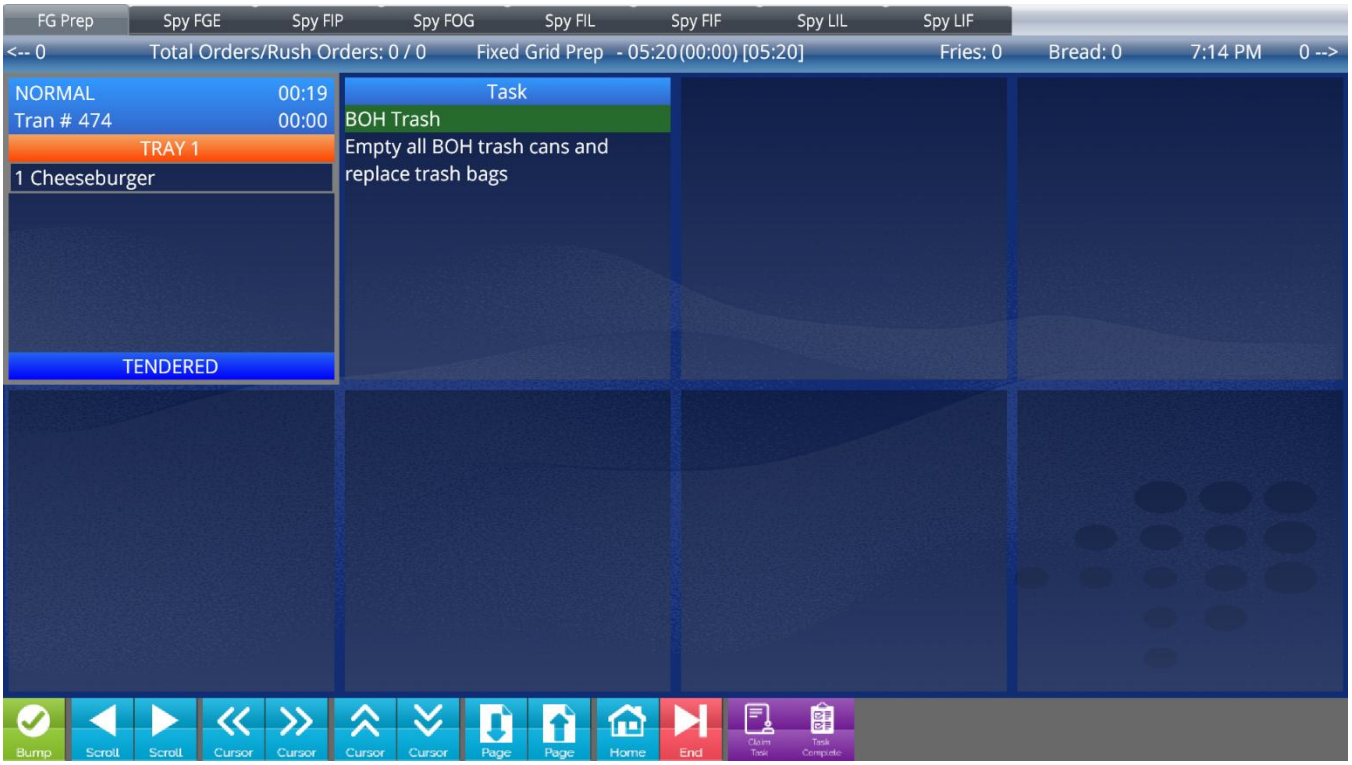
How does it work?

Middleware retrieves Ops Execution tasks scheduled to start within the next minute from a mobile device or browser and displays them on all kitchen stations behind active orders or items.

Kitchen will immediately display a task on screen if there is no Open Date on it, or exactly when the Open Date (and time) arrives.

Note: For just-created tasks there may be a few minutes' delay in transmission to your Kitchen Server.

Guest orders always take priority. In the example below, the order appears first and the task second; any new guest order will also be placed ahead of the task.



Getting Started

Kitchen Installation

Adding the Kitchen and Ops Execution Suite to your solution requires working with your Customer Success manager to ensure both accounts are configured to work together in account settings.

Install Kitchen Server and Kitchen Builder, if applicable. If using whitelisting to control network traffic, please note there are new URLs that will need to be whitelisted to use this connection. For additional information and the complete list of URLs to whitelist, see IG-CrunchtimeKitchen.

New Base Actions

Kitchen installations using 2026.6 and later include two new Dashboard or Bump bar (VKP) interaction buttons in the default dataset.



Claim Task lets team members take ownership of a task. Claimed tasks are removed from other views. To unclaim, select the task on the original station and press Claim Task again.

Task Complete removes the task from all views and sends completion to Ops Execution.

Default Labels and Colors for Tasks

Default Task Display Option	Description
Basic task: Displays as Task in the default Food Item color (blue).	Indicates a task that has not been claimed by any station. The task can be completed in Kitchen, and the completion message is sent to Ops Execution for reporting.
Complex task: Displays as Ops Execution Task in the default Food Item color (blue).	Can be claimed in Kitchen but must be completed on the Ops Execution device for reporting.
Claimed task displays in yellow, or the default Priority color.	Indicates the task has been claimed by a kitchen station for completion.
Overdue task: Displays in red, or the default Rush Item color.	Indicates the task has passed its scheduled or expected completion time.
Task title: Displays in the Prepared Item color (green).	Displays below the task label to identify the work that needs to be completed.
DUE: Displays when a task has an assigned due date that has not passed.	Appears with the task title to alert the team to an upcoming task.
CONTINUED: Displays in the default Item color.	Indicates the task continues across more than one cell on a grid view.
TASK TRUNCATED: Displays in the default Item color.	Indicates the task text is too long to display fully, so some words or letters may be cut off.

Note: Ops Execution Task colors in Kitchen will match customizations to the Item Attributes listed above that have been made to the GRDS Color Schemes template in the existing Kitchen configuration.

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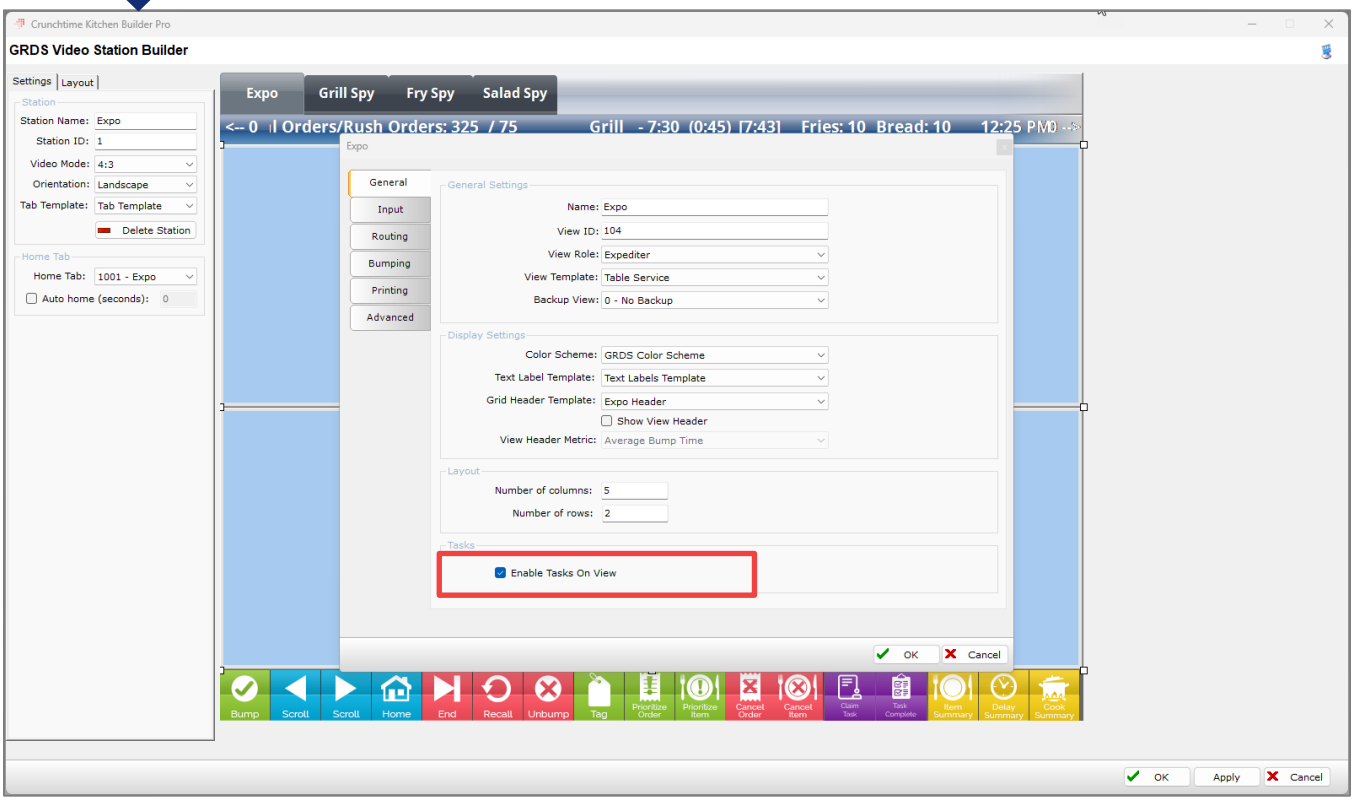
Configure Stations

Enabling tasks by individual Station & Views

After the successful installation of a 2026.6+ version of Kitchen, the new option to Enable Tasks on View is part of the General Tab of a GRDS Video Station Builder.

Builder Pro > Activity Levels > Kitchen Stations > General Tab



Click OK on the form, then click OK again to close the station editor. Ops Execution can now send tasks to that station. Repeat this process for each view where tasks should be displayed.

Team members will need to interact with tasks from that station. Complete the additional configuration steps for VKP and/or Dashboard base action options.

Tip: If you would like to assign a view to only display tasks (no items or orders), select the “Enable Tasks on View” option, and add interaction options but no routing.

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Kitchen & Ops Execution

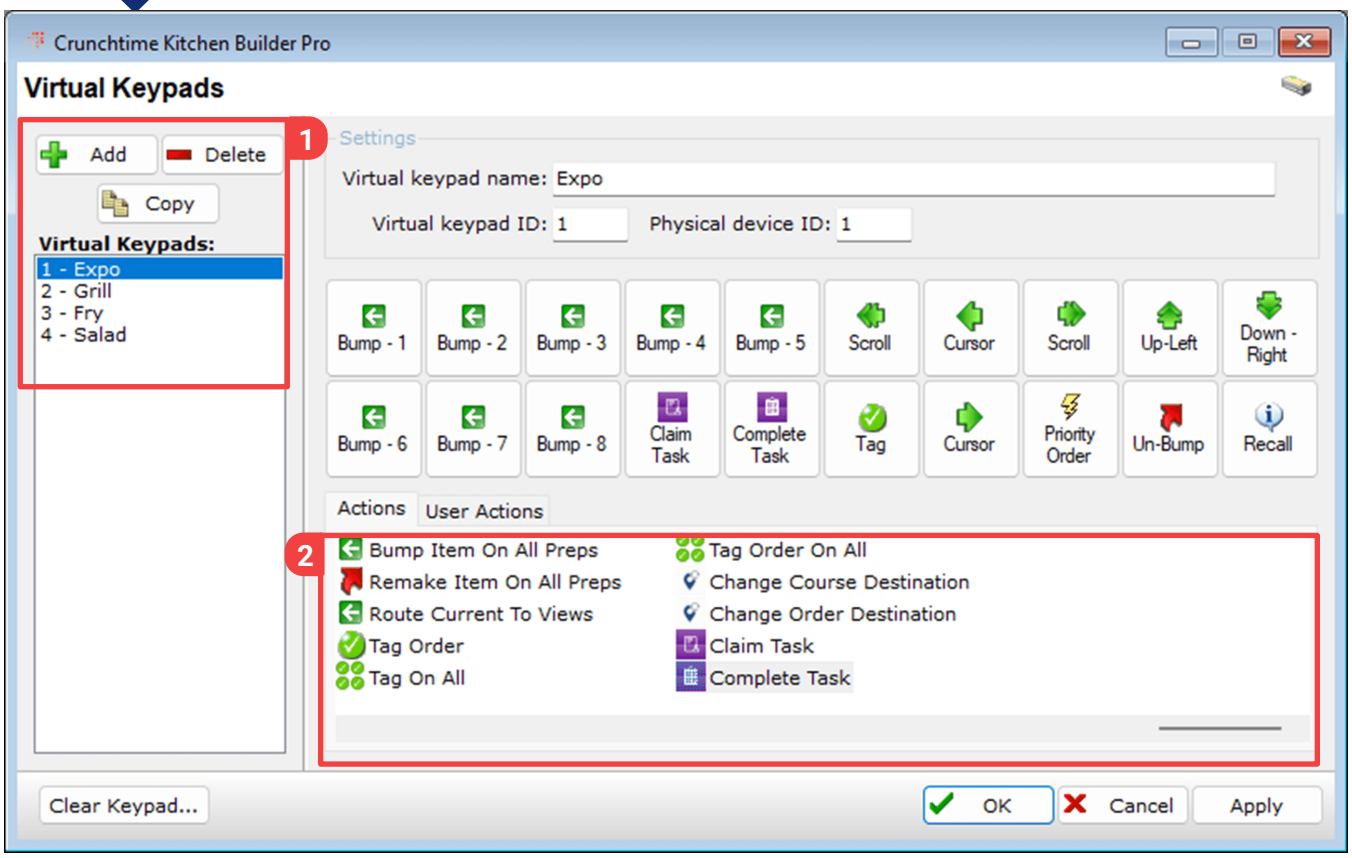
Base Action Configuration

Ops Execution tasks are completed using base actions assigned to either a VKP bump bar or a touchscreen dashboard. These interaction methods must also be enabled on the applicable view.

Base Actions VKP Bump Bar

Open Builder Pro and create or update a VKP (bump bar) to include the new Ops Execution Claim Task and Task Complete base actions.

Builder Pro > Activity Levels > Virtual Keypads



1. Either click Add or choose an existing Virtual Keypad to edit.
   - If adding a new blank keypad, name the keypad for the station and physical device it will be assigned to.
2. Scroll to the right to locate the Actions icon for Claim and/or Complete Tasks.
3. Drag and drop them into the desired location on the bumpbar.
4. Click Apply then OK to save the changes.

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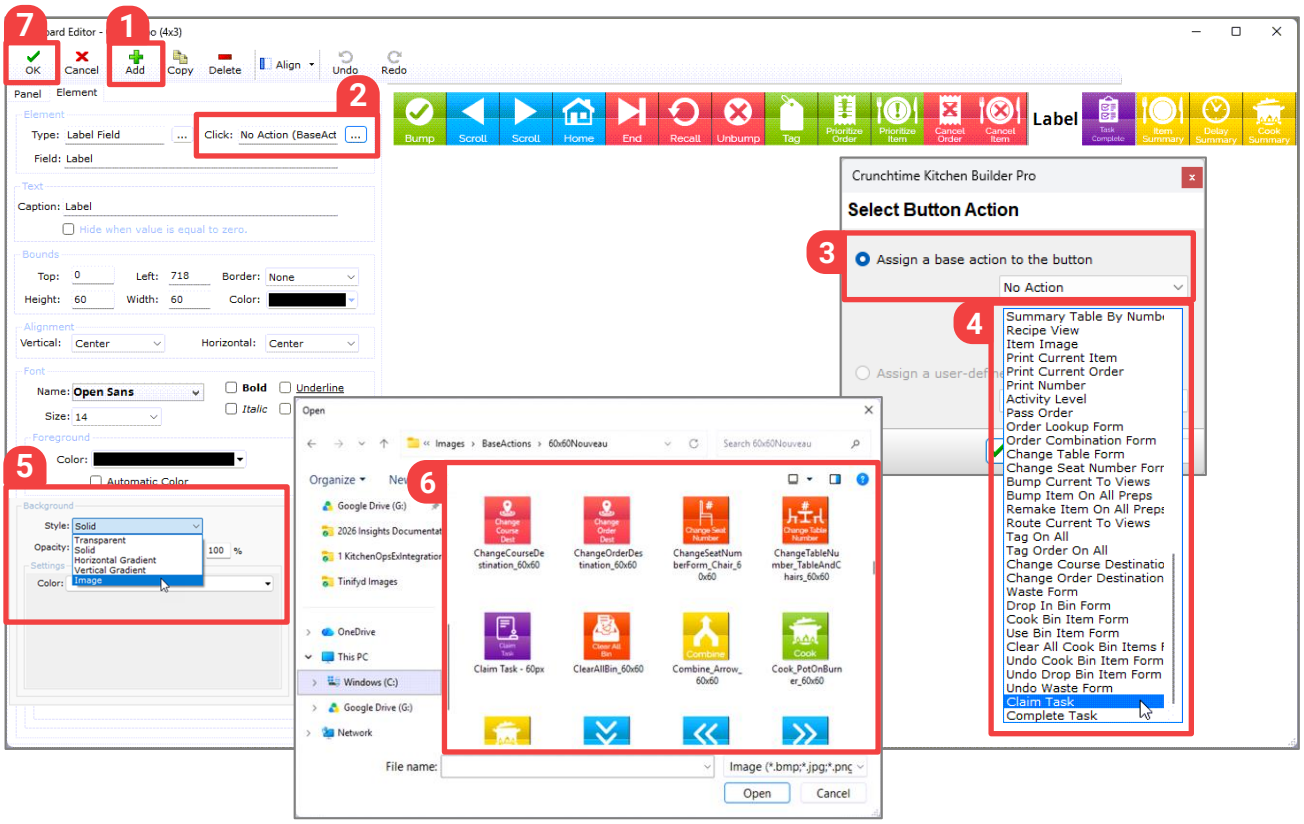
Base Actions GRDS Dashboard Touchscreen

Open Builder Pro and open the GRDS Dashboard Templates form. Choose whether you want to create a new blank dashboard or update an existing one to include the new Ops Execution Claim Task and Task Complete base actions.

Builder Pro > GRDS Dashboard Templates > Add New or Edit Existing



1. From the Elements tab, click Add to open a new blank space or remove an existing action and replace with the new action.
2. Click the elipses (three dots) next to the Click option.
3. Under Assign a base action to the button, use the carat to open the drop down.
4. Scroll to locate the Claim or Complete Task base action, click OK to close the form.
5. In the Background section of the left panel use the carat and select Image.
6. Navigate to the size icon you wish to use (60x60) or (75x75) and find the appropriate image for the action assigned.

   Double click the image to insert.
7. Click OK to close the form.

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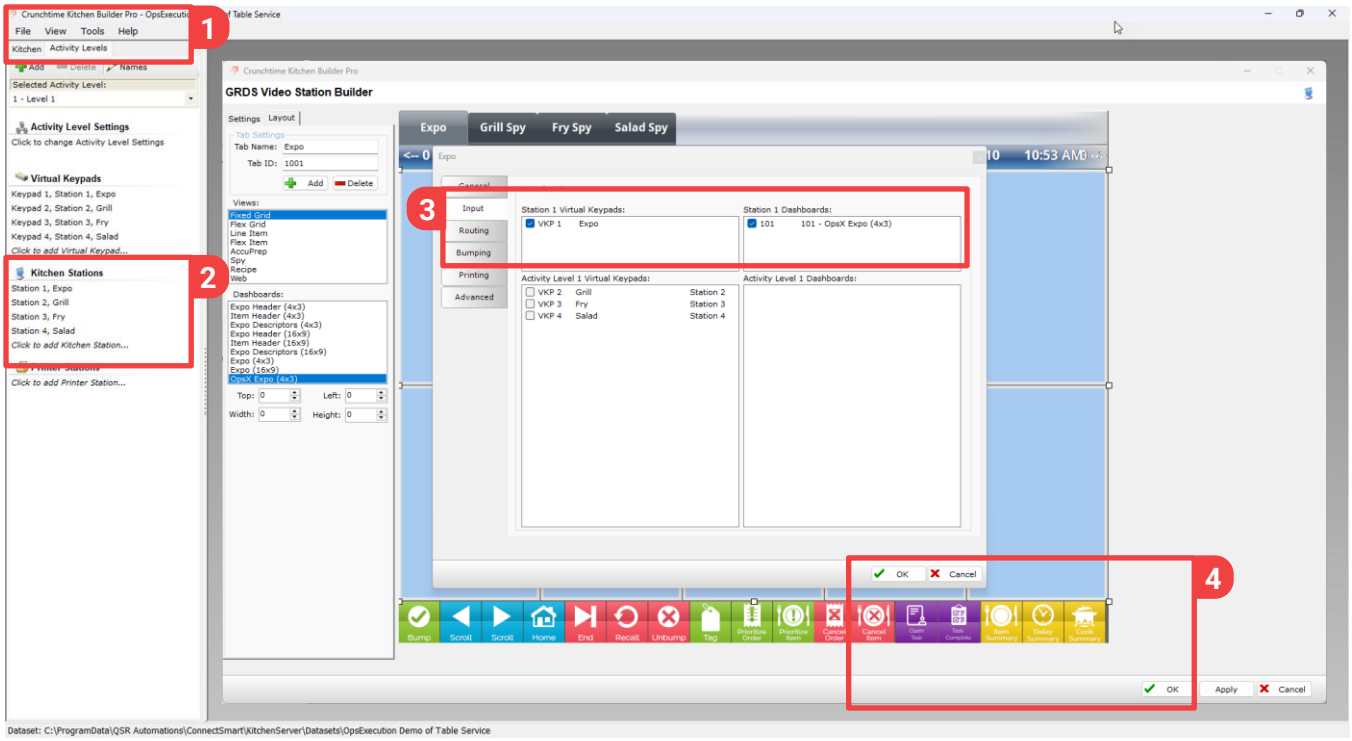
Kitchen & Ops Execution

Assigning Inputs to a Station

Once the new base actions are added to the VKP or dashboard, assign them to a station for use.

Note: If new base actions were added to existing VKPs or dashboards, this step is not necessary. Changes will automatically apply to the station.



1. Navigate to the Activity Levels Tab.
2. Locate the kitchen station you wish to add the new Inputs to.
   - Double click in the middle of the station editor screen.
3. Click on the Input tab and select the desired VKP or Dashboard.
4. Click OK to save and close the View Editor, then OK to save and close the Station Editor.

Note: If the new Dashboard is not assigned to the station, click Cancel to close the form and drag/drop the newly created Dashboard onto the station and repeat the steps above.

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Additional Information

After all configuration is complete, remember to copy to Runtime and restart Kitchen Server to see the updates.

If tasks are not displayed, ensure the firewall includes the new URL for Suite Connections:

Suite Specific URL

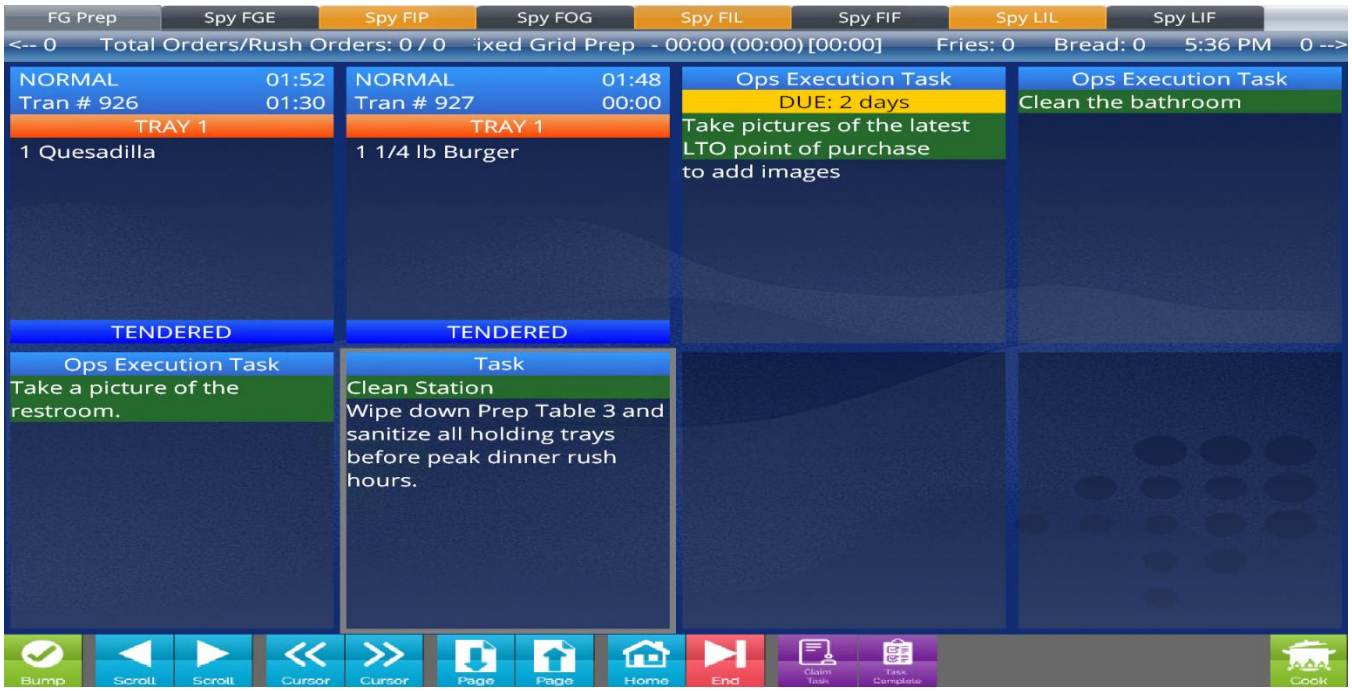
Suite addition	URLs to whitelist
Operations Execution	https://entcore-task-management-api.qsr.cloud

Images of Kitchen Stations

The colors shown are the default settings. Your colors may differ based on your configuration.

Fixed Grid Complex Ops Execution Task and Basic Task

Complex tasks must be completed on the Ops Execution device. Kitchen Stations display them as reminders and remove them once completed.



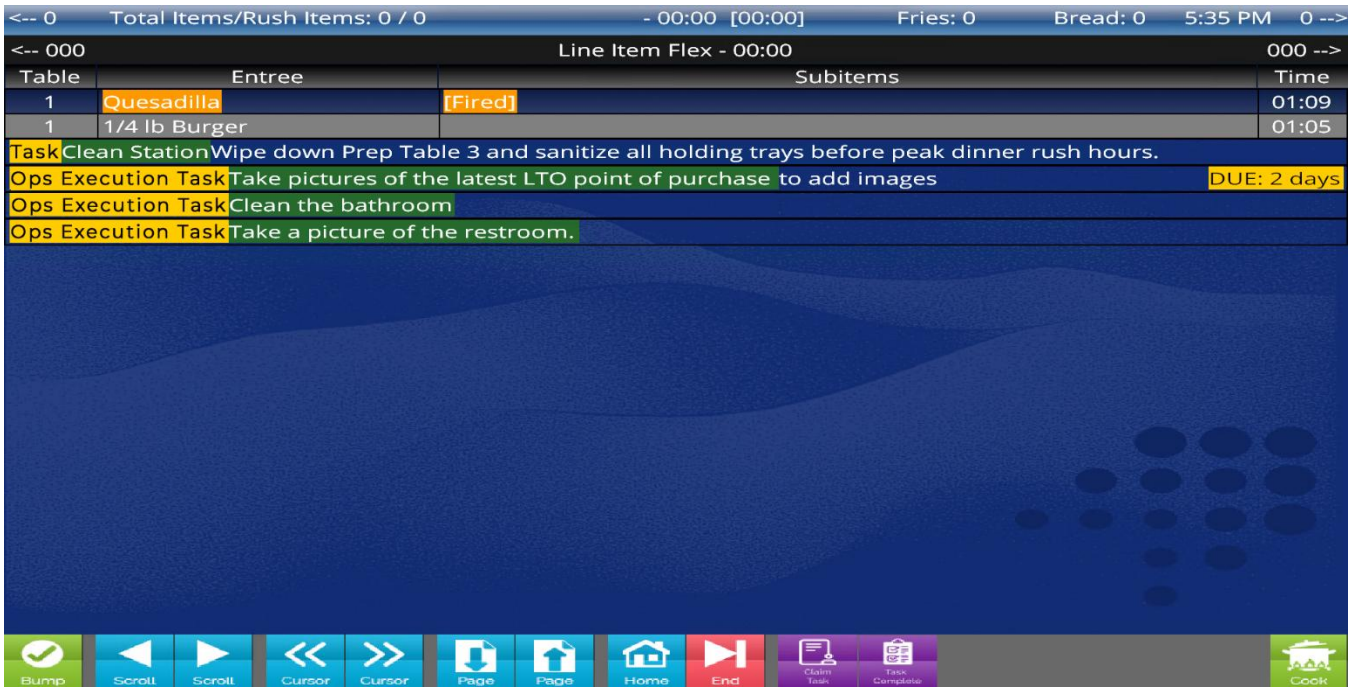
Remember: Food orders are priority and will display before any basic or complex Ops Execution task.

Kitchen & Ops Execution

Line-Item Ops Execution Task and Basic Task

Basic and Complex tasks display on all stations for visibility. Basic tasks can be claimed and completed at a Kitchen Station, then sent to Ops Execution for reporting.

Complex tasks display as Ops Execution Tasks and must be completed on the external device. They are removed from Kitchen Stations once Ops Execution sends the completion message.



Note: Once a basic task is claimed it is removed from all other views. If unclaimed from the station, it will automatically redisplay on all stations.

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