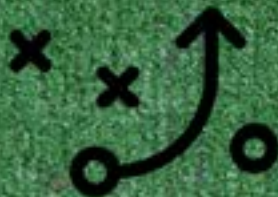# Envysion® & Chick-fil-A

PLAYBOOK

Everything you need to know to use our products effectively

Direct Chick-fil-A Priority Line: 888-312-0723
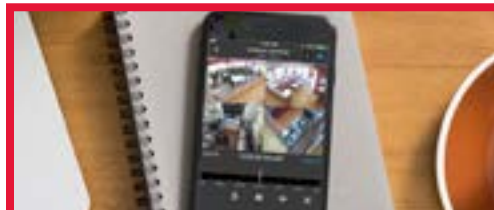General line: 877-258-9441 Option 8

CHOOSE YOUR PLAY:

WEB

Sharing + Saving

MOBILE

LEGEND

This icon in the lower right corner will take you back to this table of contents.

***CLICK HERE* to watch the online video or follow the steps outlined below.**
https://learning.envysion.com/docs/managing-video/nwvlive/

Learn to access and watch live video in the web app.

1. Select the tab for Watch Video 2
   • If you have multiple sites select which you'd like to view from the Sites list

2. To view a single camera, play that particular camera by clicking the Play arrow in the center of the image of the camera. To return, click the Back arrow to the left of the site name.

3. To view multiple cameras from the location you've chosen, check the box in the upper left hand corner for each camera you would like to view.

4. To the right of your cameras you will see the names of the cameras you have selected. Remove and add any alternates as needed.
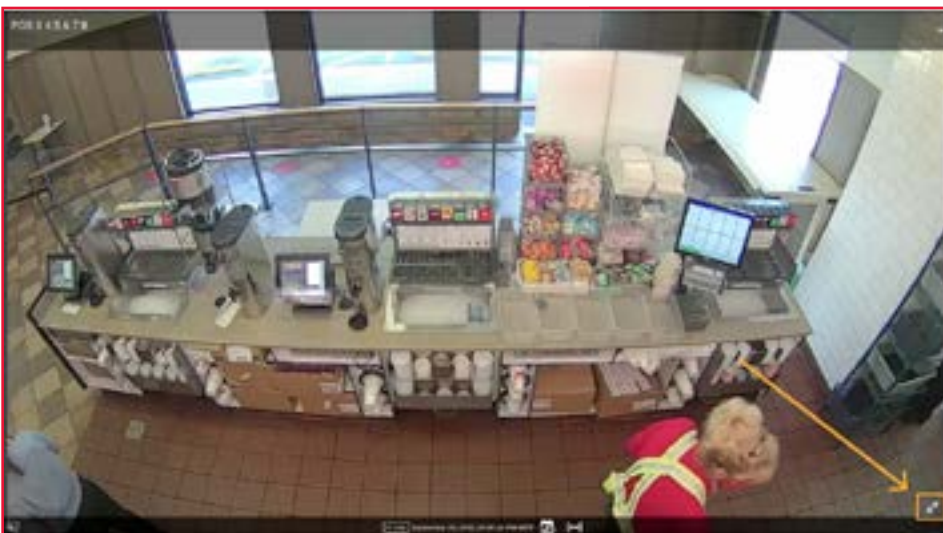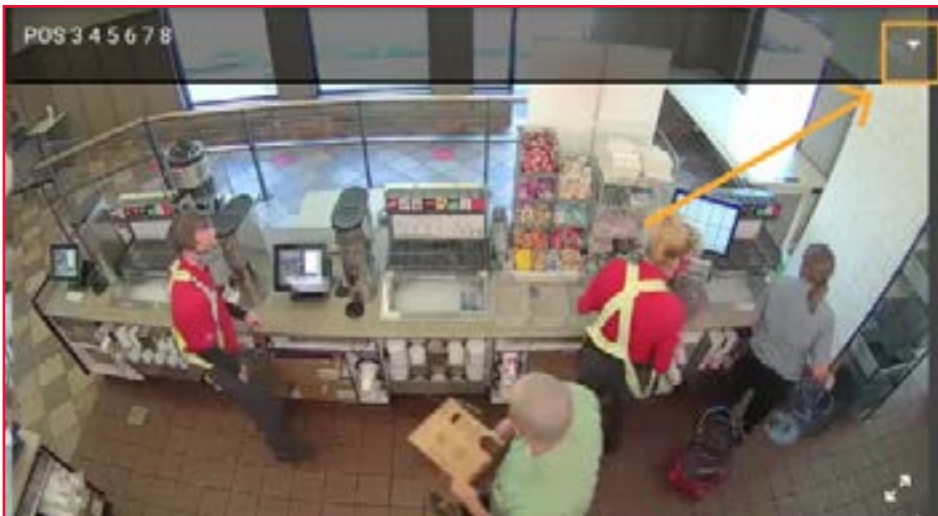
5. When you have chosen your cameras, to the right underneath the list, choose the red "Play selected cameras" icon.


6. To focus on one particular camera, click on the "expand" arrow icon in the lower right corner of the camera image.

7. To return to the previous view, click on the "collapse" arrow icon in the lower right corner of the expanded view.

8. To choose a different camera, click on the drop down in upper right hand corner of any camera view and choose a different camera. From the bottom of the screen, click Resume.
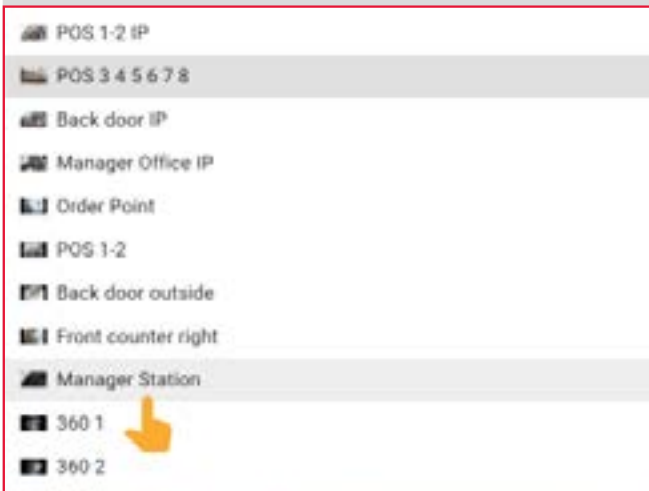
9. To change your current layout, on the toolbar, in the lower right of your screen, click on the Change Layout icon. Choose an alternate layout and click Resume.
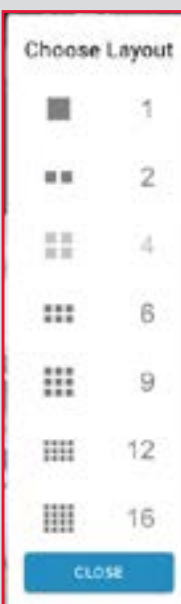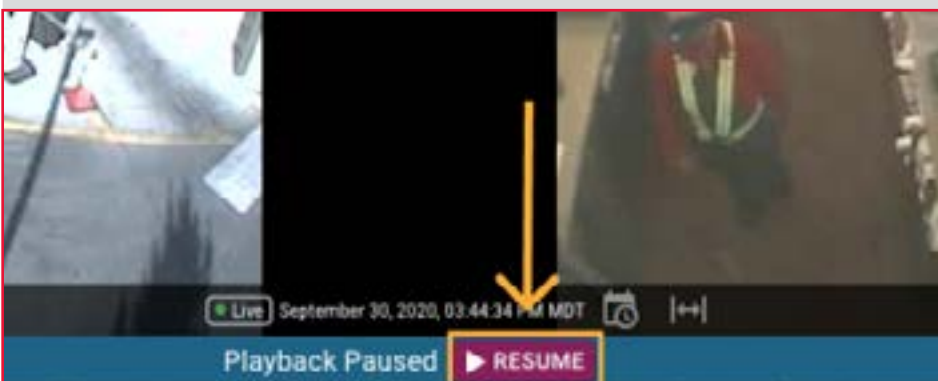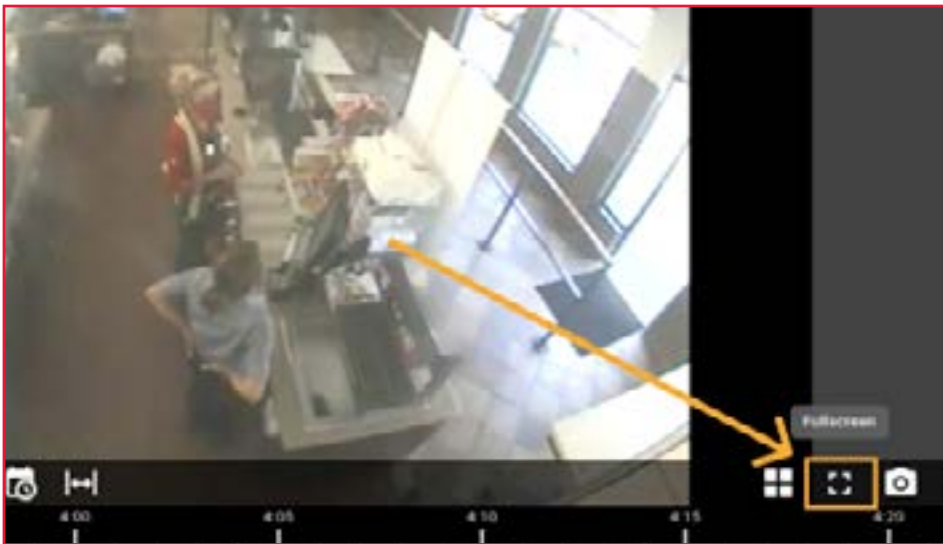
10. On the toolbar, in the lower right of your screen, next to the Change Layout icon, you can choose the Fullscreen option. Click the Esc on your keyboard to exit the Fullscreen view.

11. On the toolbar, in the lower left of your screen, choose Pause, Play, or Jump Back to go back 15 seconds. Step Back, Step Forward, Playback Rate and Audio controls are also located here when applicable.

End of article!

RECORDED VIDEO

CLICK HERE to watch the online video or follow the steps outlined below. https://learning.envysion.com/docs/managing-video/new-watch-recorded-video-on-the-web-app/

Learn to watch recorded video in the Envysion Web App.

1. Select the tab for Watch Video 2
   - If you have multiple sites select which you'd like to view from the Sites list

2. To view a single camera, play that particular camera by clicking the Play arrow in the center of the image of the camera.
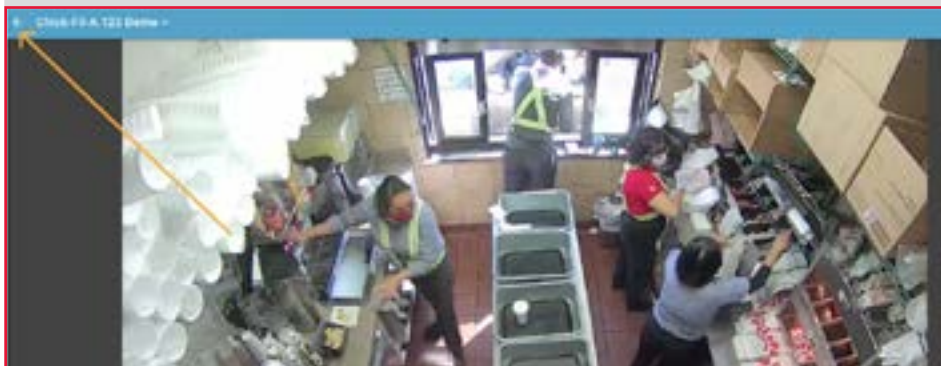
3. As you can see from the bottom of your screen, just above the timeline, you are viewing live video.
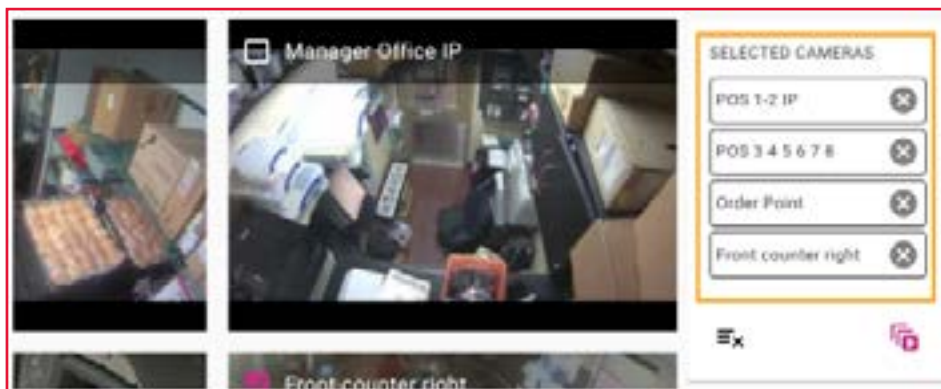
4. Put your cursor on the timeline at the bottom of the screen, click and drag to the right to view video from earlier in the day. Pull it left to advance towards the current live video time. Thumbnail images will appear as you scroll so that you can quickly navigate to what you are looking for.
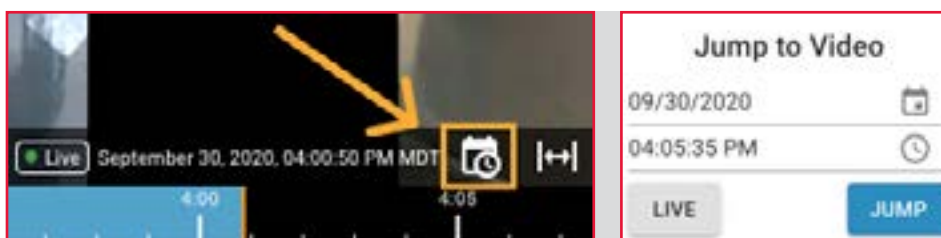
5. To jump to a different day and time, choose the "Jump To" icon, located at the bottom in the center of your screen, just above the timeline.
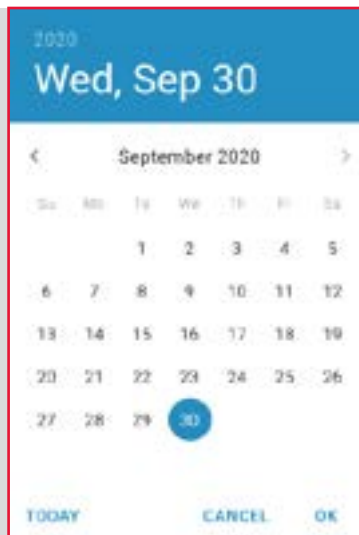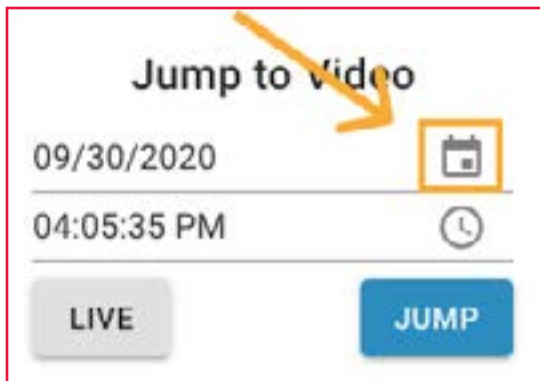
6. Select the date by clicking on the calendar icon and choose a specific date.
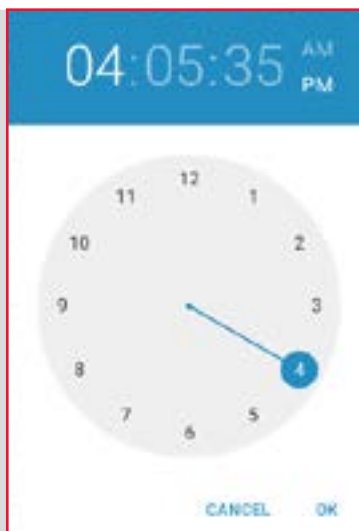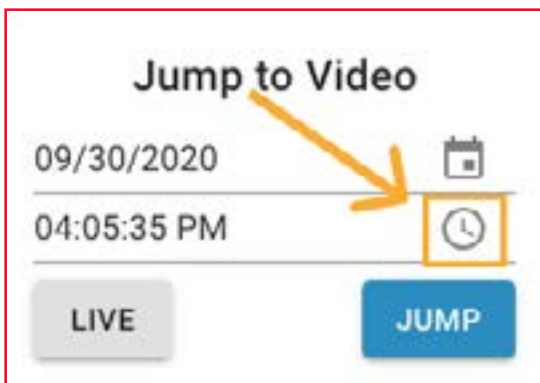
7. Select the time by clicking on the clock icon, edit the hour, minutes, and seconds then choose AM or PM and click OK.
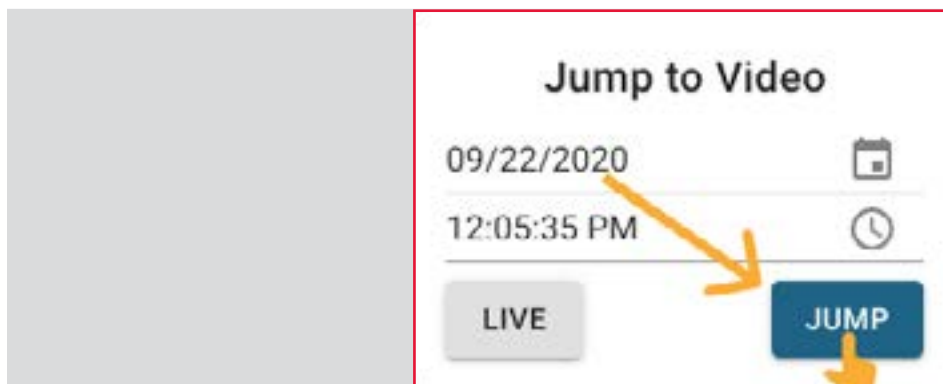
8. Click on Jump.
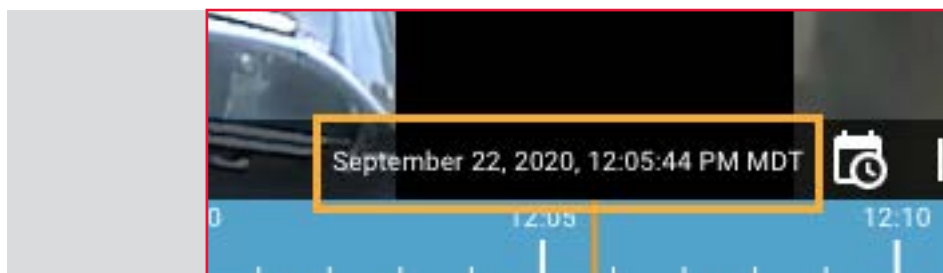
9. You are no longer viewing live video; instead, you see the date and time of the recorded video you have selected.
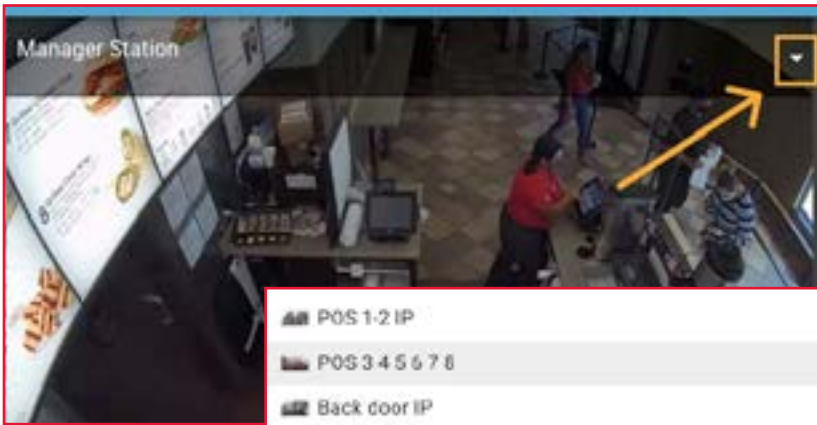
10. To choose a different camera, click on the drop down arrow in upper right hand corner of the video player. Choose a different camera. From the bottom of the screen, click Resume.
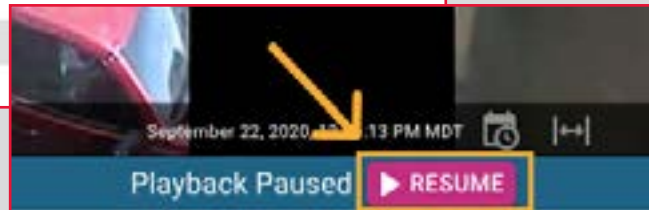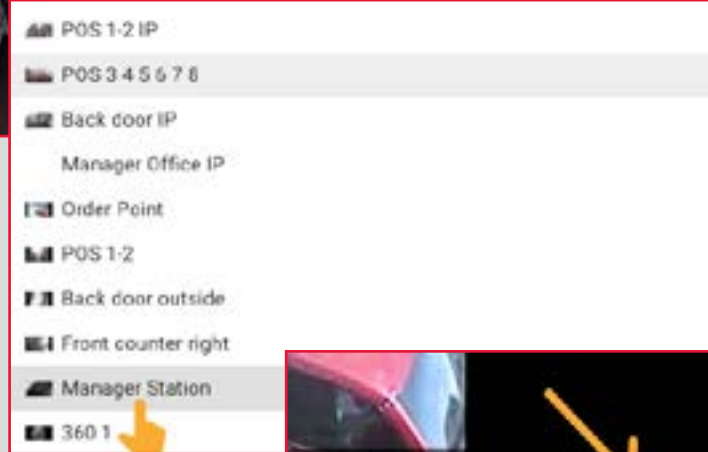
11. Use the timeline to view recorded video from earlier or later on this particular day, clicking the Play arrow to restart the video as needed.

On the toolbar in the lower left of your screen, you will find the following features which are activated when applicable:

Volume: Video defaults to muted if the camera is equipped with audio, if the camera is not equipped with audio, you will see "Audio not available for this camera view."
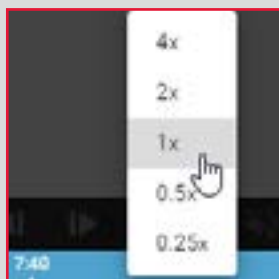
Playback rate: Choose to slow down your viewing to quarter or half speed, or speed your viewing to 2x or 4x normal speed.

Step Back and Step Forward: Step forward frame by frame, or step back frame by frame. All actions are available during frame by frame, including snapshot, save a clip, and motion search.

Pause, Play, and Jump Back 15 seconds at a time.

On the toolbar in the lower right of your screen are the following features which are covered in other Learning pages. Here's a fast guide to them:

Motion Search: Use Motion Masking to quickly navigate specific areas of motion in recorded video.
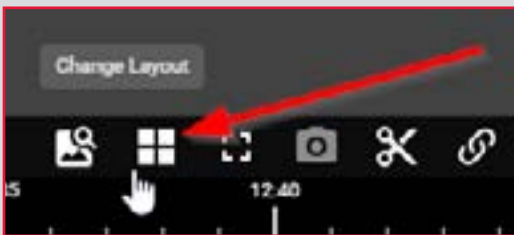
Change Layout: Change how many cameras are on the screen.

Fullscreen: Enlarge the image on your screen.
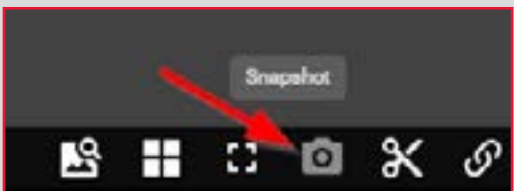
Snapshot: Save a still image from the video.

Save Clip: Save a section of recorded video.
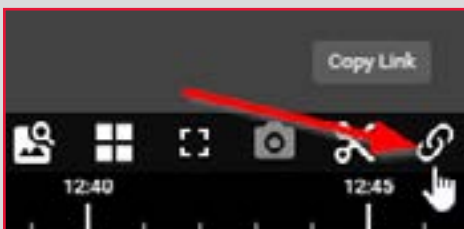
Copy Link: Create a link to the recorded video for sharing.

End of article!

SNAPSHOT

Snapshot gives you the ability to take a photo of one or multiple cameras.
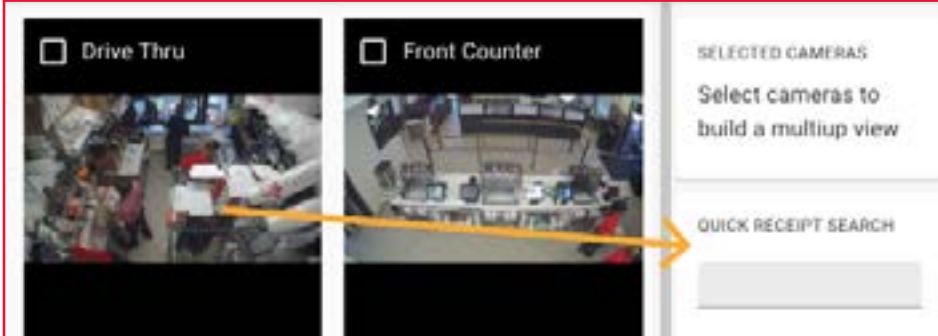
1. From recorded video, click on the Snapshot icon, located at the bottom right of your screen, just above the timeline.
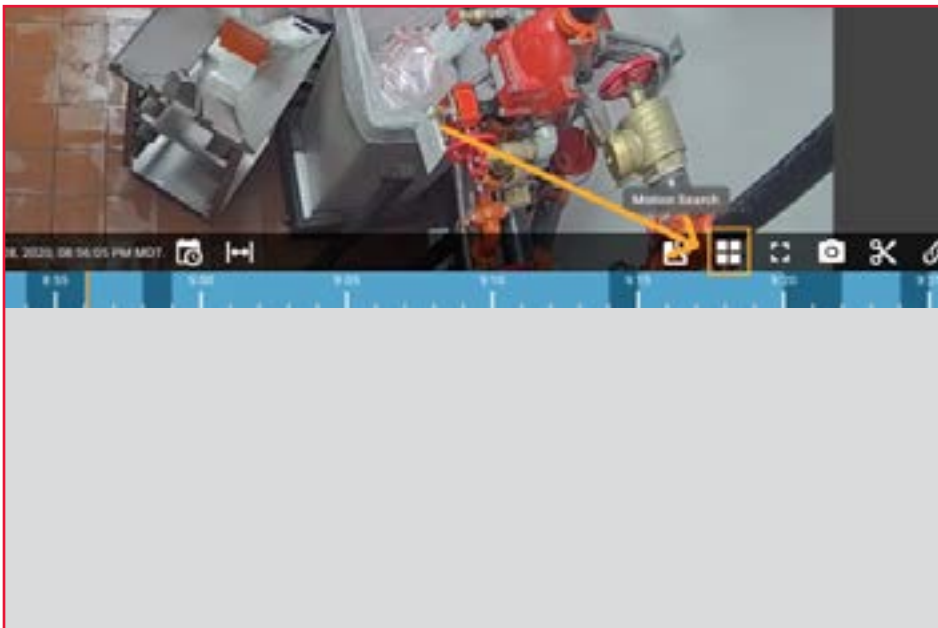
2. Use the arrows to move along the timeline to select the snapshot you would like to save.
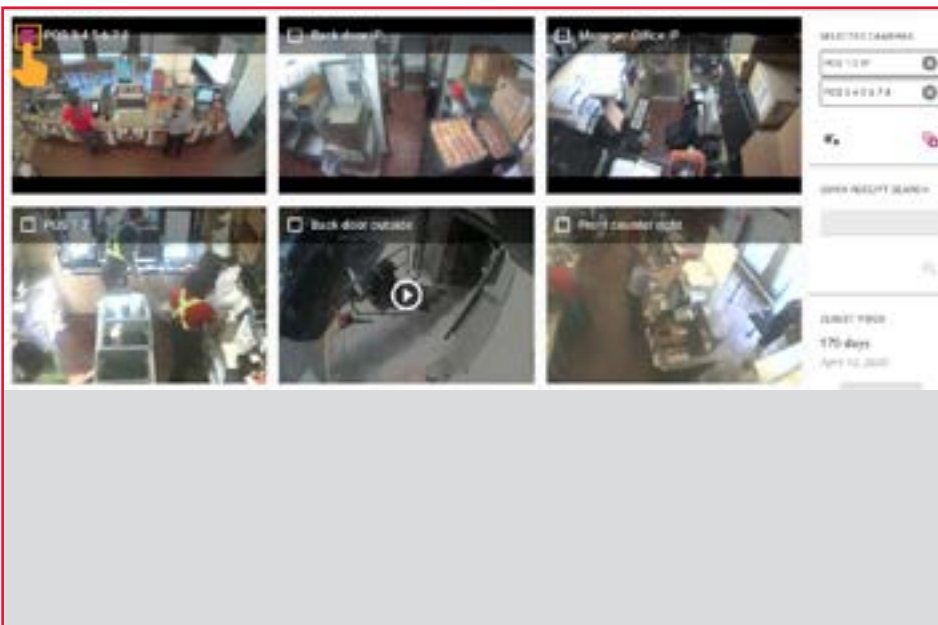
3. Click on download. The snapshot is downloaded as a .jpg file onto your computer.
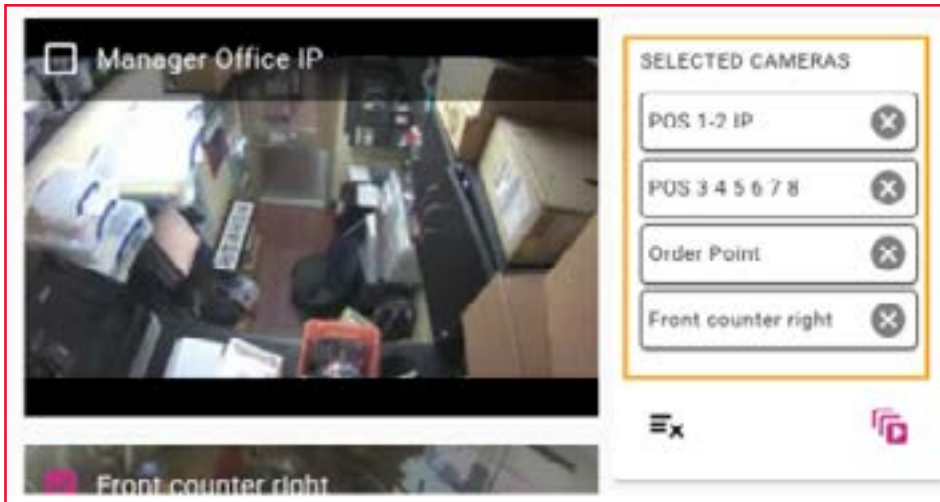
4. Your snapshot is automatically named with the store number, camera view, date, and time of the snapshot you selected.
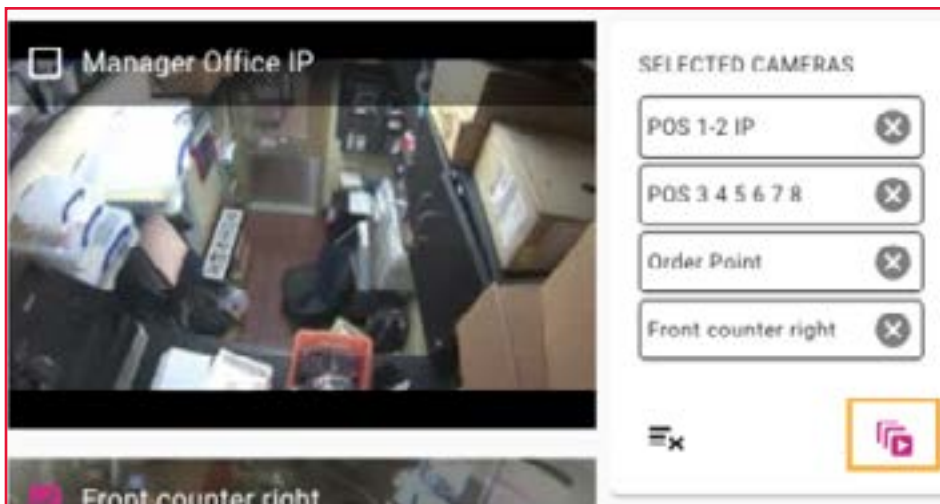
5. Snapshot works for multi-camera viewing as well.

End of article!

SAVE A CLIP

▶ **CLICK HERE to watch the online video or follow the steps outlined below.**
https://learning.envysion.com/docs/watch-video-clips/save-a-clip/

With the Save Clip feature, you can save a clip from either live or recorded video. This is helpful when you're watching live video and see something of interest and want to save it without all the button clicks required to start up a recorded video search. Follow the steps below to learn more.
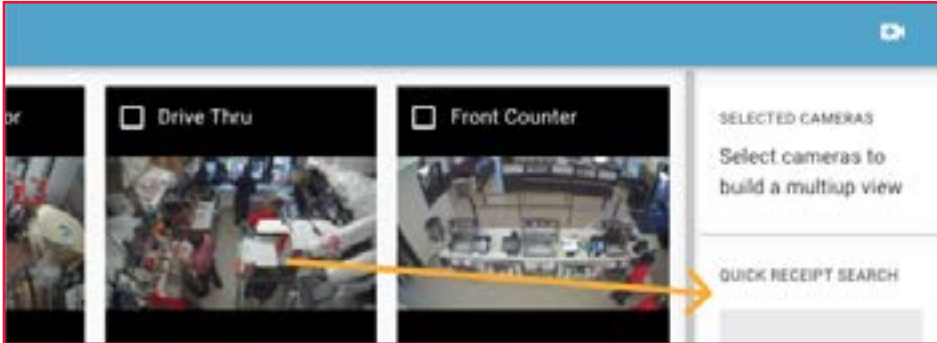
1. While watching video from any camera, in single or multiple layout, if you see something that needs to be saved, choose the "Save Clip" scissors icon, located on the toolbar in the lower right of your screen.
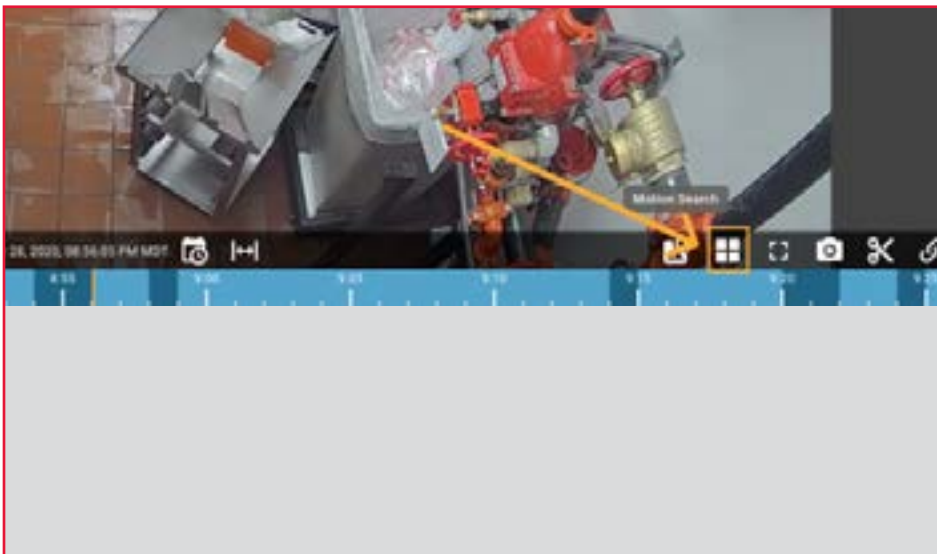
2. Edit your start date by clicking on the calendar icon, and the time by clicking on the clock icon or choose a preset duration. You can also edit your end date and time by clicking on the clock.
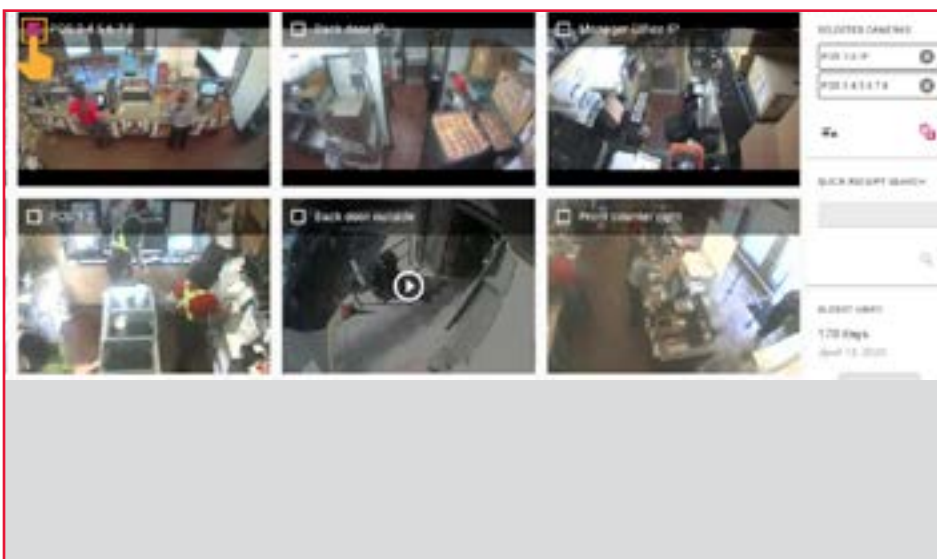
3. Select a Thumbnail that best represents the nature of your video clip by clicking and dragging the blue icon under the thumbnail image that is shown. Click "Next."
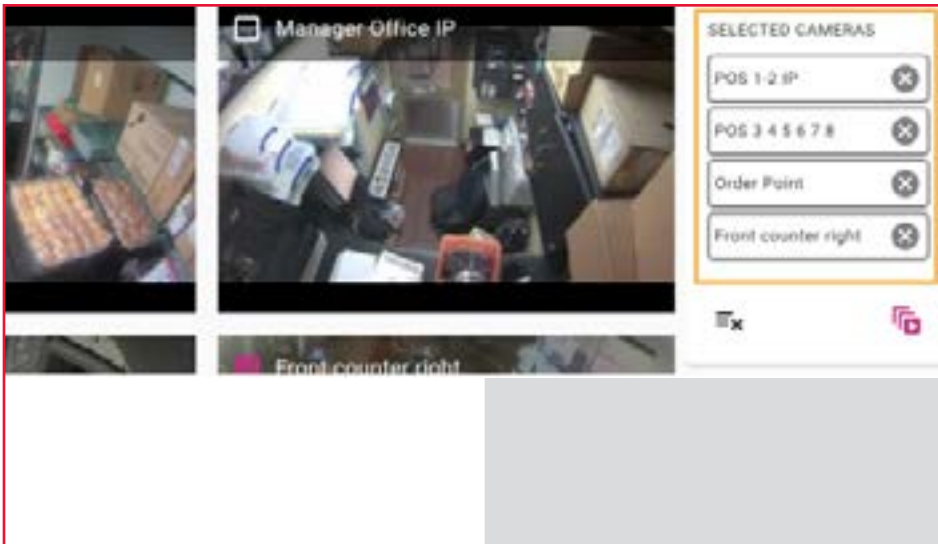
4. Name your clip and if desired, provide a description of your clip.
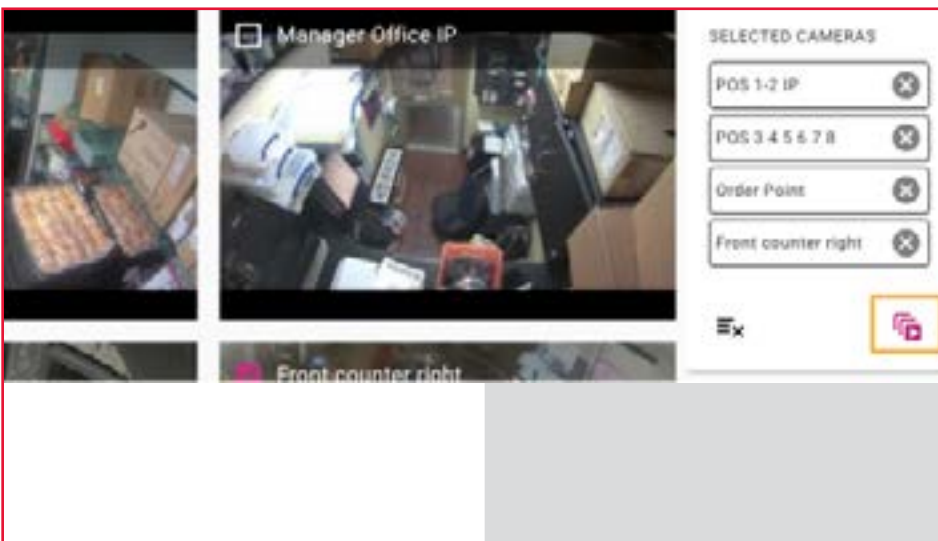
5. You will be notified by email when your clip is complete, and a watermark will be added to your clip. These default options can be turned off by clicking the indicator that precedes each. Click on "Next."

6. If desired, choose a specific folder for your clip. If you do not chose a specific folder, it will be saved to your primary Clips folder.

7. Click on "Next" and then "Finish."

8. You can close the clip request, and continue on in the application while your clip processes, or you can choose manage your clip, which will take you immediately to "Clips."

9. While the clip is processing, you can move the clip to a different folder, delete the clip, or edit the clip's name or the clip's description by clicking the appropriate icon.

10. Once the clip has finished processing, you can also download the clip to your computer or a drive of your choice, or you can share the clip.

POS 1-2 IP

POS 3 4 5 6 7 8

Back door IP

Manager Office IP

Order Point

POS 1-2

Back door outside

Front counter right
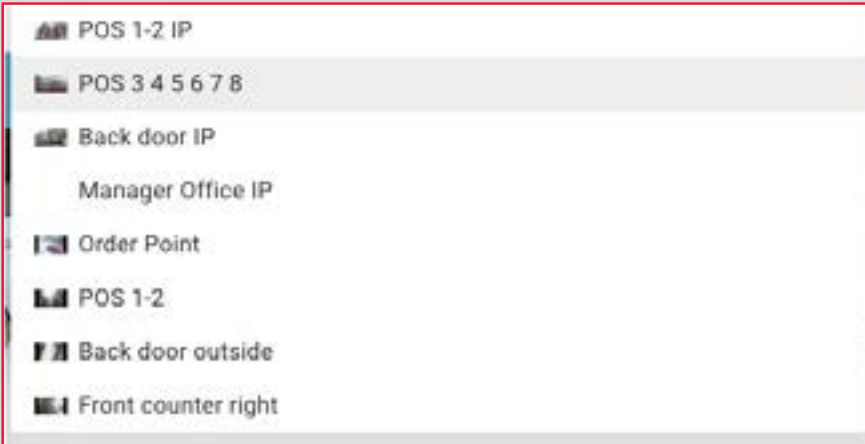
End of article!

SHARE CLIPS EXTERNAL

▶ **CLICK HERE to watch the online video or follow the steps outlined below.**
https://learning.envysion.com/docs/watch-video-clips/external-clips/

In addition to sharing clips with users and groups within the Envysion application, you can share clips externally via URL. This is handy for sharing video evidence with external users such as insurance adjusters or law enforcement. Protect your video evidence with added security features including password protection and an expiration date for your link. Clips shared in this way can be downloaded by the recipient to ensure access after the URL has expired.

HOW TO SHARE A CLIP EXTERNALLY:

1. Navigate to the Clips 2.0 section of the Envysion application.

2. To share multiple clips at once, click 'Bulk Share'
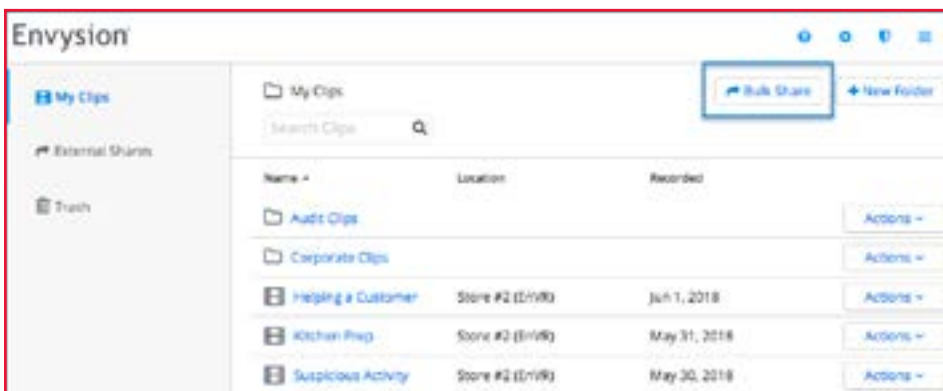
3. To share a single clip, select the 'Actions' option at the end of the row for any clip and then select 'Share'. If you are in the Preview Pane for a clip select the share icon.
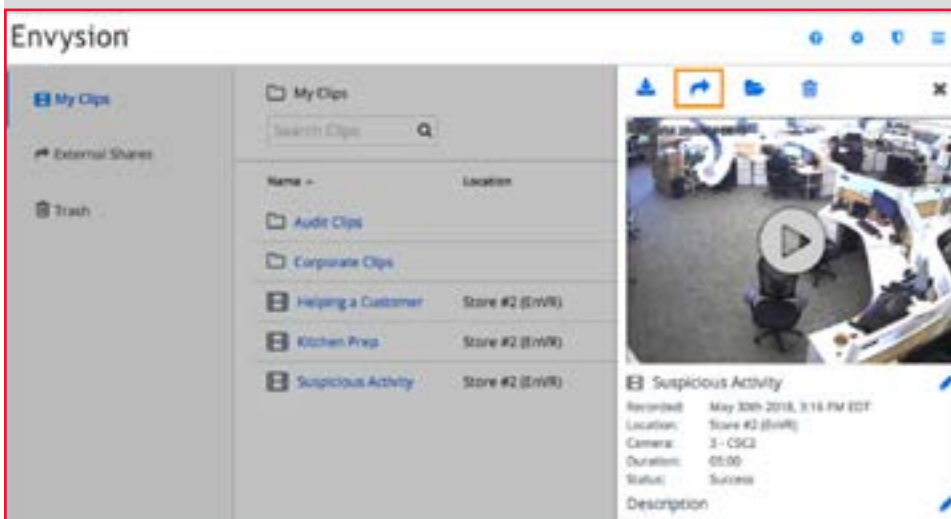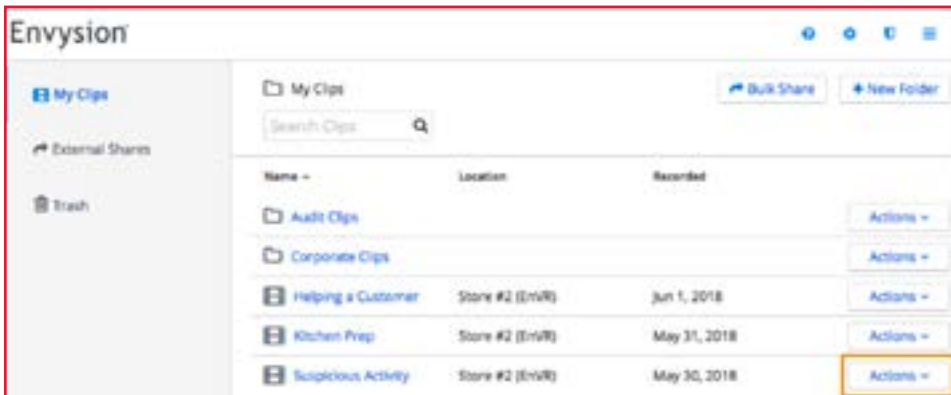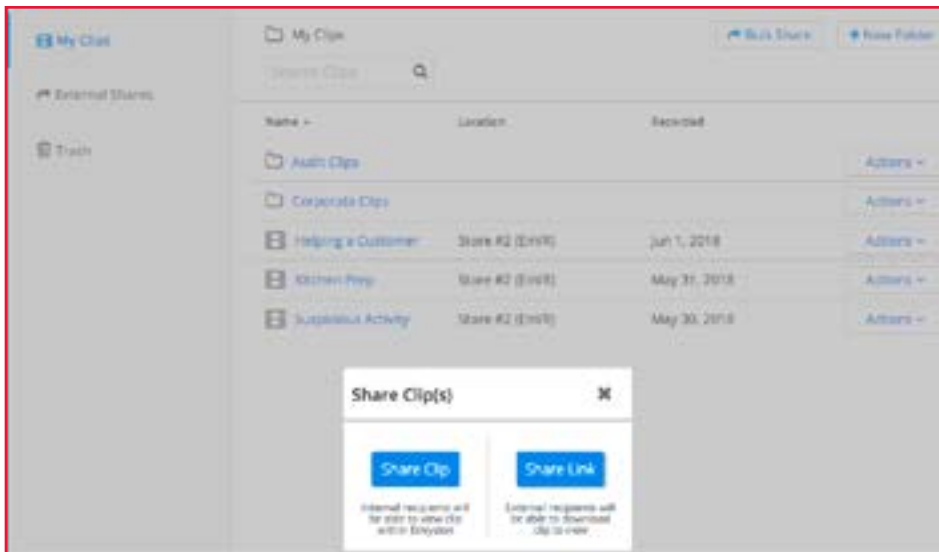
4. Select 'Share Link'
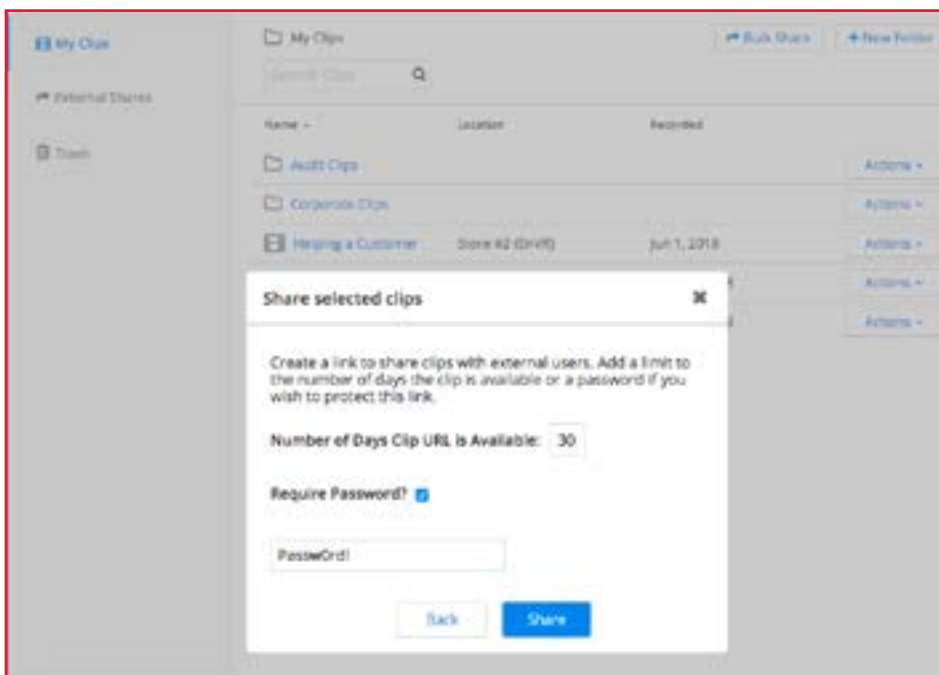
5. Bulk Share Only: Check the box for any clips you would like to include and then select 'Share'

6. Enter the number of days you would like the URL to be accessible.

7. If you would like to password protect the URL check the option for 'Require Password?' and enter a password in the field that appears.
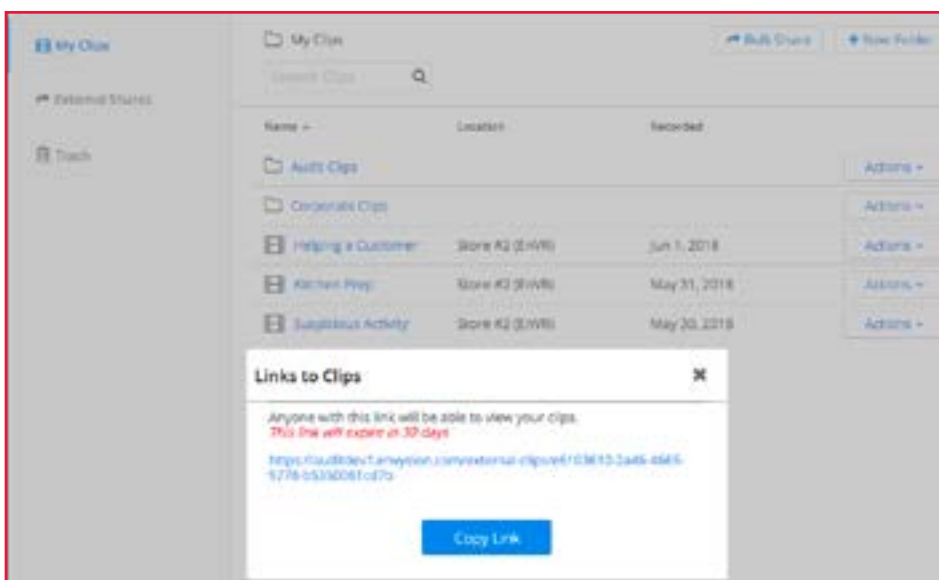
8. Click 'Share' and copy your link. (If the URL is password protected be sure to share the credentials with the recipient)

End of article!

SHARE CLIPS with ENVYSION USER

CLICK HERE **to watch the online video or follow the steps outlined below.** https://learning.envysion.com/docs/watch-video-clips/share-clips-with-envysion-users/

When you have a clip that another Envysion user, or an Envysion Group, needs to access, Share Clip allows you to share with anyone in your company with an Envysion account. See External Clips if you need to share a clip with a person who does not have an Envysion account.

How to Share a Clip Externally:

1. Navigate to the Clips 2.0 section of the Envysion application.

2. To share multiple clips at once, click 'Bulk Share'

3. To share a single clip, select the 'Actions' option at the end of the row for any clip and then select 'Share'. If you are in the Preview Pane for a clip select the share icon.
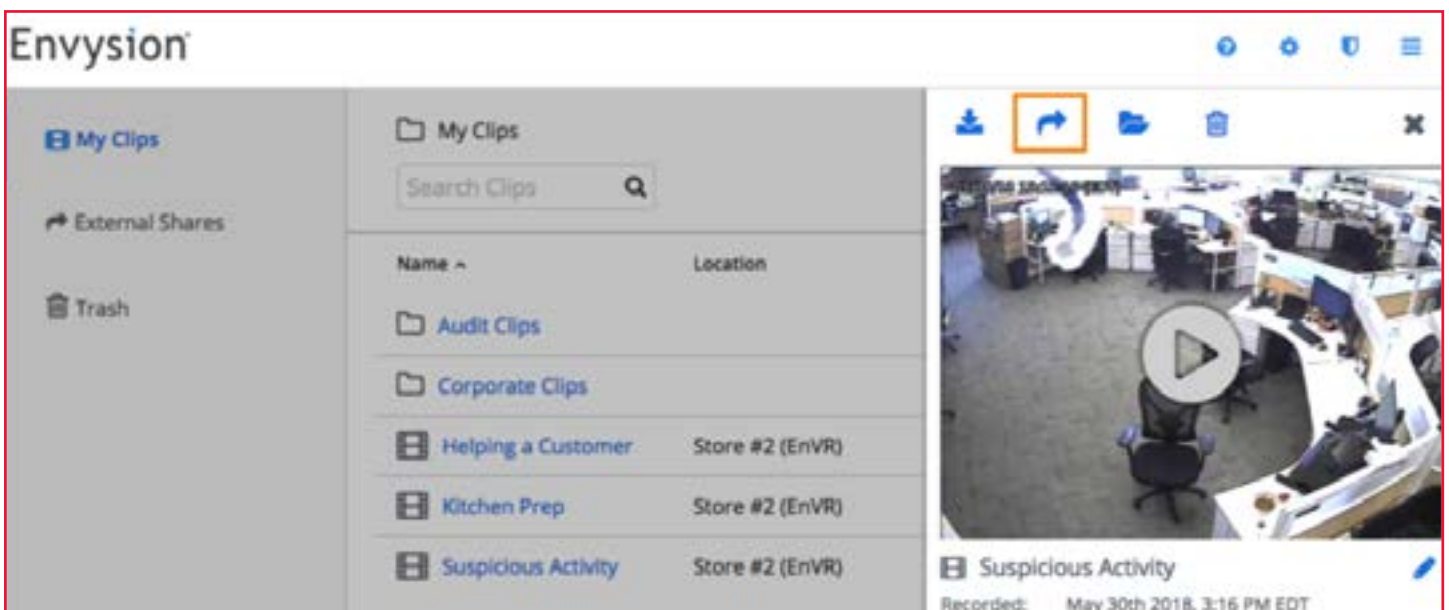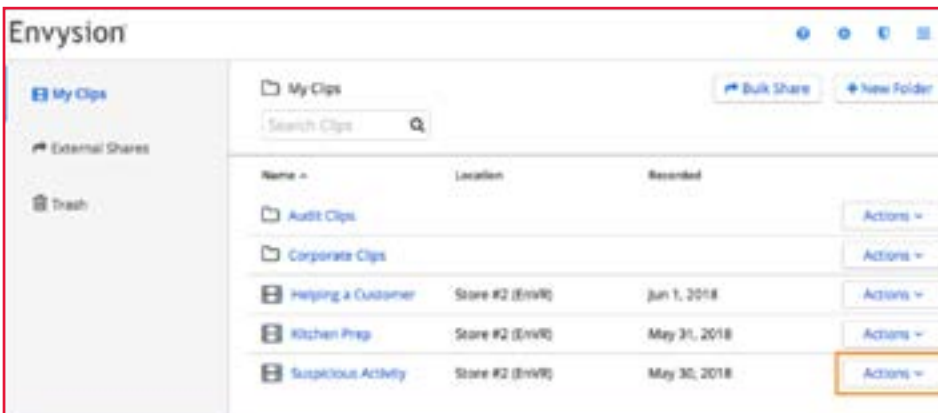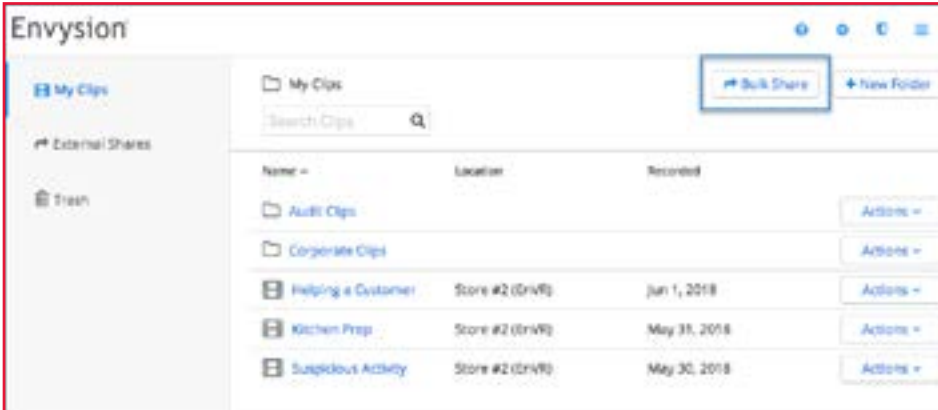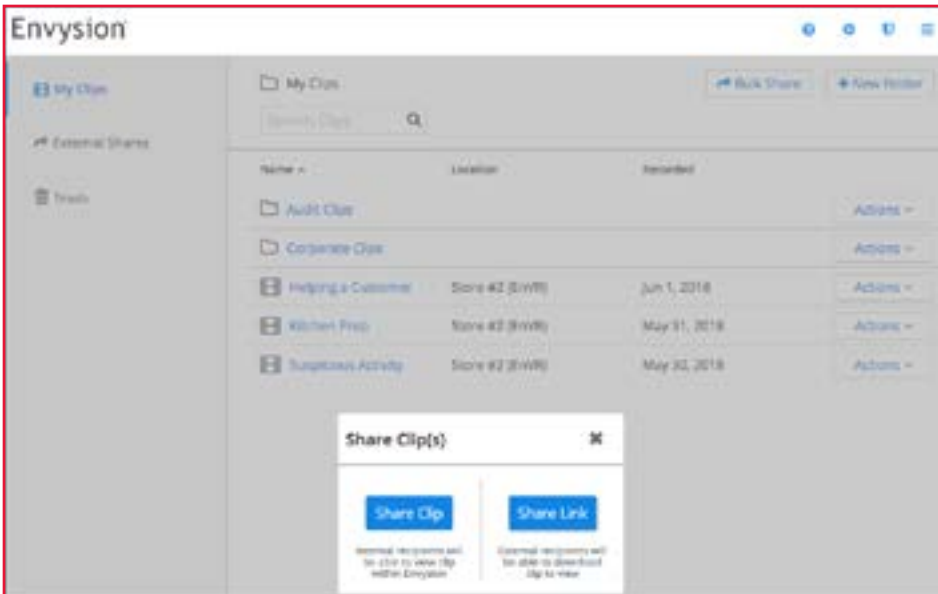
4. Select 'Share Clip'
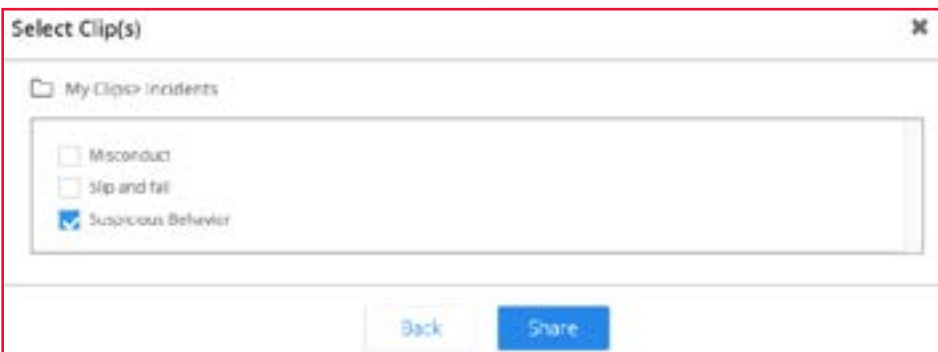
5. Check any additional clips you would like to share and select 'Share'
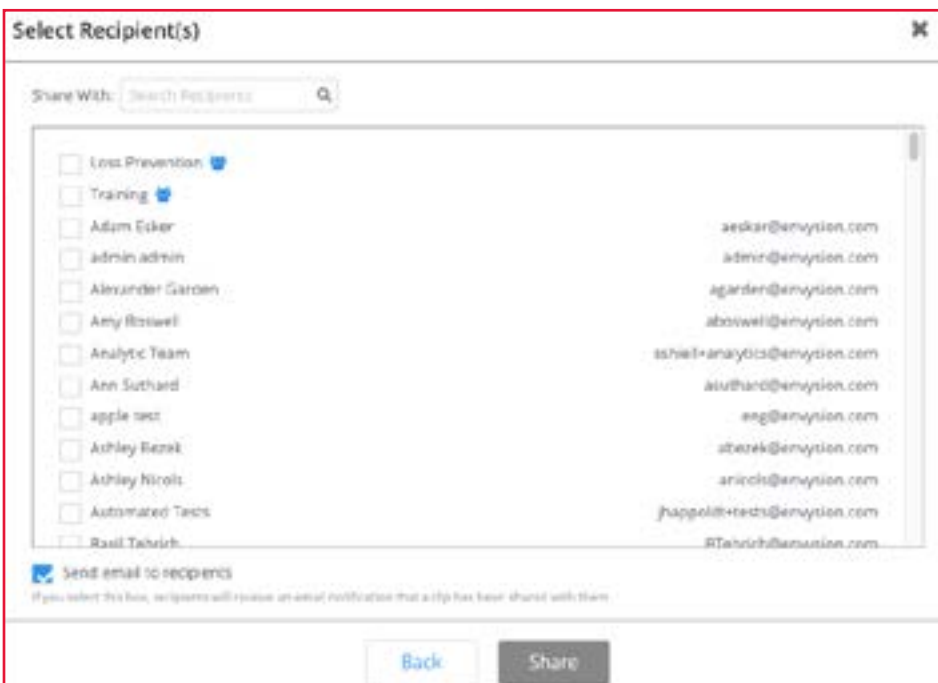
6. Select the User(s) or Group(s) you would like to share the clip with:

A. Groups will be shown at the top of the list with a group icon

B. If shared with a Group all members of that group will be able to access the clip from the Group's folder

7. If you would like to send a notification to the recipients of the clip leave the option for 'Send email to recipients' checked, otherwise deselect the option:

- Notifications will only be sent to individual users and not to Group members

8. Select Share

End of article!

MOTION SEARCH

CLICK HERE to watch the online video or follow the steps outlined below.
https://learning.envysion.com/docs/watch-video-features/wvms/

Save Time with Motion Search: Select any area of a camera and quickly search for motion across hours of video to pinpoint activity.

1. To search recorded video by motion, navigate to the date and time you wish to begin scanning using the Jump to Video feature.
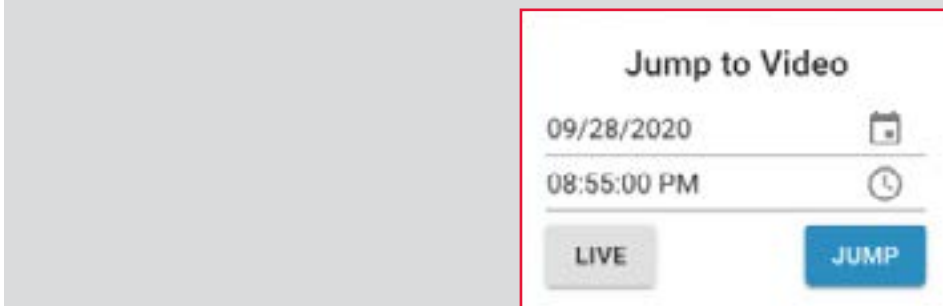
2. Click the Motion Search icon in the bottom right of the application.

3. Select the area you wish to search, highlighting individual cells on the grid.
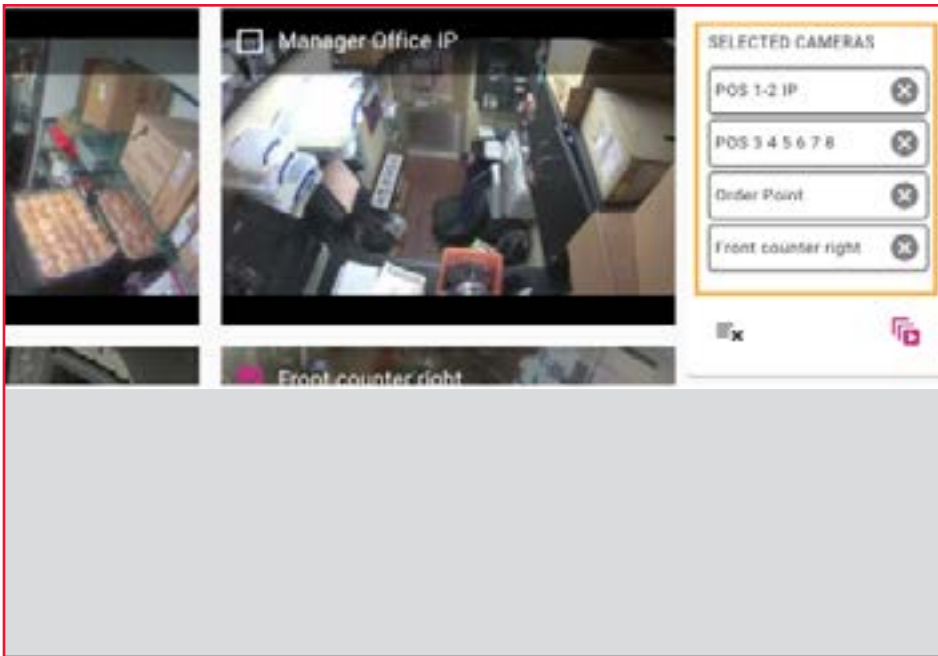
4. You can select cells anywhere in the video display. They do not need to be connected. Click search.
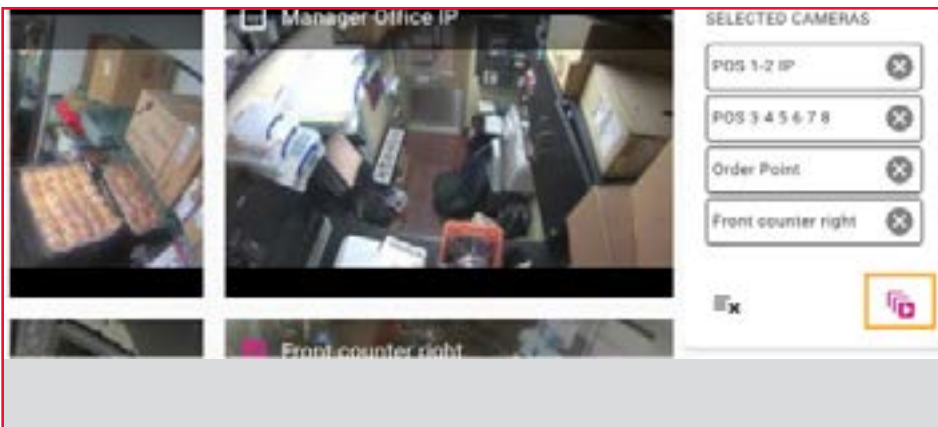
5. The orange on the timeline shows all motion found.

6. Video playback will jump gaps and go to the next segment of video with motion.

Jump to Video

09/30/2020
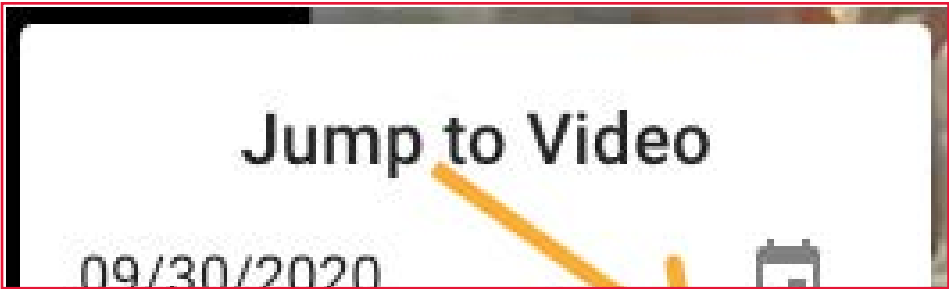
7. While in Motion Search you can view full screen...
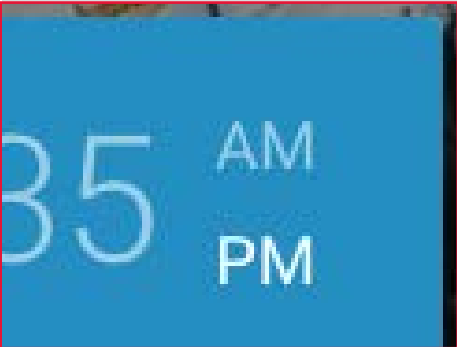
... take a snapshot...
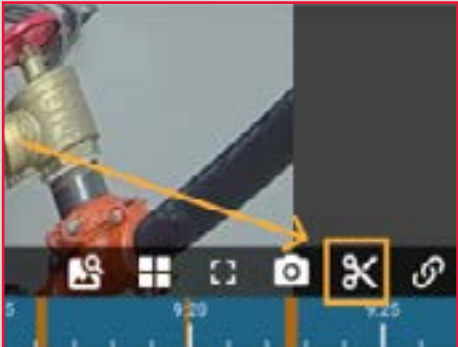
save a clip...
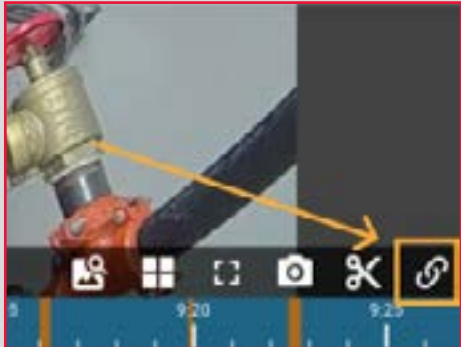
and copy a link.

8. You can also change the play-back rate...

POS 1-2 IP
POS 3 4 5 6 7 8
Back door IP
Manager Office IP
Order Point
POS 1-2

step back or forward frame by frame...

pause...

and jump back 15 seconds at a time.

9. Motion search is retained even if you switch cameras while in Motion search mode.
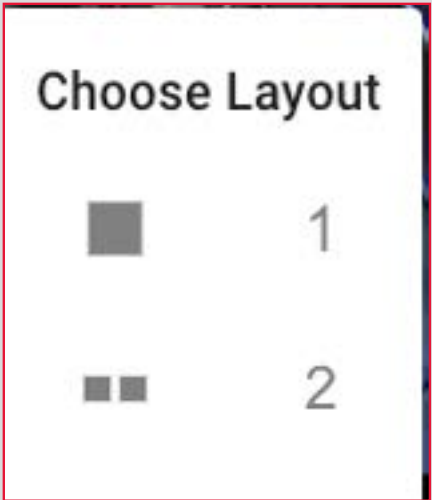
10. To exit motion search, select "exit" in the upper right hand corner of your screen.
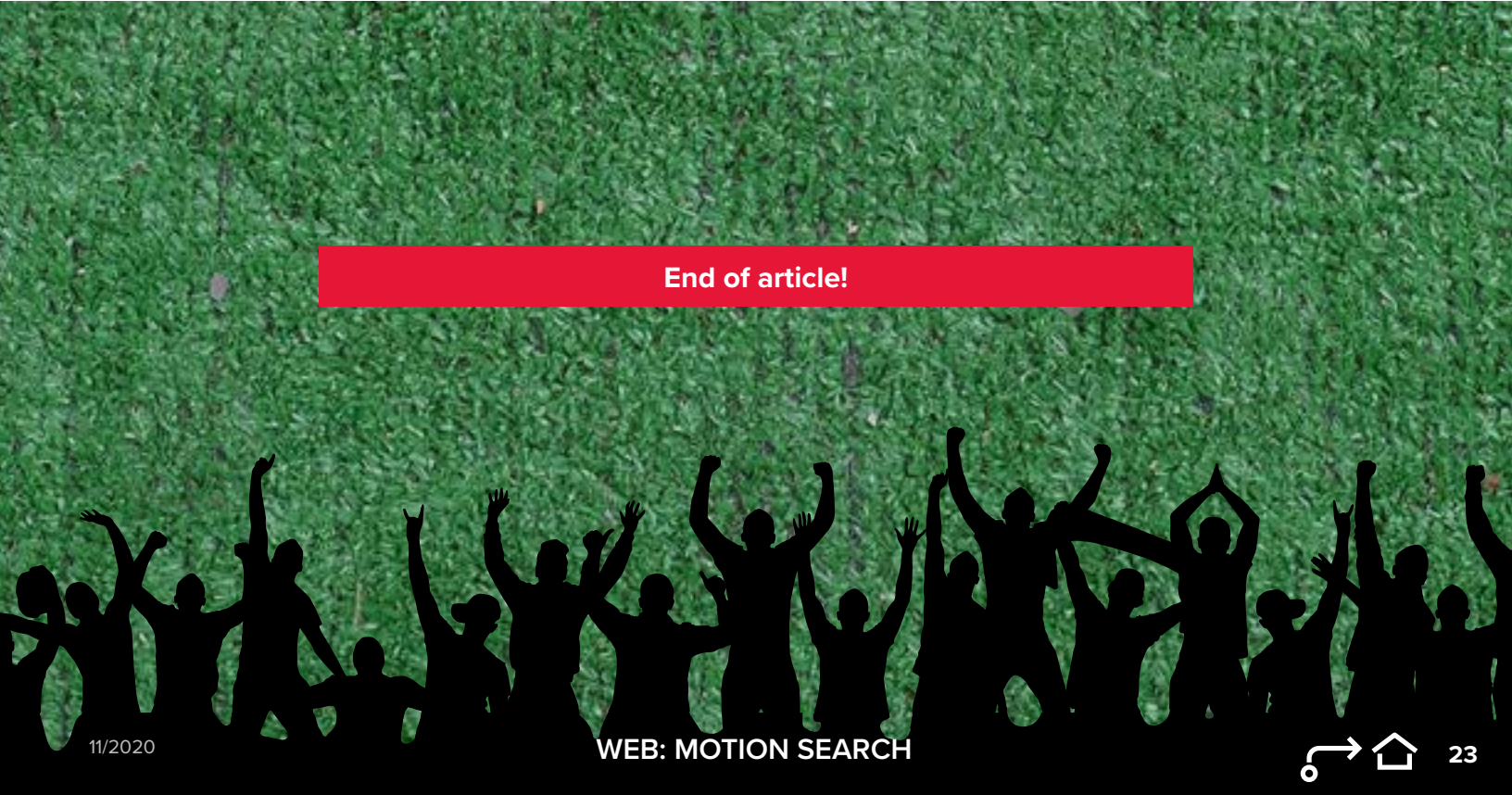
End of article!

360° Cameras

CLICK HERE to watch the online video or follow the steps outlined below. https://learning.envysion.com/docs/managing-video/360-cameras-in-watch-video-2/docs/managingvideo/360-cameras-in-watch-video-2/

In the Envysion web app you can dewarp and rotate views from your 360° cameras to create more useful images from these high resolution cameras.

Interacting with 360° Cameras

Please note 360° dewarp is only available when viewing a single 360° camera. In multi-camera any 360° camera will show in fisheye mode.
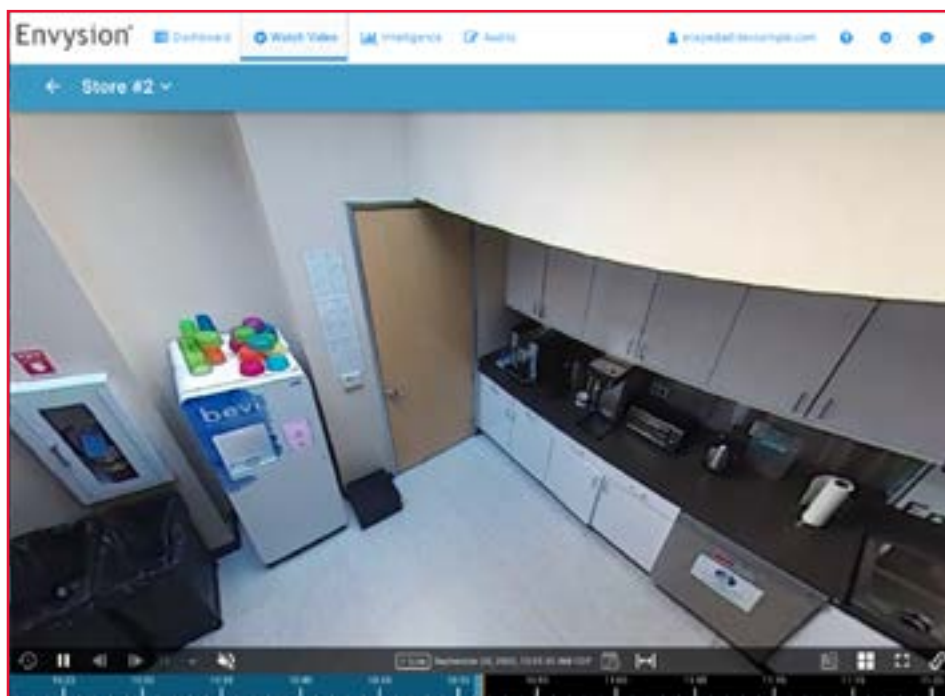
1. From the camera list for you site select the 360° camera you would like to view.

2. The 360°camera will be automatically dewarped.
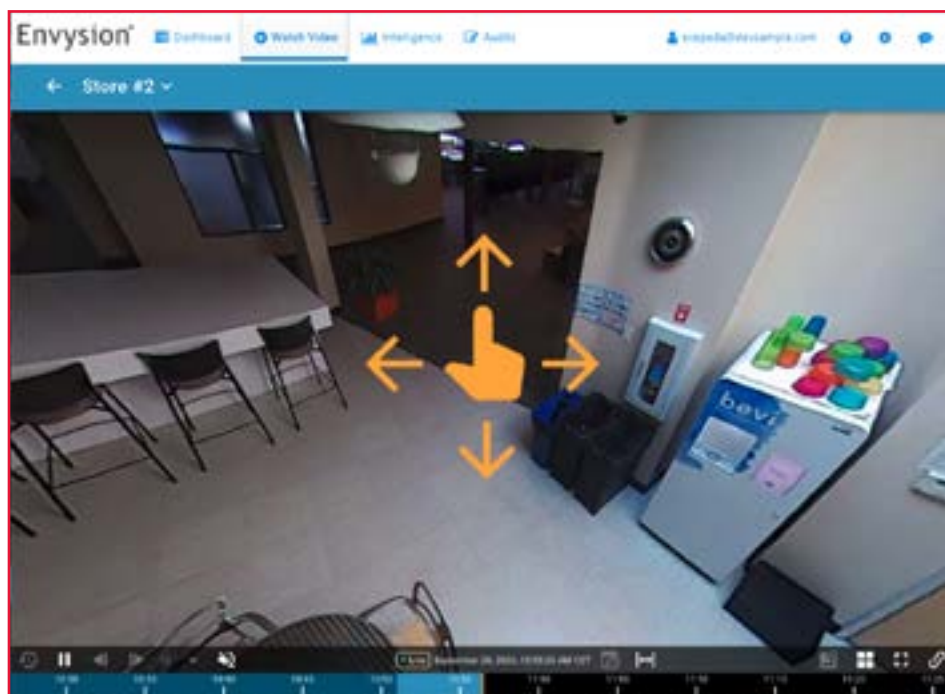
3. Rotate and pan the view by left clicking and dragging to any direction within the view display.

End of article!

TEMPORARY SITE ACCESS FEATURE

▶ **CLICK HERE** to watch the online video or follow the steps outlined below. https://learning.envysion.com/docs/watch-video-features/wvms/docs/administrativeuser-setup/temporary-access/

Temporary Access allows you to grant access to this site to another Envysion user in your organization who needs permission for the site for a short period and would otherwise not see the site in the app. Once access is granted that user will have full access to this site, all related cameras, and Events from Watch Video. The user may also see information related to this site in other areas of the app depending on their capabilities.

Access provided in this way is limited to a specified number of days with 180 days as the maximum period allowed. Once the access period has expired that user will no longer be able to view the site or any related data. Access to the site can be ended earlier if needed by selecting the Delete icon in the user row to immediately expire access.

ADDING TEMPORARY ACCESS TO A USER

1. From the Envysion web app go to Watch Video 2

2. Select the site for which you need to add temporary access

3. Select Site Settings from the bottom left of the page

4. Select Temporary Access from the left side menu

   - Option will only show for users with the capability Grant Temporary Access

5. Select the add button from the top right header

6. Enter the name of the person being given access in the User field to narrow down the dropdown and select once the user is located

7. Enter the number of days the user should have access to the site in the Access Days field

8. Select Submit

REMOVING TEMPORARY ACCESS EARLY

1. From the Envysion web app go to Watch Video 2

2. Select the site for which you need to add temporary access

3. Select Site Settings from the bottom left of the page

4. Select Temporary Access from the left side menu

   - Option will only show for users with the capability Grant Temporary Access

5. Find the user you will be removing access from

   - Use the search or sort by column headers to easy locate the user

6. Select the Delete icon at the end of the row for the user

7. Select Remove to confirm

End of article!

EVENTS

Quick Receipt Search and Event Journal features are dynamic and powerful search tools to find you exactly what you're looking for as quickly as possible. Watch the video below to learn how to utilize these features.
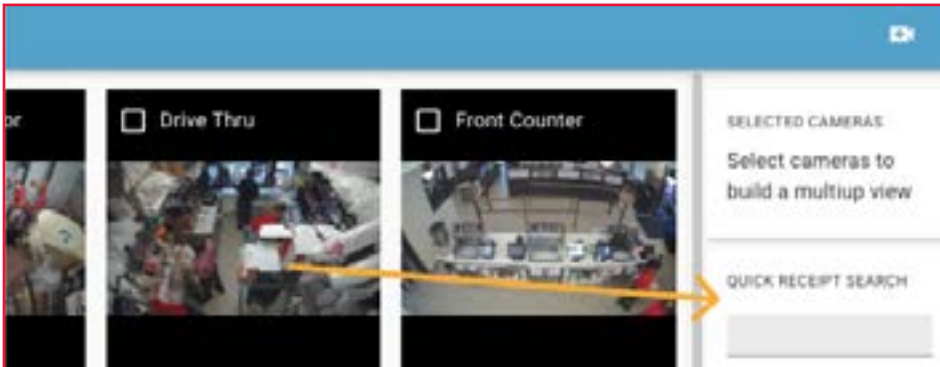
1. From the camera thumbnails page, quickly search for a receipt by entering a receipt number into the Quick Receipt Search field.
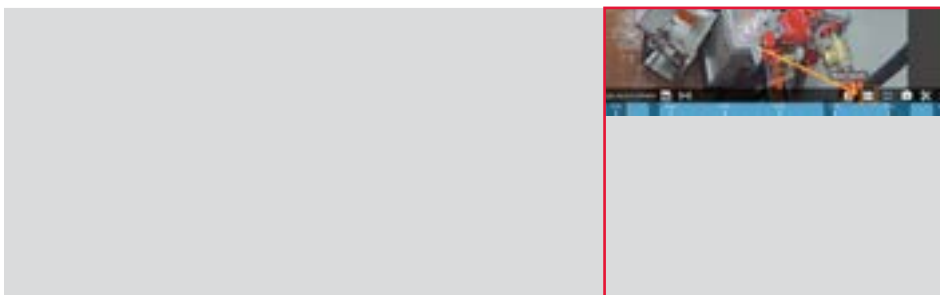
2. Click search. This will take you into the Events page.

3. The most recent event matching your receipt is listed at the top.
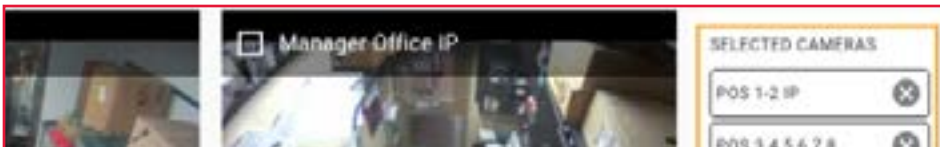
4. Search the transaction data to quickly find a specific event.
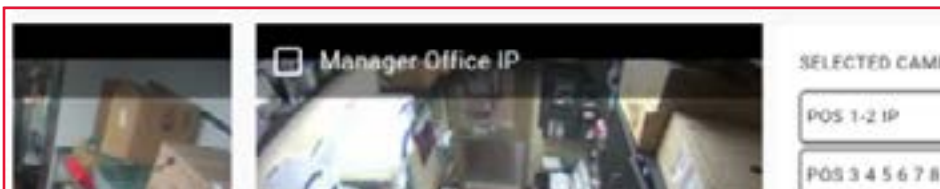
5. To view video of the event, click on the line item you'd like to view.

6. When you've found something you'd like to investigate, you can expand the video.

7. In the upper right of your screen, click on video layout's camera icon to expand the video.

Jump to Video

09/22/2020 📅

12:05:35 PM 🕐
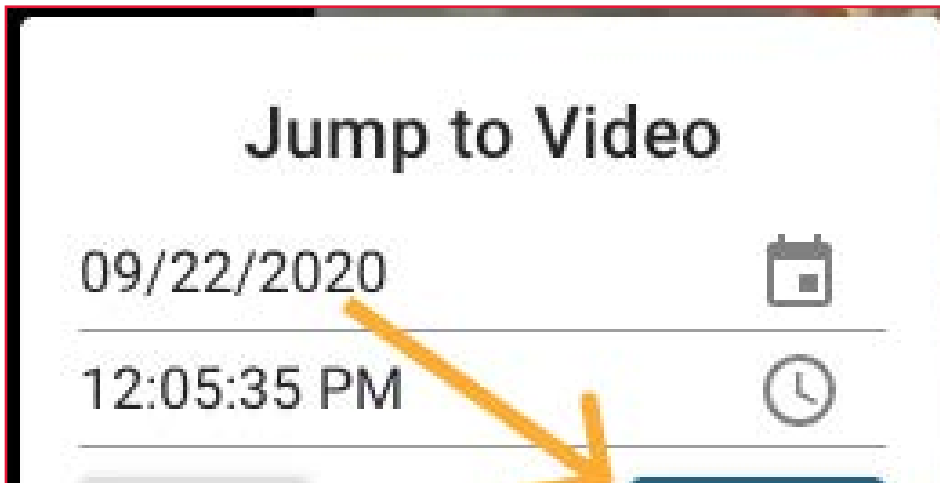
8. From here you can zoom, and you have access to all of your watch video features, located just above the timeline, in the bottom left and right of the video player.

September 22, 2020, 12:05:44 PM MDT
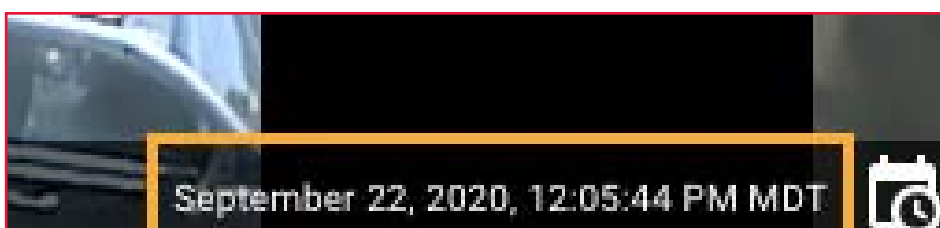
9. Below the video player you can view each keystroke connected to your receipt number.

10. You can navigate receipts by clicking on the keystrokes,

11. Or you can navigate to the previous or next transaction, located to the right of the video, at the top of the receipt.
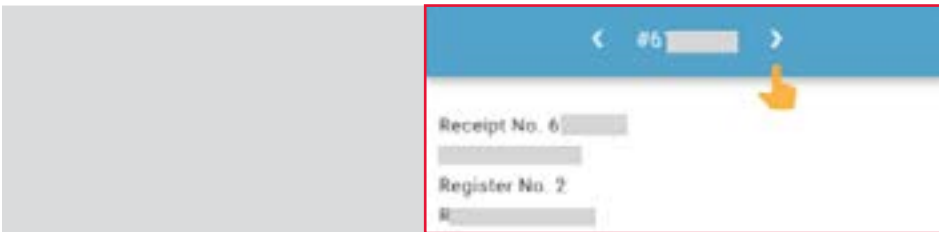
12. To view the next transaction, click on "next transaction".
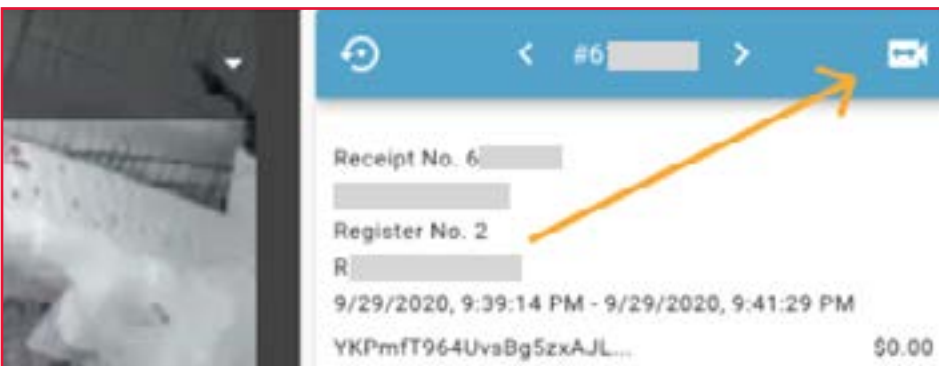
13. Select the Play this Receipt icon that appears to switch the video to the time of the new receipt.
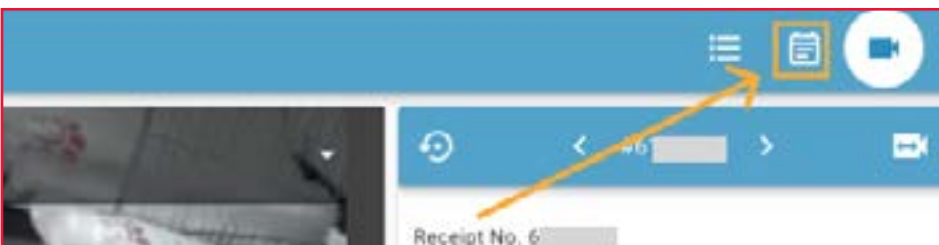
14. You can navigate back to the full table of events by toggling on the "Event Layout" option in the upper right of your screen.

15. Here you can search for a specific item on a receipt, OR you can enter information for locating a specific receipt.
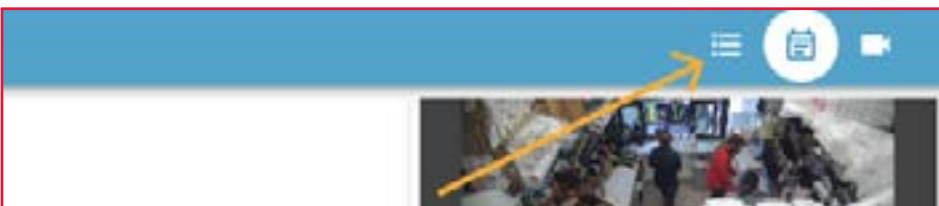
16. Toggling on "Journal Layout" in the upper right of your screen will allow you to begin a new search.

Item Codes

Refund ▾

- AM
- CH
- CI
- CM
- CO
- DS

Using Item Codes to Filter Events

If you are looking for a specific transaction type such as a refund, you can use the Item Code filter to only show the transactions matching your criteria. See the list below for the definition of each item code:

AM - Amount Tendered
CH - Change Due
CT - Cancel After Tender
DS - Discount
EE - Event: Paid In/Paid Out/ Safe Drop
IT - Item
MD - Modify
RF - Return (Refund)
RM - Removed
ST - Subtotal
TT - Total
TX - Tax
VX - Voided Line Item (Voided)

*Please note that in the Envysion system a Void is the equivalent of Cancel and a Refund is the equivalent of Return.

End of article!

REPORTS OVERVIEW

CLICK HERE for the online article or follow the steps below.
https://learning.envysion.com/docs/watch-video-features/wvms/docs/reports/reports_introduction/

Reports combine POS data with video playback to help you detect employee training issues, suspicious activity, fraud, etc. Envysion offers a variety of reports that let you target specific transaction types such as Refunds or Discounts and any report can be customized to meet your specific needs.

1. From the Envysion web app select 'Intelligence' (if you see multiple options under Intelligence, select Reports 2.0)

2. Select a report

3. Select your location

4. Choose your date range

5. Select any line item to see the receipt and watch the associated video
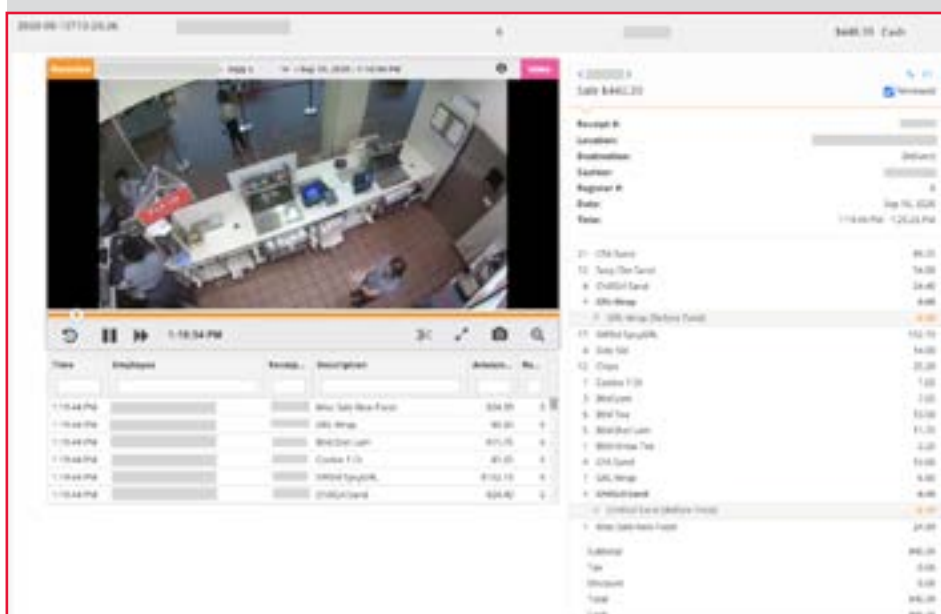
End of article!

DETECTING LOSS with REPORTS

CLICK HERE for the online article or follow the steps below.
https://learning.envysion.com/docs/watch-video-features/wvms/detecting-loss-with-reports/

Envysion's exception reporting tools give you actionable insights per location, employee, and transaction to help you monitor high-risk activities and mitigate loss. See the section below for suggestions on how to find loss in your story using different reports.

REFUNDS

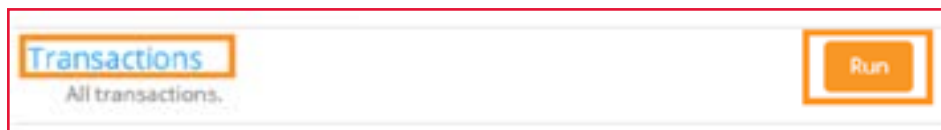Shows any transactions that include a refund.
Useful for detecting:

• **Suspicious Refunds**
  - Is the customer present?
  - Are there multiple matching receipts?
  - Was money actually removed from the drawer?

• **Falsified Refunds**
  - Was a refund rung and clearly not given to the customer?
  - Was a refund rung instead of an order and payment accepted?
  - Was a transaction re-opened without the customer present and a refund applied?

VOIDS

Shows any transactions that include a void.
Useful for detecting:

• **Sweet-hearting**
  - Was a void used to bring down total for friends and family?

• **Under ringing**
  - Was a void used to bring down the total, but the customer paid in full?

POLICE DISCOUNTS

Shows any transactions that include a police discount. *Useful for detecting:*

• **Discount abuse**
  - Was the discount given to someone who isn't a police officer?

• **Under ringing**
  - Was the discount used to bring down the total while the customer paid full price?

• **Sweet-hearting**
  - Was a police discount given to a family member or friend to reduce their bill?

EMPLOYEE DISCOUNTS

Shows any transactions that include an employee discount. *Useful for detecting:*

• **Discount abuse**
  - Was the employee meal amount larger than cap?
  - Did an employee get multiple meals in a shift?

• **Under ringing**
  - Was the discount used to bring down the total while the customer paid full price?

• **Sweet-hearting**
  - Was an employee discount given to a family member or friend to reduce their bill?

BEST PRACTICES

There's only so much time in the day. When randomly looking at any one "risky" transaction, there may be a perfectly logical explanation behind it. To hone your efforts, look for deviations from the norm; employees in the wrong tail of the normal distribution curve – employees who, for example, consistently have more voided transactions or who give more discounts. Any of these high-risk reports can be sorted to look at the most high-risk instances across all employees for the given transaction:

• Voided sales
• No Sale
• Zero Dollar (or small amount) transactions
• Cash Refund

HIGH RISK TRANSACTIONS

There are specific transactions that Chick-fil-a has identified as high risk within your operations. See the steps to monitor and detect these risks. These options utilize the report customization option, see full details on configuring custom report filters here.

CATERING TRAY REFUND

To find refunds on catering trays use the customize option and set the filters to match the images below.

Refund Report:

Add Report Filters:

| SKU Description ∨ | Contains ∨ | tray | ⊟ |

Transactions Report:

Add Report Filters:

| SKU Description ∨ | Contains ∨ | tray | ⊟ |
| Transaction Type ∨ | In ∨ | Return ✕ ∨ | ⊟ |

REPEAT TRANSACTION

To find repeat transactions, after you notice a trend in transactions, use the customize option and set the filters to match the images below. For the input field enter the total Transaction Amount for the transaction you are trying to detect. Expanding the time period viewed for the report can help detect repeating behavior.

Transactions Report

"EVEN" CASH REFUND OR WITHIN A DOLLAR OF $5 DIVISIBLE AMOUNT

To find even cash refunds or those with a dollar divisible by $5 set the filters to match the images below, adding as many values as desired for the Transaction Amount filter.

End of article!

REPORT CONTROLS

Quick Receipt Search and Event Journal features are dynamic and powerful search tools to find you exactly what you're looking for as quickly as possible. Watch the video below to learn how to utilize these features.

Accessing Reports:

1. From the Envysion web app select 'Intelligence' in the page header (If you see multiple options under Intelligence select Reports 2.0)

2. The list shown will display the base reports available from Envysion along with any reports you customized

3. Select the name of the report or the 'Run' button to access a report

---
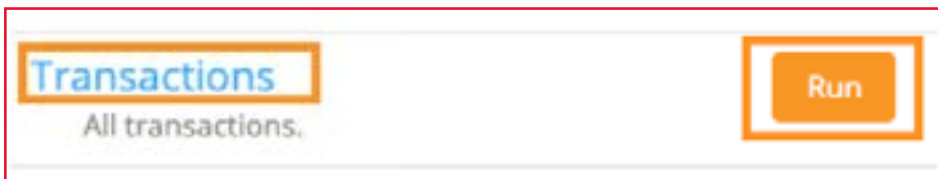
THINGS TO KNOW

• If you do not see the option for 'Intelligence' and your site has POS data integrated to Envysion, please contact your administrator to have permission for reports added to your account.

• Any Custom reports shared with you will indicated with an icon, hovering over this icon will show who is the owner of that report

• Any reports you have personally customized will include an option to 'Share' with other Envysion users and 'Remove' to delete the report

TRANSACTION DETAILS

1. Camera selection- by default the camera mapped to the register will be used

2. Player Controls

 Audio controls – only shows when hovering over the video

 Full screen – only shows when hovering over the video

 Jump back 30 seconds

 / Play / Pause

 Playback at 2x/5x/10x/20x speed, select multiple times to rotate through options

 Save a clip of the video

 Expand size of player

 Save a snapshot from the video

 Zoom in/out

3. Receipt to Video Search- allows you to search through the Receipt to Video Sync to find a specific line of the transaction.

4. Receipt to Video Sync- shows what part of the receipt is being processed during video playback and allows you to jump the video to a specific point in the receipt by selecting that line.

5. Receipt Navigation- allows ability to switch to previous or next receipt processed.

6. Transaction Controls

   • 🔗 Provides a link to the specific transaction to share with other Envysion users

   • ⚑ Creates an incident for the transaction, only applicable if utilizing Incident Management

   • ☐ Reviewed Indicates if the specific transaction has been viewed previously

7. Transaction Summary

8. Full Receipt View by Line Item

DATE:
When viewing a report, Date controls are located in the top right corner. Reports can be filtered to show a specific day, the last seven days, or a custom range.

1. Select anywhere on the current date listed
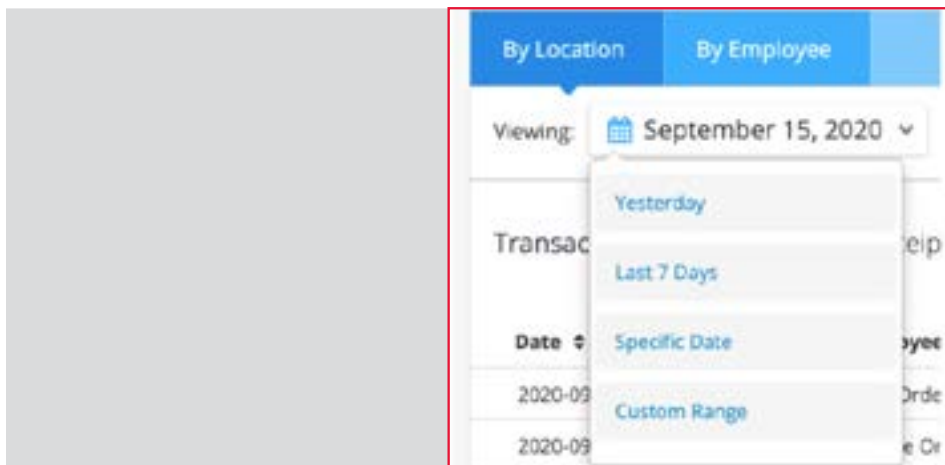
2. Select the date option you would like to use

• Yesterday
  - Select option, page will automatically refresh
  - May not apply based on POS hardware used, see Things to Know for more information

• Last 7 Days
  - Select option, page will automatically refresh
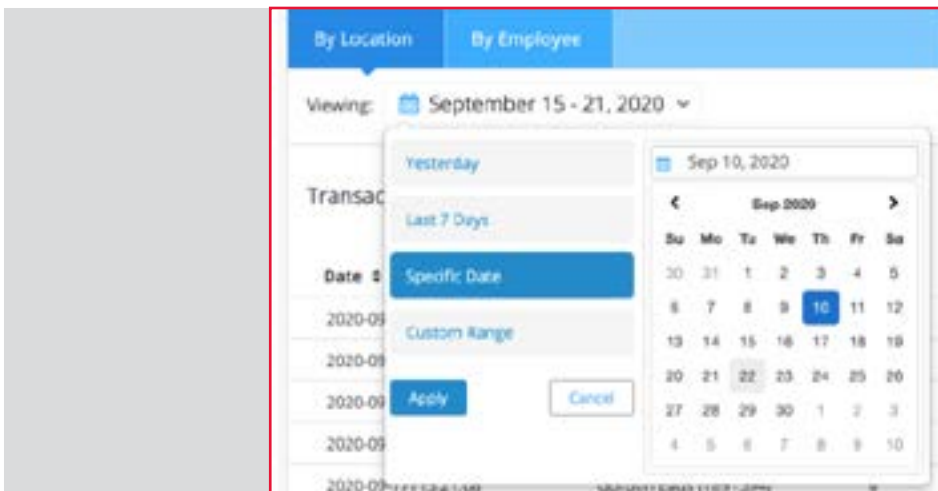
- Specific Date
  - Select option, calendar will be shown
  - Select the desired day, navigating between months as needed with the arrows on either side of the month and year
  - Select apply, page will automatically refresh
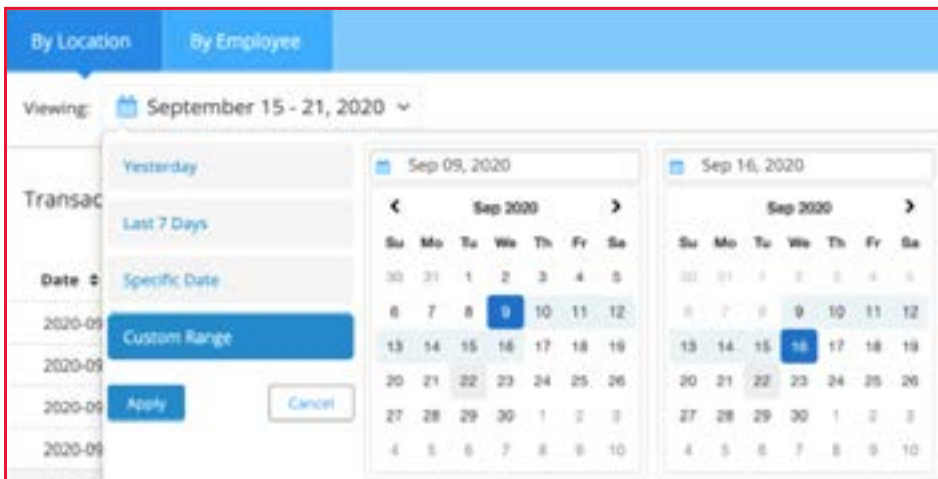
- Custom Range
  - Select option, two calendar will be shown
  - Select the desired start date on the left hand calendar
  - Select the desired end date on the right hand calendar
    - The calendar will highlight the days between your start and end date to show what range will be reflected in the report
  - Select apply, page will automatically refresh

THINGS TO KNOW

- By default when a report is first opened the date range will be set to one to two days prior to the current date depending on your POS system
- The POS system at your store determines how quickly transaction information is available in Envysion reports.
  - If your POS data takes more than a day to appear in the system the option for "Yesterday" in the date controls will not return any results.

SORTING

Reports can be sorted by any column to let you view the data returned in any order. The default sort order varies from report to report. Selecting a column header once will sort from lowest to highest, selecting that column again will sort from highest to lowest.

LOCATION VS EMPLOYEE

Report data can be viewed by location or by employee. This allows you to either have an overview of the full store or focus on the performance of a specific employee. By default the report will start with view by location. To switch back and forth between the two options use the tabs in the top left of the page.

PAGING

A report shows 25 rows of data per page. To access any rows beyond the first 25 displayed use the paging controls at the top right of the table.

1. Return to first page
2. Previous page
3. Current page being viewed; can type in a specific page value and select Go to navigate to that page
4. Used to jump to a specific page number entered in 3.
5. Next page
6. Jump to last page

EXPORT

Export allows you to save the report with the current filter and sort order to a .CSV file which then allows you to access the data with your preferred spreadsheet application. To export the spreadsheet select Export from the top right of the page and then access the file from your downloads folder.

End of article!

CUSTOMIZING REPORTS

Customize allows you to add additional filters on the report you are viewing. This can be used to limit transactions to a specific time of day, restrict results to a specific register, search for a specific payment type, among many other variations. A report can have multiple filters added to help you track down a specific scenario such as any cash payments for coffee during the morning. After customizing a report you can save that report for future use.

The options for what data can be used to customize vary from report to report based on the data available.

Select Customize from the top right to open the Add Report Filters section.
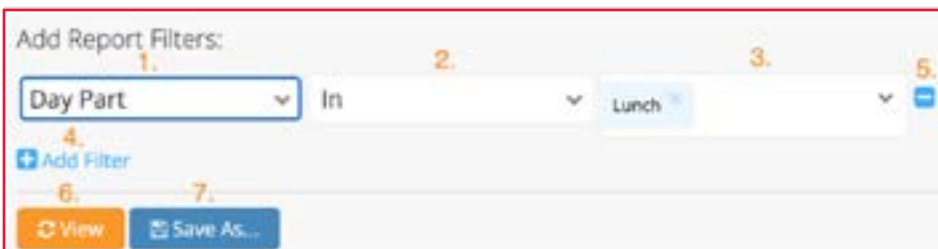
HOW TO CREATE CUSTOM FILTERS

1. From the camera thumbnails page, quickly search for a receipt by entering a receipt number into the Quick Receipt Search field.

1. Data type used for filtering. Options in dropdown will vary based on the report.

2. Filter condition to be applied, ie Greater Than, In, Between, etc. Options in dropdown will vary based on the data type selected in 1.
   - See Filter Conditions below for a full explanation of how each filter operates

3. Value to be filtered against. Will also vary based on the data type used
   - **Pulling 1-3 together: In the sample above the report would filter to only show any transactions that occurred during Lunch. 1. Specifies we are filtering by time of day, 2. States we only want transactions within the specified value, and 3. Indicates the value we want is Lunch time.**

4. Option to add additional filters. Each filter will contain its owns fields for 1-3

5. Option to remove any filters added. Will show per filter.

6. Reloads and applies the filters set against the report being viewed

7. Saves the report filter conditions as a custom report for future use.

   - Saved custom reports can be accessed from the main reports list on the Intelligence page
   - Custom reports can be shared with other users in Envysion from the main reports list on the Intelligence page

Term	Definition
Equal	Used to find an exact value
Not Equal	Used to find everything except an exact value
Greater Than	Looks for values larger than the input value. Reminder: If looking at negative values, Greater Than will look going towards zero and positive values.
Greater or Equal	Looks for values larger than the input value. Reminder: If looking at negative values, Greater or Equal will look from that number towards zero and positive values.
Less Than	Looks for values smaller than the input value. Reminder: If looking at negative values, Less Than will look for numbers smaller than the given value. Example: value is -50, results will find -51 to -999999999, etc.
Less or Equal	Looks for values smaller than the input value. Reminder: If looking at negative values, Less or Equal will look for numbers smaller or the same as the given value. Example: value is -50, results will find -50 to -999999999, etc.
Between	Look for values between two other values. Reminder: If using the Time Filter, you cannot look between days (i.e. going from 10:00 PM one night to 2:00 AM the next morning).
In	Returns results that will show any combination of the listed items to search for. Treat IN as if you were looking for exact matches to one thing OR another OR a third. Example: If you do a SKU search and use the SKUs for an Apple, Banana, and Orange Juice, you will be shown results for all transactions that had an Apple, Banana, OR Orange Juice. Transactions will have any combination of one, two, OR all three items being sold.
Not In	Opposite of In, this will show you transactions where none of the items listed are part of the transaction.
Contains	Returns results where the value is part of a larger value Example: searching for cat will show results containing the word category.
Not Contains	Opposite of Contains, will show results where the value is not part of a larger value.

End of article!

NOTIFICATIONS FOR REPORTS

CLICK HERE for the online article or follow the steps below.
https://learning.envysion.com/docs/watch-video-features/wvms/docs/reports/notifications/

You can choose to receive notifications for any Shared Reports or User Reports (see Report Types). A notification is an email that is sent either daily or weekly (see below) that contains the first 5 results from each of the reports where you have enabled notifications. When you run a report, you will see a "Notifications" option in the upper right corner of the report as shown below.
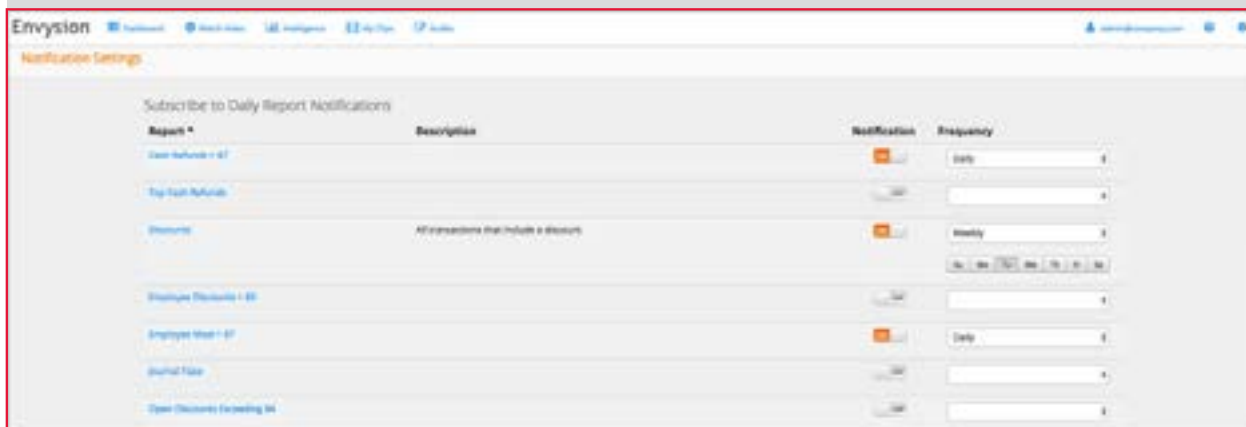

You can also edit your list of notifications:

1. Click on your username in the upper right corner of the application and choosing "Notification Settings" from the menu.

The Notifications Configuration page will display.

Notice that you have more control over each notification on this screen.

Note: You can choose to receive a notification daily or weekly. If you choose weekly, you can then choose the day of the week you would like to receive the email.

There is no "Save" or "Cancel" button on this page. The changes you make take effect immediately.

End of article!

INCIDENT MANAGEMENT

CREATING INCIDENTS

Incident Management provides the ability to flag Theft, Loss, or Operational issues when you notice them from Watch Video and Reports. Incidents created will appear in the Incident Manage tool organized by location and incident type, and can then be further refined by employee to allow for an actionable view of incidents occurring within your stores.

WHO CAN FLAG INCIDENT MANAGEMENT?

For accounts with Incident Manage, any user with the capability Incident Management User Create will be able to create Incidents.

FLAGGING INCIDENTS IN WATCH VIDEO

1. When watching video, select the flag icon in the bottom right corner.

2. Fill in the incident details
   By default the Clip time will be set to 5 minutes before the incident button was selected and can be changed as needed to fully capture

3. Submit

INCIDENT MANAGEMENT

FLAGGING INCIDENTS IN REPORTS

1. While viewing the details for a transaction select the flag icon in the receipt header.

2. Fill in the incident details.

3. Submit

End of article!

ADVANCED DATA ANALYTICS

Envysion's Advanced Data Analytics is a weekly email that gives site operators insight to their site's performance compared to the overall brand performance. This data is further extrapolated to identify any high risk transactions at your site and gives you the power to immediately review those risks.

Advanced Data Analytics identifies high-risk trends and store performance within four types of transactions:
- Refunds
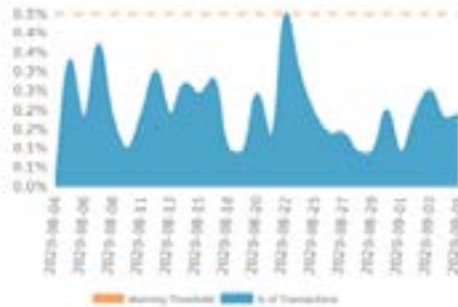- Voids After Tender
- Police Discounts
- Employee Discounts

UNDERSTANDING TRANSACTION DATA GRAPHS

- The X-Axis on your graphs display the last 30 days of each transaction type's activity in your store.

- The Y-Axis represents the percentage that each type of transaction occurred out of the total number of transactions in your store that day.

- The warning thresholds are calculated based upon the stores that have the highest percentage of high-risk transactions over 30 days (the highest 5%), relative to stores with similar sales.
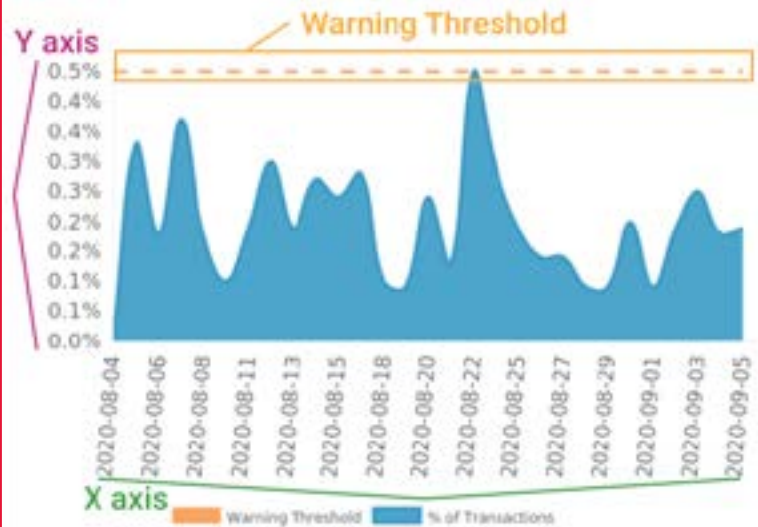
UNDERSTANDING YOUR EMPLOYEE TRANSACTIONS TO REVIEW

- Included are high-risk transactions from the previous week that our algorithm identifies for review, by employee.

- Transactions are identified if the restaurant or employee is performing certain transactions at a rate that is beyond the warning threshold, or

they occur at a time of day, week, dollar amount, or terminal which is deemed a higher risk based upon an analysis across Envysion's customer-base.

- Each link will direct you to a filtered list of that employee's high-risk transactions in Reports where you can review video of the transaction.
  - Note: You must be logged in before clicking the link. This feature is also supported on mobile devices.

- If there are zero transactions to review, congratulations! This means your store and your employees were all operating below the warning threshold for the previous week.

End of article!

CLOUD ARCHIVE OVERVIEW

OVERVIEW

Cloud Archive provides customers with the comfort of knowing that their valuable video data is retained securely in off-premise cloud storage, accessible to be downloaded and shared at a later time as needed. This archival service can extend one to many years, much longer than device storage and ensuring that the footage outlives both device damage and failure. It is a powerful solution for businesses looking to safeguard against liability claims and other workplace events for that may arise months or years after the initial event.

ACTIVATION

Contact your Envysion CSM to add Cloud Archive to your account.

THINGS TO KNOW BEFORE YOU CALL:

1. Cloud Archive is compatible with Envysion supported EnVRs, Hikvision DVRs, and managed cameras and otherwise requires no additional hardware.

2. The retention period for archive storage is dictated by your subscription and consistent across your domain.

3. Sites are recommended to have sufficient bandwidth to allow the Cloud Archive service to catch up from periods of interruption, typically twice the aggregate bitrate of the archive across all cameras (e.g. 800 kbps for 8-camera Cloud Archive service).

4. Cloud Archive can be configured to target specific cameras, where bandwidth is limited.

5. Envysion will turn on Cloud Archive for desired sites and cameras when the feature is added.

CLOUD ARCHIVE CLIPS

Clips stored for Cloud Archive are compressed to the specifications below to maximize processing speed and storage capability:

- Bitrate: 50kbps
- Resolution: 640×480
- Frame Rate: 2fps

# MANAGING CLIPS FROM CLOUD ARCHIVE

Users with "Cloud Archive User" capability can access the footage stored in their cloud archive, download it to their computer, or share it via My Clips using our intuitive interface.

RESTORE AN ARCHIVE

All sites protected by Cloud Archive display the Cloud Archive icon in the Site List view under Watch Video. To restore a clip from the archive, navigate to the target site and ensure you are viewing the Cameras page.
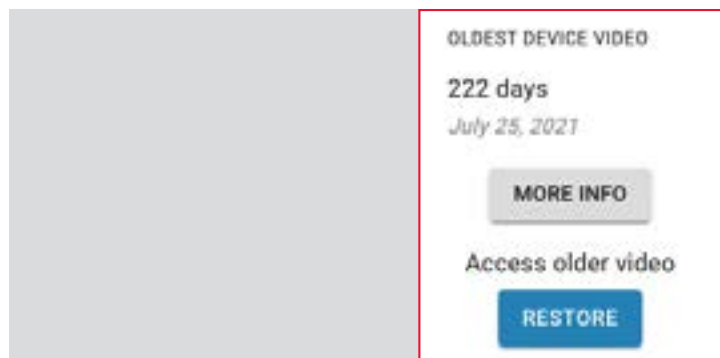
1. On the right side of the navigation you will find the video retention card, displaying the oldest video stored on the in-store device. Beneath this date is a button to "Access older video", labeled Restore. Click this Restore button.
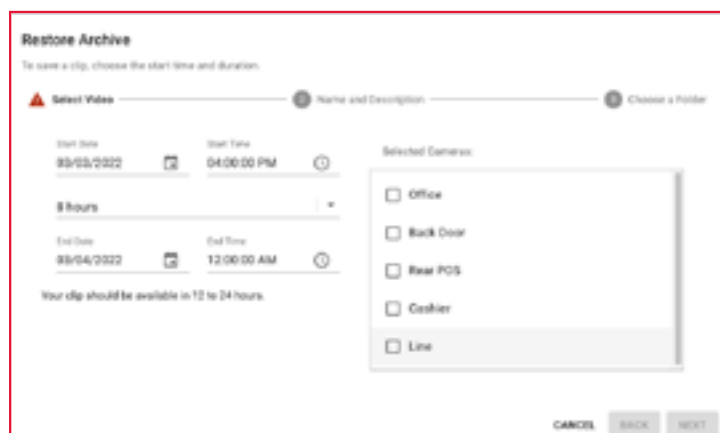
2. Select the date you'd like to restore from the archive. to choose what day's footage you would like to restore. You may use the date selector to find a past date. Only dates with cloud archive video remaining in the archive will be selectable by the date selector.

3. Choose also your clip duration. Because 8-hour clips are stored in the archive, the default options in the selector are in 8-hour increments. By selecting a specific start and end time, you can adjust the time requested. Note: this may result in multiple 8-hour clips being downloaded to fulfill your request and excess video will not be trimmed.

4. Select your cameras from the list provided. 5. Select Next. 6. Follow the instructions in the subsequent dialogues to name your clip and provide a description.	7. You may also choose to be notified when the clip restore is complete. 8. Because restored archive video are treated like all video exports in the Envysion software, you may choose any	My Clips folder as the destination for your clip. • Restoring an archive can take between 12 to 24 hours • Users who select to receive a notification will be emailed when the restore is complete	Once stored in My Clips, your restored archive file can be shared and downloaded like any other clip exported from an Envysion EnVR. Learn more about sharing clips here.

CLOUD ARCHIVE ADMINISTRATION

Cloud Archive is configurable by users with the Cloud Archive Admin Capability added to their user Role.

For locations that have insufficient continuous Internet bandwidth or have subscribed to Cloud Archive for only a subset of their cameras (e.g. 8-camera Cloud Archive service, despite having twelve cameras on site), camera selection can be configured.

To access Cloud Archive configuration settings, select the "Cloud Archive" menu item from within the Administration (gear icon) controls in the upper right corner of the Envysion web app.

SELECTING CAMERAS FOR ARCHIVE

To change your selection of camera, simply check or uncheck the box next to your camera of choice and click the "Submit" button.

The archive process will begin for newly selected cameras once the new settings are applied. The system will not attempt to archive footage for any historical period prior to the camera being in the selected list. For cameras removed from the archive list, video will remain in the archive, but the system will make no further attempt to catch those cameras up to current (in the event the archive had fallen behind).

DOMAIN-LEVEL CLOUD ARCHIVE STATUS

The Cloud Archive configuration page provides a summary of your domain's current Cloud Archive service, as dictated your subscription, along with key domain- and site-level Cloud Archive health attributes:

- Sites in your domain currently included in the Cloud Archive (excluded sites shown in gray)
- Users can search their site list by those with Cloud Archive enabled, their name or health status

- Site health as indicated by the cloud icon color
- A "Health Summary" sidebar showing up to 10 sites with cloud archive issues
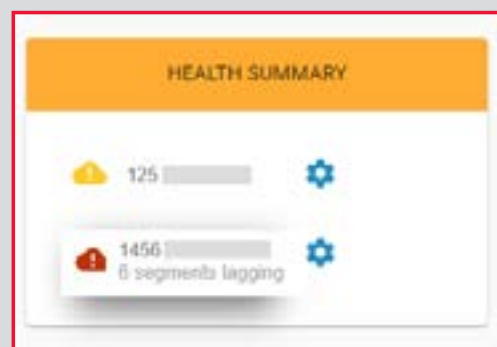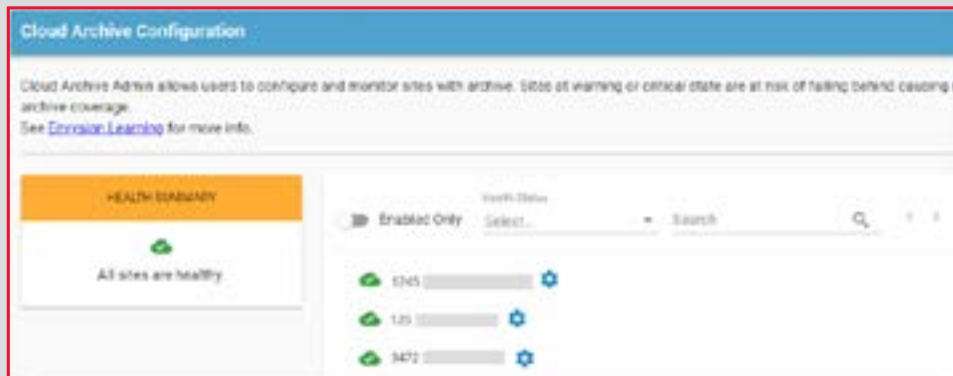
SITE-LEVEL CLOUD ARCHIVE STATUS

By clicking on a specific site's health status icon, users can drill down to identify and troubleshoot specific issues with their Cloud Archive service, based on the previous 24 hours of video archive attempts:

- Site health indicator
  - Green: No more than 24 hours behind in video archive, but with no service errors
  - Yellow: 24 to 40 hours behind in video archive; or exhibiting 1-3 service errors
  - Red: More than 40 hours behind in video archive; or exhibiting more than 3 service errors

- Clicking to expand will display list of failed export messages from the appliance if there have been failures. Examples of issues that may result in failure of a system to archive video include:
  - An appliance that has been powered off, or otherwise fallen off-line
  - A failure of the appliance to connect to the archive repository
    - An appliance that has fallen significantly behind its exports such that it's no longer expected to catch up

Prior to contacting Envysion Support, ensure your appliance is online and confirm that your Internet bandwidth as reported by the Envysion application is meeting minimum requirements for the service.

End of article!

LIVE VIDEO on MOBILE

> ▶ **CLICK HERE to watch the online video or follow the steps outlined below.** https://learning.envysion.com/docs/watch-video-features/wvms/ada/docs/mobile-accessios/access-live-video-mobile/

Quick Receipt Search and Event Journal features are dynamic and powerful search tools to find you exactly what you're looking for as quickly as possible. Watch the video below to learn how to utilize these features.

ACCESSING VIDEO IN MOBILE:
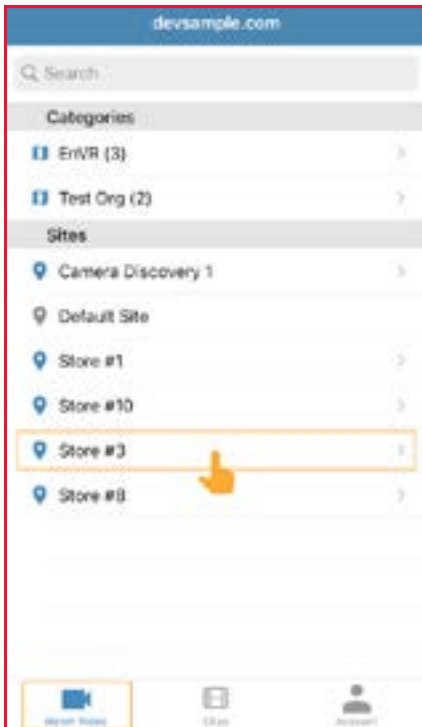
1. From the Watch Video tab in the mobile app select the site you would like to view

   • Use the search at the top of the screen as needed to quickly find the site.
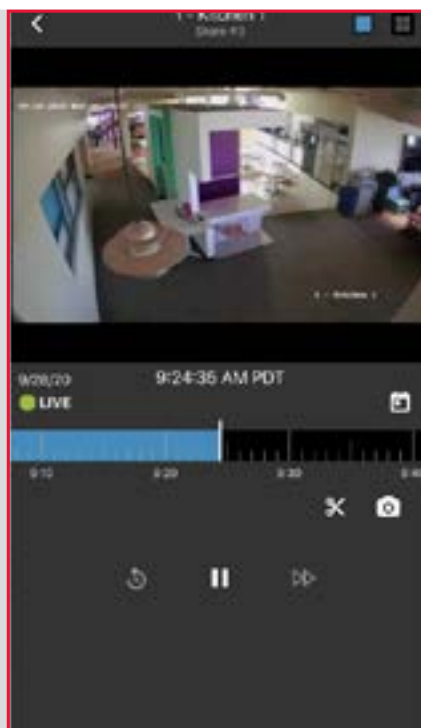
2. In the camera list for the site tap the thumbnail for the camera you would like to view

   • Multi-camera is available for mobile, but a single camera must initially be selected to first enter video playback
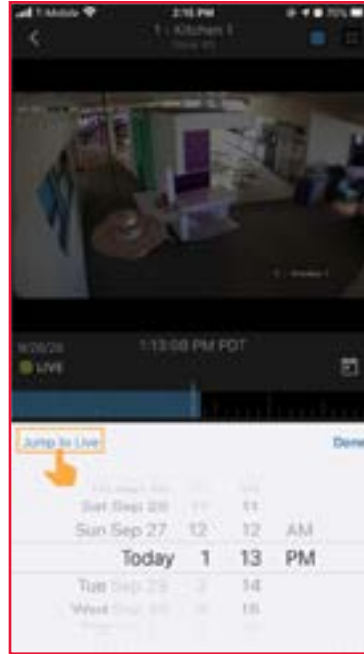
LIVE VIDEO:

When a video is launch in mobile you will automatically be take to view live video. Whenever live video is being played an icon will show above the timeline to confirm.

If you have been watching recorded video and want to return to a live view follow the steps below
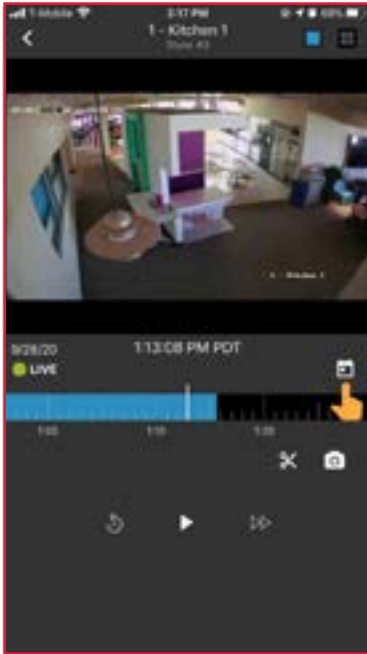
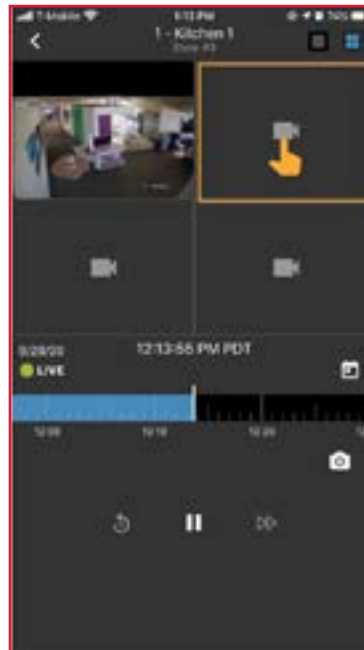1. Select the calendar icon below the video on the right side

2. Select 'Jump to Live'

MULTI-CAMERA VIDEO PLAYBACK:

1. While watching a single camera select the grid icon in the top right corner

2. Playback will switch to 4-up with the selected camera in the top left corner, select the camera icon in an empty cell to choose a camera

3. A list of available cameras will display, select the desired camera from this list

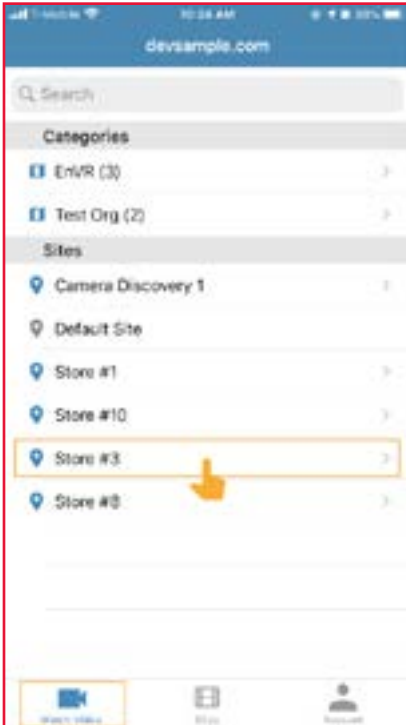4. Repeat as desired on the remaining camera cells

**End of article!**

RECORDED VIDEO on MOBILE

▶ ***CLICK HERE* to watch the online video or follow the steps outlined below.** https://learning.envysion.com/docs/watch-video-features/wvms/ada/docs/mobile-accessios/access-live-video-mobile/docs/mobile-access-ios/access-recorded-video-on-mobile/

ACCESSING VIDEO IN MOBILE:

1. From the Watch Video tab in the mobile app select the site you would like to view

   • Use the search at the top of the screen as needed to quickly find the site.
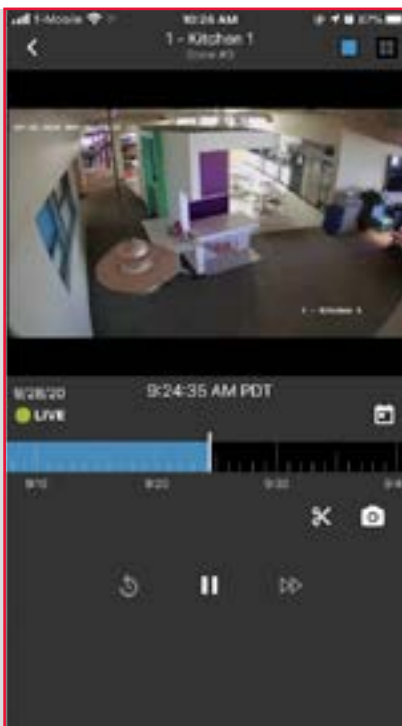
2. In the camera list for the site tap the thumbnail for the camera you would like to view

   • Multi-camera is available for mobile, but a single camera must initially be selected to first enter video playback
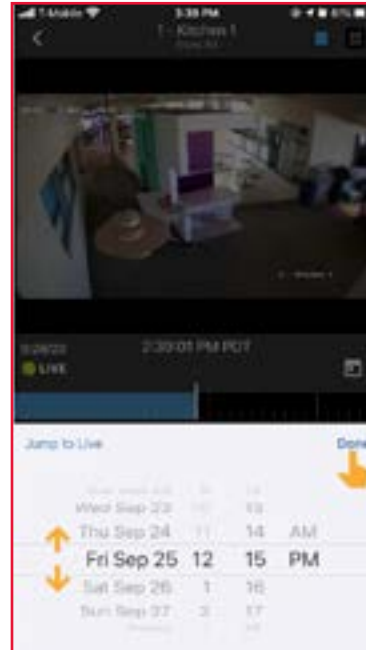
RECORDED VIDEO

There are multiple ways in the mobile app to access recorded video and once you are viewing recorded video additional player controls become available.
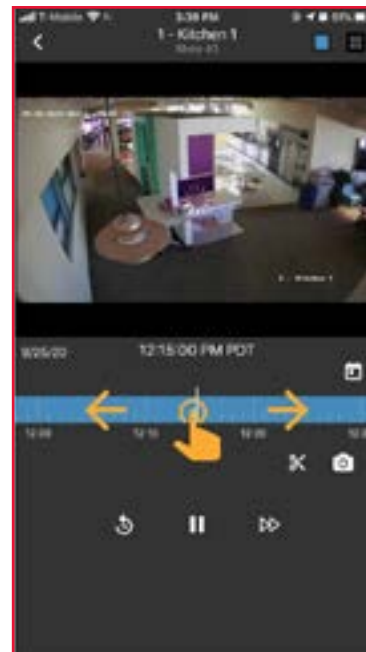
JUMP TO SPECIFIC DAY/TIME

1. Select the calendar icon below the video on the right side

2. Scroll to select the desired day and time, then select done

3. The video will refresh to play the selected day/time

SCRUB TIMELINE

1. To scrub the timeline and jump to that point for video playback select the timeline and then slide your finger to the left to view older footage or right to move ahead

ZOOM TIMELINE

Zooming the timeline can make it easier to scrub the timeline to a point you want to view. Pinch and spread the timeline to change the increment of time that playback occurs. This allows you to zoom out to choose a time farther in the past or future, or to zoom in for greater precision in selecting a specific moment—down to the instant.

ADDITIONAL CONTROLS FOR RECORDED VIDEO

 Rewind video by 15 seconds
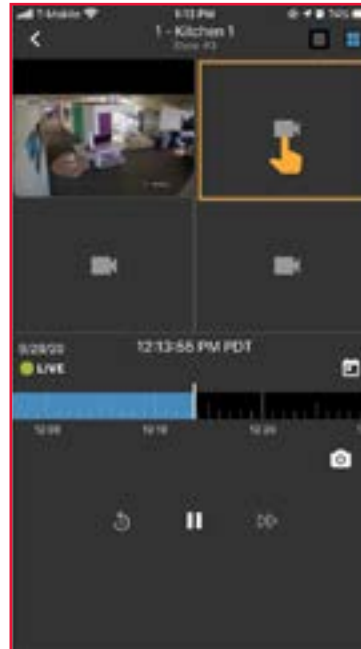
 Fast forward playback by 2x, select again to return to 1x

End of article!

MULTI-CAMERA

CLICK HERE to watch the online video or follow the steps outlined below. https://learning.envysion.com/docs/mobile-accessios/multi-up-mobile/

1. While watching a single camera select the grid icon in the top right corner

2. Playback will switch to 4-up with the selected camera in the top left corner, select the camera icon in an empty cell to choose a camera

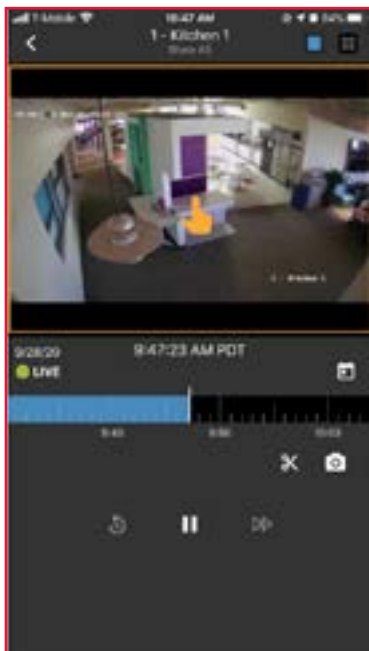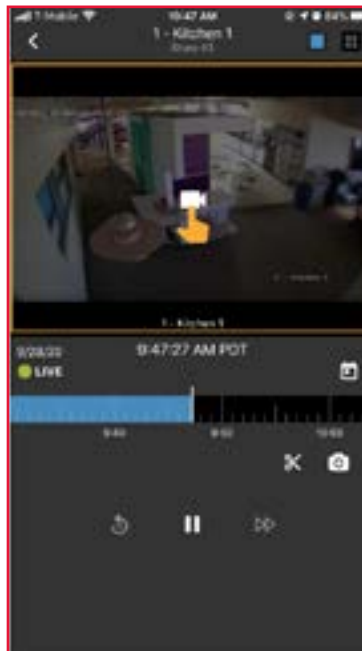3. A list of available cameras will display, select the desired camera from this list

4. Repeat as desired on the remaining camera cells

End of article!

CHANGE CAMERA

▶ **CLICK HERE** to watch the online video or follow the steps outlined below. https://learning.envysion.com/docs/mobile-accessios/multi-up-mobile/docs/mobile-access-ios/change-camera-for-mobile-playback/

1. While watching a single camera or multi-camera select the video for the camera to change

2. An overlay will appear for that video, select the camera icon in the overlay

3. A list of available cameras will display, select the desired camera from this list

4. Playback will automatically resume with the new camera selection

End of article!

CREATE A CLIP

Creating a clip allows you to save a portion of video that can be accessed at any time with the Clips section and shared with others.

1. While watching a single camera select the scissor icon
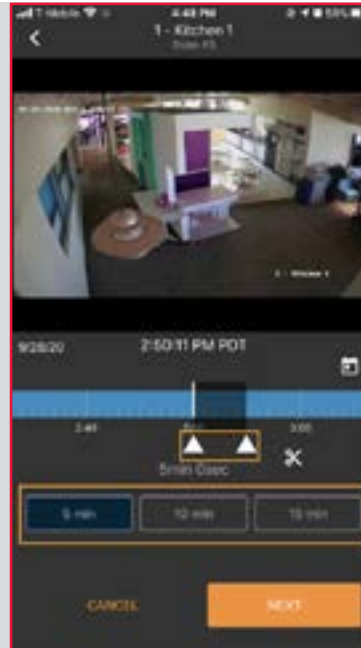
2. Adjust the time frame of the clip by selecting and dragging the white arrows or by selecting a preset time option

3. Select Next when ready

3. Enter a name and description for your clip

3. If you would like to save your clip to a specific folder select Directory and then choose the appropriate folder

3. When finished select Save, your clip will be available in the Clips tab of the app
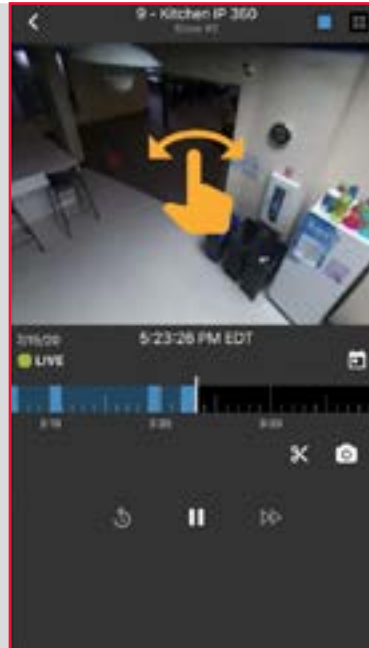
End of article!

360° CAMERAS

In the Envysion mobile app you can dewarp and rotate views from your 360° cameras to create more useful images from these high resolution cameras.
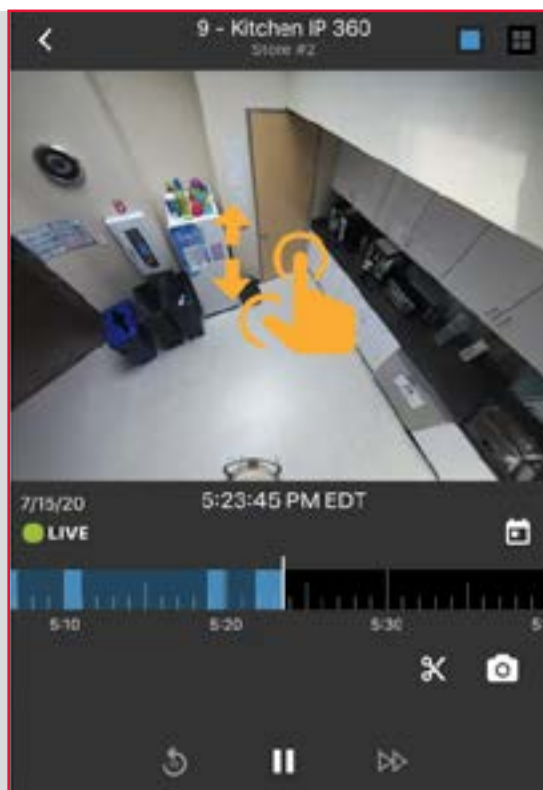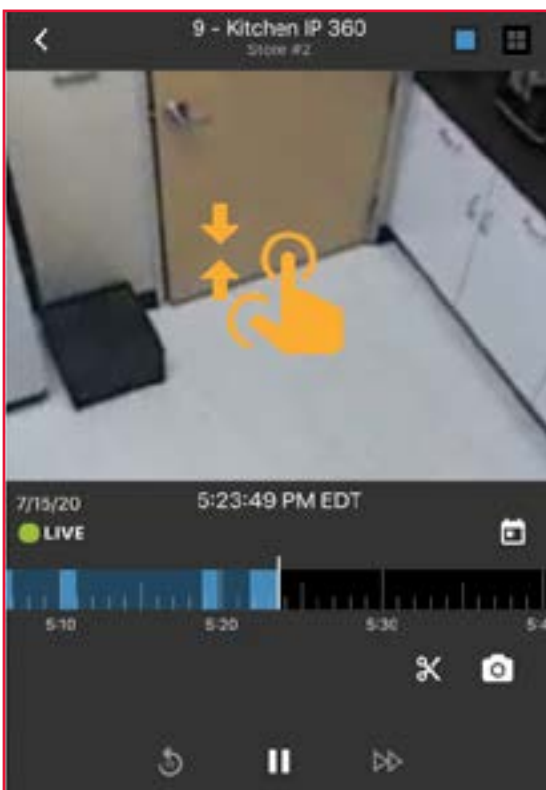
Interacting with 360° Cameras

1. From the camera list for you site select the 360°camera you would like to view

2. Double tap the fisheye view to dewarp

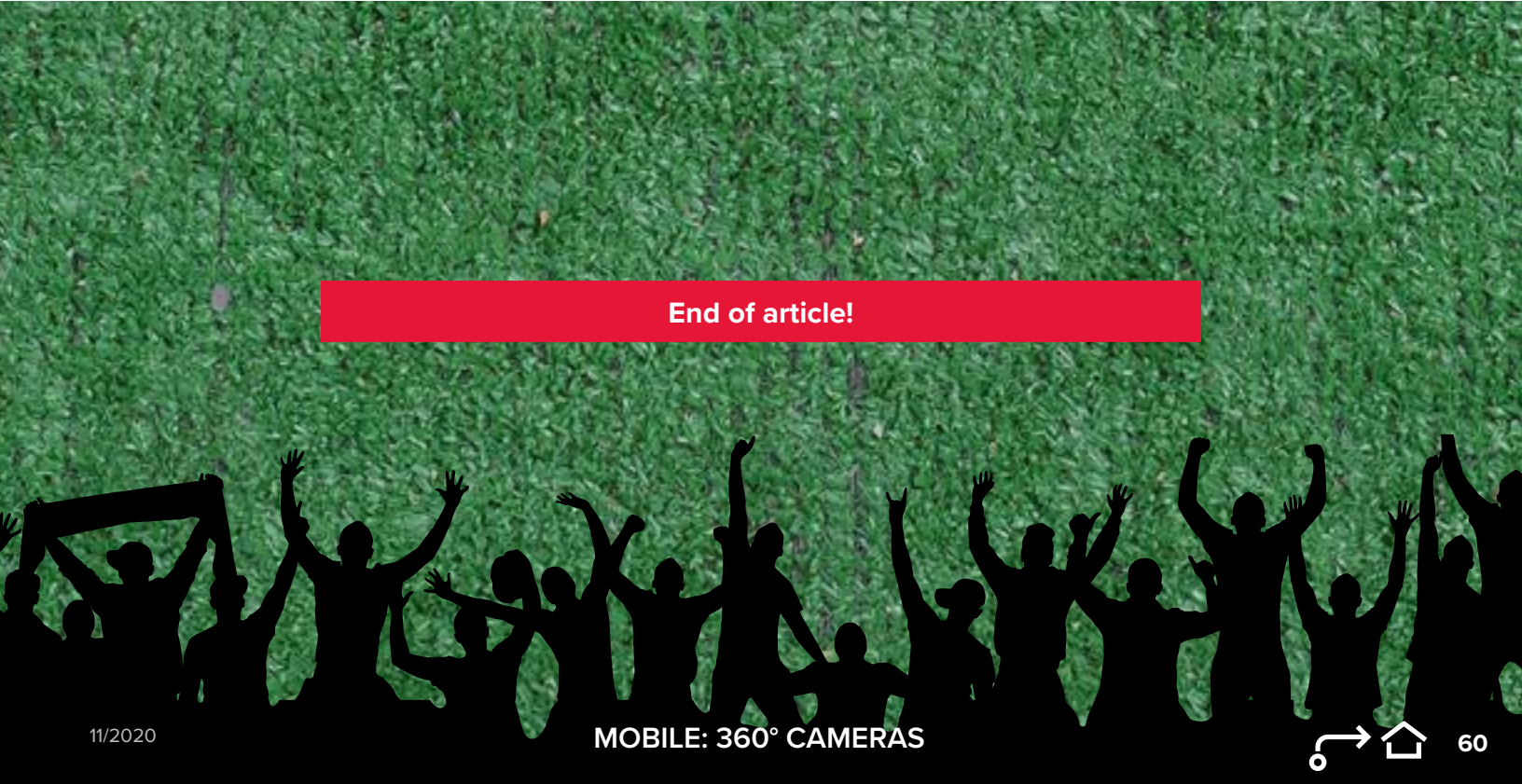3. Rotate and pan the view by swiping within the view display.

4. Zoom in or out by pinching or spreading two fingers simultaneously.

5. Select the destination folder and tap on Select and then Save.

6. To locate your clip, go to the above-store view and choose My Clips from the menu bar at the bottom.
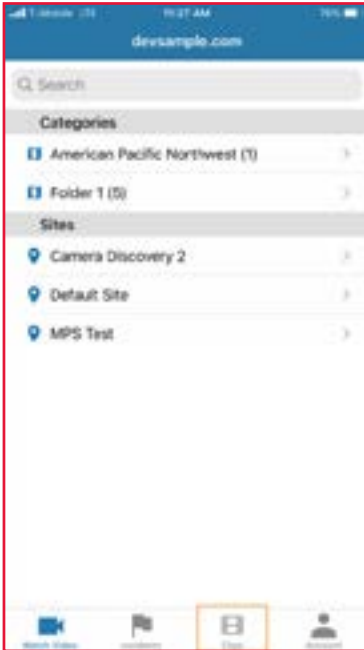
End of article!

SHARING CLIPS (EXTERNAL + INTERNAL)

When you have a clip of footage from a site that needs to be shared with another Envysion user in your domain or with an external party (such as the police or a lawyer) you can share the clip directly from the Envysion Mobile app following the steps below.
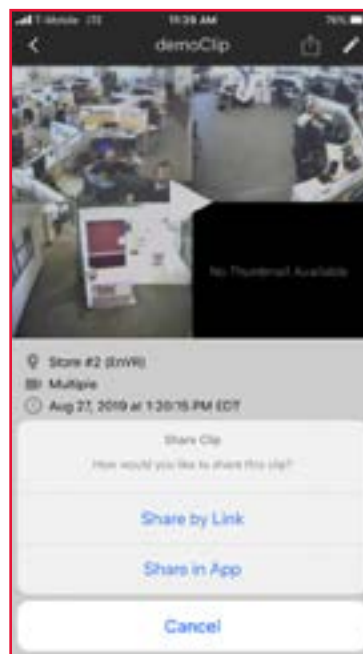

1. From the Mobile app select the tab for *Clips*

2. Select the clip you would like to share

- Use the *Search* option at the top of the page as needed to locate the clip
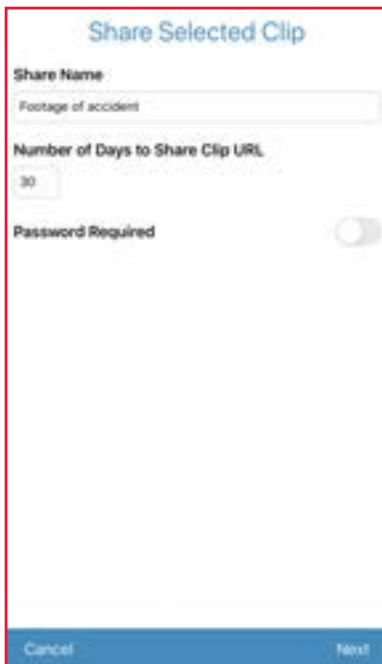

3. Select the share option in the top right.

4. Select *Share by Link* to share with a person who does not have Envysion access (Jump to *Share by Link*) OR Select *Share in App* to share with an Envysion user (Jump to *Share in App*)

Share Selected Clip

Share Name

Footage of accident

Number of Days to Share Clip URL

30

Password Required

Cancel   Next

Share by Link
(Continuing from step 4 above)

1. Enter a description of the clip in the *Share Name* field
2. Enter a number to decide how long the recipient(s) will have access to the link in the *Number of Days to Share Clip URL* field
   - Please note the link will expire after the days specified, but the recipient(s) can download a copy of the clip for continued viewing
3. If you would like to password protect access to the clip toggle the option for Password Required, otherwise skip to step 5
4. Enter a password to be used to limit access to the clip in the Password field
   - Password must be between 7-20 characters long
   - Ensure you inform the recipient(s) of the password so they can access the clip
5. Select *Next*
6. Use the native share functionality on your phone to distribute the link via SMS, using your preferred application, or copy the link

End of article!

SHARE SNAPSHOTS

▶ **CLICK HERE to watch the online video or follow the steps outlined below.** https://learning.envysion.com/docs/mobile-accessios/creating-clips-in-mobile/docs/mobile-accessios/360_cameras_mobile/docs/mobile-accessios/share-clips-in-mobile/docs/mobile-access-ios/snapshots-mobile/

Snapshot allows you to take an image from the video you are currently watching to save and share with others.
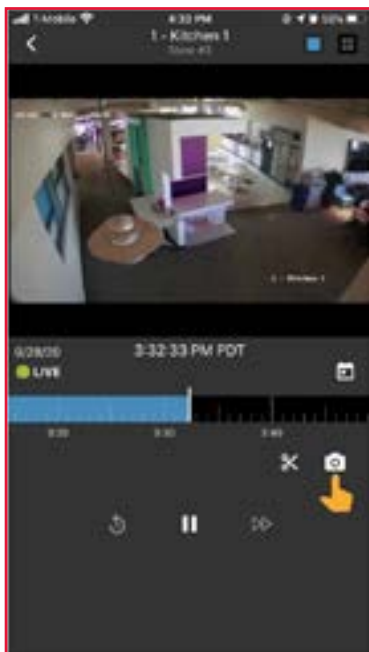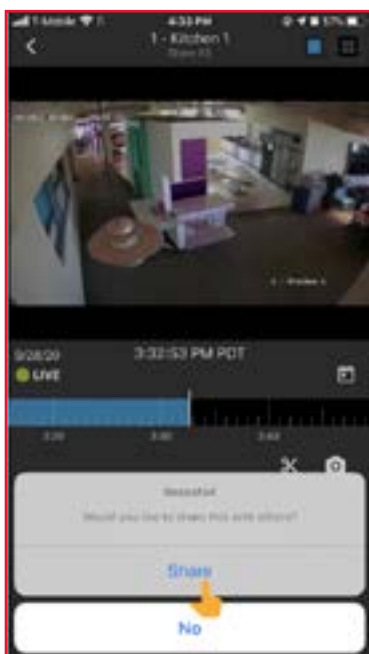

1. While watching a single camera or multi-camera select the camera icon to take a snapshot
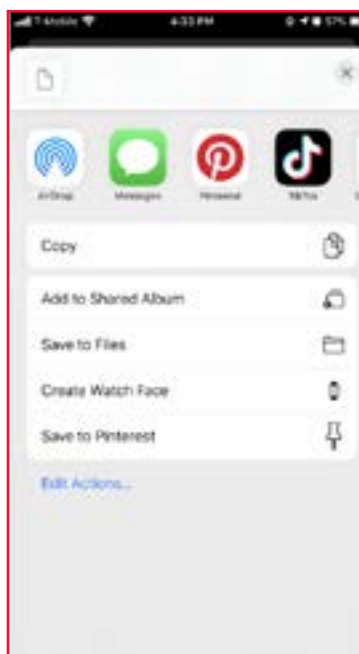
   • The snapshot taken will be of the screen at the moment the icon is selected. Use pause to ensure you are at the correct point in footage as needed.
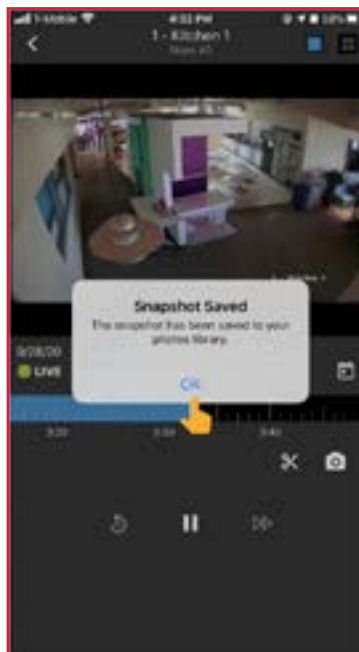
2. You will receive confirmation that the snapshot has been saved to your photo gallery, confirm to proceed

3. If you would like to share the snapshot immediately select Share

4. Use the native sharing features of your device to share the snapshot as desired
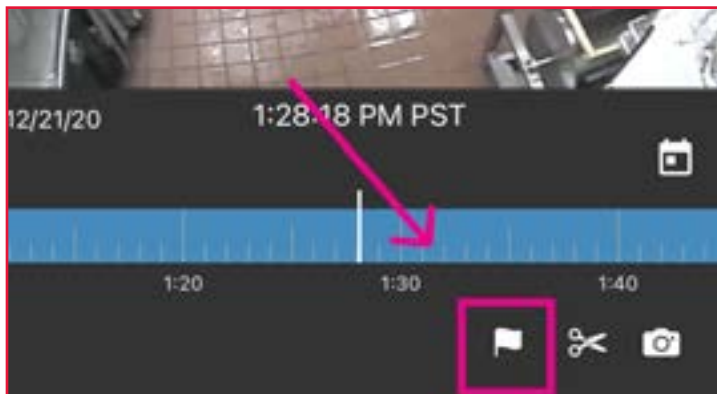
End of article!

INCIDENT MANAGEMENT

CREATING INCIDENTS

Incident Management provides the ability to flag Theft, Loss, or Operational issues when you notice them from Watch Video and Reports. Incidents created will appear in the Incident Manage tool organized by location and incident type, and can then be further refined by employee to allow for an actionable view of incidents occurring within your stores.

WHO CAN FLAG INCIDENT MANAGEMENT?

For accounts with Incident Manage, any user with the capability Incident Management User Create will be able to create Incidents.

FLAGGING INCIDENTS IN WATCH VIDEO

1. When watching video, select the flag icon below the timeline.

2. Fill in the incident details
   By default the Clip time will be set to 5 minutes before the incident button was selected and can be changed as needed to fully capture

3. Submit

End of article!