NCR Aloha Insight
Getting Started with Aloha Insight

Welcome to Aloha Insight, the system that offers you user-friendly, intuitive, management tools that help increase the visibility and control of your business needs anywhere, anytime. These tools automatically alert you to issues that require attention, and this allows you to efficiently analyze operational data. Through Aloha Insight, you have access to a feature-rich, enterprise-wide solution. This guide provides you with useful information to help you get up and running with Aloha Insight and on your way to more effectively managing your stores.

Overview of Aloha Insight

Aloha Insight is an Application Service Provider (ASP) that uses Web-based tools to allow you to effectively manage multiple restaurants from a central location. Your store POS systems send data to your Aloha Insight Web site either once daily or throughout the business day, based on your business needs. You can then view this information in an extremely user-friendly format, using a Web browser, which allows you ready access to current and historical sales, labor, and other key metrics. In addition to a full suite of powerful reports, the system notifies you automatically of any number of changing management indicators, using 'alerts.'

How the System Works

You access the applications listed below from your Aloha Enterprise Web site under the Aloha Insight tab. If you cannot see any of the following applications, check to see that the security class to which you are currently assigned grants you access.

- **Alerts Setup** allows you to set up Alerts that provide proactive information to management when specific criteria are met in the system, such as employees approaching overtime, void counts, sales per hour, and more.

- **Alerts Viewer** is a repository for Alerts generated by the Aloha Insight system. Only the alerts designated for delivery to the Alerts Viewer appear in the Alerts Viewer.

- **Audit Exception Configuration** allows you to check for abnormal behavior that falls outside of a specified range.

- **Check Detail Viewer** enables you to view Point-of-Sale historical check level detail from your Aloha Insight Web site.

- **Current Day Polling** displays current-day net-sales information for each store via a 'ticker' application that shows the updated data after each polling event throughout the day.

- **Custom Line Items** allows you to create a custom line item (data element), in the form of mathematical equations, based on existing system/custom line items and numbers. You can then use these custom line items in Aloha Insight custom reports and alerts.

- **Dashboard** is a mobile-friendly, interactive display of key metrics. Tiles and graphs, representing your key operational data, appear in a user interface that allows you to quickly view store metrics without needing to run a report.

- **Drilldown Viewer** is an interactive, sales-analysis tool that uses a report format in which you can drill in to specific pieces of data, such as category sales, labor, deposits, and more. Where applicable, you can drill down all the way to see the details on a specific check.

- **Dynamic Drilldown Viewer** is the next generation of Drilldown Viewer. Dynamic Drilldown Viewer enables you to enjoy a greater interaction with the data on all levels by providing interactive data analysis. This viewer provides more flexibility in selecting, filtering, and sorting the information to view, as well as the ability to define and customize personalized views of the data.

Additional Features Available in Aloha Insight

Data Replication - Aloha Insight can replicate data (via Standard SQL replication) from your corporate data warehouse in the Aloha Enterprise data center to an SQL server database of your choice.

General Ledger/Payroll Integration - Aloha Insight includes integration into some of the world's largest general ledger and payroll processing accounting systems, such ADP, Paychex, QuickBooks, Great Plains, MAS 90, and more. For more information on integrating Aloha Insight with your accounting system, please contact support.

Accessing Online Help

Aloha Enterprise provides online Help for each of its applications. In addition, Aloha Insight offers you instructor-led training and pre-recorded videos. We urge you to take some time to look at the online Help in an effort to familiarize yourself with the Aloha Insight modules you will be using.

To access online Help:

1. Click the **Help icon** in the top right corner of the Aloha Enterprise home screen.

Accessing Aloha Enterprise Online Help

A list of links to the help files for various applications appears.

2. Click a **link** to access the application-specific help file for the desired application.

Using Online Help

Screen-specific help is available for many screens in Aloha Insight, as indicated by a question mark icon near the bottom of the screen.

To access screen-specific help from within Aloha Insight:

1. Click the **question mark icon** near the bottom of the screen.

Accessing Screen-Specific Online Help

Online Help opens in a new tab in your browser.

2. Close **the tab** or click the **Aloha Insight tab** to return to Aloha Insight when you finish.

Quick Reference Guide

NCR

Contacting Aloha Insight Support Team

Aloha Enterprise provides a fast and easy to contact the support team with questions regarding an enhancement request, or with a general comment.
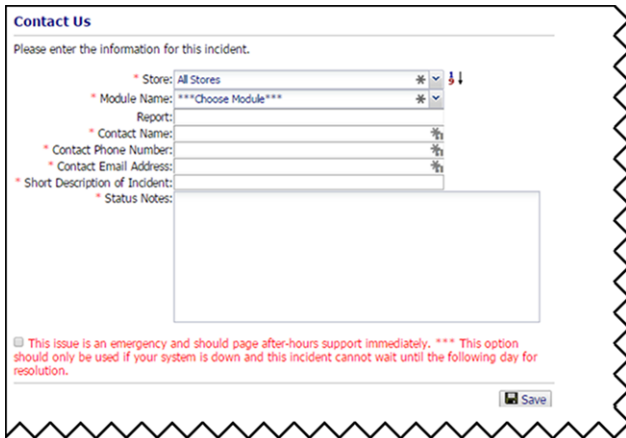
To contact Aloha Insight regarding a support incident :

1. Click the **Contact Us** icon in the top right corner of the Aloha Enterprise home screen.

Contacting Aloha Insight Support

The support request submission form appears.

Support Request Submission Form.

2. Type your **contact information**.
3. Type a **short description** of your support request.
4. Type or copy and paste any pertinent **status notes**.
5. Click **Save** to submit.

Registering for Online Training Classes

In addition to the online help, NCR offers online training classes for our products. You can register for these classes directly from Aloha Insight.
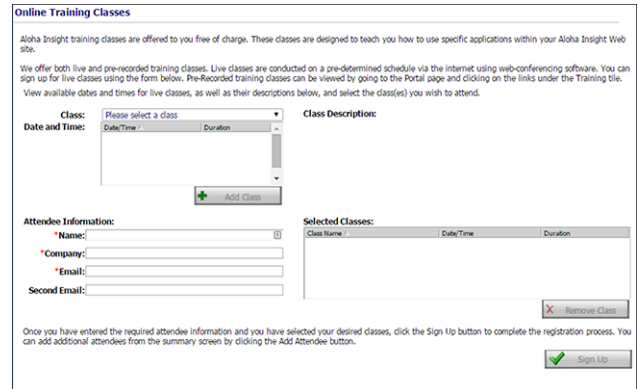
To register for Aloha Insight online training classes:

1. Click the **Support & Training link** on the left sidebar.
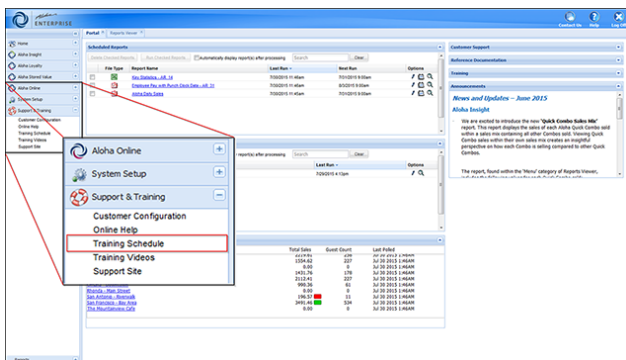
Support & Training Link

2. Click **Training Schedule** to access the online training classes registration form.

Online Training Classes Registration Form

3. Select a **class** from the drop-down list.
4. Select a **date and time**, and click **Add Class**.
5. Type your **personal information** and click **Sign Up**.

The instructor will send a confirmation email with directions for accessing the class.

Any classes for which you register appear in the Selected Classes list in the bottom right corner of your screen.

Other Available NCR Hosted Products

In addition to Aloha Insight, NCR provides software, hardware, and support to restaurants, event-based venues, stadiums, and cinemas around the world. For information on our full list of services, please contact your Sales Representative or visit www.ncr.com/hospitality for more details.

Thank you for being an NCR Aloha Insight customer!!!