

ACTIONiQ

>>> INTRODUCING ACTIONiQ

Know what needs attention – while there is still time to act.

ACTIONiQ transforms existing video infrastructure into an AI-powered real-time solution, detecting defined conditions, alerting the right people, and keeping managers in control of the response.



1. Detect

Queues, coverage gaps and defined exceptions.



2. Alert

The right team, through configured channels.



3. Respond

Staff, assess, and act in the moment.



4. Learn

Leaders see patterns by location and daypart.

Traditional video only tells you what already happened.

ACTIONiQ adds a proactive layer that acts while things are still happening.

WHAT ACTIONiQ IDENTIFIES:

- >>> Increasing lines and sudden spikes in guest numbers
- >>> Missing coverage in specific service areas
- >>> Issues in the dining room or visual policies exceptions
- >>> Guest flow, entry count, wait times, and service timing

WHAT ACTIONiQ ENABLES:

- >>> Alert to respond before more guests experience problems
- >>> Direct attention to critical expectations, not video footage review
- >>> Make staffing, coaching, and process improvements where needed
- >>> Identify repeated issues by location and time of day

A single platform, built on a foundation of video evidence

ACTIONiQ brings together AI-driven operational awareness with the VIDEOiQ foundation. Teams quickly access live and recorded video while gaining earlier warning of conditions that need attention.

FOR NEW CUSTOMERS

Video visibility, AI detection, alerts and measurement from day one.

FOR VIDEOiQ CUSTOMERS

Graduate from review and investigation to real-time awareness.

>>> ACTIONiQ IN RESTAURANTS

See the operating moment. Understand the business value.

DURING THE RUSH

Protect the Guest Experience

WHAT HAPPENS:

A lunch queue exceeds the operator-defined threshold while the service area appears understaffed.

ACTIONiQ RESPONSE

The manager receives an alert, verifies the condition and reallocates a team member before the delay affects more guests.

TANGIBLE VALUE:

Faster intervention, better staff deployment and less reliance on someone noticing the problem manually.

ACROSS LOCATIONS

Improve Execution Consistently

WHAT HAPPENS:

Regional managers struggle to verify brand standards across 50+ locations without frequent site visits.

ACTIONiQ RESPONSE

A scheduled review flags a table left dirty beyond threshold during a peak period.

TANGIBLE VALUE:

More consistent oversight, reduces unnecessary spot checks, and allows management to address core issues.

OVER TIME

Find the Source of Service Delays

WHAT HAPPENS:

Wait times consistently increase during the lunch period at certain stores, despite similar customer traffic.

ACTIONiQ RESPONSE

ACTIONiQ monitors flow, queue conditions, and service timing, enabling leaders to make informed decisions.

TANGIBLE VALUE:

Leaders base decisions on actual service performance rather than anecdotal evidence, tracking the impact of changes.

CREDITS AND REFUNDS

Investigate and Verify

WHAT HAPPENS:

A guest claims an order was never received.

ACTIONiQ RESPONSE

The manager reviews the video, confirms what happened and resolves the complaint using evidence rather than assumption.

TANGIBLE VALUE:

Faster and confident resolution, avoiding no eligible credits or refunds. Preserved evidence for incidents or claims.

>>> WHAT CHANGES FOR EACH TEAM

Restaurant Staff

Issues reach the team faster, while they can still respond.

Store Managers

Attention shifts from constant monitoring to defined exceptions.

Multi-Unit Leaders

Recurring patterns become visible by location and daypart.

Operations Teams

Staffing, coaching and process decisions gain objective evidence

VALUE DURING THE SHIFT

Detect conditions earlier, notify the right team and respond before more guests are affected.

VALUE OVER TIME

Identify recurring gaps, focus coaching and staffing, and improve execution across locations.

