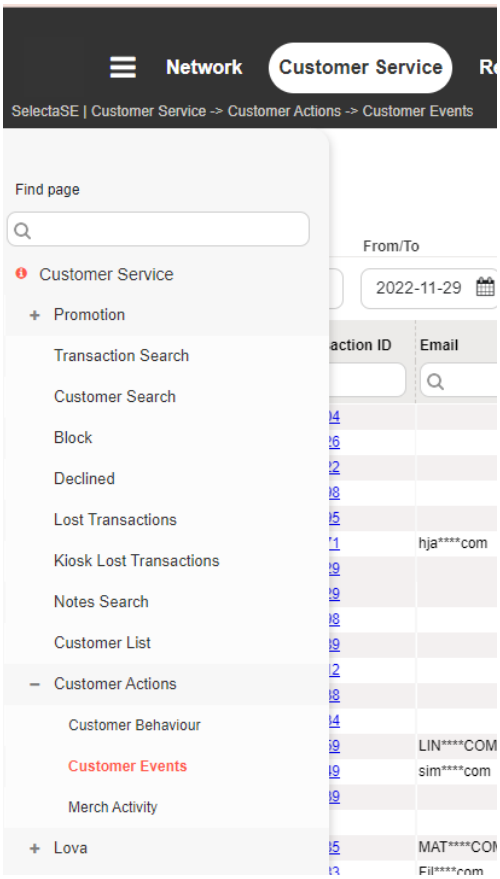
Smart Store Platform Support:

Admin Customer Events - Troubleshooting

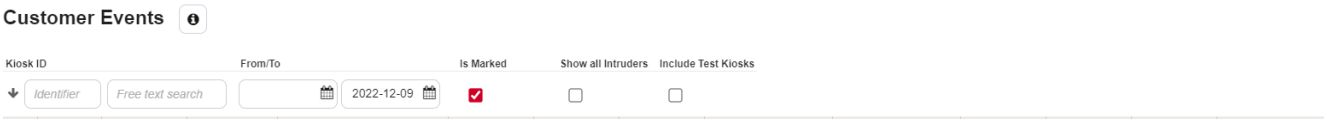
cantaloupe

Customer event - troubleshooting

All transactions on a kiosk are stored as a customer event in the admin portal You can find the customer events under *Customer Service -> Customer Actions -> Customer Events* in the admin back office.



On this page you can search for customer events done on a certain kiosk by entering the Kiosk ID in the field. Then you can set a certain span of dates from/to and then there are few selections.



Is Marked – Will display just the marked transactions that have unclear events.

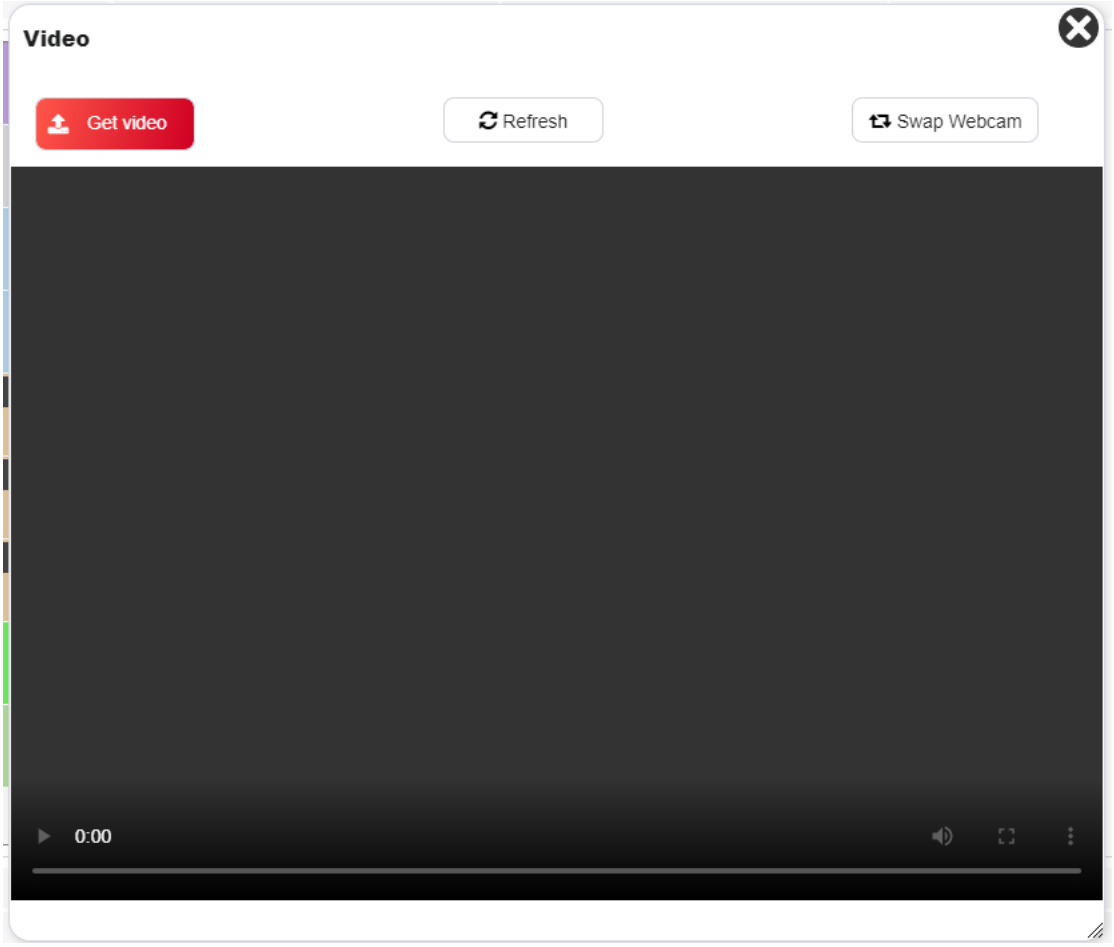
Show all Intruders – Will include the intruder events that are of no consequences like merchandisers etc. (only stores)

Include Test Kiosks – Will include all the transactions from the test kiosks as well.

The transaction that has the red icon at the beginning of the row or are marked for inspection are the ones that need to be investigated. Click on the red icon to open the detailed view of the transaction even.

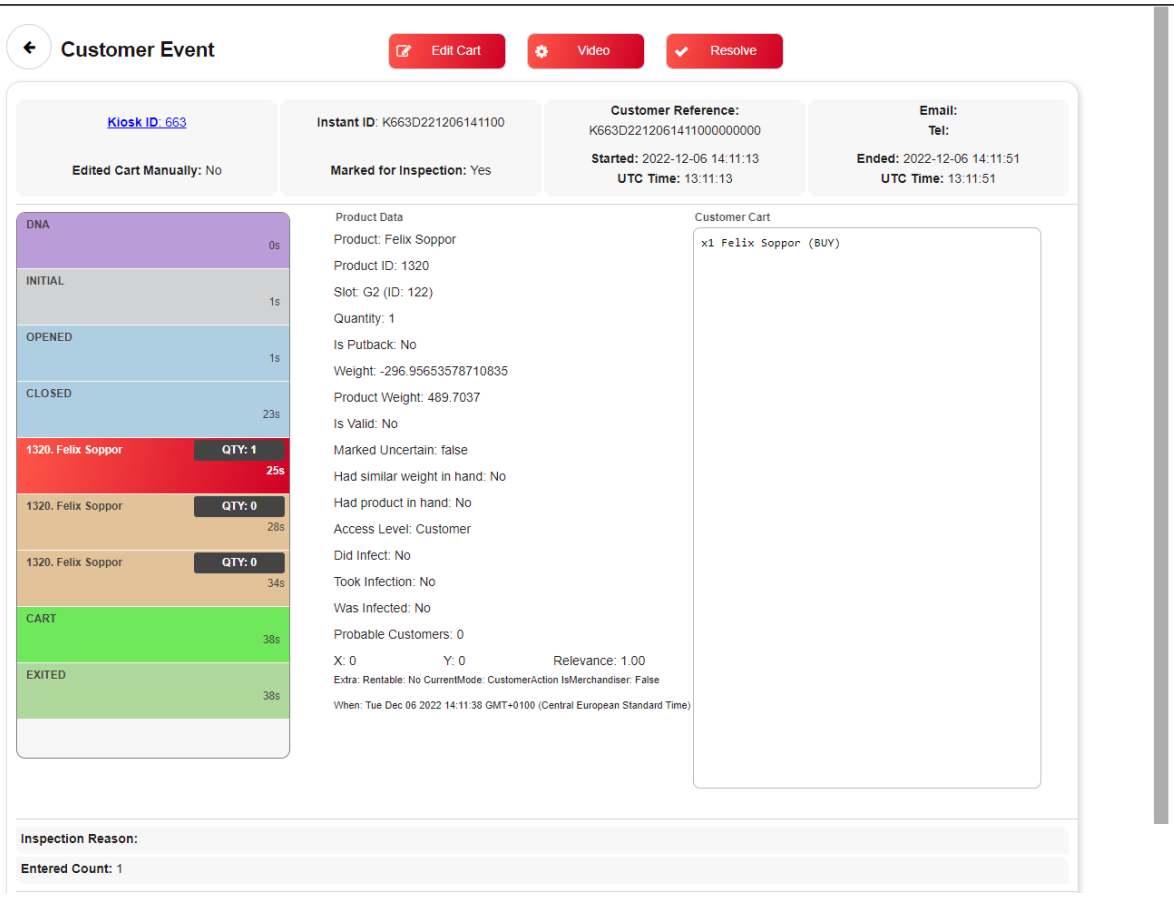
Usually if the cameras are enabled, we can download the video for investigation purposes by clicking on the Video button,

and then clicking the Get video to download it for viewing. That usually takes few minutes to download and when clicking the refresh button, the video will be displayed.

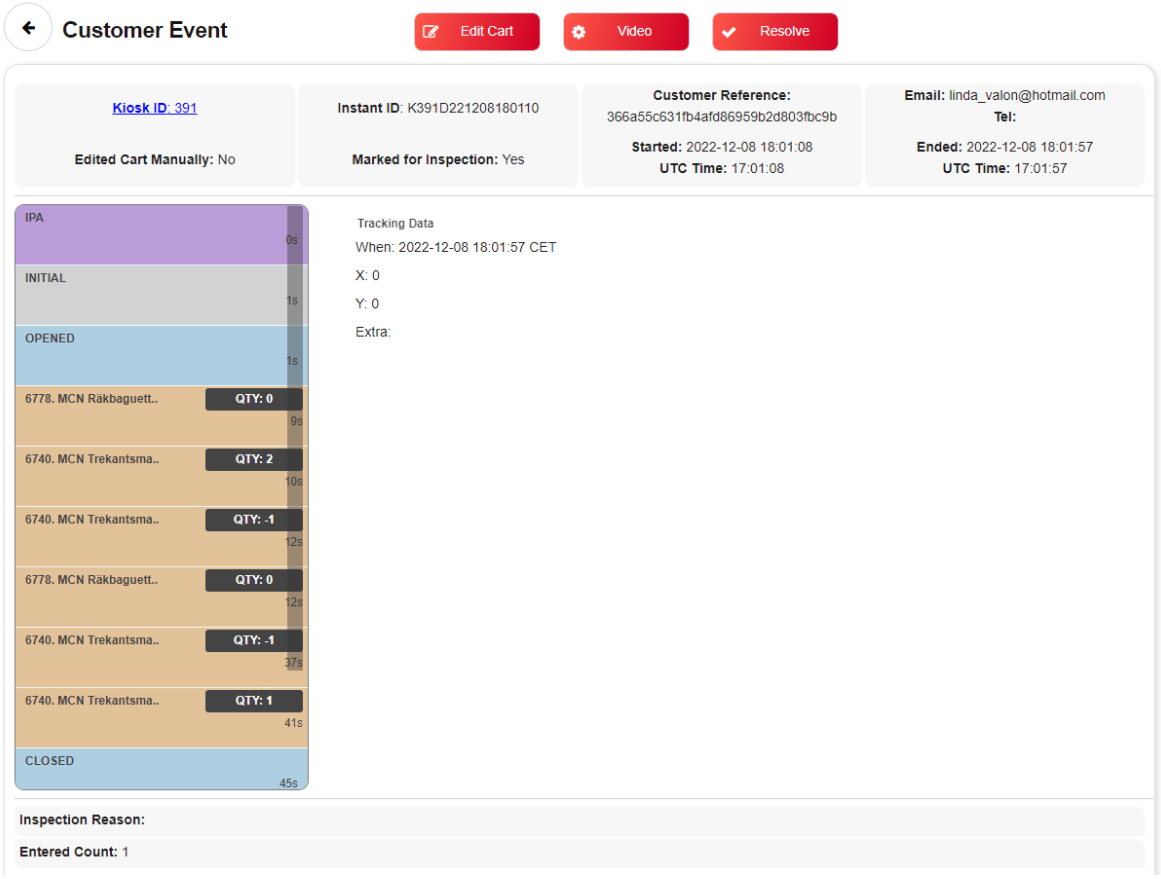


If we look at the transaction in the example (InstantID K663D221206141100) we can see the events fields in faded red colour the mean that there was an issue with a product.

If we see in this example all the products are in red colour and they are after the ‘CLOSED’ event meaning that the customer got those products after closing the door. If we open one of the events by selecting it, we can see that the shelf gave us wrong product weight –296 (Minus values mean that weight has been removed from the shelf) and the product weighs 489 and the same is with the other ones. This usually means that a shelf is unstable (got ‘Ghost’ values when the kiosk is shaken a little from opening/closing the door) and needs to be recalibrated, or that the shelf might be not aligned properly and is touching something on the sides or the door and ends up whit those ‘Ghost’ values. Sadly, on this kiosk the cameras are disabled, and we cannot see on the video what happened. In conclusion this customer got an extra product by accident and needs to be refunded for it.



If we take another example Instant ID: K391D221208180110. On that event we can see that there were issues with the products when the customer picked them up. In this case we have Video and looking at the video and events the customer picks up one product (MCN Trekantsmacka med tonfiskröra) and places it on the shelf next to that has a different product set on it (MCN Räkbaguette) and so getting the first red event.
They then pick up another product (MCN Trekantsmacka med tonfiskröra) from the same shelf and then proceeds to put back the first product they moved. And the system registered these discrepancies.
This event is registered because of invalid putback when the customer placed the wrong product on the wrong shelf. There is nothing to be fixed in this situation just reporting an issue that happened.



The problematic products in a transaction event are always marked in red, clicking on them will expand the details for that event and together with the videos from the transaction we can deduct if it was a wrong putback or bad weight registration. In the product event detail, we can see the assigned weight of the product and the weight registered. The system work with some weight difference allowance (that is set for each product when created or the default value will be used) and so in the case of handmade products the difference of the assigned weight and the registered pickup/put down weight is expected but it might be set as a red event just to point it out, meaning there is nothing wrong with it just registered weight difference and for those product you should increase the difference allowance up to 15%-20%.

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