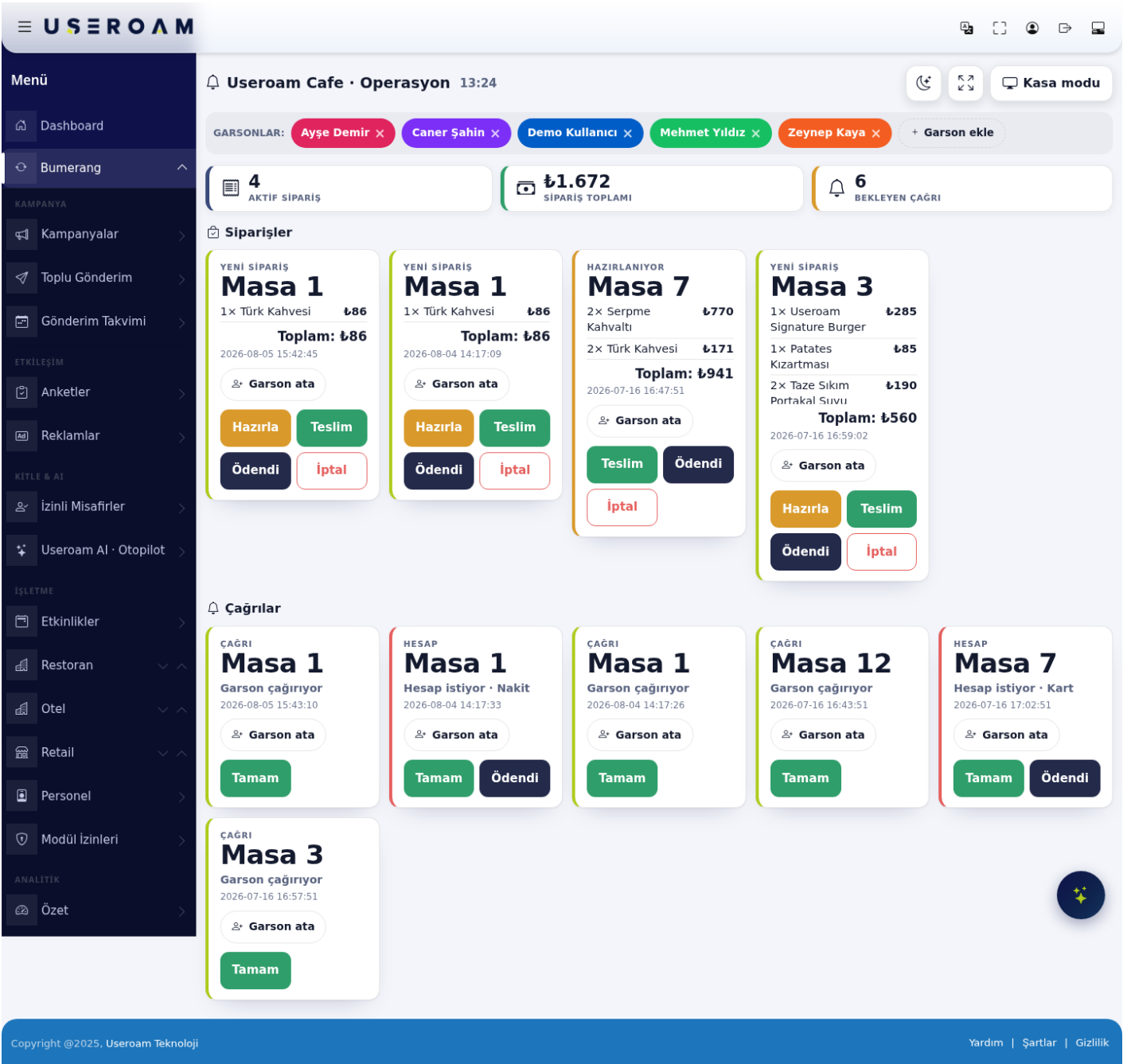


Operations Screen (Calls and Orders)

The Operations Screen is where you run the **orders** and **calls** coming in from the QR menu, live. It is built to stay open on a tablet or till screen in the dining room: when a guest scans the QR at their table and calls a waiter or places an order, it lands here.

“ **How do I open this screen?** Press **Calls (Çağrılar)** in the top bar of the Menu Editor. The number in brackets is the count of waiting calls.



1. Top bar

The heading carries the business name, the **time** and a **Till mode (Kasa modu)** switch. Till mode simplifies the screen for whoever is taking payments.

Waiters

Staff on shift are listed here (e.g. *Ayşe Demir*, *Caner Şahin*, *Mehmet Yıldız*, *Zeynep Kaya*). Use **x** to remove someone and **Add waiter (Garson ekle)** to add one. This list feeds the **Assign waiter** option on orders and calls.

Counters

- **Active orders:** Orders that are still open.
 - **Order total:** Combined value of open orders.
 - **Waiting calls:** Calls nobody has answered yet.
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2. Orders

Each order is a card showing its **status label**, **table**, **items and quantities**, line prices, **total** and the time it was placed.

The buttons on the card move the order forward:

- **Assign waiter (Garson ata):** Links the order to a waiter on shift.
- **Prepare (Hazirla):** Moves the order to *preparing*.
- **Deliver (Teslim):** Marked when it reaches the table.
- **Paid (Ödendi):** Closes the order once payment is taken.
- **Cancel (iptal):** Cancels the order; cancellations are excluded from revenue.

The status labels read *New order* and *Preparing*.

3. Calls

The right-hand column collects guest calls. There are two kinds:

- **CALL — calling a waiter:** The guest has asked for service at their table.
- **BILL — asking for the bill:** The guest wants to pay, with their preference shown (*cash* or *card*).

Every call shows the table number and the time. **Assign waiter** sets who handles it and **Done (Tamam)** closes it. Bill calls carry an extra **Paid** button.

“ **Where does the table number come from?** From the **table QR code** the guest scanned. If table QR codes have not been created, calls arrive without a table.

Related pages: Restaurant Solution → Menu Editor (table QR codes),
Menu Report, Requests.

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