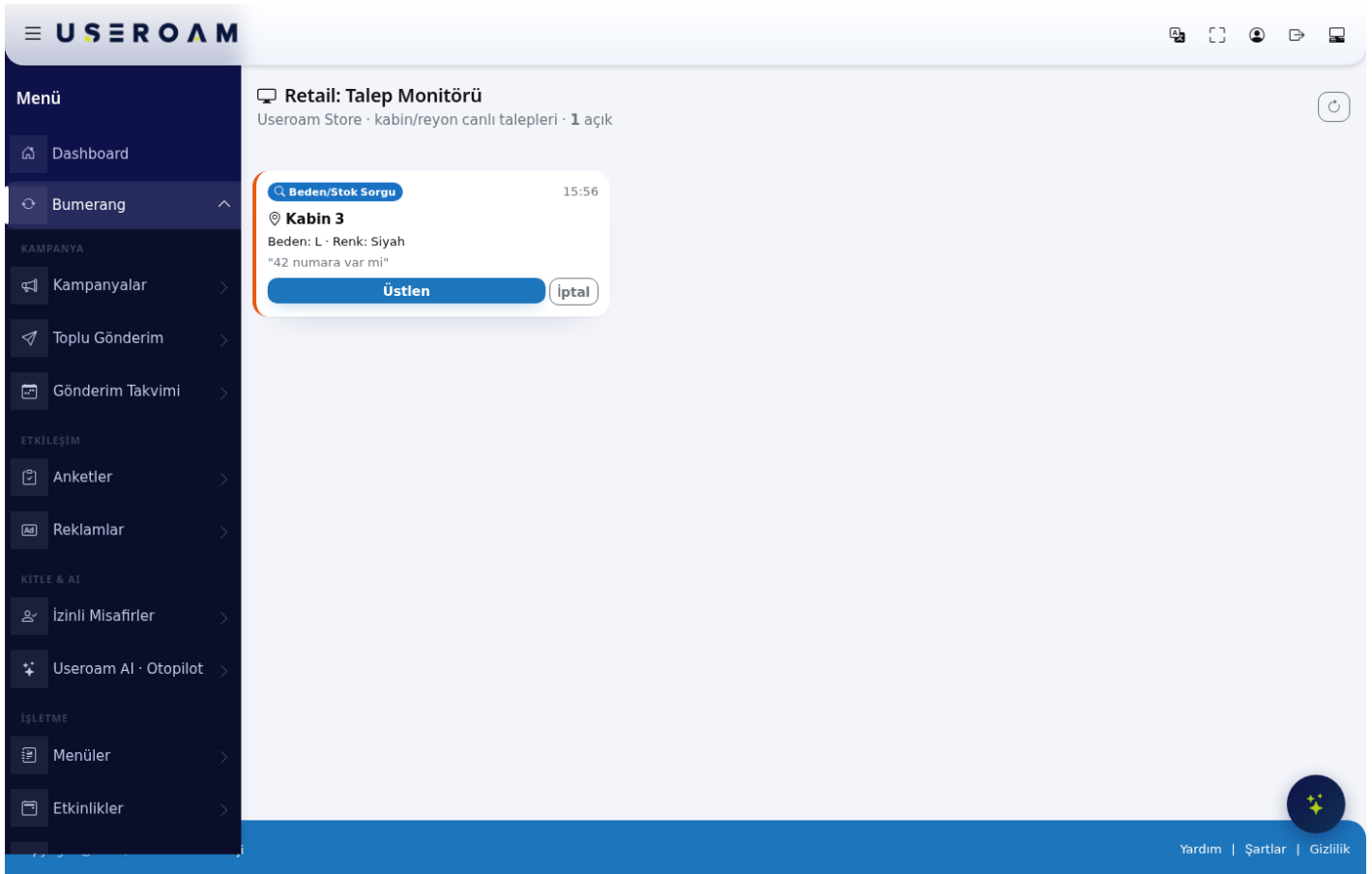


Retail Request Monitor

The Retail Request Monitor shows **live customer requests** raised inside the store. When a customer scans the code in a fitting room or an aisle and asks "do you have this in a 42?", the request lands here.

“ How do I open this screen? From the left menu, go to **Bumerang** → **Retail** → **Request Monitor**.



The heading shows the store name and the **number of open requests** (for example "1 open").

What a request card shows

- **Request type** — for example *Size/Stock Enquiry*.
- **Time** — when the request arrived.
- **Point** — the QR point it came from (for example *Cabin 3*). This line tells staff where to go.

- **Product detail** — for example *Size: L · Colour: Black*.
 - **Customer note** — the free text the customer wrote (for example "*do you have a 42*").
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Action buttons

- **Take:** claims the request, so two people do not run for the same one.
 - **Cancel:** closes the request — used when the customer has moved on or the request is a duplicate.
-

Keep the screen open: requests land here in real time. Leaving it open on the floor supervisor's tablet or the till computer is what stops a customer waiting in a fitting room for several minutes.

“ **Defining request points:** which cabins and aisles can raise a request is set in the *QR Points* section of the **Retail → Store & QR Registration** screen.

“ **Related pages:** **Retail → Store & QR Registration**, **Retail → Automation**, **Bumerang → Staff**.

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