

# Retail Request Monitor

## What is it for?

**Request Monitor** shows, live, the "Call Staff" and "Ask Size / Stock" requests of customers who scan the QR in a fitting room or aisle. A staff member takes the request, helps the customer and completes it.

The subtitle under the screen title reads "Store name · live fitting room / aisle requests · X open".

## When to use it

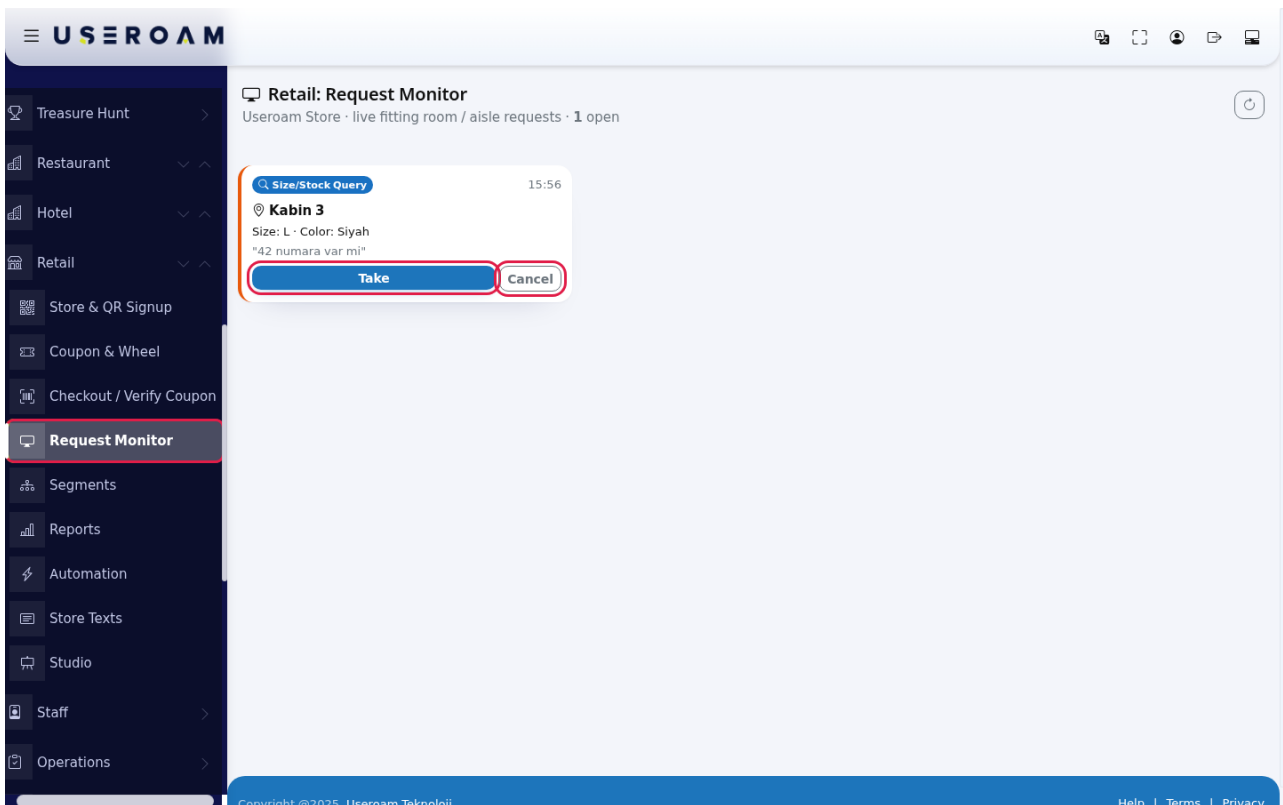
- If you use fitting room or aisle QRs, keep this screen open on a tablet or the till computer.
- When you want to review the day's recently closed requests.

## Before you start

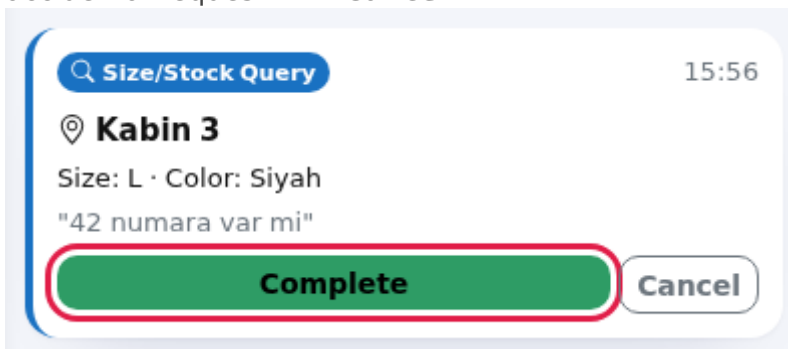
- Requests only arrive if you define a QR point of type **Fitting Room** or **Aisle / Shelf** on [Store & QR Registration](#), print it and put it in place.
- The screen refreshes itself every 25 seconds. There is no sound alert or phone notification; the screen needs to be visible.

## Step by step

1. Open **Retail > Request Monitor** in the left menu. Each open request is a card: the request type badge, the time, the QR point name (example: **Kabin 3**), and the product code, size, colour and note the customer entered. A new request has an orange left edge. Press **Take** before you go to the customer.



2. A taken card becomes **In progress**; its edge turns blue and the button changes to **Complete**. After helping the customer press **Complete**. Close an unnecessary or accidental request with **Cancel**.



3. Closed requests appear below in the **Recently Closed** table (last 30).

| Recently Closed |                  |         |                  |           |
|-----------------|------------------|---------|------------------|-----------|
| TIME            | TYPE             | POINT   | DETAIL           | STATUS    |
| 26.09 11:42     | Size/Stock Query | Kabin 3 | TR-2045 /M Black | Completed |
| 26.09 11:05     | Call Staff       | Kabin 3 |                  | Cancel    |

## Every field and button

| Field / Button             | What it does                                |
|----------------------------|---------------------------------------------|
| Number under the title     | "X open": waiting and in-progress requests. |
| Refresh button (top right) | Refreshes the screen now.                   |

| Field / Button                                            | What it does                                                                                   |
|-----------------------------------------------------------|------------------------------------------------------------------------------------------------|
| Type badge                                                | <b>Call Staff</b> (orange), <b>Size/Stock Query</b> (blue), <b>Fitting Room Help</b> (purple). |
| Point                                                     | The QR point the request came from.                                                            |
| <b>Product · Size · Color</b>                             | What the customer entered (hidden if empty). Text in quotes is the customer's note.            |
| <b>Take</b>                                               | Sets the request to <b>In progress</b> .                                                       |
| <b>Complete</b>                                           | Closes the request as <b>Completed</b> .                                                       |
| <b>Cancel</b>                                             | Closes the request as cancelled.                                                               |
| <b>Recently Closed: Time, Type, Point, Detail, Status</b> | Closed requests; status green <b>Completed</b> or grey <b>Cancel</b> .                         |
| No open requests.                                         | Nothing waiting. If the table is also missing, no request has been closed yet.                 |

# Frequently asked questions

## Can I see who took a request?

No. The screen shows the status only; it does not record who took it.

## Two calls came from the same fitting room but there is one card.

A second request from the same QR point within 25 seconds does not open a new card (protection against double taps).

## Are staff notified?

No. The [Store Staff](#) list currently sends no notifications; keep this screen open.

## Where does Fitting Room Help come from?

The customer page only has "Call Staff" and "Ask Size / Stock" buttons; the Fitting Room Help badge is not currently created from the customer page.

# Related pages

- [The Store Page Your Customers See](#) (fitting room/aisle screen)
- [Store & QR Registration](#)
- [Retail Reports](#) (**Open requests** box)