



UPshow SHIFT Training Videos

This document contains a collection of videos and resources for UPshow Manager Training for SHIFT at Carrols.

UPshow Manager	1
Platform Overview	1
Organization Settings	2
Content: Employee Communications and Engagement	2
Manual Spotlights	2
Automated Spotlights	4
Managed Services	5
Additional Resources and Support	6
Device Install and Troubleshooting	6
Support	6

Controlling The Content On Your Screens

There Are Two Types Of Content Delivery

Your screens will deliver all sorts of different and impactful content. Majority of the content that is delivered is done automatically by way of integration. However, there is some content that can be added manually if you so wish. Below we have highlighted the content that is delivered automatically and manually. For the manual content, we have shown step-by-step instructions below on how to push this live.

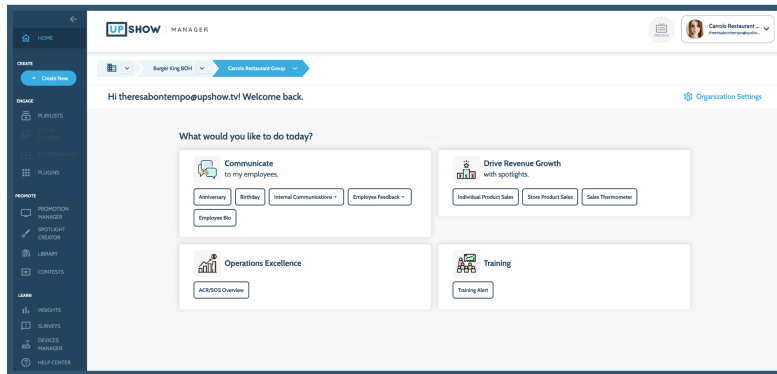
TYPES OF SCREEN CONTENT		
MANUAL	Media Announcements	General Announcements
AUTOMATED	Sales Leaderboards	Guest Comments
	Work Anniversary	Birthdays
		All Complaints Ratio

Login To Your UPshow Admin. Portal

Take A Spin Through The Platform

UPshow Manager (manager.upshow.tv) is where you control the content that is displayed on your screens.

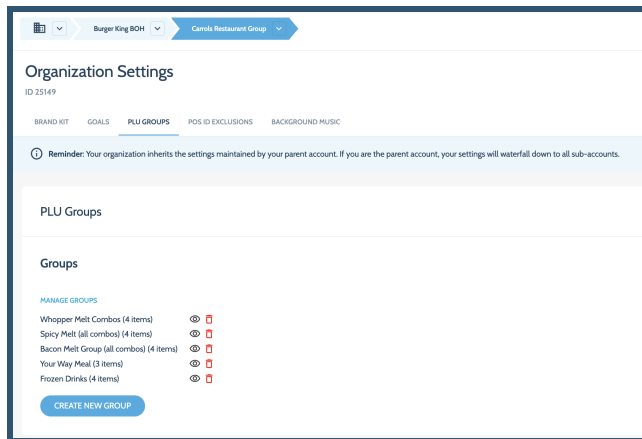
[CLICK FOR TUTORIAL VIDEO](#)



Make Any Organization Settings Changes

Use Organization Settings to set up your brand kit(fonts, colors, logo), store goals, PLU groups, and more.

[CLICK FOR TUTORIAL VIDEO](#)



Employee Communications and Engagement

Manual Spotlights

Media Announcement

Ability to upload your own images/videos to the screens and schedule them to play based on the timeframe/rules you set-up.

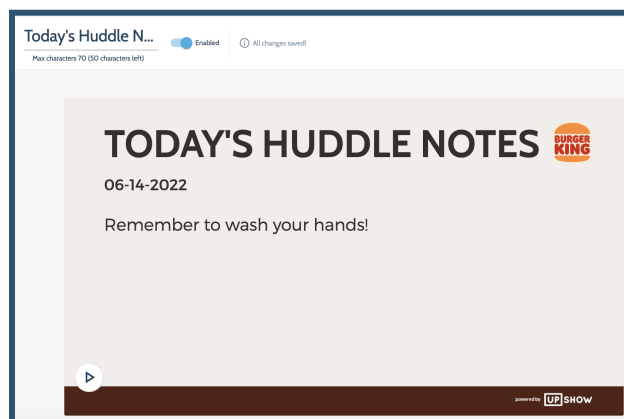
[CLICK FOR TUTORIAL VIDEO](#)



General Announcement // Huddle Notes

Share internal communications including meeting notes, policy updates, charity, and promotions.

[CLICK FOR TUTORIAL VIDEO](#)



Automated Spotlights

Several spotlights will be completely automated within UPshow.

The image displays four examples of automated spotlights within the UPshow interface:

- Guest Comments:** Shows a comment from Thursday, 05/12 at 08:46 AM: "Guest reported a terrible customer service at this location. Guest had to wait for more than 10 minutes to get his order." with a 2-star rating.
- Sales Contest:** Titled "FROZEN DRINK STORE SALES", it lists frozen drinks sales leaders for 06/12/22 - 06/21/22 as of 06/14 at 5:40 PM. The table below shows the top 5 employees:

Employee	Quantity Sold	Dollar Amount
1. Barkley,Veronica T	26	\$29
2. Porter,Shandrika R	12	\$14
3. Porter,Shanika	10	\$14
4. Walker,Sherice L	6	\$8
5. Miller,Zyriane A	3	\$4

- Work Anniversary Announcement:** Celebrates Theresa B's "Happy 1st Anniversary!" with a gold star trophy icon.
- Birthday Announcement:** Celebrates Theresa B's "Happy Birthday!" on June 15th with a cluster of colorful balloons.

INTEGRATED POS SPOTLIGHTS

Sales

Sales Leaderboards

Using real-time sales data, leaderboards are a way to track both store and employee performance. Create leaderboards for a single PLU or a group.

TUTORIAL VIDEO

The screenshot shows a "Frozen Drink Sales" leaderboard in the UPshow interface. It is titled "FROZEN DRINK SALES" and displays "Today's frozen drinks sales leaders as of 06/14 at 4:02 PM". The table below shows the top 5 locations:

Location	Quantity Sold	Dollar Amount
1. 13260	5	\$5.00
2. 11692	4	\$4.00
3. 13617	3	\$3.00
4. 7736	3	\$3.00
5. 1830	2	\$2.00

To the right of the table is a dark brown sidebar with the text "Top 10 Store Leaders Today for Frozen Drinks!". The interface also includes a play button icon at the bottom left and a "UP SHOW" logo at the bottom right.

Additional Resources: Managed Services

UPshow's white glove service that's built for large organizations to ensure optimal profitability and platform success.

TV Procurement & Installation

We work with you to create a deployment plan to ensure seamless implementation across the entire network – including hardware and location installation.

Onboarding & Training

Up-front and ongoing staff training for optimal adoption and feature usage.

Platform Management

Full service strategic and content management. Includes playlist development, content scheduling, content uploading and all relevant content management across locations, catering to their unique requirements.

Insights & Analytics

Regular reporting on all relevant SHIFT KPI's across the entire network, highlighting top performing locations, employees and regions.

UPtime+

Daily tracking of all hardware, proactively troubleshooting if any devices discovered to be offline.

Creative Design Services

Custom template and Spotlight design by UPshow's expert screen designers.

Additional Resources: Troubleshooting and Support

Device Install and Troubleshooting

UPshow Shift runs on commercial-grade, chromebox media players. These are plug-and-play and are paired to the individual locations. If any questions arise during installation or troubleshooting, please reach out to our team and we would be happy to connect with you. Step by step guides are available [in the Device section of the UPshow Help Center](#).

Support

For any questions, or issues, do not hesitate to reach out to our team at support@upshow.tv

Support Options

Get the help you need by using one of our many support resources.



Online Help Center: help.upshow.tv Available 24 / 7 / 365	Best use: The first place to look! 95% of customer inquiries are solved in under 2 minutes
Email Support: support@upshow.tv Available Mon - Fri, 9am - 5pm CST	Best Use: General inquiries
Text Support: 312-500-9200 Available Mon - Fri, 9am - 5pm CST	Best use: If you have a visible issue with a screen. Please take a picture or video of the issue and text it to us
Customers can expect a response within 1 hour during business hours.	