Understanding Walk-In Manager Reports and Statistics

Walk-In Manager · https://haircutnow.com/docs/understanding-walk-in-manager-reports-and-statistics/

Walk-In Manager reports summarize recorded walk-in activity. They do not measure appointments or other work performed outside Walk-In Manager.

Choose a reporting period

Open **Reports** and choose **Today**, **Last 7 days**, **Last 30 days**, or **Last 90 days**. Reports also provide a calendar view and period-to-date comparisons. Dates follow the business location’s time zone.

Use **Download CSV** for a copy of the selected report. If the page warns that the period contains more than 5,000 records, select a shorter period for complete totals.

Understand the metrics

- **Walk-ins:** check-ins included in the selected period.
- **Completed:** entries recorded as completed.
- **Walked Out:** entries closed because the client left before service.
- **Not a Walk-In:** entries corrected because they should not count as walk-in service.
- **Other closures:** cancelled entries with other reasons.
- **Still open:** entries not yet completed or closed.
- **Service rate:** completed ÷ (completed + walked out), shown as a percentage. Not a Walk-In, other closures, and still-open entries are excluded from this calculation. With no decided outcomes, there is no service-rate value.
- **Average wait:** average recorded time from client check-in to service start for entries with valid timestamps.

- **Average service time:** average recorded time from service start to completion for completed entries.

Offers and team performance

Accepted, Passed, and Missed describe offer outcomes, not three types of completed service. A passed offer does not count as a completed walk-in.

Team performance shows recorded completions and offer outcomes by team member. It does not represent all work that person may perform at the business.

Accepted is not In Service

Accepting an offer begins a two-minute client-verification window. Service then starts automatically. The minimum completion timer and recorded service duration begin from service start.

Use **Walked Out** or **Not a Walk-In** during the permitted pre-service window when appropriate. These are distinct outcomes.

Keep records accurate

Mark service complete when the work actually finishes. Prior-day Accepted or In Service entries can be automatically completed at business-day rollover, so a Completed record alone does not prove someone manually confirmed the service or its exact finish time.

Today’s Activity shows current-business-day team visits and outcomes. It is an activity view, separate from the historical Reports filters and downloads.