

Visits Tracking

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Visits tracking helps you view the visits (check-ins) made by users across multiple days on a map and view detailed info on each visit.

(i) This feature is available in the professional plan

Viewing Visits

1. Select Visits from the **Tracking** module in the RouteIQ



2. Select the users whose visits you want to view.



(i) Both RouteIQ and Non-RouteIQ (Only Zoho CRM) users' visits can be viewed in visits tracking.

3. Choose the date range on which you want to view visits. If needed you can choose a custom date.



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	Trackir	ng	Visits			Live		
	Caler	ndar						
	<			July 2023	3		>	
	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
					1	2	3	
	4	5	6	7	8	9	10	
	11	12	13	14	15	16	17	
	18	19	20	21	22	23	24	
	25	26	27	28	29	30		
		A			H			

- 4. Now you'll be able to the visits the selected users in the selected date range.
- (i) In the list view you'll be able to view their planned, completed and skipped visits. Only completed visits are shown on the map when multiple users are selected.

Only 1000 visits are displayed. Reduce the users selected or date range to view all the visits in the criteria.



5. Click on a user to view only their visits. Now the planned and skipped visits are also shown on the map with visits order trace.



Representation of Visit Details

Let's see how each of the visit details are represented in RouteIQ.

List View

Image	Meaning	
	User's name	
	Planned visits count	
Mary Fernandez	Completed visits count	
	Skipped visits count	
1 Patrick Ross • Pensacola visits Jan '24	Visit's name	
© 09:05 AM- 09:45 AM	Visit's order	
Karon Loo a Danagala visita lan '24	Visit's route	
(9 10:10 AM- 11:10 AM	Actual start time	
	Actual end time	

On the map

Route Path

Route Section Pattern	Reference Image	Meaning
Arrow Line	Leyden St	Visits Order Trace
	Monaco Pkwy	山
	T IN BIIONBEINI	

Stop Marker

Stop pin	Icon	Meaning
Colored Pin	1 Jan 04, 09:05 AM	Visit's order number with check-in time
Blue Dot		Currently visited
Gray Pin with Clock		Planned visit
Red Pin with 'X'	×	Skipped visit

Info Window

Reference Image			Meaning
	Tony Williams Sales Meeting Route		Visit's Name
			Visit's Route
	Planned Timing	10:00 AM - 11:00 PM (1hr)	Planned timing of the stop
	Actual Timing	10:00 AM - 11:00 PM (1hr)	Actual timing of the stop
	Check-in Info	0 min early, 100m away	
	Check-out Info	0 min early, 100m away	Check-in time and location deviation
			Check-out time and location deviation