



User Manual

Token Management System for Odoo v18.0

Table of Contents

1. Product Specification.....	3
2. Features and Benefits	3
3. Installation.....	4
4. Token Management Settings.....	5
5. Service	6
5.1 Creating a service	6
5.2 Creating a new parent service.....	10
6. Queue Counters.....	12
6.1 Opening a Counter Session	15
6.2 Queue -> Queue Processing/Sessions	18
7. Token Interface and Token Generation	22
7.1 Creating a Token Interface	23
7.2 Closing the session	26
7.3 Token Interface -> Sessions.....	27
7.4 Token Interface -> Tokens	28
8. Token Counters.....	32
9. Token Display.....	34
10. Dashboard.....	35
11. Technical Requirements / Compatible with:	36
12. Supported Languages.....	36
13. Change Log / Release Notes	36
14. Support.....	36

1. Product Specification

A self-ticketing system designed to optimize queue management in physical stores by providing real-time queue visibility, efficient staff management, and an enhanced customer experience.

2. Features and Benefits

Self-ticketing token system: Empower customers to seamlessly select their desired service and instantly receive a personalized, numbered token, streamlining their experience and ensuring an organized, efficient queue management process.

Transparent Token Display: Provide customers with real-time, clear visibility of their queue position and progress, keeping them informed and reducing uncertainty throughout their waiting experience.

Comprehensive Backend Token Management: The token management system's backend includes a comprehensive dashboard that provides detailed information about all generated tokens and their current states. It also facilitates service management, token interface configuration, counter creation, and maintains a complete list of all generated tokens.

Crowd-Free Counters: Efficient organization of queues, eliminating crowded counters and enhancing comfort for both customers and staff, resulting in a more relaxed and productive environment.

Priority-Based Service Management: Streamline urgent cases by implementing priority for services, ensuring that critical needs are addressed promptly and efficiently.

Hierarchical Service Listing: Clearly categorize and organize services into distinct levels, allowing customers to easily select and navigate their desired options with minimal effort.

Reduced Waiting Times: Achieve a smoother flow and improved communication to significantly minimize customer downtime, ensuring a more efficient and pleasant experience.

Enhanced Staff Productivity: Streamlined service delivery allows employees to focus on their tasks, leading to improved performance and overall productivity.

Token History and Status Management: Track and analyse token history and status to gain valuable insights into customer flow and service patterns, enabling data-driven decisions for optimizing operations.

3. Installation

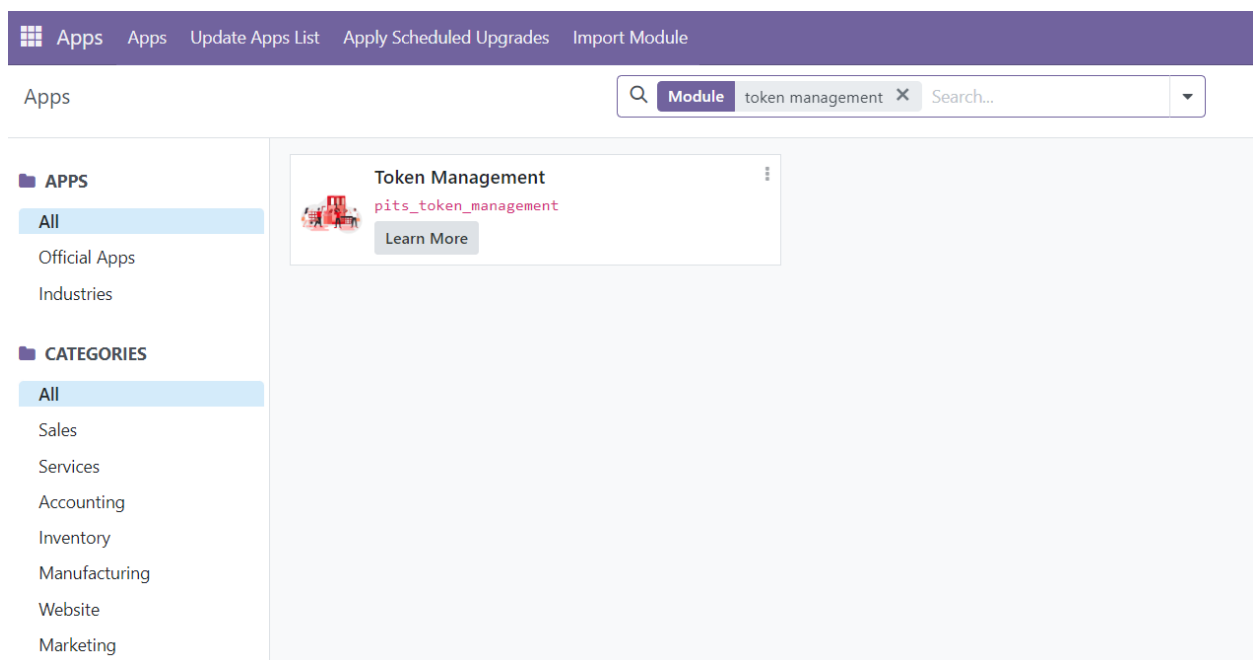


Figure 1 -Installation of Token Management

To Install the Token Management System for Odoo, follow the steps below.

Step 1: Navigate to Apps menu and search for "Token Management" from the search bar.

Step 2: Click the "Activate" button on the availed search result.

4. Token Management Settings

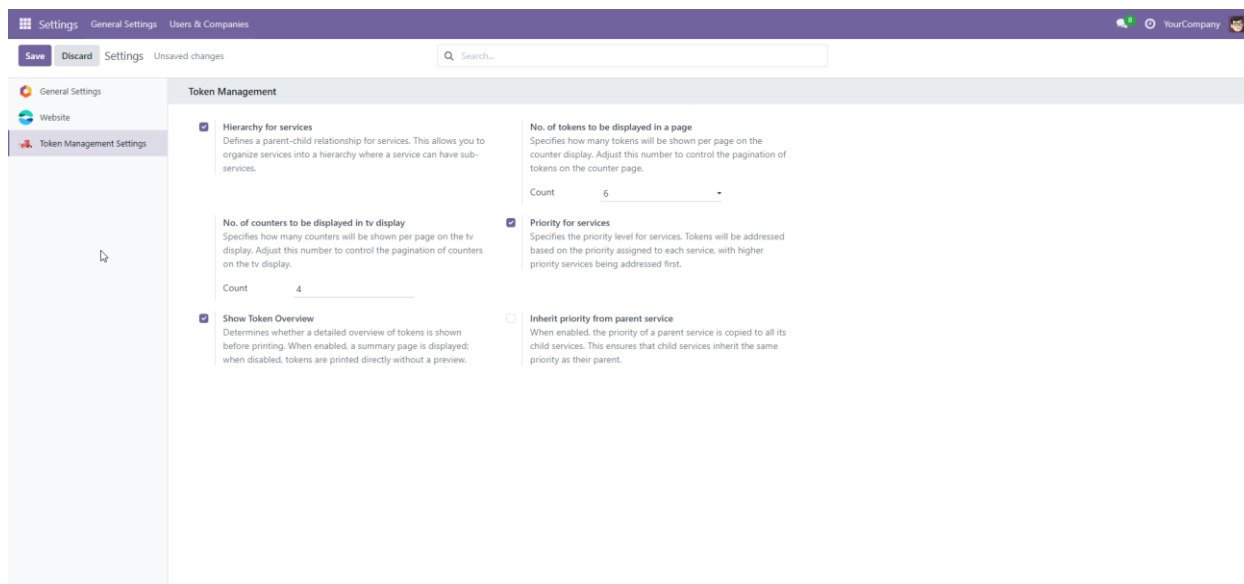


Figure 2 – Admin panel configurations

Navigate to Settings -> Token Management Settings

- ❖ **Hierarchy for Services** - This field determines how services are displayed within the token interface. If set to True, services are organized and presented hierarchically, allowing for a structured view with categories and subcategories. If set to False, all services are listed on the same page without hierarchical organization. This configuration helps tailor the user interface to either a detailed, categorized approach or a straightforward, flat listing based on your operational needs.
- ❖ **Show Token Overview** - This setting controls whether the token overview screen is displayed when a token is generated for the selected service. If enabled, the overview screen will appear, providing a summary of the token details before proceeding. If disabled, the token overview will not be shown, and users will proceed directly to the next step without viewing the summary.
- ❖ **Set Priority for Services** - With this configuration, the system will call the next token at counters based on the assigned priority levels. Once this setting is applied, tokens with higher priority will be served before those with lower priority, ensuring that urgent or high-priority cases are addressed promptly.

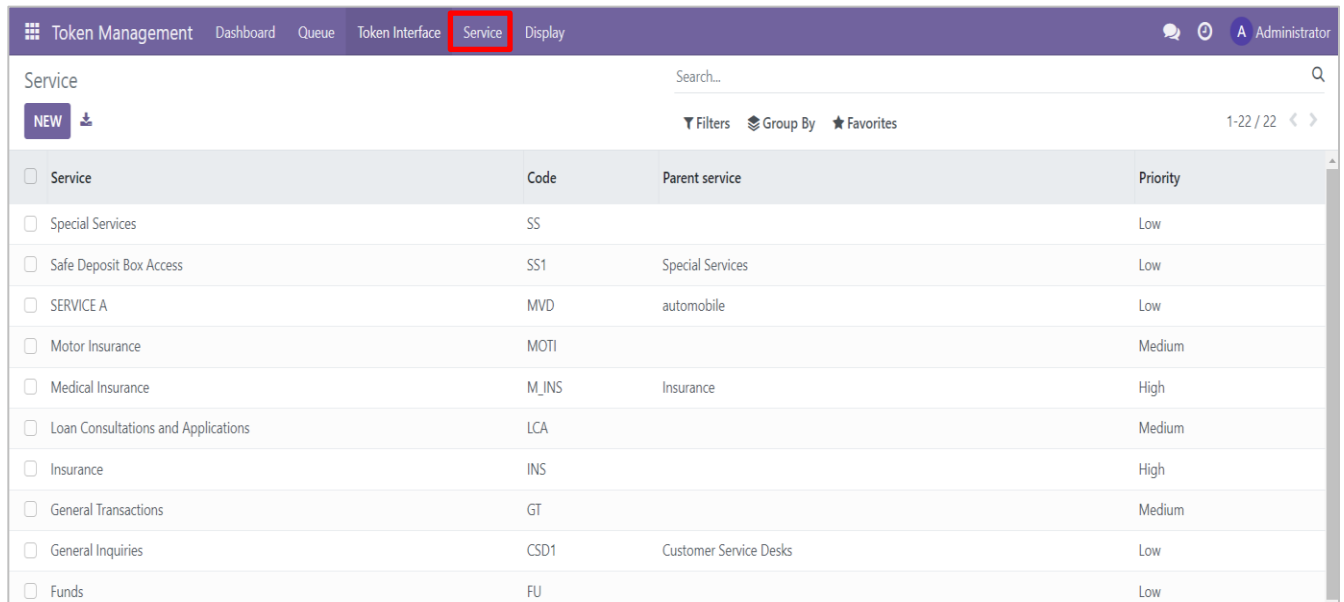
- ❖ **Inherit Priority from parent service** - If this option is checked, any changes made to the priority of a parent service will be automatically applied to its child services, ensuring consistent priority levels throughout the hierarchy.
- ❖ **No. of tokens to be displayed per page** - User can configure the number of tokens to be displayed in a single page in Queue Counter display.

5. Service

Service: Admin/Manager can define and configure service by specifying their details, setting parent-child relationships, and assigning priority levels as needed.

5.1 Creating a service

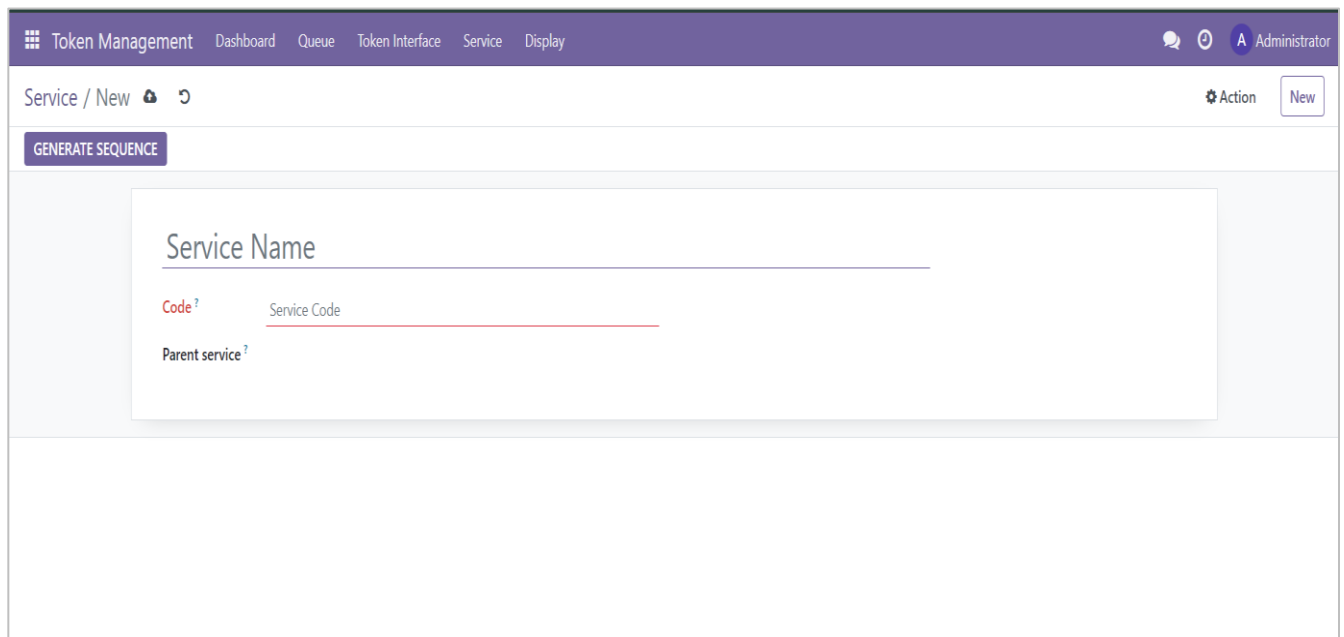
- Navigate to Service menu from the Token Management root menu.
- All the services created will be listed here.
- Admin/manager can click on NEW button to create a service or open an existing service to make any changes.



Service	Code	Parent service	Priority
Special Services	SS		Low
Safe Deposit Box Access	SS1	Special Services	Low
SERVICE A	MVD	automobile	Low
Motor Insurance	MOTI		Medium
Medical Insurance	M_INS	Insurance	High
Loan Consultations and Applications	LCA		Medium
Insurance	INS		High
General Transactions	GT		Medium
General Inquiries	CSD1	Customer Service Desks	Low
Funds	FU		Low

Figure 3 – Service page

- Enter the name of the service in the column specified for Service Name.



Service / New

GENERATE SEQUENCE

Service Name

Code [?] Service Code

Parent service [?]

Figure 4 – Creating a service

- **Code** – A unique code to identify the service. Code can include letters, numbers, special characters, or a combination of all. This value will be used when generating the token as Token Sequence.

Service / Home loans

GENERATE SEQUENCE

Home loans

Code? HL

Parent service? banking

Priority ☐ Low

- banking
- Special Services
- Safe Deposit Box Access
- SERVICE A
- Motor Insurance
- Medical Insurance
- Loan Consultations and Applications
- Insurance
- [Search More...](#)

Figure 5 – Parent service listing

- **Parent service:** Choose a service from the available services if applicable. All the available services will be listed when clicking on “search more” button, subjected to pagination.
- Once done, Admin can save the service manually by clicking on save button icon on top or it will be saved automatically.

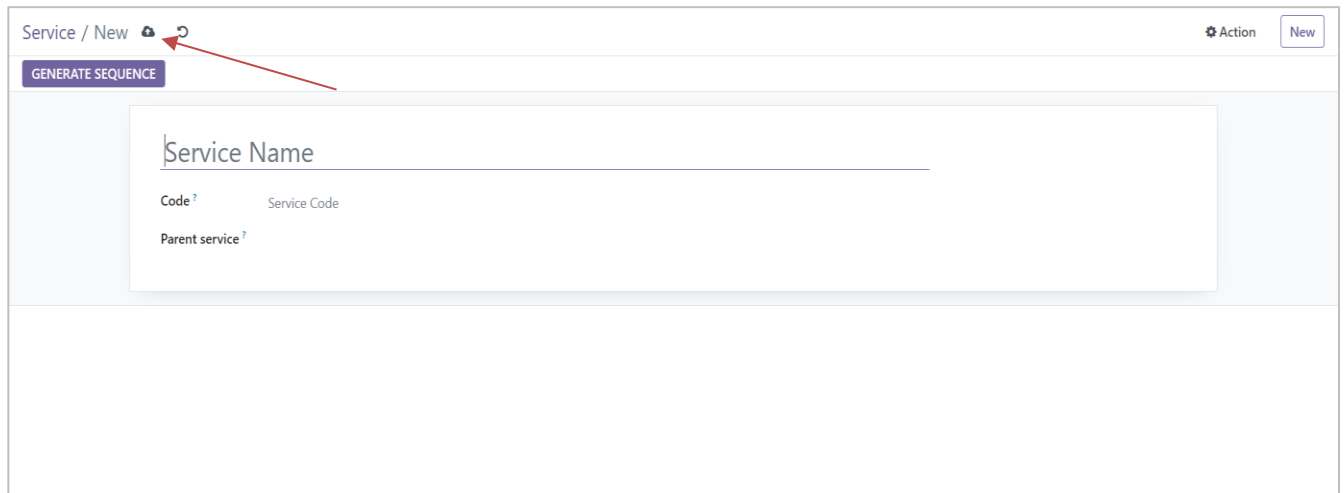


Figure 6 – Saving manually

- Priority for the service can be set based on the predefined available options; Low, Medium& High, having default value as “Low”.

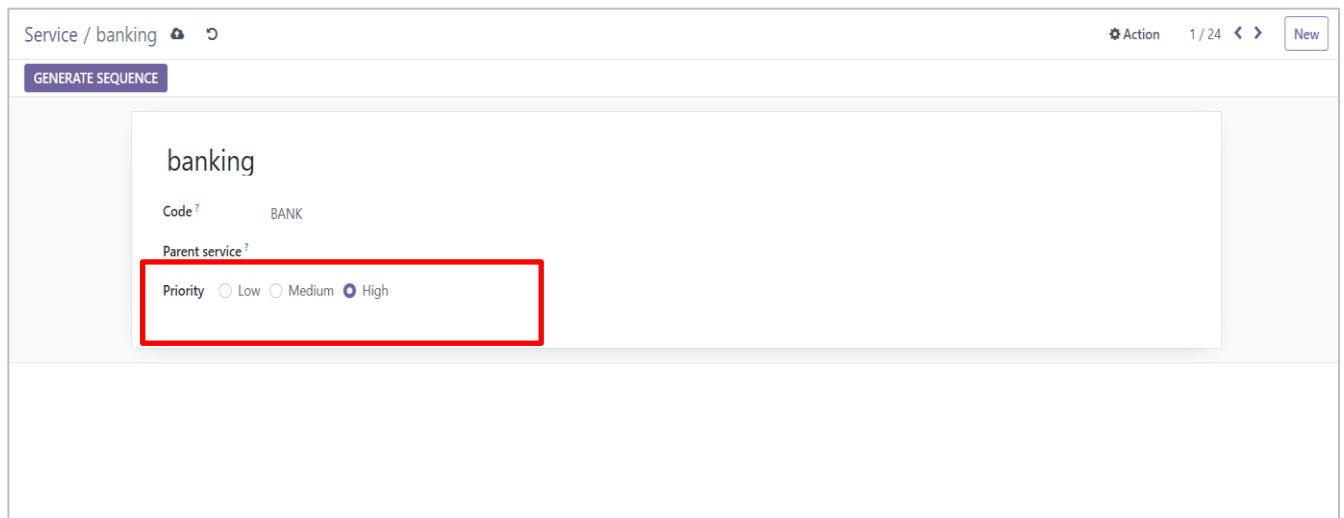


Figure 7 – Priority levels

5.2 Creating a new parent service

- Enter the Parent service name which you want to create.

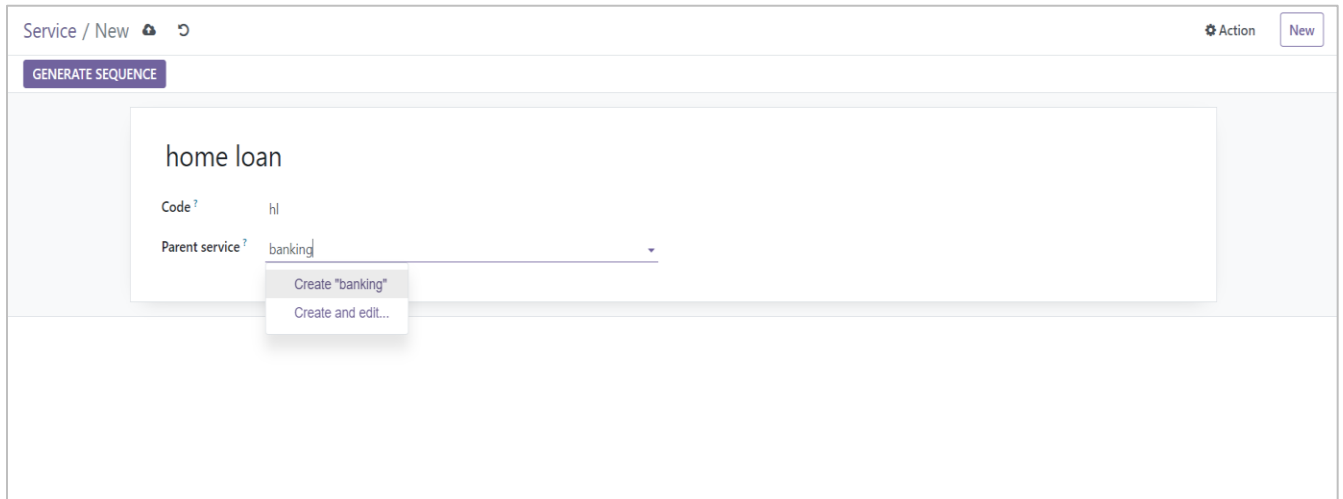


Figure 8 - Creating new parent service

- A dropdown will be seen with the “create” option.

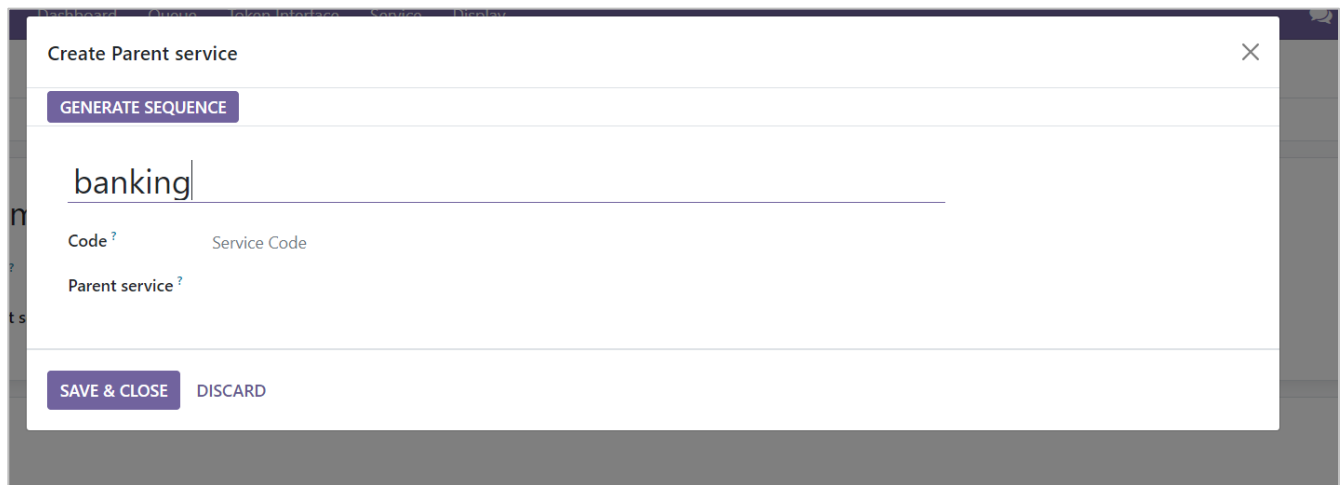


Figure 9 - Creating new parent service

- Enter the unique code as mentioned above
- Clicking on SAVE & CLOSE button will create a parent service record.

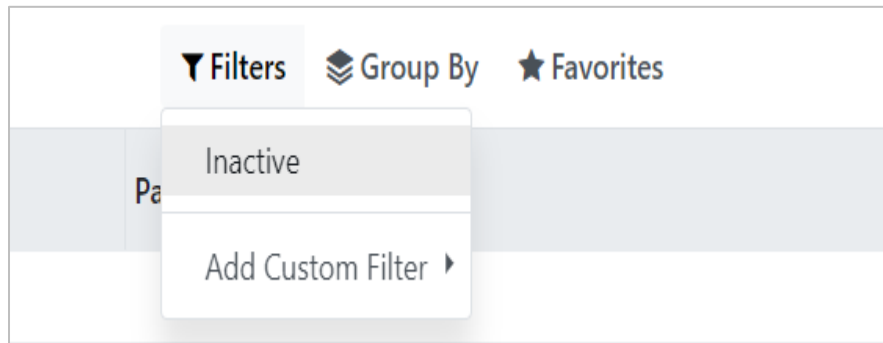


Figure 10 - Filters

- **Filters** – Clicking on this will show the inactive and add custom filter tab. Admin can view all Inactive services and if needed can add any custom filter to the list.

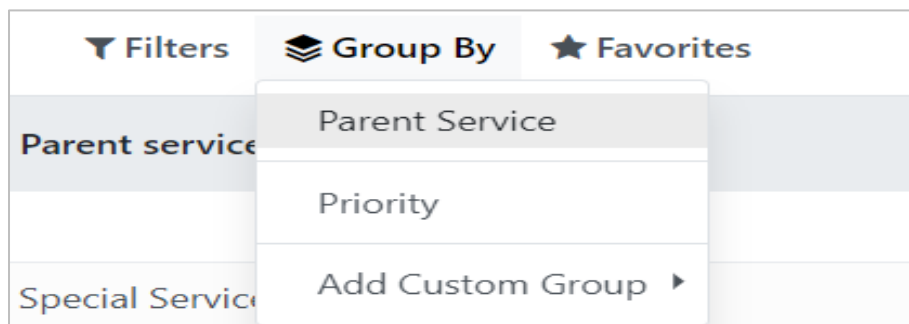
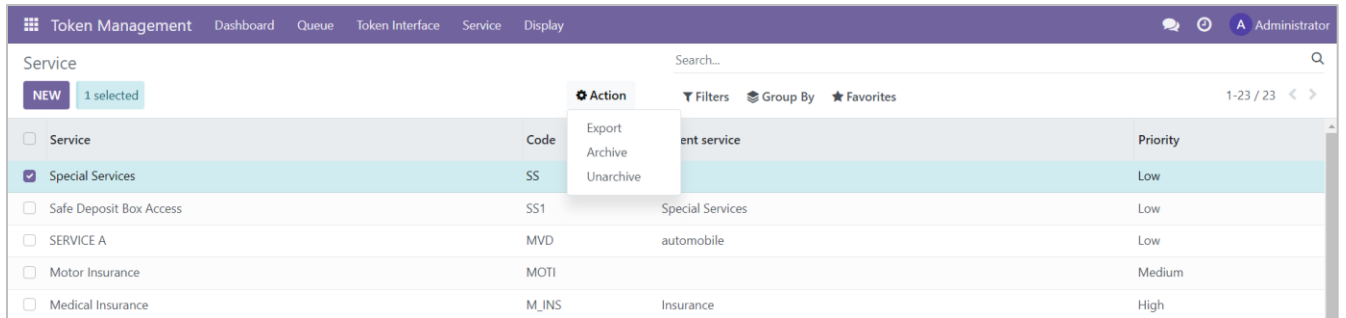


Figure 11 - Group By

- **Group By** - Admin can view the services based on parent services and priority.
- **Add Custom group** – Any customised group can be added to the list. Click on the apply button once selected.
- **Favourites** - User can save the current search by adding it to the favourites



Service	Code	ent service	Priority
☒ Special Services	SS	Special Services	Low
☐ Safe Deposit Box Access	SS1	Special Services	Low
☐ SERVICE A	MVD	automobile	Low
☐ Motor Insurance	MOTI		Medium
☐ Medical Insurance	M_INS	Insurance	High

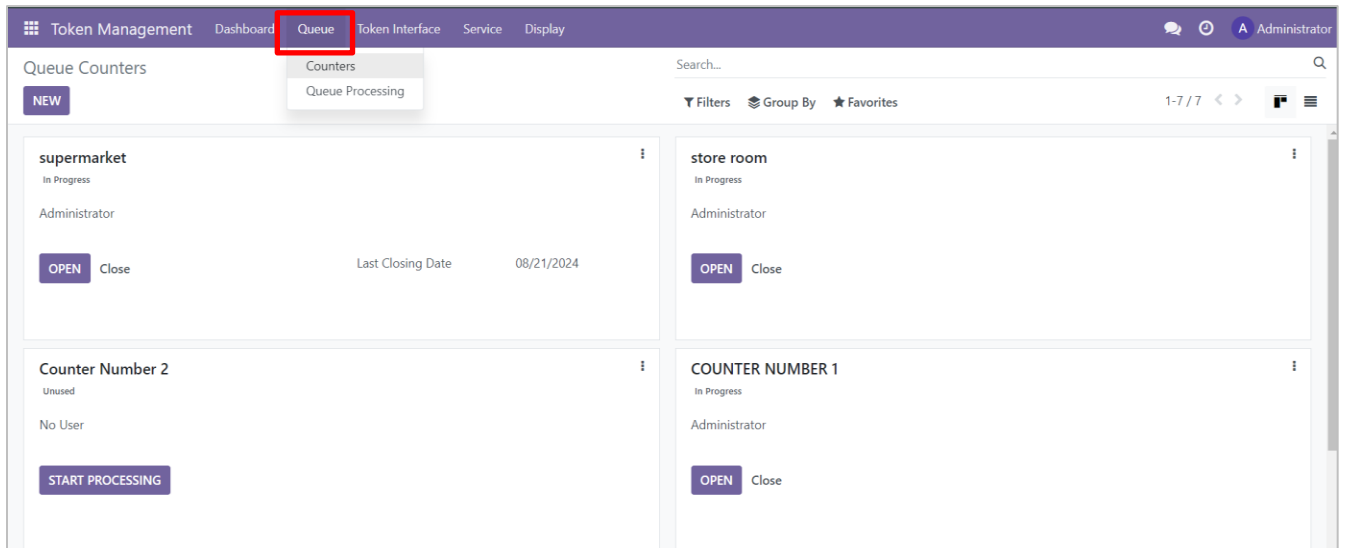
Figure 12 – Action button

- **Action** – Clicking on the box field of any of the service listed will display the Action button. Admin can export the data, Archive or Unarchive the field with this menu.

6. Queue Counters

Admin can create new queue counters and view/manage the existing queue counters with this menu from the dashboard.

Navigate to *Queue -> Counters -> New*.



Queue Counter	Status	Administrator	Last Closing Date	Buttons
supermarket	In Progress	Administrator	08/21/2024	OPEN Close
store room	In Progress	Administrator		OPEN Close
Counter Number 2	Unused	No User		START PROCESSING
COUNTER NUMBER 1	In Progress	Administrator		OPEN Close

Figure 13 – Queue counter page

- **Counter name** - Enter the name of the counter.

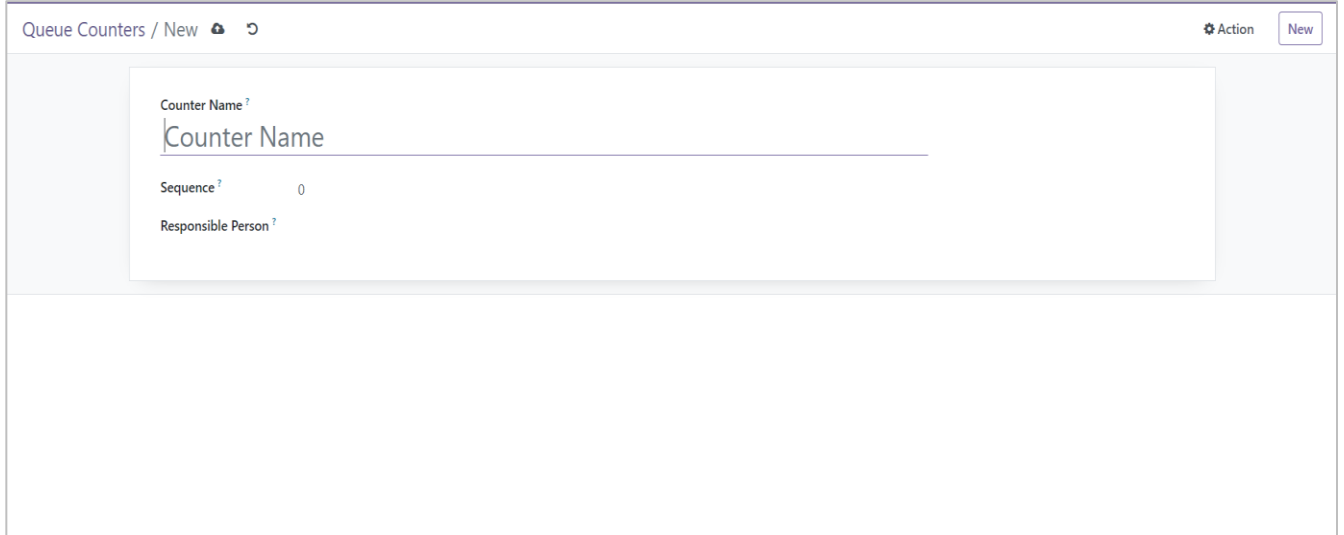


Figure 14 –Creating new counter

- **Sequence** – Specifies the order of display for counters in the TV display page. Records with lower sequence values will be displayed first. “0” will be preset as the default value for each counter. Admin can enter the required numerical value here.
- **Responsible person** – Clicking on the responsible person will gives the list of all the users available.

Once assigned, the responsible person can manage the counter.

- To create new user and to assign the user role, navigate to *Settings > Users & Companies > Users*. Refer Fig.15 for more details.

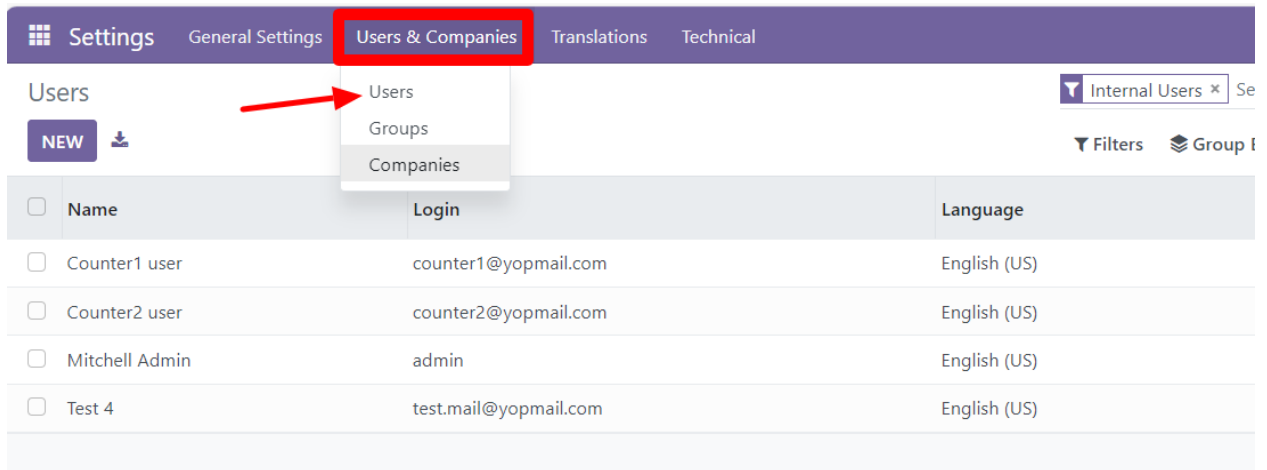


Figure 15 – Users List View

- To create a new user profile, click on New button and add the necessary details.
- To update an existing user profile or to set access role to any user profile, open the desired user profile and make the necessary changes.

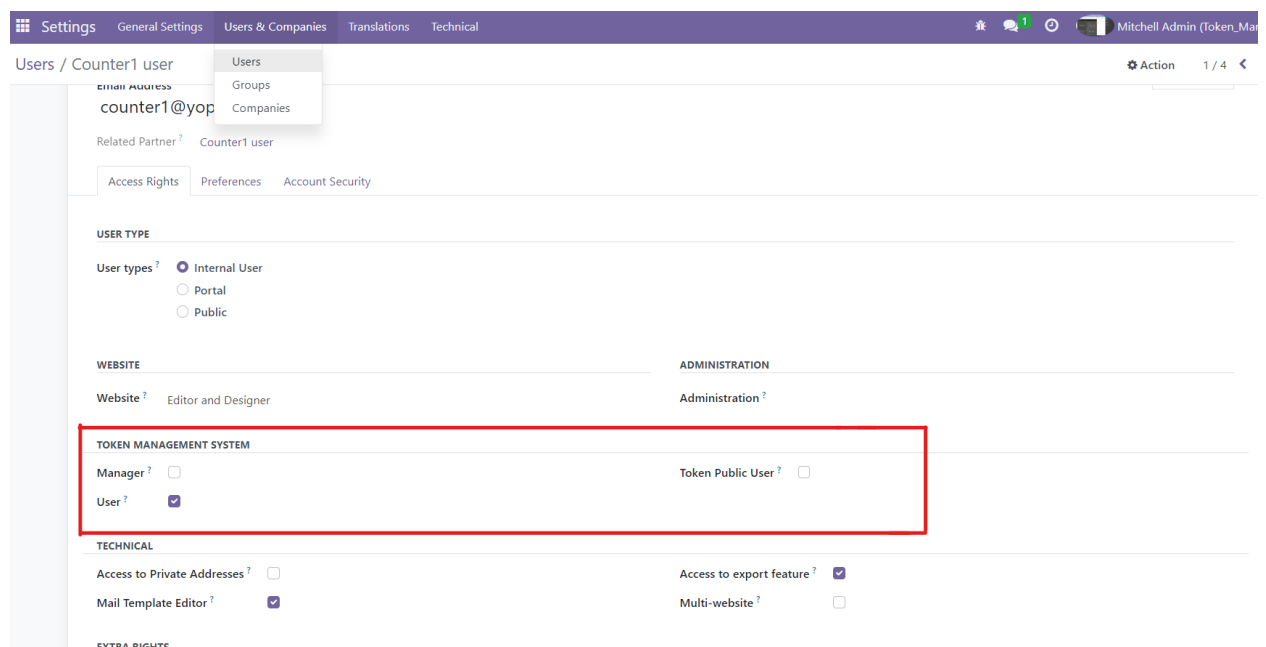


Figure 16 – User access roles

➤ User Roles

- **Manager** – Allows access to whole Token Management settings, records and data.
- **User** – Limited access to records, such that the user is allowed to access only the data for which he is responsible.
- **Token Public User** – Allowed access to open the Token Interface menu

6.1 Opening a Counter Session

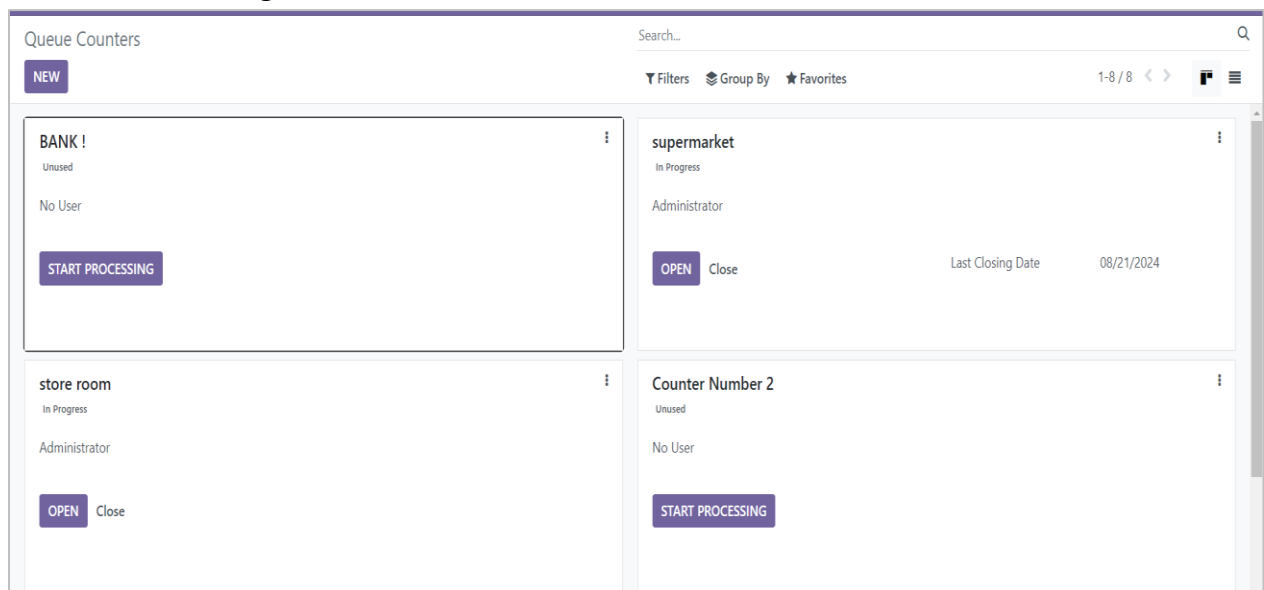


Figure 17 – After creating a new counter

Once the counter is created, Admin can view the created counter on the screen. (refer fig - 17)

- Click on the Start Processing menu and choose the required services for the counter. All the services will be listed by default.

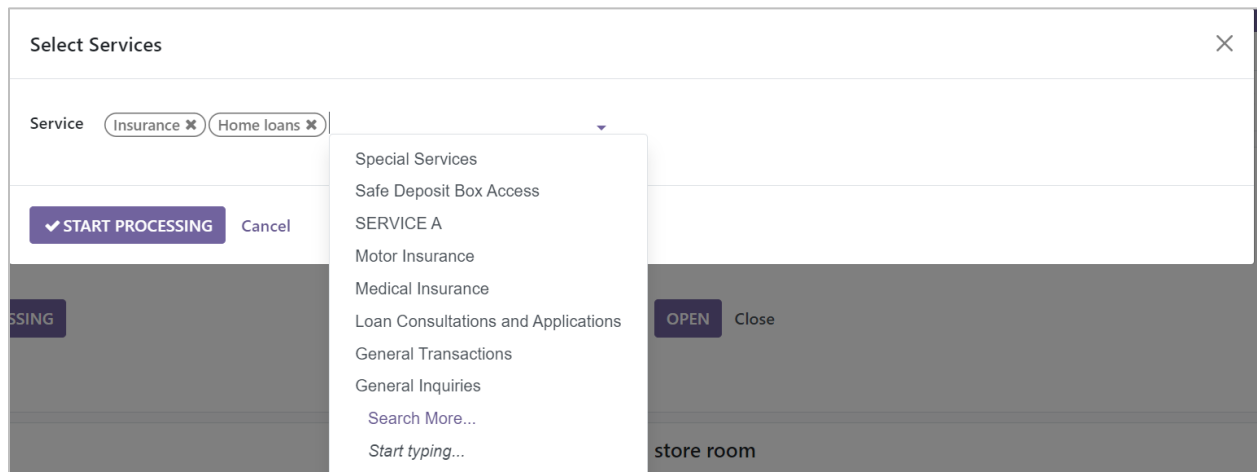


Figure 18 – Selecting services for the counter.

- Admin can clear/remove the unwanted services and select the only services as per the services offered in the selected counter.
- User can select multiple services by clicking on “Seach more” from the dropdown list where all the services are listed and then selecting the Services using the check box at the left. (refer fig - 20).

Search: Service

Search...

Filters

Group By

Favorites

1-21 / 21

☐	Service	Code	Parent service	Priority
☐	Special Services	SS		Low
☐	Safe Deposit Box Access	SS1	Special Services	Low
☐	SERVICE A	MVD	automobile	Low
☐	Motor Insurance	MOTI		Medium
☐	Medical Insurance	M_INS	Insurance	High
☐	Loan Consultations and Applications	LCA		Medium
☐	General Transactions	GT		Medium
☐	General Inquiries	CSD1	Customer Service Desks	Low
☐	Funds	FU		Low

SELECT

NEW

CLOSE

Figure 19 – Selecting services from the list

- Click on “New” button to create and configure a new service.

Dashboard

Change

Token Interface

Sequence

Send

Display

Select Services

Service

Special Services ✕

Safe Deposit Box Access ✕

Loan Consultations and Applications ✕

General Transactions ✕

General Inquiries ✕

Foreign Exchange Services ✕

Document Verification ✕

Document Submission ✕

Dispute Resolution ✕

Digital Services Assistance ✕

Customer Service Desks ✕

Check Processing ✕

Appointment and Walk-In ✕

Account Opening and Closing ✕

✓ START PROCESSING

Cancel

Figure 20 – Selecting services from the list

- Click on the Start Processing button to activate a new session against the counter.

The screenshot shows the 'Queue Listing' interface. On the left, a sidebar for 'Mitchell Admin' displays the date '12 Feb 2025'. Below this, counter details are shown: 'Counter Main' and 'Service(s)' with buttons for 'Services', 'Customer Service', and 'Banking'. It also shows 'Current Token: -' and 'Previous Token: CS-03'. A blue 'CALL NEXT' button is at the bottom. The main area is a table with columns: Token No., Counter, Service, Priority, and Called. The table is currently empty.

Figure 21 – Created counter

6.2 Queue -> Queue Processing/Sessions

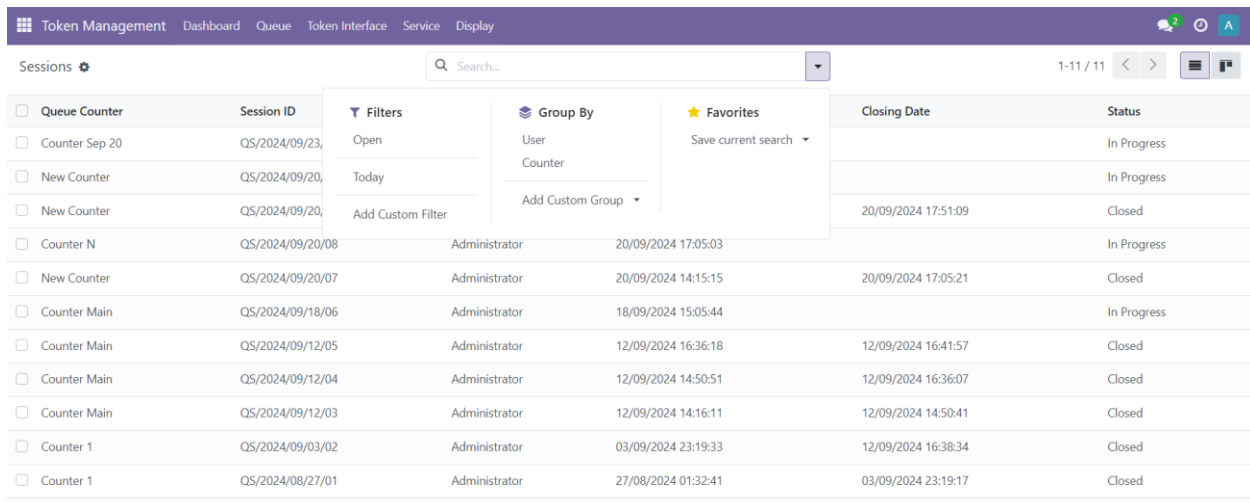
The screenshot shows the 'Queue Processing/Sessions' list view. The 'Queue Processing' tab is selected and highlighted with a red box. The table below lists various sessions with columns for Queue Counter, Session ID, Responsible, Opening Date, Closing Date, and Status.

Queue Counter	Session ID	Responsible	Opening Date	Closing Date	Status
☐ Counter Sep 20	QS/2024/09/23/11	Administrator	23/09/2024 09:46:49		In Progress
☐ New Counter	QS/2024/09/20/10	Administrator	20/09/2024 18:20:04		In Progress
☐ New Counter	QS/2024/09/20/09	Administrator	20/09/2024 17:50:13	20/09/2024 17:51:09	Closed
☐ Counter N	QS/2024/09/20/08	Administrator	20/09/2024 17:05:03		In Progress
☐ New Counter	QS/2024/09/20/07	Administrator	20/09/2024 14:15:15	20/09/2024 17:05:21	Closed
☐ Counter Main	QS/2024/09/18/06	Administrator	18/09/2024 15:05:44		In Progress
☐ Counter Main	QS/2024/09/12/05	Administrator	12/09/2024 16:36:18	12/09/2024 16:41:57	Closed
☐ Counter Main	QS/2024/09/12/04	Administrator	12/09/2024 14:50:51	12/09/2024 16:36:07	Closed
☐ Counter Main	QS/2024/09/12/03	Administrator	12/09/2024 14:16:11	12/09/2024 14:50:41	Closed
☐ Counter 1	QS/2024/09/03/02	Administrator	03/09/2024 23:19:33	12/09/2024 16:38:34	Closed
☐ Counter 1	QS/2024/08/27/01	Administrator	27/08/2024 01:32:41	03/09/2024 23:19:17	Closed

Figure 22 – Queue processing/Sessions list view

Queue Processing menu lists the details of session against all the counters. Session details such as Counter, Session Ref., Session Opening and closing time and Status are few of the columns displayed in the List view.

- **Queue Counter** – Name of the counter.
 - **Session ID** – Session reference.
 - **Responsible** – User responsible for the session.
 - **Opening date** – Queue Session opening time.
 - **Closing date** – Queue Session closing time.
 - **Status** - Status of the session.
- All the details shown here can be exported to xlsx format by clicking on the Download button on the top left corner of the list view.
 - Users can make use of the Search Panel at the right top corner of the page to filter the records and to organize records by applying group by option in the search panel. Dropdowns available will be Session ID, Queue counter and Responsible person.



Queue Counter	Session ID	Responsible	Opening Date	Closing Date	Status
Counter Sep 20	QS/2024/09/23,				In Progress
New Counter	QS/2024/09/20,				In Progress
New Counter	QS/2024/09/20,			20/09/2024 17:51:09	Closed
Counter N	QS/2024/09/20/08	Administrator	20/09/2024 17:05:03		In Progress
New Counter	QS/2024/09/20/07	Administrator	20/09/2024 14:15:15	20/09/2024 17:05:21	Closed
Counter Main	QS/2024/09/18/06	Administrator	18/09/2024 15:05:44		In Progress
Counter Main	QS/2024/09/12/05	Administrator	12/09/2024 16:36:18	12/09/2024 16:41:57	Closed
Counter Main	QS/2024/09/12/04	Administrator	12/09/2024 14:50:51	12/09/2024 16:36:07	Closed
Counter Main	QS/2024/09/12/03	Administrator	12/09/2024 14:16:11	12/09/2024 14:50:41	Closed
Counter 1	QS/2024/09/03/02	Administrator	03/09/2024 23:19:33	12/09/2024 16:38:34	Closed
Counter 1	QS/2024/08/27/01	Administrator	27/08/2024 01:32:41	03/09/2024 23:19:17	Closed

Figure 23 – Search bar

Search Filters:

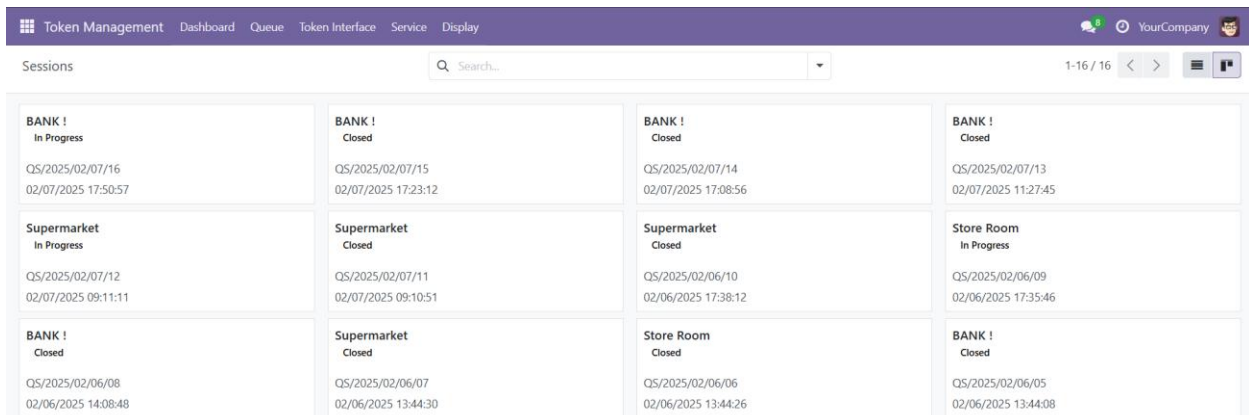
- **Open** – Applying Open filter will filter the records and list all the sessions which are in “In progress” stage.
- **Today** – Lists the sessions which are opened today.
- **Add Custom filter** – A custom filter can be used to search details based on any conditions set by the user.

Group By

- **User** – Applying Group by Users will group and display the records based on the Responsible user of the session.
- **Counter** – Similarly, applying Group by Counters will group and display the records based on the Counter for which the session is opened against.
- **Add custom group** – User can apply Group options based on the applicable fields from the list.

Favourites – User can save the current search by adding it to the favourites.

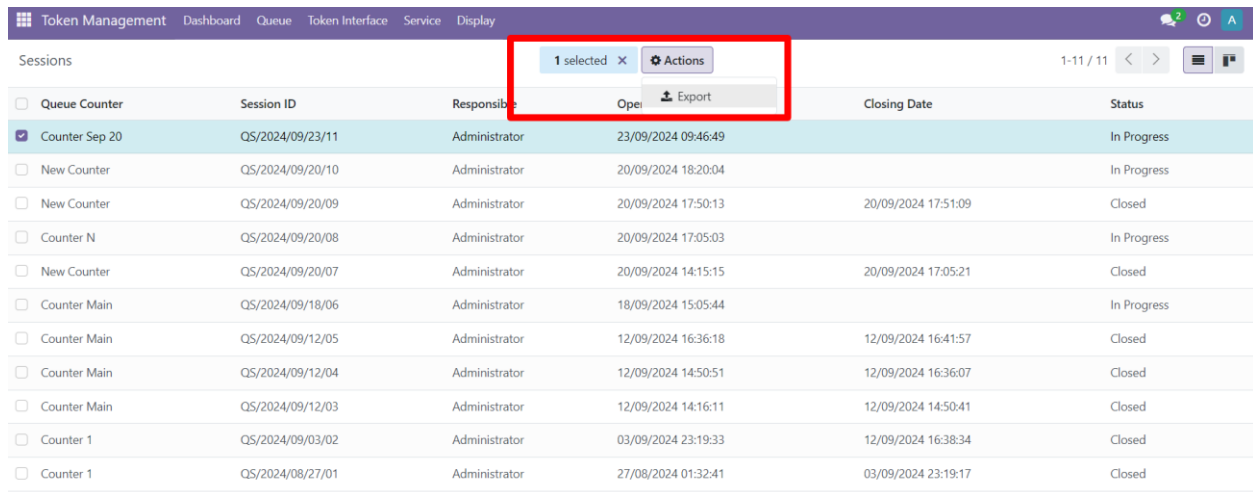
- Sessions can be viewed as a list or in Kanban.



Token Management Dashboard Queue Token Interface Service Display			
Sessions			
BANK ! In Progress QS/2025/02/07/16 02/07/2025 17:50:57	BANK ! Closed QS/2025/02/07/15 02/07/2025 17:23:12	BANK ! Closed QS/2025/02/07/14 02/07/2025 17:08:56	BANK ! Closed QS/2025/02/07/13 02/07/2025 11:27:45
Supermarket In Progress QS/2025/02/07/12 02/07/2025 09:11:11	Supermarket Closed QS/2025/02/07/11 02/07/2025 09:10:51	Supermarket Closed QS/2025/02/06/10 02/06/2025 17:38:12	Store Room In Progress QS/2025/02/06/09 02/06/2025 17:35:46
BANK ! Closed QS/2025/02/06/08 02/06/2025 14:08:48	Supermarket Closed QS/2025/02/06/07 02/06/2025 13:44:30	Store Room Closed QS/2025/02/06/06 02/06/2025 13:44:26	BANK ! Closed QS/2025/02/06/05 02/06/2025 13:44:08

Figure 24 - Kanban view

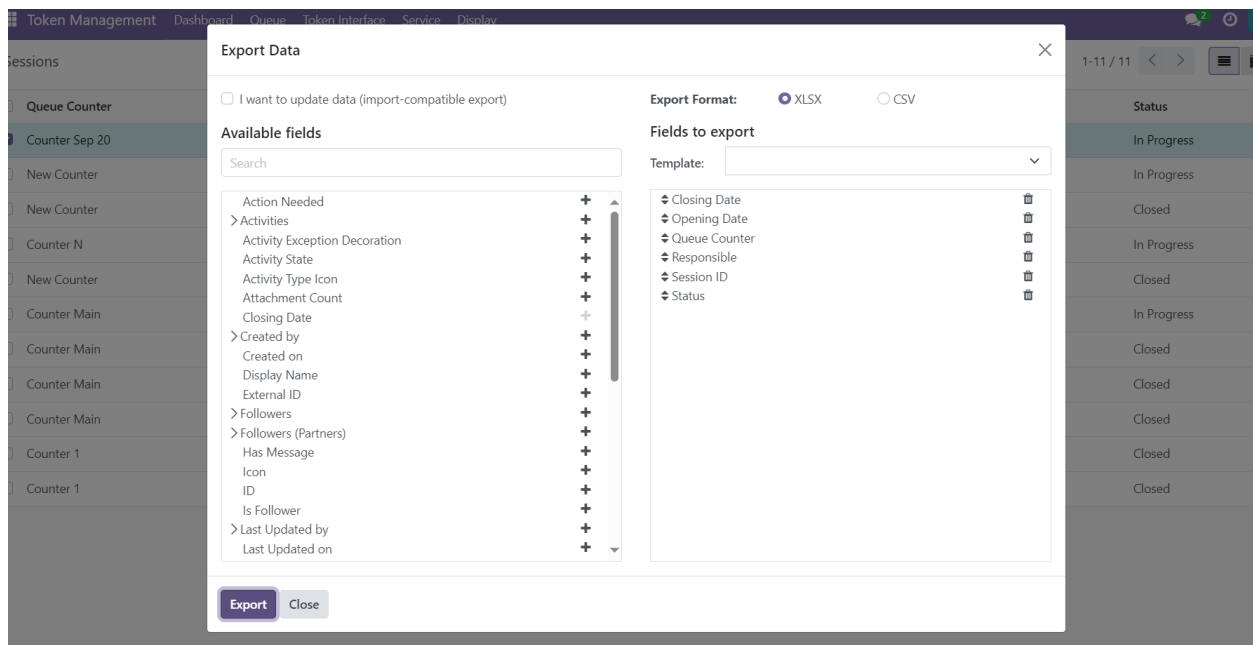
- **Action** - Clicking on any counter will display the “Action” button on the top. This can be used to Export the details.



Queue Counter	Session ID	Responsible	Opening Date	Closing Date	Status
☒ Counter Sep 20	QS/2024/09/23/11	Administrator	23/09/2024 09:46:49		In Progress
☐ New Counter	QS/2024/09/20/10	Administrator	20/09/2024 18:20:04		In Progress
☐ New Counter	QS/2024/09/20/09	Administrator	20/09/2024 17:50:13	20/09/2024 17:51:09	Closed
☐ Counter N	QS/2024/09/20/08	Administrator	20/09/2024 17:05:03		In Progress
☐ New Counter	QS/2024/09/20/07	Administrator	20/09/2024 14:15:15	20/09/2024 17:05:21	Closed
☐ Counter Main	QS/2024/09/18/06	Administrator	18/09/2024 15:05:44		In Progress
☐ Counter Main	QS/2024/09/12/05	Administrator	12/09/2024 16:36:18	12/09/2024 16:41:57	Closed
☐ Counter Main	QS/2024/09/12/04	Administrator	12/09/2024 14:50:51	12/09/2024 16:36:07	Closed
☐ Counter Main	QS/2024/09/12/03	Administrator	12/09/2024 14:16:11	12/09/2024 14:50:41	Closed
☐ Counter 1	QS/2024/09/03/02	Administrator	03/09/2024 23:19:33	12/09/2024 16:38:34	Closed
☐ Counter 1	QS/2024/08/27/01	Administrator	27/08/2024 01:32:41	03/09/2024 23:19:17	Closed

Figure 25 – Action button

- Users can customise the export result by adding new field or by deleting it to get the required result they want. They can either export into xlsx or csv format.



Token Management

Dashboard Queue Token Interface Service Display

Sessions

1 selected

Actions

Export

Queue Counter	Session ID	Responsible	Opening Date	Closing Date	Status
☒ Counter Sep 20	QS/2024/09/23/11	Administrator	23/09/2024 09:46:49		In Progress
☐ New Counter	QS/2024/09/20/10	Administrator	20/09/2024 18:20:04		In Progress
☐ New Counter	QS/2024/09/20/09	Administrator	20/09/2024 17:50:13	20/09/2024 17:51:09	Closed
☐ Counter N	QS/2024/09/20/08	Administrator	20/09/2024 17:05:03		In Progress
☐ New Counter	QS/2024/09/20/07	Administrator	20/09/2024 14:15:15	20/09/2024 17:05:21	Closed
☐ Counter Main	QS/2024/09/18/06	Administrator	18/09/2024 15:05:44		In Progress
☐ Counter Main	QS/2024/09/12/05	Administrator	12/09/2024 16:36:18	12/09/2024 16:41:57	Closed
☐ Counter Main	QS/2024/09/12/04	Administrator	12/09/2024 14:50:51	12/09/2024 16:36:07	Closed
☐ Counter Main	QS/2024/09/12/03	Administrator	12/09/2024 14:16:11	12/09/2024 14:50:41	Closed
☐ Counter 1	QS/2024/09/03/02	Administrator	03/09/2024 23:19:33	12/09/2024 16:38:34	Closed
☐ Counter 1	QS/2024/08/27/01	Administrator	27/08/2024 01:32:41	03/09/2024 23:19:17	Closed

Export Data

☐ I want to update data (import-compatible export)

Export Format:

☒ XLSX
☐ CSV

Available fields

Search

Action Needed

+

Activities

+

Activity Exception Decoration

+

Activity State

+

Activity Type Icon

+

Attachment Count

+

Closing Date

+

Created by

+

Created on

+

Display Name

+

External ID

+

Followers

+

Followers (Partners)

+

Has Message

+

Icon

+

ID

+

Is Follower

+

Last Updated by

+

Last Updated on

+

Fields to export

Template:

Closing Date

+

Opening Date

+

Queue Counter

+

Responsible

+

Session ID

+

Status

+

Export

Close

Figure 26 – Export data

7. Token Interface and Token Generation

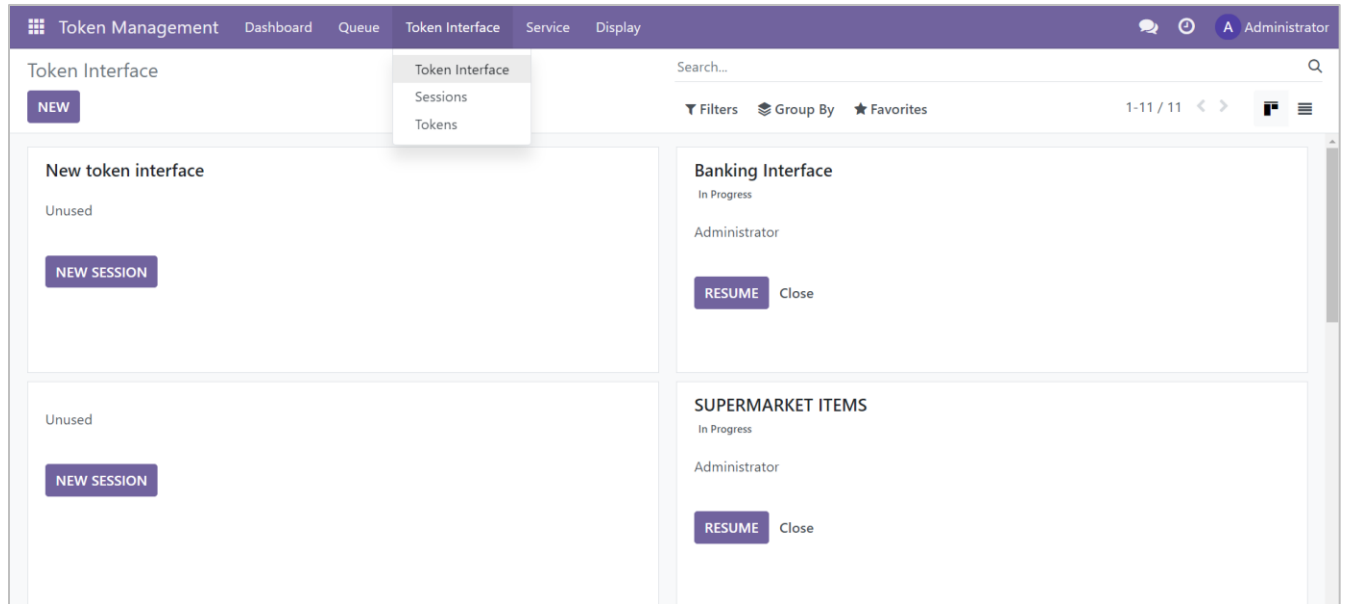
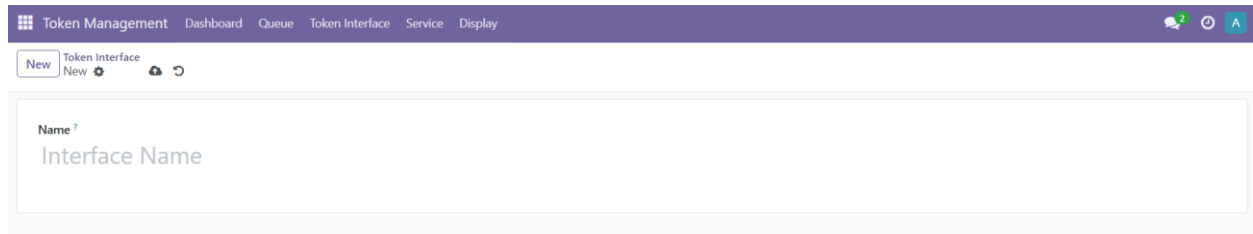


Figure 27 – Token Interface page

Token Interface menu is used to view and create a new token interface. Already created interfaces will be listed here. The generated tokens are displayed on the counters, providing a clear view of the current queue and token statuses.

7.1 Creating a Token Interface

Click on New button from the kanban view and enter the details of the Token Interface in the specified columns.



The screenshot shows the 'Token Management' dashboard with a navigation bar containing 'Dashboard', 'Queue', 'Token Interface', 'Service', and 'Display'. Below the navigation bar, there is a 'New' button and a 'Token Interface' label. The main form area has a 'Name' field with a question mark icon and the placeholder text 'Interface Name'.

Figure 28 – Creating a new Token Interface

- **Name** – Name of the Token Interface.

NEW SESSION button will be visible for all the interfaces for which there is no active session.

Clicking on NEW SESSION will create a new session against that Token Interface.

User can click on "Resume" button in the Kanban to open a Token Interface which has not been closed.

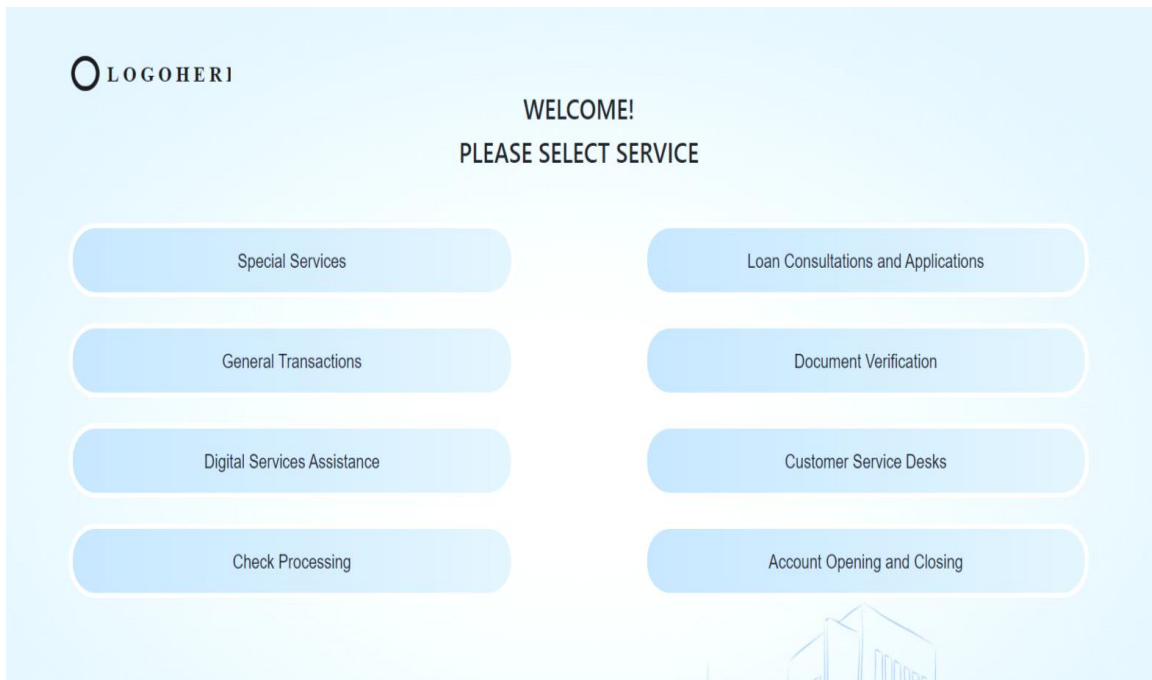


Figure 29 - Token Interface

- **Generate Token:** Selecting a service will generate a corresponding token with a Token Number against the selected service and will be redirected to the mentioned Token Overview page based on the configuration.

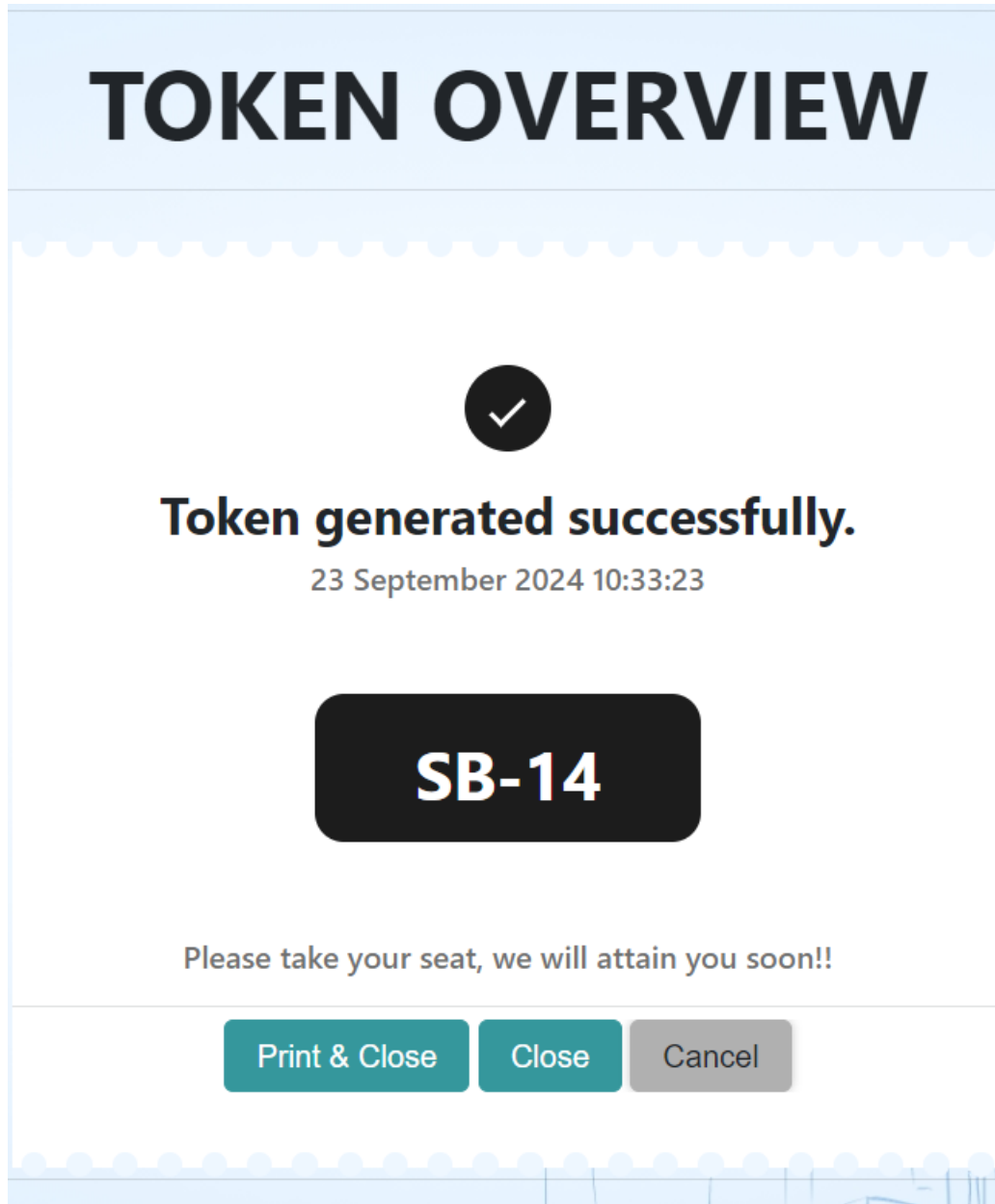


Figure 30 – Generated Token

- Close: Clicking on Close button will redirect the page to Token Interface without generating a printout.
- Print & Close: Generate a printout of the generated token for reference and redirects to the Token Interface page.
- Cancel: Clicking on this button will cancel the generated token.

- **Token Printout:** Obtain a printout of the generated token for reference.

Token is generated

27-08-2024 17:24:13

Token No. FU-03

Please take your seat,
we will attain you soon!!

Figure 31 -Token Print

7.2 Closing the session

Admin can close any interface by clicking on “close” button. (Refer fig- 27)

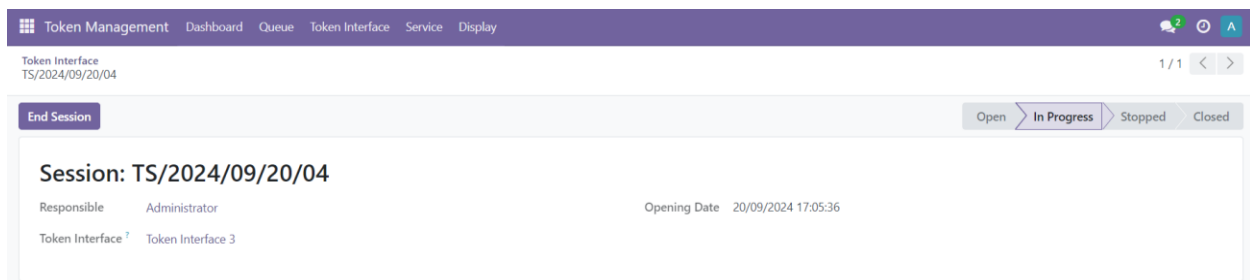


Figure 32 – Session closing

Clicking on *End Session* button will move the status of the session to Stopped.

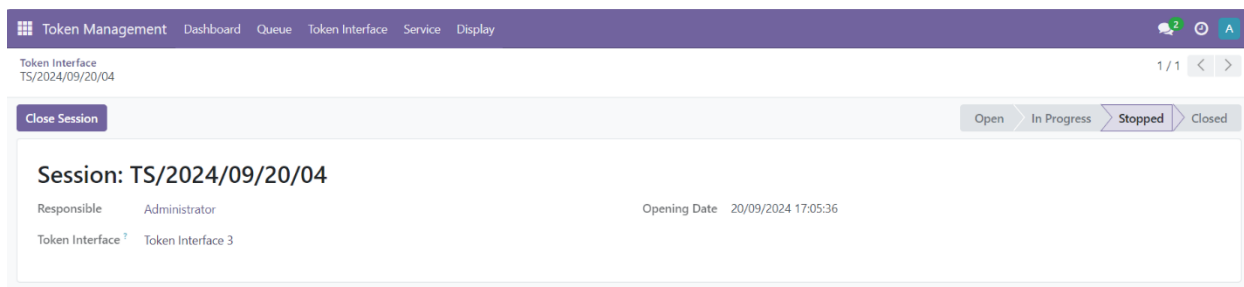


Figure 33 – Interface session moved to stopped state

Then needs to click on close session tab, finally the session will be closed and now in the interface menu it will be seen as “*New Session*”.

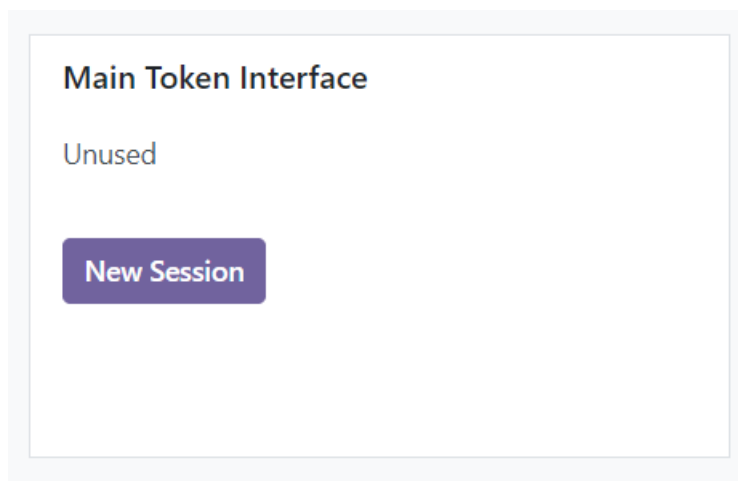


Figure 34 – New session update

7.3 Token Interface -> Sessions

Token Management

Dashboard

Queue

Token Interface

Service

Display

Sessions

Token Interface

Sessions

Search...

1-4 / 4

☐ Token Interface	Session ID	Tokens	Responsible	Opening Date	Closing Date	Status
☐ Token Interface 3	TS/2024/09/20/04		Administrator	20/09/2024 17:05:36	23/09/2024 12:58:23	Stopped
☐ Token Interface 2	TS/2024/09/20/03		Administrator	20/09/2024 14:15:45		In Progress
☐ Token Interface 1	TS/2024/09/03/02		Administrator	03/09/2024 11:08:39	20/09/2024 17:05:57	Closed
☐ Token Interface 1	TS/2024/08/27/01		Administrator	27/08/2024 01:30:31	03/09/2024 11:07:27	Closed

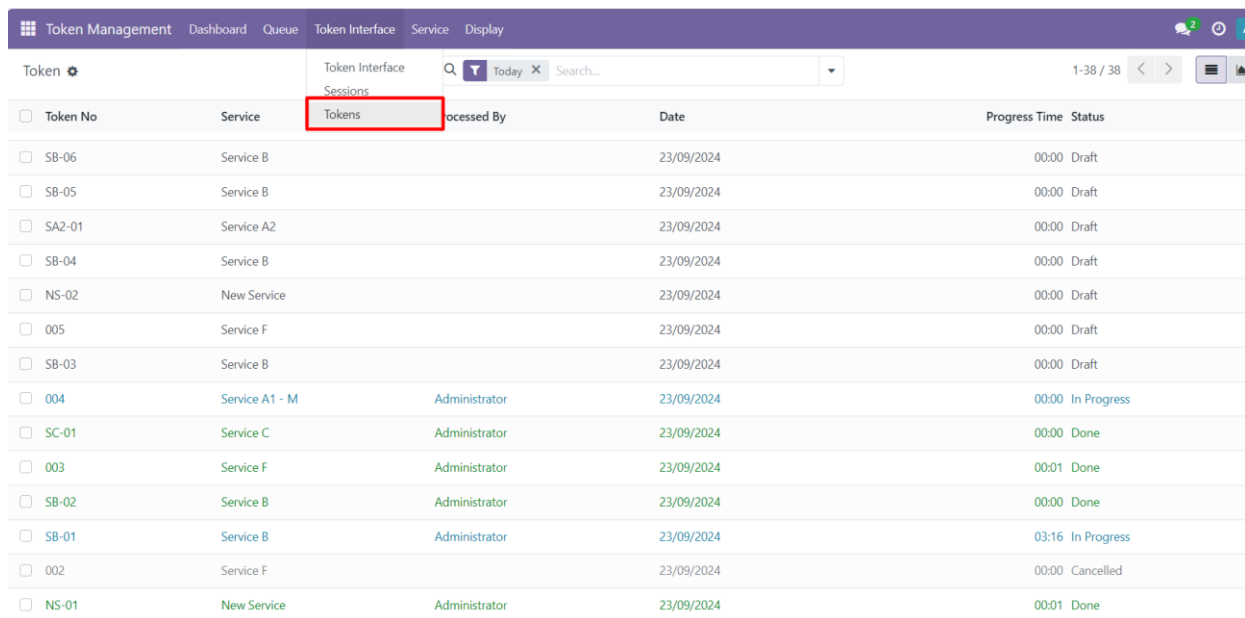
Figure 35 – Token Interface Sessions

Admin users have access to view the status of Token Interface sessions. However, Admins can view the status and details of all sessions across the system.

This session view contains Token interface name, Session ID, Responsible, Opening - closing date and status.

Filters, Group by and Favourites are available for Admin to customise the view results.

7.4 Token Interface -> Tokens



Token No	Service	Tokens	Processed By	Date	Progress Time	Status
SB-06	Service B			23/09/2024	00:00	Draft
SB-05	Service B			23/09/2024	00:00	Draft
SA2-01	Service A2			23/09/2024	00:00	Draft
SB-04	Service B			23/09/2024	00:00	Draft
NS-02	New Service			23/09/2024	00:00	Draft
005	Service F			23/09/2024	00:00	Draft
SB-03	Service B			23/09/2024	00:00	Draft
004	Service A1 - M		Administrator	23/09/2024	00:00	In Progress
SC-01	Service C		Administrator	23/09/2024	00:00	Done
003	Service F		Administrator	23/09/2024	00:01	Done
SB-02	Service B		Administrator	23/09/2024	00:00	Done
SB-01	Service B		Administrator	23/09/2024	03:16	In Progress
002	Service F			23/09/2024	00:00	Cancelled
NS-01	New Service		Administrator	23/09/2024	00:01	Done

Figure 36 – Tokens list view

- All generated tokens are visible here, regardless of their status. By default, the list is filtered to show only tokens that were generated today.
- Clicking on any token will give the detailed view.
- Admin can view the token status and can cancel the token if needed.
- Only tokens in the draft can be cancelled, those which are in progress or done cannot be cancelled.
- Admin can move the token which are in 'In progress' status to 'Done' from here.

- **Token No** - Shows the token no of the customer.
- **Service** – Associated service regarding the token number can be seen here.
- **Processed by** – Responsible person handling the token (administrator or person set by the administrator).
- **Date** – Date by which the token processed.
- **Progress Time** – Time taken to move the status of a token from 'In progress' to 'Done' stage.
- **Status**
 - **Done** – Tokens for which the processing has been completed.
 - **In Progress** – Tokens which are currently being addressed.
 - **Draft** – Token which are yet to be processed.
 - **Cancel** – Tokens which has been moved to Cancelled stage by the user.

Token Management Dashboard Queue Token Interface Service Display						
Token						
Token No	Service	Filters	Group By	Favorites	Progress Time	Status
SB-06	Service B	Today	State	Save current search	00:00	Draft
SB-05	Service B	Cancelled	Created Date		00:00	Draft
SA2-01	Service A2	Queue	Add Custom Group		00:00	Draft
SB-04	Service B	Served			00:00	Draft
NS-02	New Service	Draft			00:00	Draft
005	Service F	Add Custom Filter			00:00	Draft
SB-03	Service B				00:00	Draft
004	Service A1 - M				00:00	In Progress
SC-01	Service C				00:00	Done
003	Service F				00:01	Done
SB-02	Service B				00:00	Done
SB-01	Service B				03:16	In Progress
002	Service F				00:00	Cancelled
NS-01	New Service				00:01	Done
001	Service F				00:00	Done

Figure 37 – Tokens – Search bar

Token Management

Dashboard

Queue

Token Interface

Service

Display

Token

SD-01

1 / 1

Draft

In Progress

Done

Cancelled

SD-01

Contact No.

Processed By Administrator

Priority Low

Date 20/09/2024

Ticket Assigned On 20/09/2024 14:28:27

Ticket Closed On 20/09/2024 14:28:40

Progress Time 00:00

Token Session TS/2024/09/20/03

Service Service D

Queue Session QS/2024/09/20/07

Note

CUSTOMER QUERY

Customer Query

FEEDBACK

Feedback

Figure 38 – Token details

- All token-related information is accessible here. The 'Customer Query' and 'Feedback' columns allow Admins and token-responsible users to view and update customer queries and feedback as needed. These columns serve as reference points for managing and tracking interactions.
- Admin can send message to the followers of respective token or can send any log note also.

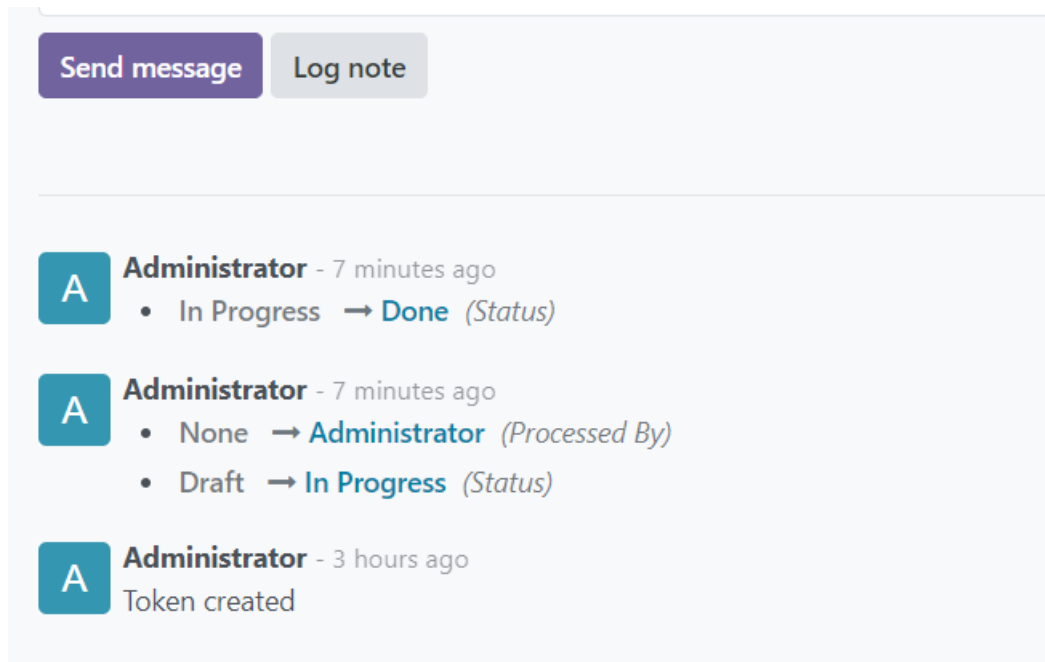


Figure 39 – log note/send message

8. Token Counters

Mitchell Admin

📅 12 Feb 2025

Counter

Counter Main

Service(s)

ServicesCustomer ServiceBanking

Current Token:

-

Previous Token:

-

CALL NEXT

Queue Listing

Token No.	Counter	Service	Priority	Called
SS-05	-	Services	Medium	-
BK-03	-	Banking	High	-
SS-04	-	Services	Medium	-
CS-03	-	Customer Service	Low	-
SS-03	-	Services	Medium	-
BK-02	-	Banking	High	-
CS-02	-	Customer Service	Low	-
SS-02	-	Services	Medium	-
BK-01	-	Banking	High	-

Figure 40 – Listing of tokens and Call Next button

- **Service-Based Token Listing:** Tokens are organized and displayed on the counters according to the selected services. Each counter shows tokens based on the specific services configured for that counter.
- **Token Listing:** The generated tokens are listed on the counters.
- **Call Next Token Button:** The calling of the next token is determined by the priority assigned to the service. If priorities are set, the system will call the highest-priority token next. If no priority is applied, the system will use the FIFO (First In, First Out) method to call the next token in line.


Mitchell Admin

12 Feb 2025

Note : Queue is empty.

Counter
Counter Main
Service(s)
Services Customer Service Banking
Current Token:
-
Previous Token:
CS-03
CALL NEXT

Queue Listing

Token No.	Counter	Service	Priority	Called
SS-05	Counter Main	Services	Medium	Mitchell Admin
BK-03	Counter Main	Banking	High	Mitchell Admin
SS-04	Counter Main	Services	Medium	Mitchell Admin
CS-03	Counter Main	Customer Service	Low	Mitchell Admin
SS-03	Counter Main	Services	Medium	Mitchell Admin
BK-02	Counter Main	Banking	High	Mitchell Admin
CS-02	Counter Main	Customer Service	Low	Mitchell Admin
SS-02	Counter Main	Services	Medium	Mitchell Admin
BK-01	Counter Main	Banking	High	Mitchell Admin

Figure 41 – Listing of tokens and Call Next button

- No Next Token Note:** If there are no tokens remaining to be called, a notification will be displayed to inform users of the absence of the next token.

9. Token Display



Counter	Token
Store Room	-
BANK !	-
Supermarket	CLN-02



Figure 42 – Counters Display Screen

- **Display:** The current token at each counter is highlighted on the TV display, providing customers with real-time status updates for each counter and enhancing overall queue management visibility.

10. Dashboard

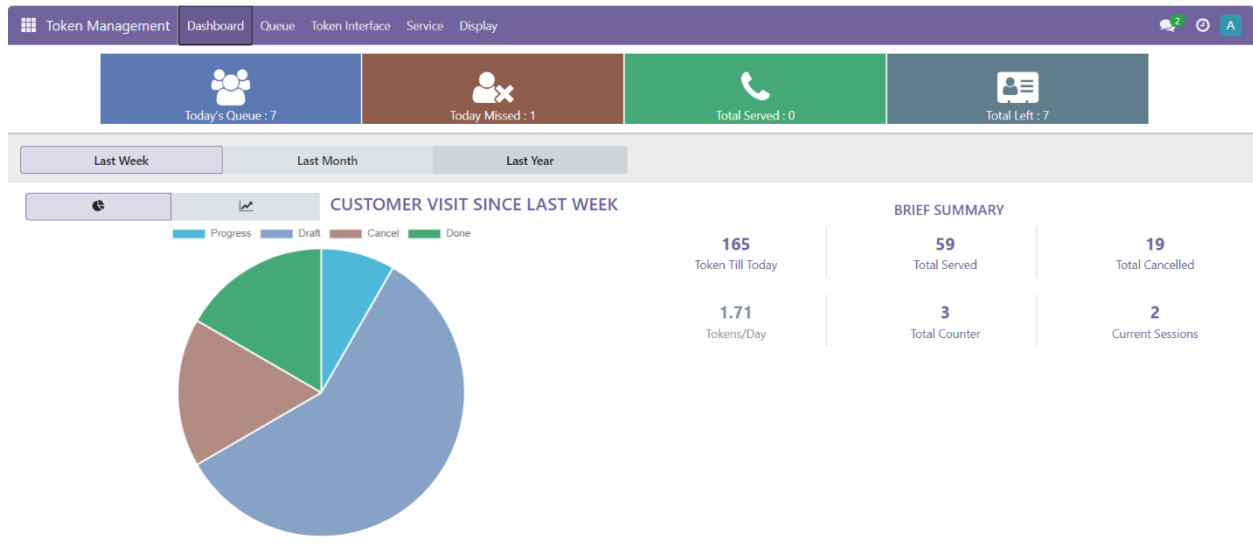


Figure 43 – Dashboard

Token management dashboard offers a comprehensive overview of the system's performance.

- **Historical Data:** Track performance trends over the past week, month, and year.
- **Visual Insights:** Utilize pie and line charts for easy data interpretation.
- **Real-Time Metrics:** Stay updated with today's queue status, missed tokens, and total served and left.

11. Technical Requirements / Compatible with:

- Odoo Community Edition v18.0 and Odoo Enterprise Edition v18.0.

12. Supported Languages

- English

13. Change Log / Release Notes

- Version 1.0.2 – September 2025
 - Restricted selection of responsible person to **TMS Managers** or **TMS Users** only.
- Version 1.0.1 – February 2025
 - Added display of **previous token** and **current token** on the counter page.
 - Implemented **auto-scroll** in the TV display.
- Version 1.0.0 – October 2024
 - Initial release.

14. Support

If you have questions, use our contact form at webshopextension.com or email at support@webshopextension.com.