



User Manual

Token Management System for Odoo v19.0

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.....	9
6. Queue Counters.....	12
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. Change Log / Release Notes	36
13. 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

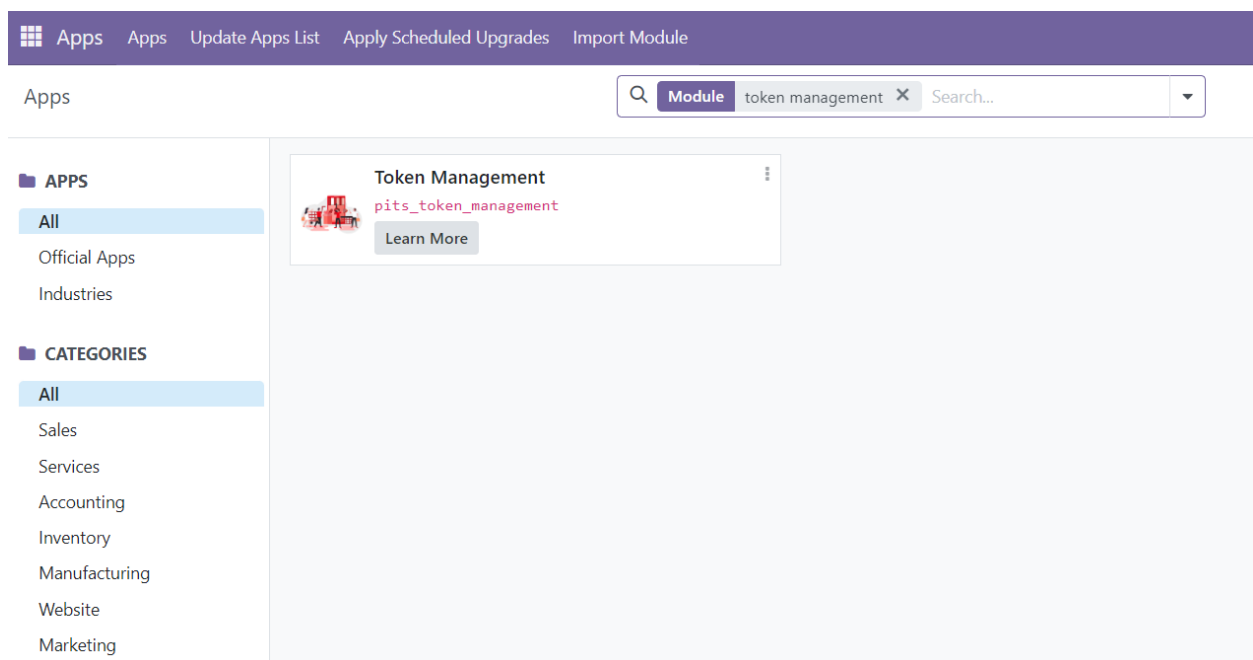


Figure 1 -Installation of Token Management

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

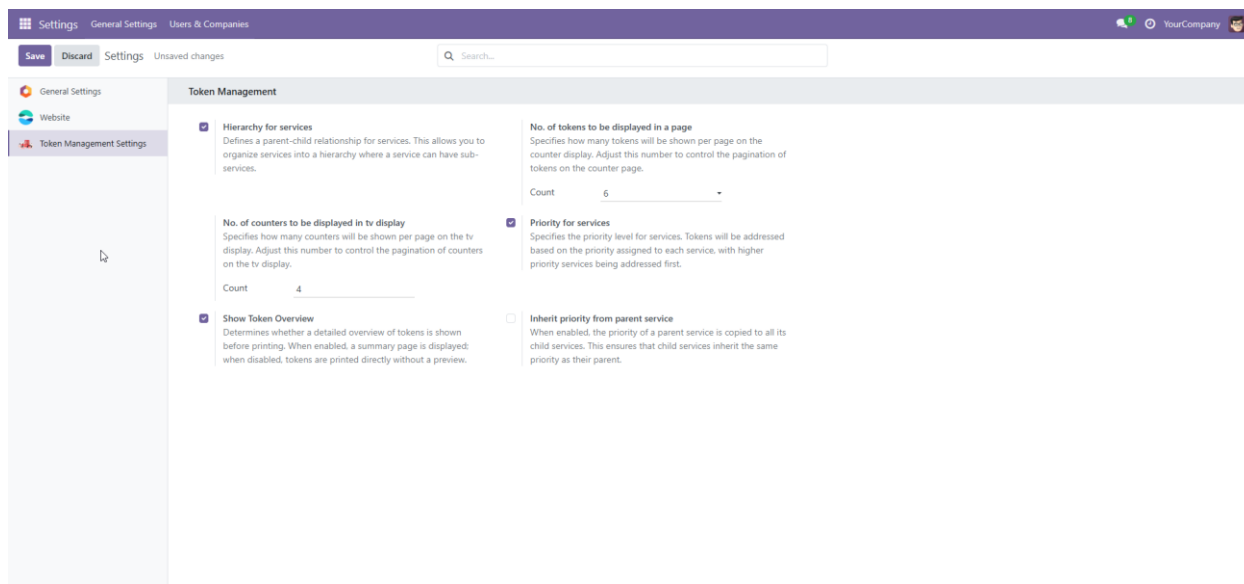


Figure 2 – Admin panel configurations

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, High-priority tokens are processed more frequently than medium or low-priority ones, while ensuring all tokens are served in a timely manner.

- ❖ **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.

Token Management Dashboard Queue Token Interface Service Display			
New Service	Search...		
1-7 / 7			
<input type="checkbox"/> Service	Code	Parent service	Priority
<input type="checkbox"/> X ray	XR	Hospital	Low
<input type="checkbox"/> Shop	SP		Low
<input type="checkbox"/> Hospital	HO		Low
<input type="checkbox"/> Heart	He	Hospital	Low
<input type="checkbox"/> Cash Withdrawals	CW	Banking	Medium
<input type="checkbox"/> Cash Deposits	CD	Banking	Medium
<input type="checkbox"/> Banking	BA		Medium

Figure 3 – Service page

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

New Service

Generate Sequence

Service Name

Code ? Service Code

Parent service ?

Priority ☒ Low ☐ Medium ☐ High

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.

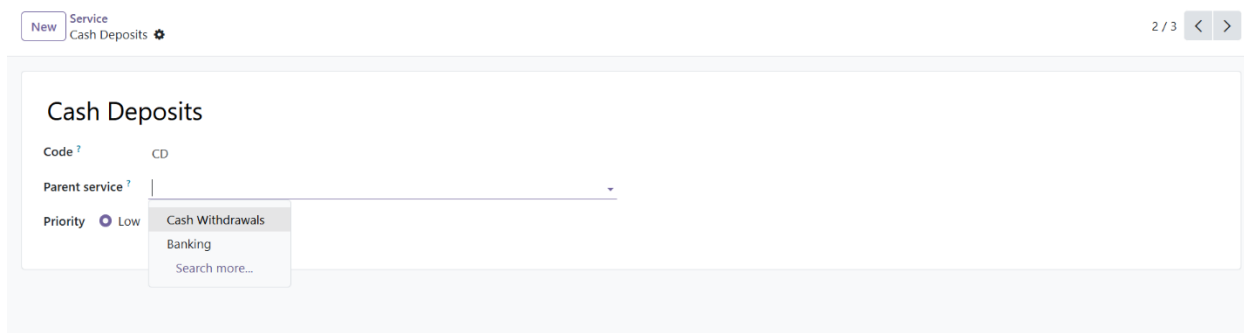


Figure 5 – Parent service listing

- **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.

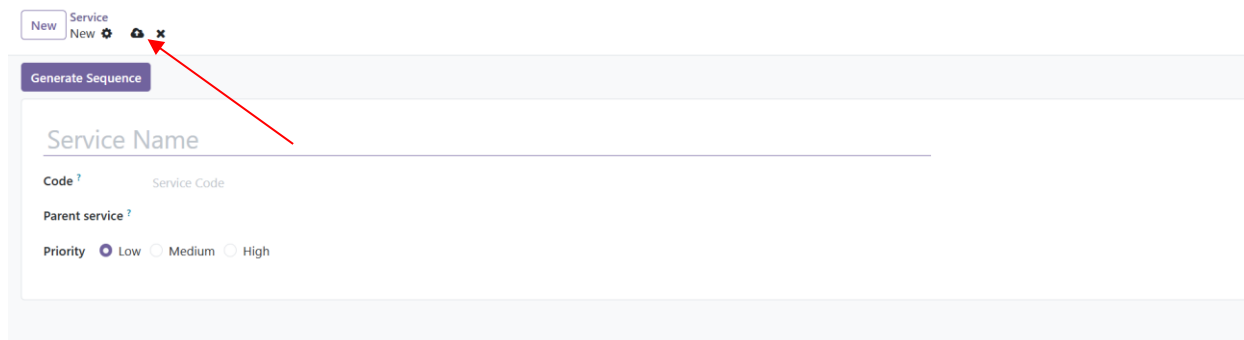
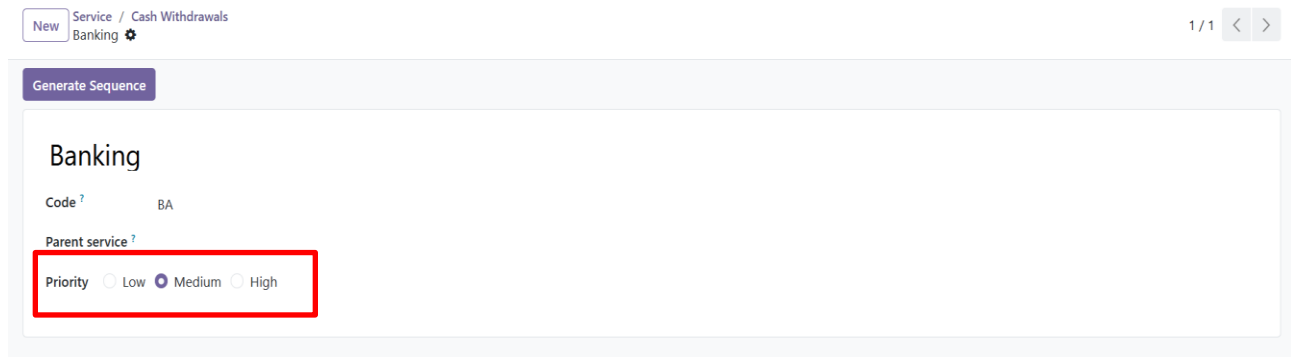


Figure 6 – Saving manually

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



New Service / Cash Withdrawals
Banking

1 / 1

Generate Sequence

Banking

Code ? BA

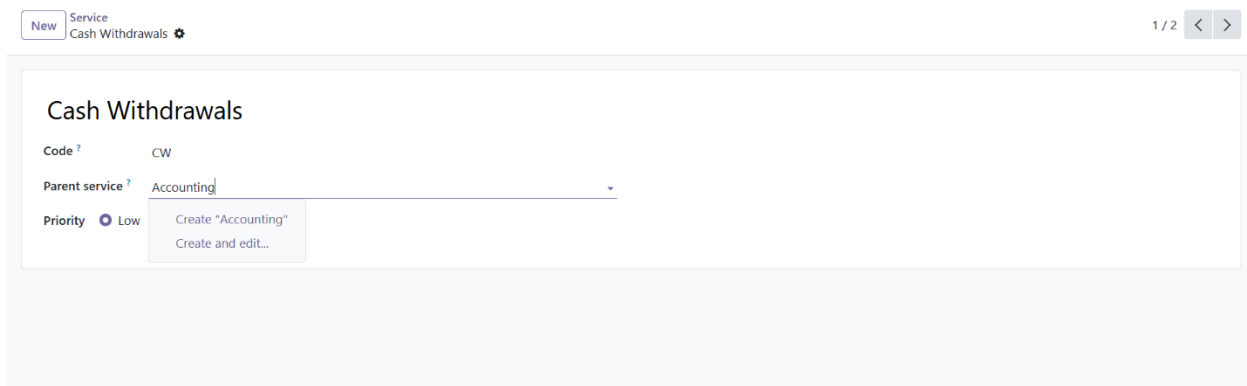
Parent service ?

Priority ☐ Low ☒ Medium ☐ High

Figure 7 - Priority levels

5.2 Creating a new parent service

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



New Service / Cash Withdrawals

1 / 2

Cash Withdrawals

Code ? CW

Parent service ? Accounting

Priority ☒ Low ☐ Medium ☐ High

Create "Accounting"

Create and edit...

Figure 8 - Creating new parent service

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

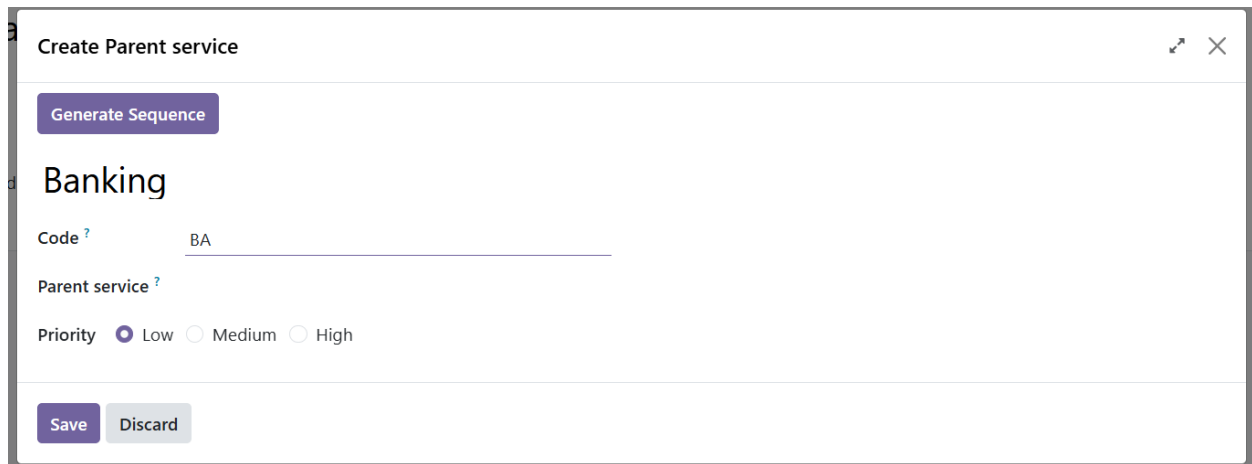


Figure 9 - Creating new parent service

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

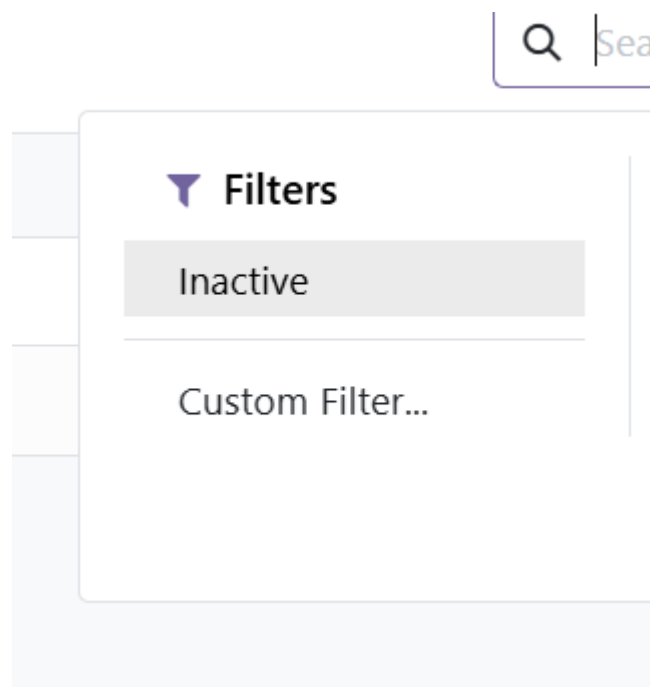


Figure 10 - Filters

- **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.

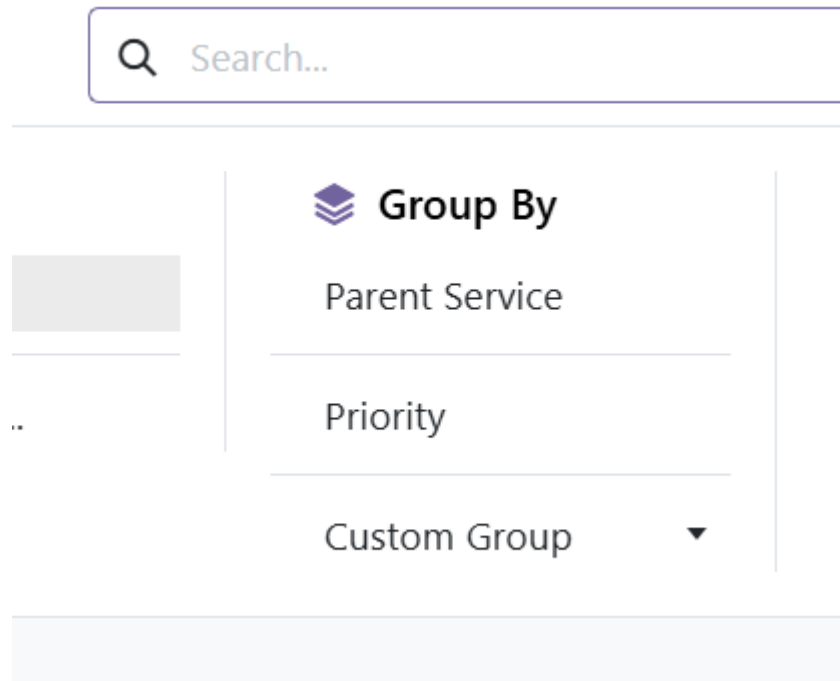


Figure 11 – Group By

- **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

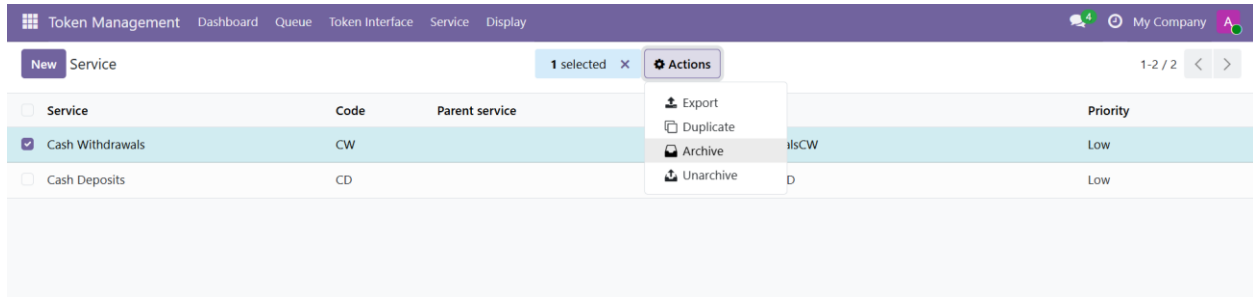


Figure 12 – Action button

- **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*.

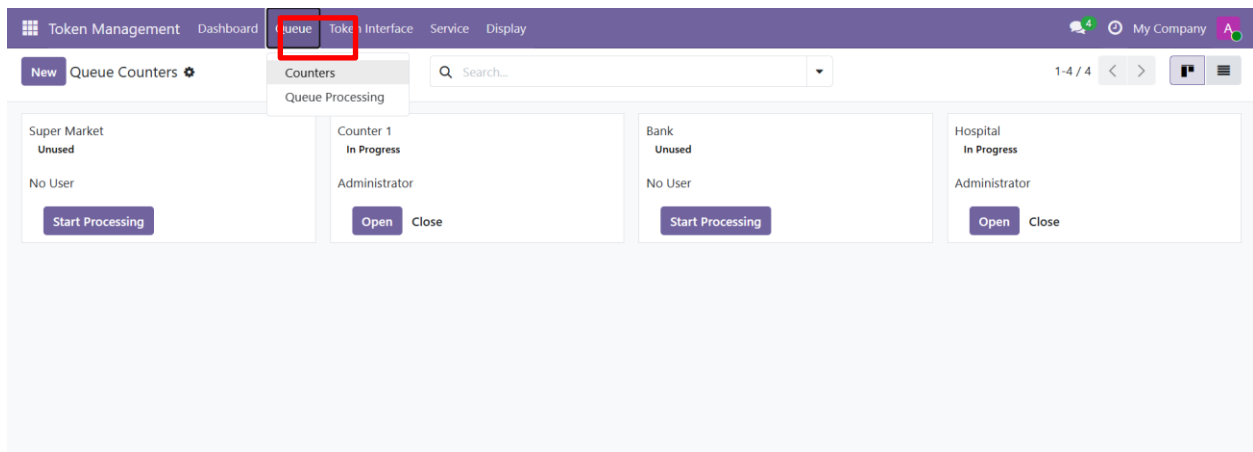


Figure 13 – Queue counter page

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

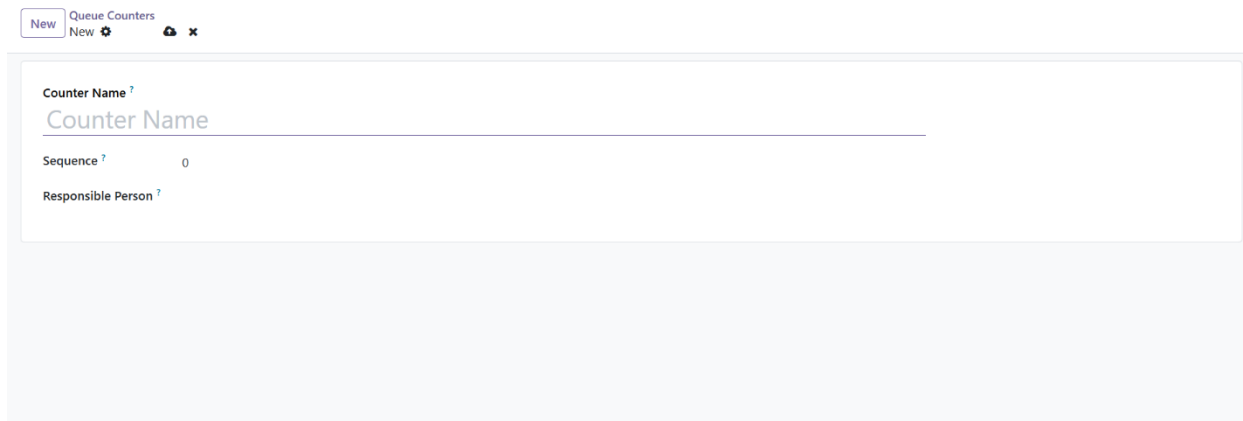
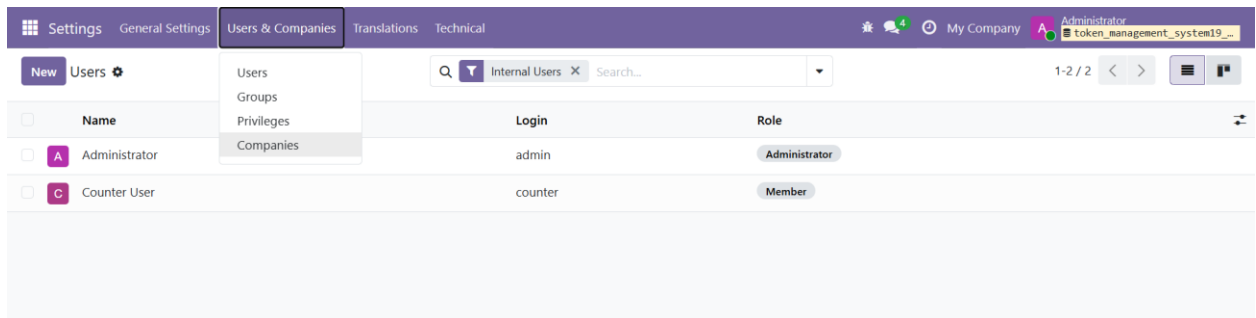


Figure 14 -Creating new counter

- **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.



Name	Login	Role
Administrator	admin	Administrator
Counter User	counter	Member

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.

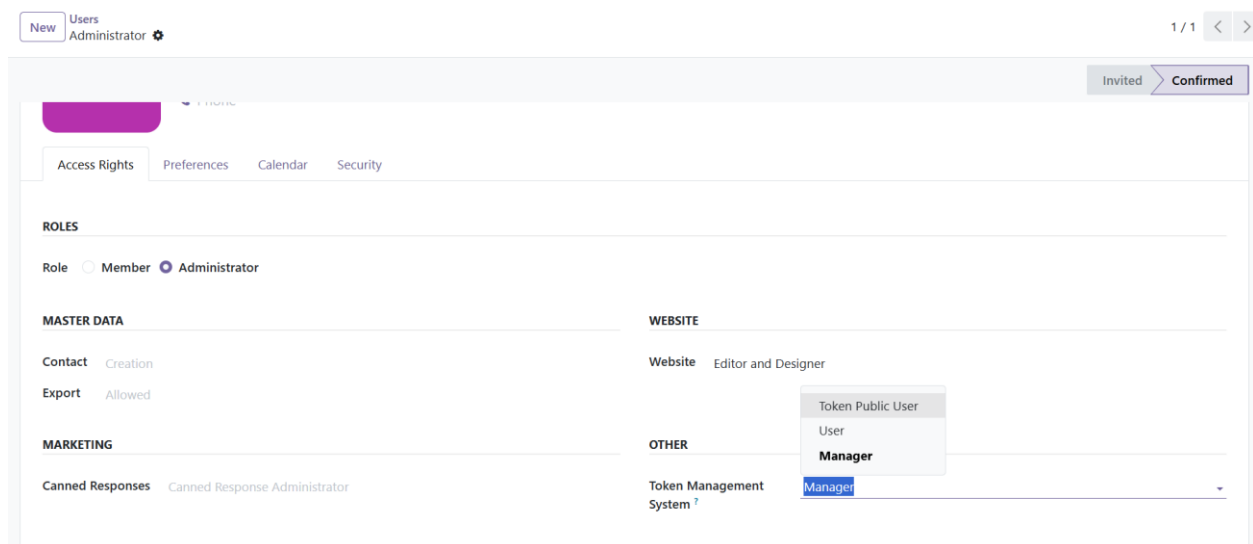


Figure 16 – User access roles

➤ 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

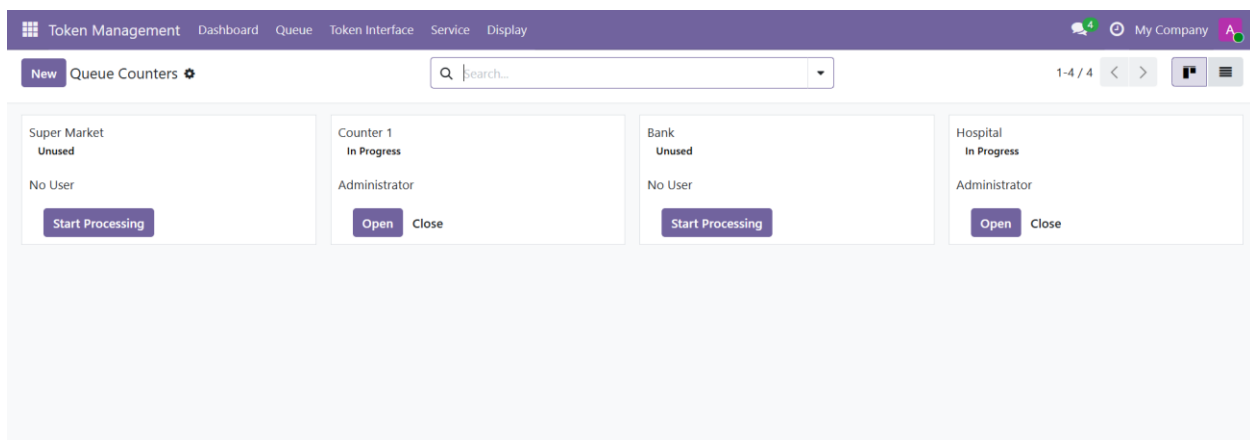


Figure 17 – After creating a new counter

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.

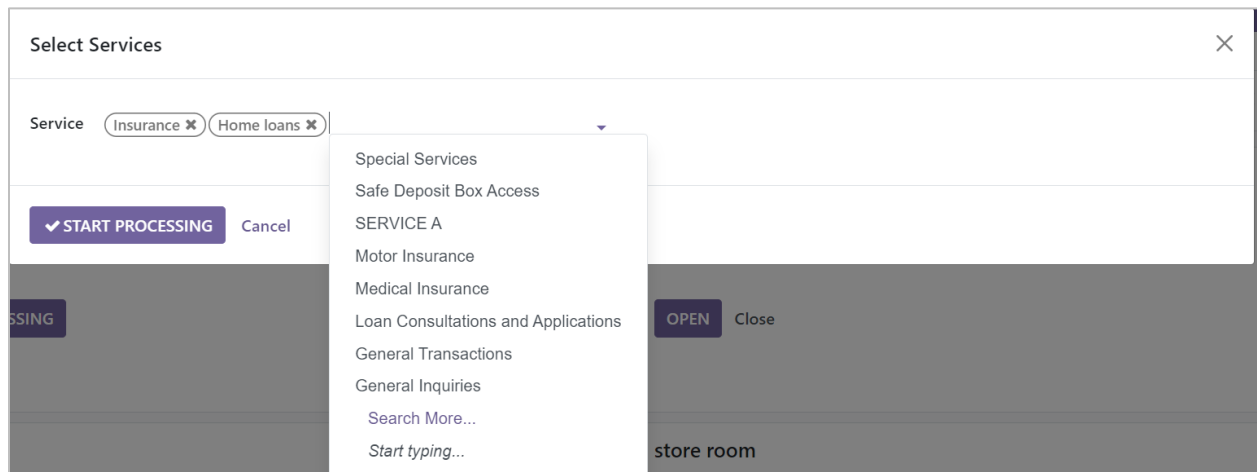


Figure 18 – Selecting services for the counter.

- 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

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

SELECT

NEW

CLOSE

Figure 19 – Selecting services from the list

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

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.

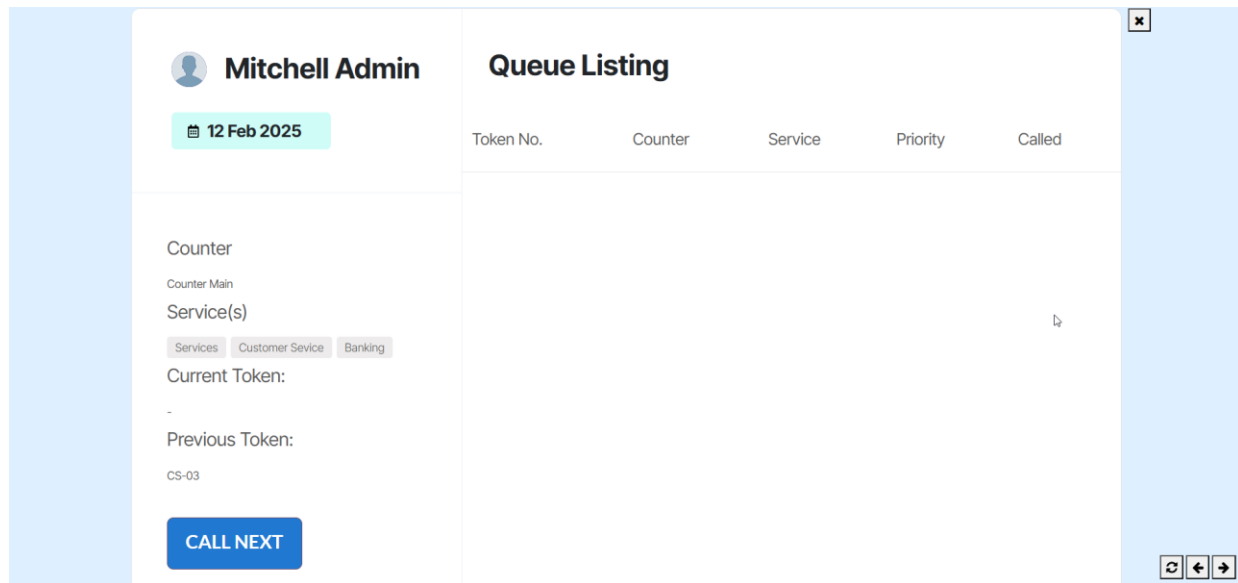
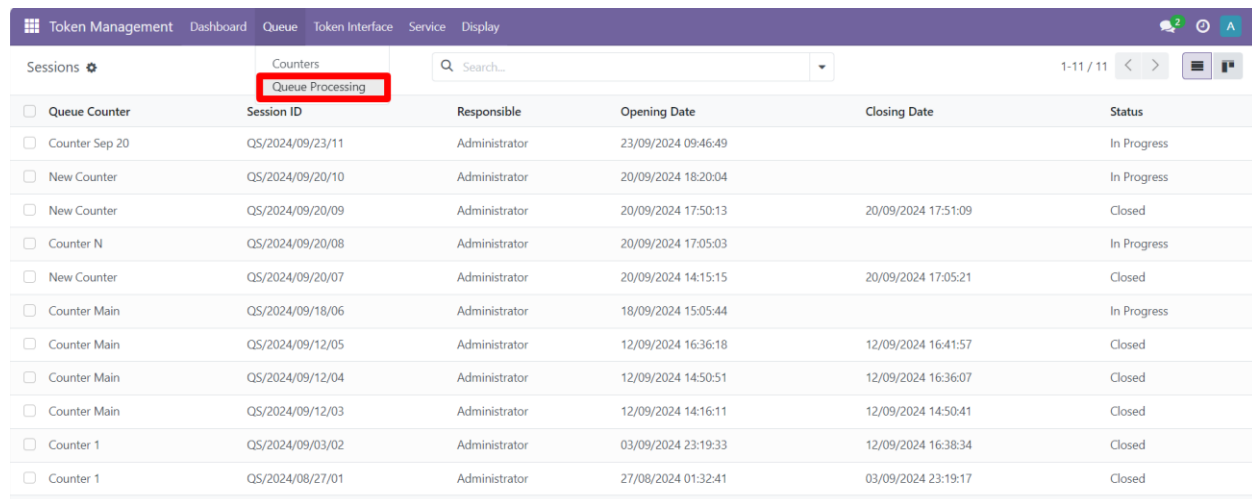


Figure 21 – Created counter

6.2 Queue -> Queue Processing/Sessions

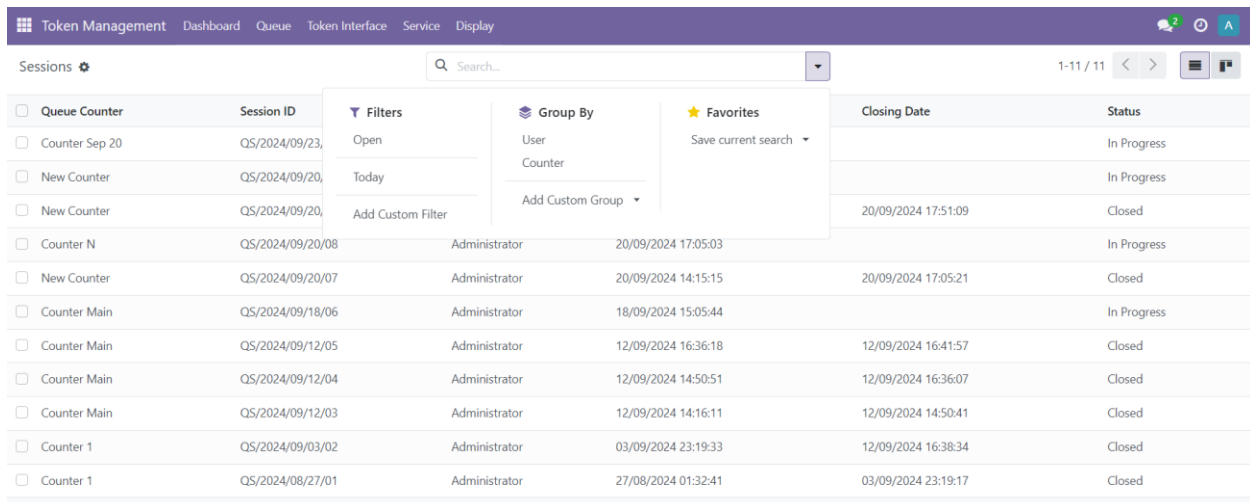


Queue Counter	Session ID	Responsible	Opening Date	Closing Date	Status
<input type="checkbox"/> Counter Sep 20	QS/2024/09/23/11	Administrator	23/09/2024 09:46:49		In Progress
<input type="checkbox"/> New Counter	QS/2024/09/20/10	Administrator	20/09/2024 18:20:04		In Progress
<input type="checkbox"/> New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

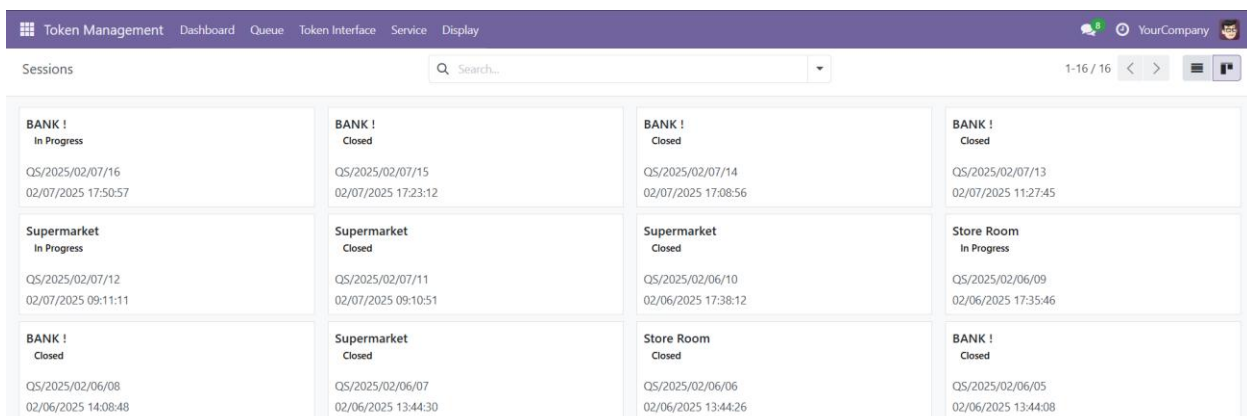
- **Open** – Applying Open filter will filter the records and list all the sessions which are in “In progress” stage.
- **Today** – Lists the sessions which are opened today.
- **Add Custom filter** – A custom filter can be used to search details based on any conditions set by the user.

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.

Token Management						
Dashboard Queue Token interface Service Display						
Sessions						
<div>1 selected</div> <div>Actions</div> <div>Export</div>						
<input type="checkbox"/>	Queue Counter	Session ID	Responsible	Open	Closing Date	Status
<input checked="" type="checkbox"/>	Counter Sep 20	QS/2024/09/23/11	Administrator	23/09/2024 09:46:49		In Progress
<input type="checkbox"/>	New Counter	QS/2024/09/20/10	Administrator	20/09/2024 18:20:04		In Progress
<input type="checkbox"/>	New Counter	QS/2024/09/20/09	Administrator	20/09/2024 17:50:13	20/09/2024 17:51:09	Closed
<input type="checkbox"/>	Counter N	QS/2024/09/20/08	Administrator	20/09/2024 17:05:03		In Progress
<input type="checkbox"/>	New Counter	QS/2024/09/20/07	Administrator	20/09/2024 14:15:15	20/09/2024 17:05:21	Closed
<input type="checkbox"/>	Counter Main	QS/2024/09/18/06	Administrator	18/09/2024 15:05:44		In Progress
<input type="checkbox"/>	Counter Main	QS/2024/09/12/05	Administrator	12/09/2024 16:36:18	12/09/2024 16:41:57	Closed
<input type="checkbox"/>	Counter Main	QS/2024/09/12/04	Administrator	12/09/2024 14:50:51	12/09/2024 16:36:07	Closed
<input type="checkbox"/>	Counter Main	QS/2024/09/12/03	Administrator	12/09/2024 14:16:11	12/09/2024 14:50:41	Closed
<input type="checkbox"/>	Counter 1	QS/2024/09/03/02	Administrator	03/09/2024 23:19:33	12/09/2024 16:38:34	Closed
<input type="checkbox"/>	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

Queue

Token Interface

Service

Display

Sessions

Queue Counter

Counter Sep 20

New Counter

New Counter

Counter N

New Counter

Counter Main

Counter Main

Counter Main

Counter Main

Counter 1

Counter 1

Export Data

X

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

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

+
+
+
+
+
+
+
+
+
+
+
+
+
+
+
+
+
+

↑

↓

Export Format:

☒ XLSX

☐ CSV

Fields to export

Template:

↕ Closing Date

↕ Opening Date

↕ Queue Counter

↕ Responsible

↕ Session ID

↕ Status

🗑️

🗑️

🗑️

🗑️

🗑️

🗑️

Export

Close

1-11 / 11

<

>

Status

In Progress

In Progress

Closed

In Progress

Closed

In Progress

Closed

Closed

Closed

Closed

Closed

Figure 26 – Export data

7. Token Interface and Token Generation

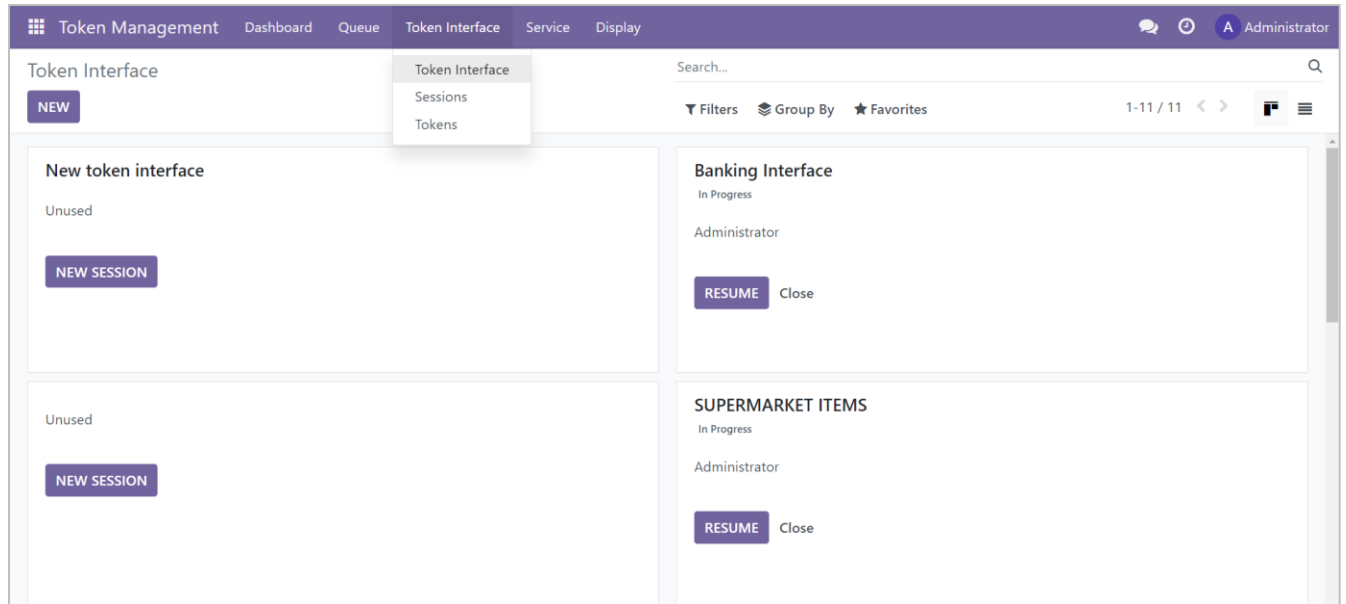
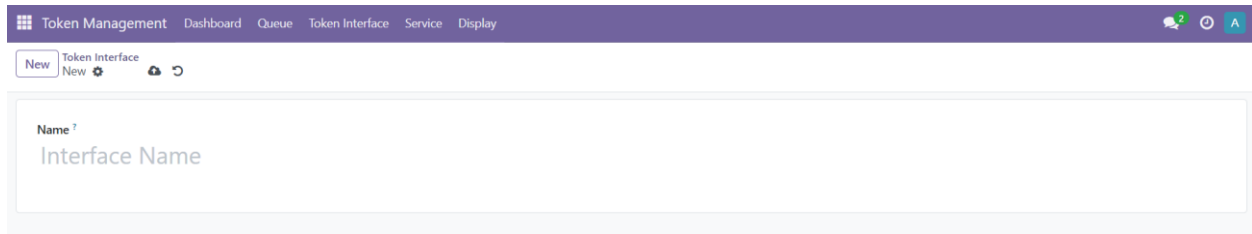


Figure 27 – Token Interface page

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 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.

Select the services to be listed in Token Interface.

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

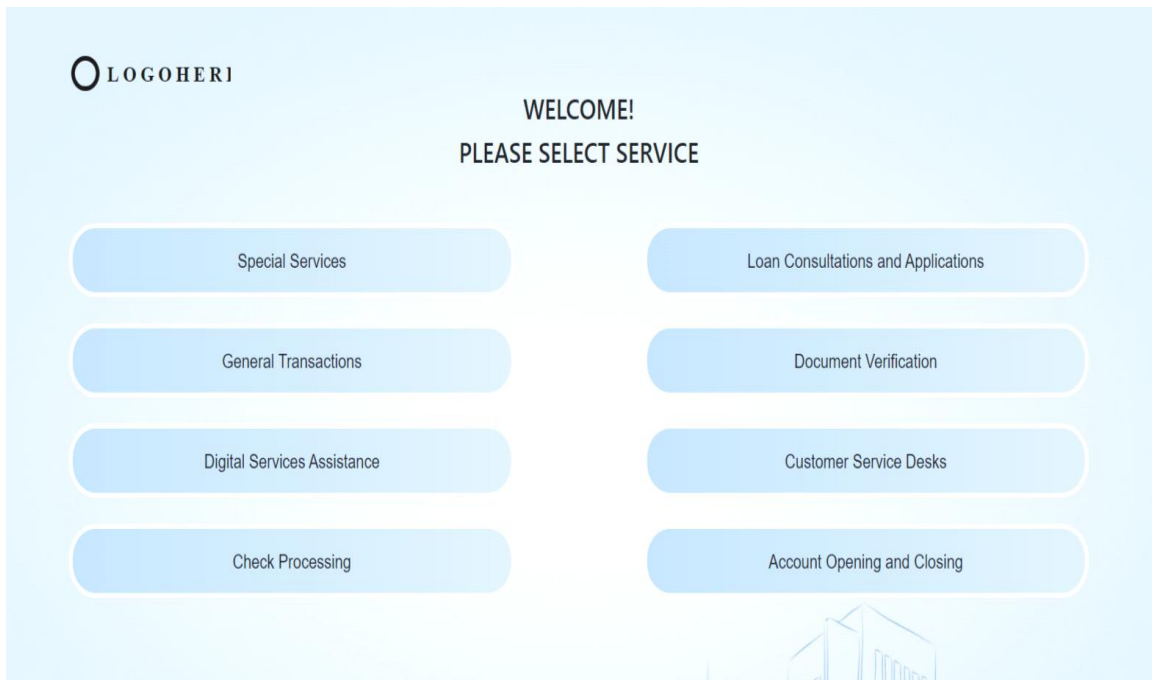


Figure 29 - Token Interface

- **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.

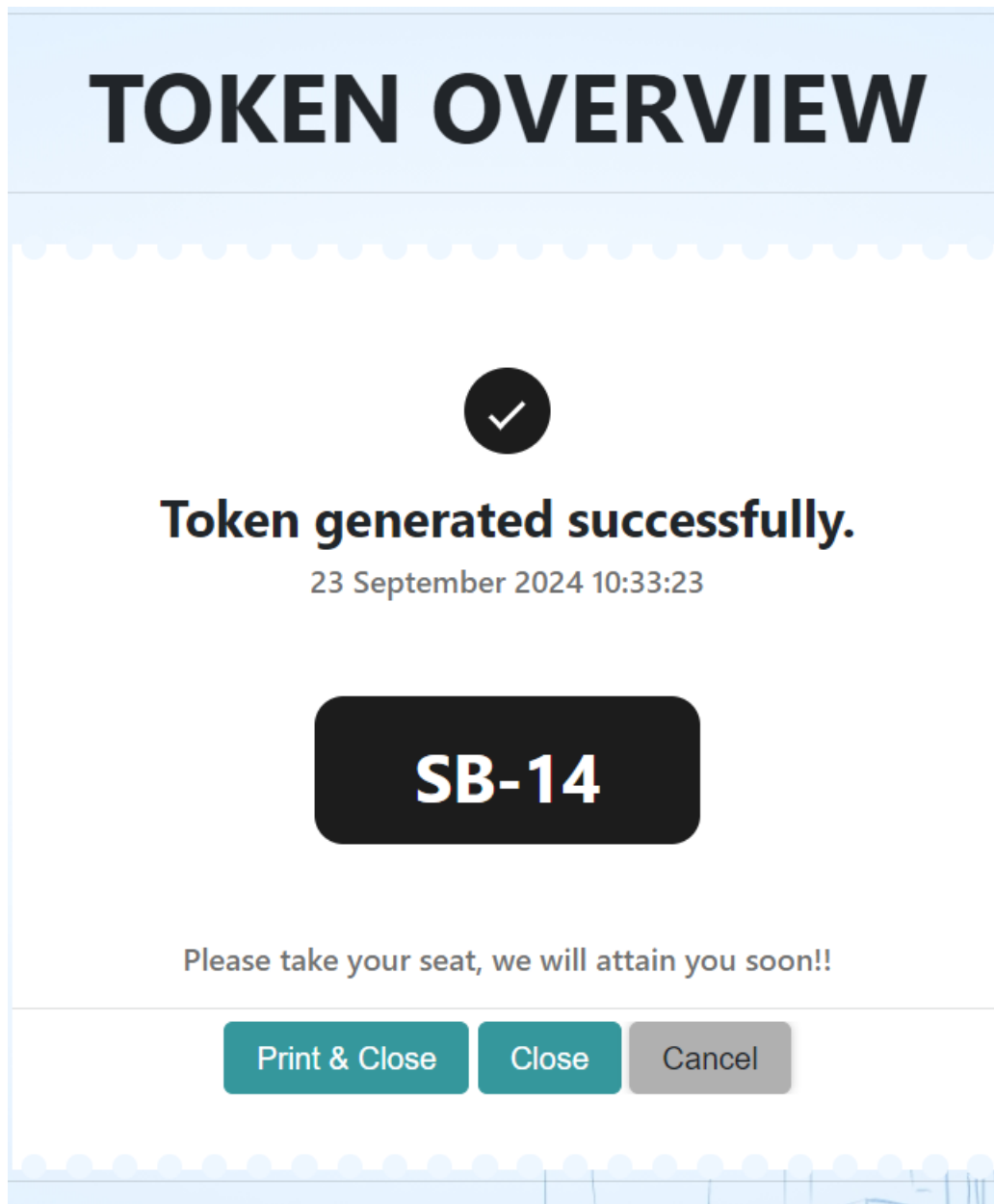


Figure 30 – Generated Token

- 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)

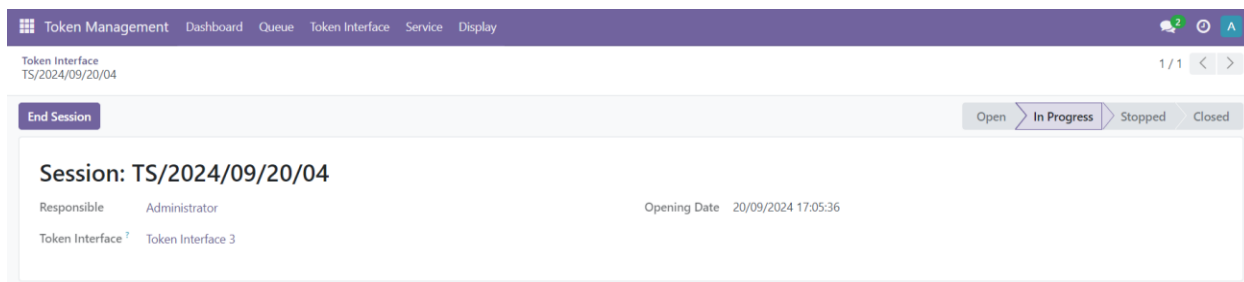


Figure 32 – Session closing

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

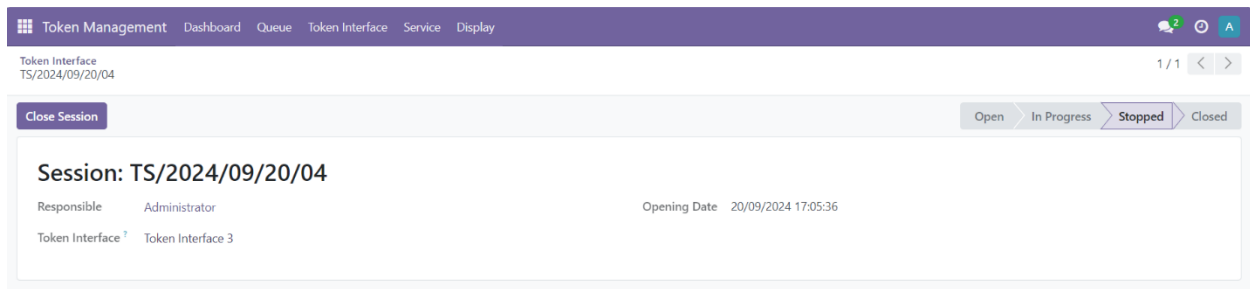


Figure 33 – Interface session moved to stopped state

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”.

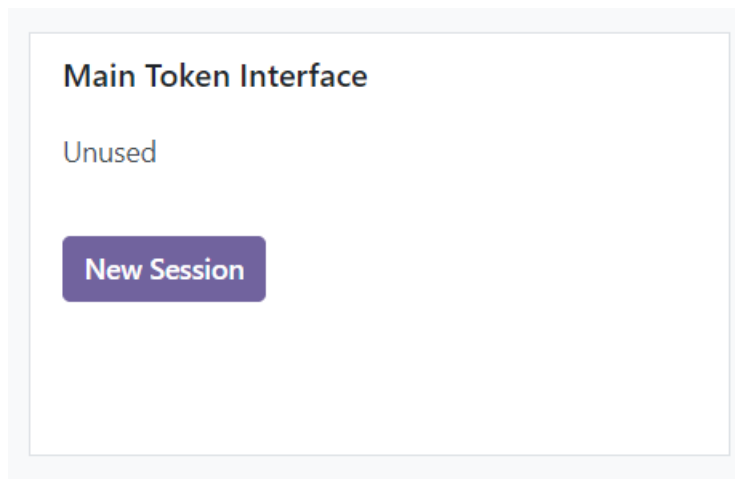


Figure 34 – New session update

7.3 Token Interface -> Sessions

Token Management

Dashboard

Queue

Token Interface

Service

Display

Sessions

Token Interface

Sessions

Search...

1-4 / 4

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

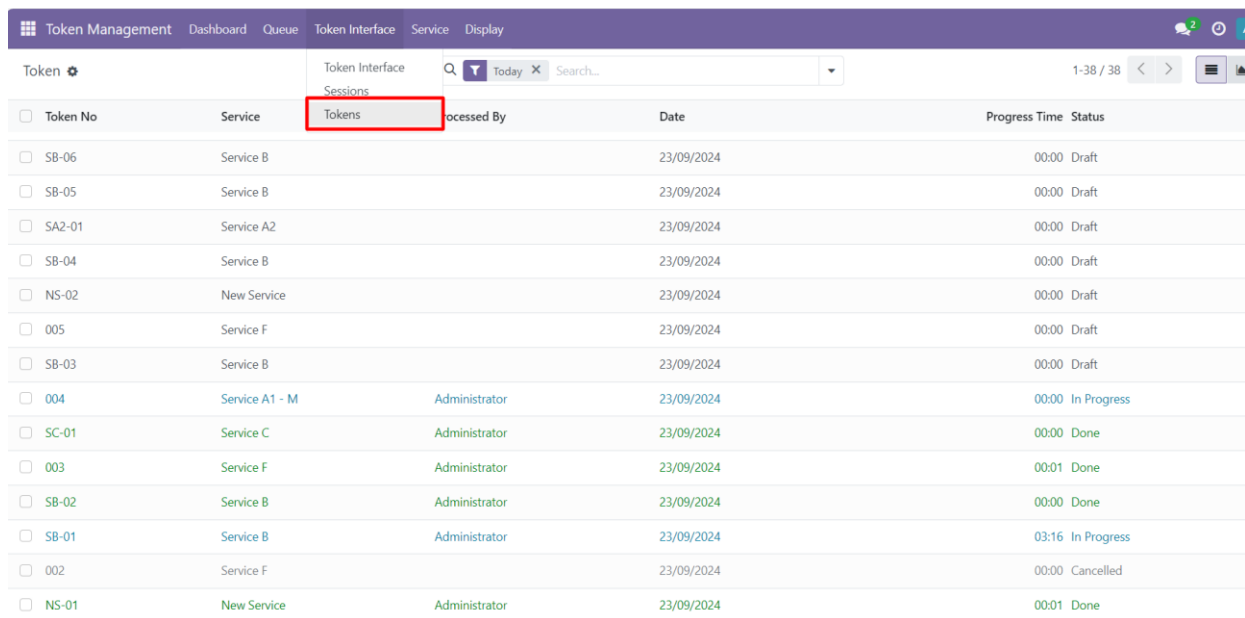
Figure 35 – Token Interface Sessions

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 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.

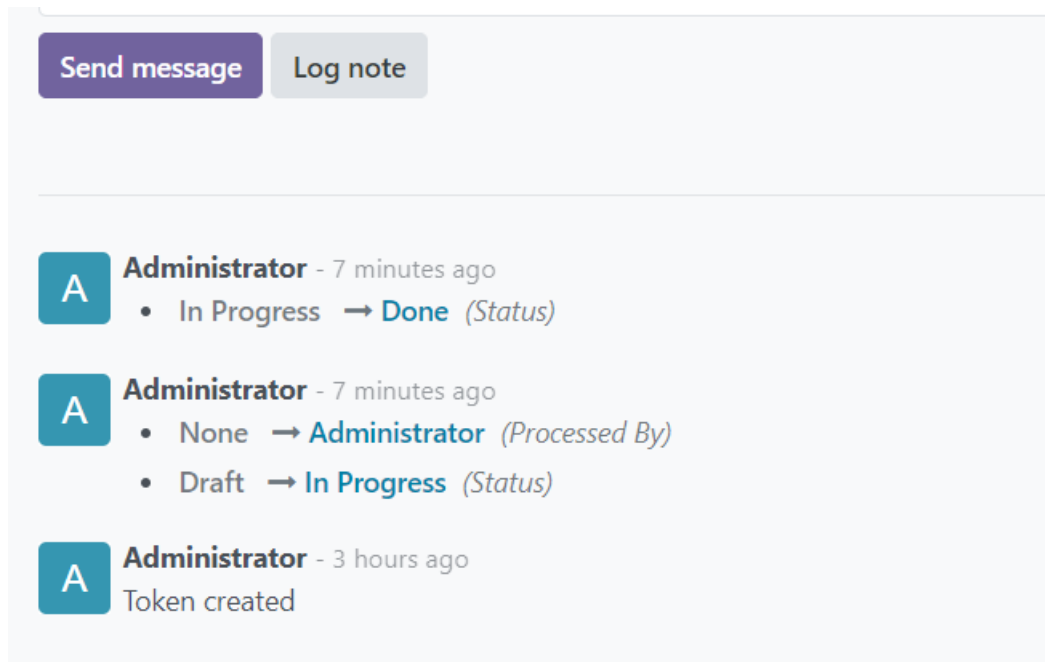
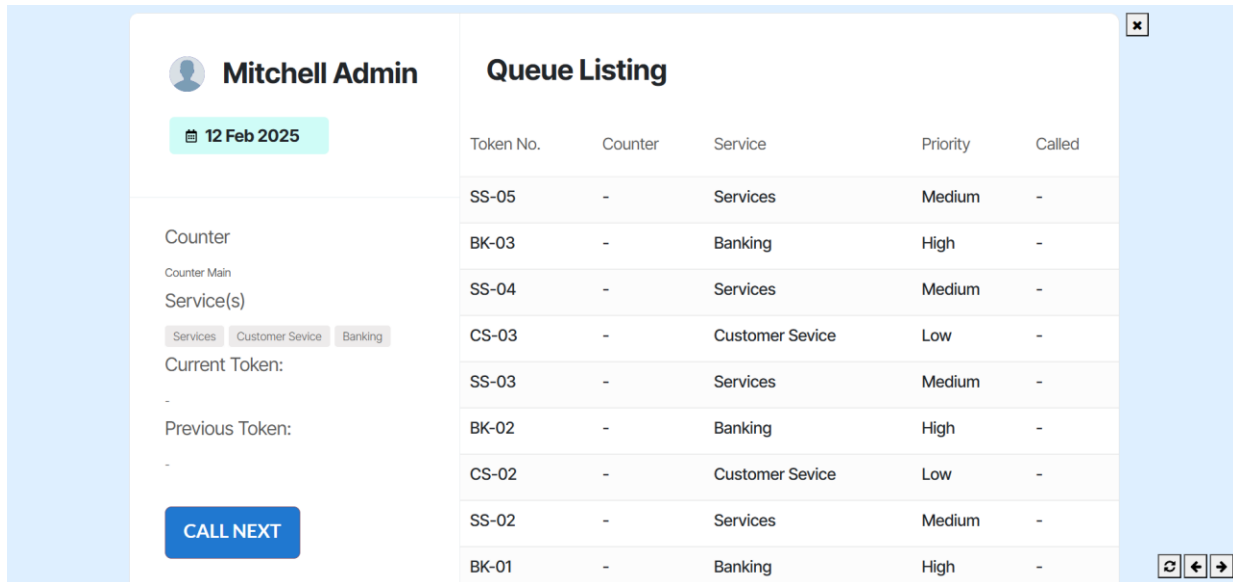


Figure 39 – log note/send message

8. Token Counters



Mitchell Admin

12 Feb 2025

Counter

Counter Main

Service(s)

Services Customer Service Banking

Current Token:

-

Previous Token:


-

CALL NEXT

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 system uses a priority-based approach to call the next token. When priorities are enabled, it processes tokens in a balanced cycle (3 High, 2 Medium, 1 Low) to ensure fair service. When disabled, it follows the standard FIFO (First In, First Out) order.


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 Sevice	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

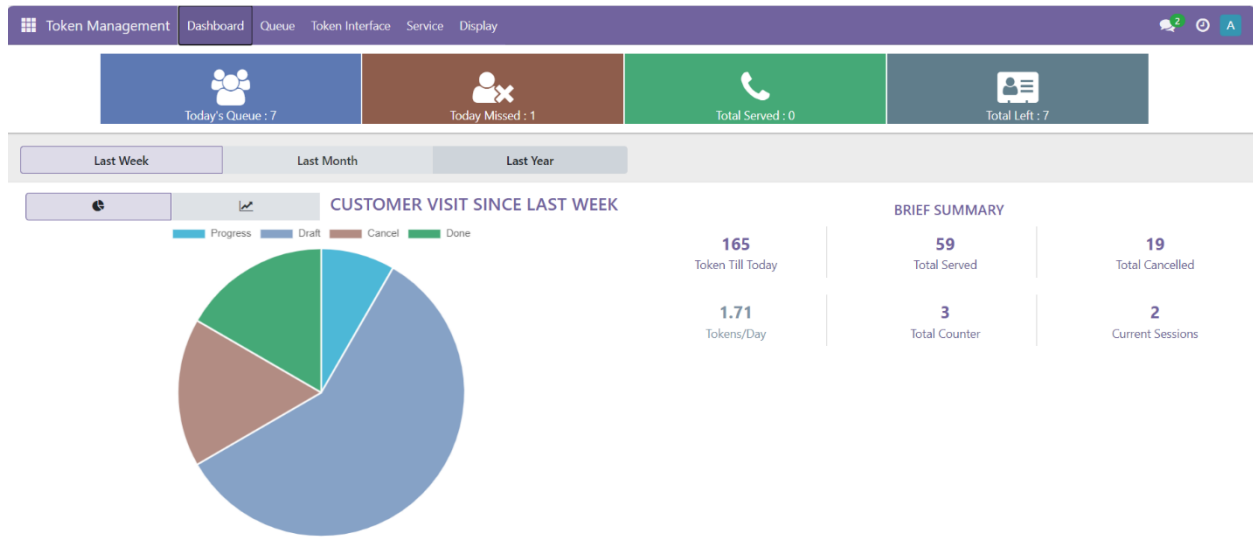


Figure 43 – Dashboard

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:

- Compatible with Odoo Community and Enterprise Editions (v19.0)

12. Change Log / Release Notes

- Version 1.0.1 – February 2026
 - Introduced a balanced priority system that processes tokens in a 3:2:1 ratio for High, Medium, and Low priorities.
- Version 1.0.0 – October 2025
 - Initial release.

13. Support

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