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Token Management System

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Abstract: *Token Management System is used to manage crowds / queues efficiently by issuing tokens in customer-facing businesses and departments. Since time plays a significant role in human life, the main objective of this project is to reduce the wait time for customers and make their service smooth. Token Management system is a public initiative to help every enterprise publish their calendar of resources (people, counters, meeting rooms, interviews rooms, queues etc) along with their available capacity and time slots for the public to take a token. They can book their own appointment by their name and receive a token online (no OTP, email or mobile number is mandatory).This will help avoid unwanted queues and waiting time for the public. It also brings significant discipline and saves a lot of time which when put together saves billions of hours every day. Key features for an organization: Organization registration, publishing services, token prefix and suffix, time-zone, working hours, slot timing, number of slots and seats for each slot, tracking the appointment list for each queue by date/time and option to update status as completed, cancelled or now show up. It will also include making announcements that will appear to the public, options to support bulk mailing and options to enable email and mobile as mandatory.*

Keywords: Token Management System.

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