

Getting started with OnlineToken

Welcome to OnlineToken! Thanks for signing up.

Getting started

Only three simple steps to get started!

1. Configure OnlineToken based on your business needs.
2. Engage your customers to use OnlineToken
 - a. [Setup KIOSK](#)
 - b. [Print QR Code](#) and display at reception desk
 - c. Share [booking portal URL](#) on Social Media
3. [Setup TV Display for waitlist](#)

Default Configurations:

To make it easy for you we do default configuration during signup. You can override ALL of them as per your business needs.

- Default Queue
 - With signup, we create a default queue for you, with the name “General”.
 - Queue average process time
 - Default 15 mins average process time for each customer.
 - No. of Service stations (Capacity)
 - Default to 1 service stations
 - To change/update these settings go to [Manage Queue](#)
- Business hours
 - We have configured hours as 9:00 AM to 5:00 PM your local time, Monday to Friday. Closed on Saturday and Sunday.
 - To change/update these settings go to [Hours](#)
- Online CheckIn/Waitlist
 - By default online checkIn is enabled and OTP challenge is set to email.
 - To change/update these settings go to [CheckIn/Waitlist Config](#)
- Appointment Config
 - By default appointment is enabled and OTP challenge is set to email.
 - To change/update these settings go to [Appointment Config](#)
- Dedicated booking portal URL
 - Based on your business name, we generated unique code for your dedicated URL
 - To change/update these settings go to [Booking Portal](#)

We highly recommend you review all the above default and update as per your business needs. Along with above, we strongly recommend adding services that you offer. See [Add Services](#)

Configure OnlineToken

There are two types of configuration.

1. Global configuration
2. Queue specific configuration.

Global Configurations

In global settings you can configure Billing, Business info, Business Holidays and Manage Queue

The screenshot displays the OnlineToken configuration interface. At the top, there is a navigation bar with the 'ONLINE TOKEN' logo on the left and a 'Demo' user profile on the right. Below the logo, the user name 'Dr Rajesh Sharma' is visible. The main navigation menu includes 'Billing', 'Business Info', 'Business Holidays', and 'Manage Queue', with 'Billing' highlighted in a red box. A secondary menu below it shows 'Subscription Details', 'Plan', and 'SMS', with 'Subscription Details' selected. On the left side, there is a sidebar with various options: 'Queue' (with a dropdown for 'Dr Rajesh Sharma'), 'Dashboard', 'Calendar', 'Setting' (highlighted in blue), 'Reports', 'Pair a Device', and 'Support Request'. The main content area shows the 'Subscription Details' for the 'ADVANCED' plan, priced at ₹ 2997. The current status is 'TRIAL' with an expiration date of 'Jul 5, 2023'. There is a '3 Months' dropdown menu and a 'Get Transaction History' button. Below this, a table header is visible with columns for '#', 'Transaction Date', 'Transaction Id', 'Amount', 'Currency', and 'Status'.

Billing

This section has 3 tabs

1. Subscription details
2. Plan details
3. SMS

Subscription Details

In Subscription Details you can view current plan , subscription status and Billing history

In the following example current plan type is “Advance” and Subscription status is “Trial” which will be expired on July 5, 2023

Dr Rajesh Sharma | Billing | Business Info | Business Holidays | Manage Queue

Subscription Details | Plan | SMS

Current Plan: **ADVANCED** Upgrade Price : ₹ 2997

Subscription Status: **TRIAL** Expires on : Jul 5, 2023 Subscribe Now

3 Months Get Transaction History

#	Transaction Date	Transaction Id	Amount	Currency	Status
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Support Request

Plan

In Plan details, you can view your current subscription and you can upgrade your subscription from here.

Dr Rajesh Sharma | Billing | Business Info | Business Holidays | Manage Queue

Subscription Details | Plan | SMS

Features	FREE ₹0.00 / Month	Basic ₹1099.00 / Month ₹799 / Month	Advance ₹3897 / Month ₹2997 / Month	Enterprise
Select Plan			Subscribed Now	Contact Us
Appointments	Unlimited	Unlimited	Unlimited	Unlimited
Waitlist - Check-in	5/Day	Unlimited	Unlimited	Unlimited
Queues	1	1	- 3 +	Unlimited
Total Service Capacity	1	4	6	Unlimited
Assign staff and services	✓	✓	✓	✓
Client App	✓	✓	✓	✓
Booking Website	✗	✓	✓	✓
Booking Widget	✗	✓	✓	✓
Appointment Reminder	✗	✓	✓	✓

Support Request

SMS

Sending SMS incurs mobile network carrier charges. This cost is not included in our monthly subscription charges. To send SMS notifications to your customers and use mobile number as OTP field, you would need to purchase SMS credits through our portal.

One SMS credit = Send one SMS

Business Holidays

You can configure as many business holidays as needed. Business will be completely closed for appointments and waitlists on these days.

The screenshot shows the 'Business Holidays' configuration page in the ONLINE TOKEN portal. The page is titled 'Add Business Holidays' and features a sidebar with navigation options: Queue, Dashboard, Calendar (with a notification badge), Setting, Reports, and Pair a Device. A 'Support Request' button is located at the bottom left. The main content area contains a table of configured business holidays with columns for Date and Month, and a 'Delete' button for each entry. An 'Add' button is used to create new entries, and a 'Save' button is at the bottom.

Date	Month	Action
		Add
1	JANUARY	Delete
26	JANUARY	Delete
15	AUGUST	Delete
2	OCTOBER	Delete
25	DECEMBER	Delete

Manage Queue

If you are subscribed under “Advanced” Plan, you can create multiple queues for your business. Each queue will have its own configuration for business hours, appointments, services, staff and separate login and dedicated booking portal.

Each queue will work independently of other queues and have its own wait time.

Some examples when you would like to create multiple queues:

- 1) Salon: separate queue for each stylist
- 2) Hospitals: separate queue for each doctor or specific services etc

The screenshot shows the 'Manage Queue' interface. The top navigation bar includes 'Dr Rajesh Sharma', 'Billing', 'Business Info', 'Business Holidays', and 'Manage Queue'. The sidebar on the left contains a 'Queue' section with a dropdown menu set to 'Dr Rajesh Sharma', and other options: 'Dashboard', 'Calendar', 'Setting', 'Reports', and 'Pair a Device'. A 'Support Request' button is located at the bottom left. The main content area features a table with the following data:

#	Name	Username	Description	Avg. Process Time	Service Stations	All queues	Action
1	Dr Rajesh Sharma	demo@onlinetoken.co	We are multi-specialist doctor group	20	1	YES	
2	Dr Amit Shah	hghoghari@gmail.com	Queue2	25	1	-	

At the bottom of the table, there are navigation controls: '< Previous 1 Next >'. A '+ Add Queue' button is located in the top right corner of the table area.

Add Queue

Queue can be added with a simple 3 step wizard as below. This new queue definition will clone the existing default queue configurations to get you started fast. You can overwrite these settings as desired.

It's Important to configure below correctly,

1. Average process time (average time in mins, of different services offered under this queue)
2. Capacity (number of service stations) for this queue. Capacity is number of customers in the queue you can serve in parallel (at same time)

The screenshot displays the 'Manage Queue' wizard interface. At the top, the navigation bar includes 'Dr Rajesh Sharma', 'Billing', 'Business Info', 'Business Holidays', and 'Manage Queue' (highlighted with a red box). The wizard progress bar shows three steps: 1. Name, 2. Basic Config, and 3. Add User. The 'Name' step is active, featuring a 'Queue Name' text field with the placeholder 'Enter Queue Name', a 'Description' text area with the placeholder 'Enter Description', and a 'Clone' section. The 'Clone' section is set to 'Dr Rajesh Sharma' and includes three checked checkboxes: 'Business Hours', 'Appointment Config', and 'CheckIn Config'. A 'Next' button is located at the bottom right of the form. A left sidebar contains navigation options: 'Queue', 'Dashboard', 'Calendar', 'Setting', 'Reports', and 'Pair a Device'.

Queue Configurations

You can configure below for each queue

1. Hours and Break Hours
3. CheckIn/Appointment configuration
4. Advanced Configuration
5. Services
6. Staff
7. Booking Portal

Hours

Business Hours

By default configured hours are 9:00 AM to 5:00 PM your local time, Monday to Friday. Closed on Saturday and Sunday. Business hours control the time at which Online waitlist and Appointment will be allowed to your customers. You can change the hours by navigating to

[Settings](#) ⇒ [General \(Your Queue Name\)](#) ⇒ [Hours](#) ⇒ [Business Hours](#)

The screenshot shows the 'Business Hours' configuration page for 'Dr Rajesh Sharma'. The interface includes a top navigation bar with tabs for 'Billing', 'Business Info', 'Business Holidays', and 'Manage Queue'. Below this is a sub-navigation bar with 'Hours' selected, and other options like 'Check-in/Appointment Configuration', 'Service', 'Staff', and 'Booking Portal'. On the left, a sidebar contains navigation options: 'Queue' (selected), 'Dashboard', 'Calendar', 'Setting', 'Reports', and 'Pair a Device'. The main content area is titled 'Business Hours *' and features a table for configuring hours for each day of the week. The table has columns for 'Open' and 'Close' times. Below the table is a 'Break Hours *' section with 'Start' and 'End' time fields. A 'Save' button is located at the bottom of the configuration area.

	Open	Close
Monday	09:00 am	05:00 pm
Tuesday	11:15 pm	11:45 pm
Wednesday	07:45 pm	11:00 pm
Thursday	06:45 pm	11:00 pm
Friday	06:00 am	11:00 pm
Saturday	06:45 pm	11:00 pm
Sunday	07:00 am	05:00 pm

Break Hours * Start End

Save

Break Hours

During business hours, if you want to temporarily close the services for say lunch, etc, you can do so by adding break hours. During the break hour period, business is closed (only for the external view) and appointment slots are not generated during break hours.

Dashboard will be fully operational and work can progress from inside of the business even during break hours. You can add multiple break hours for each day.

[Settings](#) ⇒ [General \(Your Queue Name\)](#) ⇒ [Hours](#) ⇒ [Break Hours](#)

The screenshot displays the 'Break Hours' configuration interface. At the top, there's a navigation bar with 'Dr Rajesh Sharma' and tabs for 'Billing', 'Business Info', 'Business Holidays', and 'Manage Queue'. Below this, a sub-navigation bar shows 'Hours', 'Check-in/Appointment Configuration', 'Service', 'Staff', and 'Booking Portal'. The left sidebar contains menu items: 'Queue', 'Dr Rajesh Sharma', 'Dashboard', 'Calendar', 'Setting', 'Reports', and 'Pair a Device'. The main area is titled 'Hours' and features a 'Business Hours' section with 'Open' and 'Close' time pickers. Below that is the 'Break Hours' section, which includes a 'TimeZone: Asia/Kolkata' label and a table for configuring break times per day.

Day	Status	Start	End
Monday	ON	12:00 pm	01:00 pm
Monday	ON	03:00 pm	03:15 pm
Tuesday	OFF		04:45 pm
Wednesday	OFF		04:45 pm
Thursday	OFF		04:45 pm
Friday	OFF	09:15 am	04:45 pm
Saturday	OFF		04:45 pm
Sunday	OFF	09:15 am	04:45 pm

CheckIn/Appointment configuration

CheckIn/Waitlist

There are following configurations related to CheckIn/Waitlist

1. Enable/Disable waitlist based on your business requirements
Enable (recommended) -> If enabled, your customers can join the waitlist remotely via your dedicated booking portal or mobile app.
Disable -> if disabled, your customers cannot join the waitlist remotely.
2. Waitlist Pause Threshold
Waitlist threshold allows you to automatically pause/unpause issuing new tokens depending on current wait time
High Threshold -> If wait time crosses this value , the system will pause issuing new tokens automatically. There will be no impact on already issued tokens
Low Threshold -> This will be used after the High Threshold value is triggered and the system will automatically start issuing new tokens after the wait time drops below this value.
3. OTP Configuration
OTP can be disabled or enable either using Email or SMS
4. Notify on confirmation
If OTP and Notify on confirmation both are enabled then the system will send notification to customers either with SMS or Email based on OTP configuration.

[Settings](#) ⇒ [General \(Queue Name\)](#) ⇒ [CheckIn/Appointment Configuration](#) ⇒ [Online CheckIn](#)

The screenshot displays the 'Check-in/Appointment Configuration' settings for 'Dr Rajesh Sharma'. The interface includes a top navigation bar with tabs for 'Hours', 'Check-in/Appointment Configuration', 'Service', 'Staff', and 'Booking Portal'. A left sidebar contains navigation options: Queue, Dashboard, Calendar, Setting, Reports, and Pair a Device. The main content area is titled 'Online Checkin Configuration' and features the following settings:

- Enable Check-in Configuration:** A toggle switch is currently set to 'ON'.
- Pause Thresholds:** Two input fields are provided for 'Low Threshold' and 'High Threshold'.
- OTP Verification:** A toggle switch is currently set to 'ON'.
- Notify On Confirmation:** A toggle switch is currently set to 'OFF'.
- OTP Verification Method:** Two radio button options are available: 'Mobile SMS (SMS credits need to be purchased)' and 'Email (Included)'. The 'Email (Included)' option is selected.

Appointment Configuration

There are following configurations related to appointments

1. Enable/Disable appointments based on your business requirements
Enable (recommended) -> If enabled, your customers can book appointments remotely via your dedicated booking portal or mobile app.
Disable -> if disabled, your customers cannot book appointments remotely.
2. OTP Configuration
OTP must be enabled either with Email or SMS. Customers will be challenged OTP during the booking appointment and booking appointments confirmation and reminder will be sent out via SMS or Email based on OTP configuration.
3. Notify on confirmation
If Notify on confirmation both are enabled then the system will send notification to customers either with SMS or Email based on OTP configuration.
4. Max Appointment Future Days
This will control how far out in the future you want to allow booking. If it is set for 30 days then it will create booking slots up to the next 30 days from today.

[Settings](#) ⇒ [General \(Queue Name\)](#) ⇒ [CheckIn/Appointment Configuration](#) ⇒ [Appointment Config](#)

The screenshot shows the 'Appointment Configuration' settings for 'Dr Rajesh Sharma'. The interface includes a top navigation bar with tabs for 'Billing', 'Business Info', 'Business Holidays', and 'Manage Queue'. Below this, there are sub-tabs for 'Hours', 'Check-in/Appointment Configuration' (which is active), 'Service', 'Staff', and 'Booking Portal'. A left sidebar contains navigation options: 'Queue' (with a dropdown for 'Dr Rajesh Sharma'), 'Dashboard', 'Calendar' (with a notification badge), 'Setting', 'Reports', and 'Pair a Device'. The main content area is divided into sections: 'Online CheckIn Configuration', 'Appointment Configuration', and 'Advanced configuration'. In the 'Appointment Configuration' section, 'Enable Appointment Configuration' is turned ON, 'Max Appointment Future Days' is set to 30, and 'Notify On Confirmation' is turned OFF. Under 'OTP Verification', 'Email (Included)' is selected. A yellow 'Save' button is located at the bottom of the configuration area.

Advanced Configuration

We recommend using defaults and not changing these, unless you are sure. Feel free to contact customer support (support@onlinetoken.co) if you need to tweak these settings.

[Settings](#) ⇒ [General \(Queue Name\)](#) ⇒ [CheckIn/Appointment Configuration](#) ⇒ [Advanced Config](#)

The screenshot shows the 'Advanced Configuration' page for 'Dr Rajesh Sharma'. The page is divided into several sections:

- Header:** 'Dr Rajesh Sharma' is selected, with other options like 'Billing', 'Business Info', 'Business Holidays', and 'Manage Queue' visible.
- Sub-headers:** 'Hours', 'Check-in/Appointment Configuration' (selected), 'Service', 'Staff', and 'Booking Portal' are visible.
- Configuration Items:**
 - 'Online CheckIn Configuration' with an information icon and a dropdown arrow.
 - 'Appointment Configuration' with an information icon and a dropdown arrow.
 - 'Advanced configuration' with an information icon and a dropdown arrow.
- Switches:**
 - 'Show In Market Place' is set to 'ON'.
 - 'Use Dynamic Capacity' is set to 'OFF'.
 - 'Build Customer Data' is set to 'ON'.
- Action:** A yellow 'Save' button is located at the bottom right.

Left Sidebar:

- Queue: Dr Rajesh Sharma
- Dashboard
- Calendar (2 notifications)
- Setting (highlighted)
- Reports
- Pair a Device

Service

Add the services that your business offers for a given queue. Each service can have separate processing time.

- Allow customers to pick services (Recommended)
 - If enabled, on the booking wizard for Online checkIn and Appointments, the user can pick the service for which he is getting in the queue.
- Use service time in wait time calculation (Recommended)
 - If enabled, wait time calculation will use the service picked by the customer. If disabled Then the default average processing time of the queue is used.

[Settings](#) ⇒ [General \(Queue Name\)](#) ⇒ [Service](#)

Service Configuration

The screenshot shows the 'Service Configuration' page for 'Dr Rajesh Sharma'. The page has a sidebar with navigation options: Queue, Dashboard, Calendar, Setting, Reports, and Pair a Device. The main content area is titled 'Service Configuration' and includes two toggle switches: 'Allow Customer's to pick services *' (ON) and 'Use service specific time in wait time calculation *' (ON). Below these is a table of services with columns for #, Name, Service Duration (Minutes), Allow To Pick, and Action.

#	Name	Service Duration (Minutes)	Allow To Pick	Action
1	Follow up	30 minutes	YES	
2	General Check up	15 minutes	YES	

Services

Adding new service

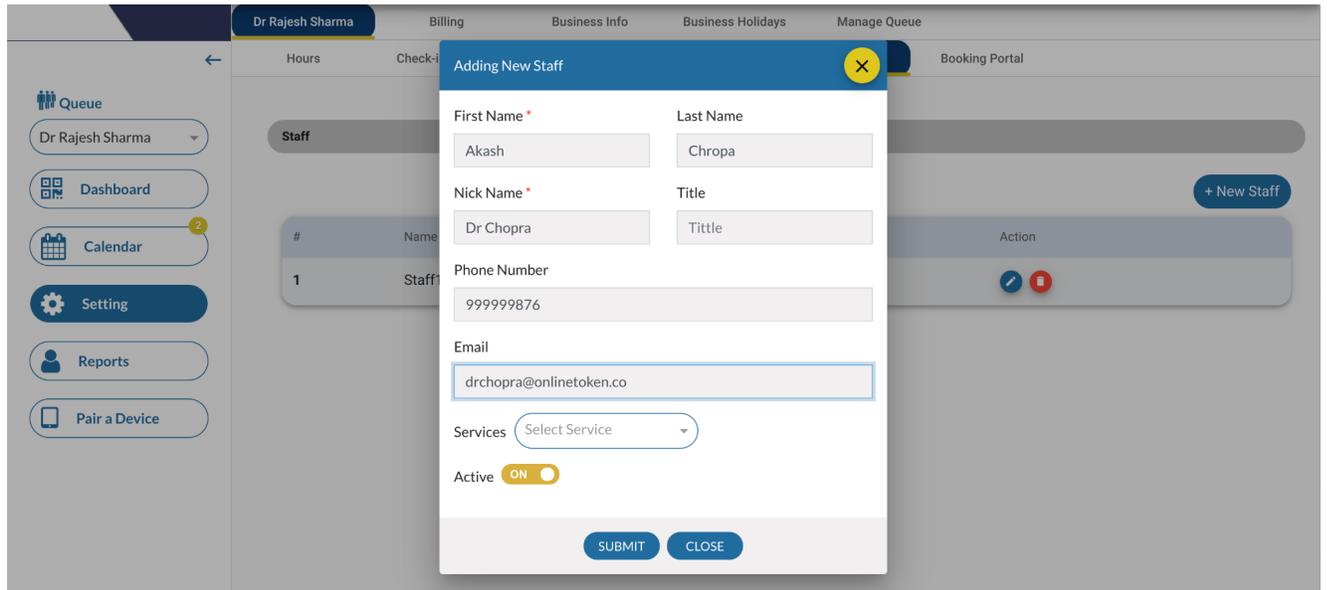
The screenshot shows the 'Add Service' modal form overlaid on the Service Configuration page. The form has a title 'Add Service' and a close button. It contains the following fields and controls:

- Service: Text input field containing 'Blood Work'.
- Service Duration Minutes: Dropdown menu with '15' selected.
- Allow To Pick: Toggle switch set to 'NO'.
- Buttons: 'SUBMIT' and 'CLOSE'.

Staff

Adding new staff for the given queue

[Settings](#) ⇒ [General \(Queue Name\)](#) ⇒ [Staff](#)



Booking Portal

OnlineToken creates a dedicated booking portal for each queue.

This screen will allow you to

- add your logo to your dedicated booking page
- You can also add your website URL (If any) and
- About us, add description of your business
- Show WaitList- If enabled, it will show real time wait list publicly on your booking page

Settings ⇒ General (Queue Name) ⇒ Booking Portal

The screenshot displays the 'Booking Portal' configuration page within the OnlineToken application. The interface is organized into several sections:

- Navigation:** A top menu bar includes 'Dr Rajesh Sharma', 'Billing', 'Business Info', 'Business Holidays', and 'Manage Queue'. Below this, a secondary menu shows 'Hours', 'Check-in/Appointment Configuration', 'Service', 'Staff', and the active 'Booking Portal' tab.
- Left Sidebar:** A vertical menu contains 'Queue' (with a dropdown for 'Dr Rajesh Sharma'), 'Dashboard', 'Calendar' (with a notification badge), 'Setting' (highlighted), 'Reports', and 'Pair a Device'. A 'Support Request' button is located at the bottom left.
- Main Content Area:**
 - Booking Portal Header:** A grey bar with the text 'Booking Portal'.
 - Portal Logo:** A circular logo placeholder containing the word 'DEMO' and a 'Portal Logo' label with edit/delete icons.
 - About Us:** A text input field containing 'We are multi-specialist doctor group'.
 - Website URL:** A text input field containing 'https://dr.onlinetoken.co|'.
 - Show WaitList:** A toggle switch currently set to 'ON'.
 - Save:** A blue button to save the changes.
 - Custom Business Portal URL:** A text input field containing 'https://app.onlinetoken.co/portal/med-demozmko', with 'Copy' and 'Edit' buttons.
 - Share Portal URL:** A row of social media sharing icons (Facebook, Twitter, LinkedIn, WhatsApp, Email, Google+, Telegram, Print).
 - Generate QR Code:** A yellow button at the bottom center.
 - Preview:** A large empty box on the right side labeled 'Preview'.

Example view of Booking Portal

The screenshot shows a web browser at the URL `app.onlinetoken.co/portal/med-demozmko`. The page is titled "Demo" and features a navigation bar with "HOME", "CHECK-IN", "Login", and "English" options. The main content area is divided into several sections:

- Pick Queue To Join:** Two buttons for "109" (Dr. Rajes...) and "0" (Dr. Amit S...), both with "Est. wait min" labels.
- About Us:** A section stating "We are multi-specialist doctor group".
- Waiting List:** A table showing the current queue status.
- Online Check-in:** A section with a "Check-in now to join the waiting list." button and a "Your likely queue position 8" indicator.
- Book Appointment:** A calendar for August 2021, with the 7th highlighted.
- Map:** A map showing the location of the clinic in Surat, Gujarat, with a "Get Direction" button and phone number 7035941232.
- Business Hours:** A table listing the clinic's operating hours for each day of the week.
- Our Services:** A list of services including "Follow up" and "General Check up".

Token Number	Status	Wait Time
1	Serving Now	0
4	Next in Waiting	0
5	Waiting	0
6	Waiting	4
7	Waiting	19

Day	Business Hours
MONDAY	09:00 AM - 05:00 PM
TUESDAY	11:15 PM - 12:45 PM
WEDNESDAY	07:45 PM - 11:00 PM
THURSDAY	06:45 PM - 11:00 PM
FRIDAY	06:00 AM - 11:00 PM
SATURDAY	06:45 PM - 11:00 PM
SUNDAY	07:00 AM - 05:00 PM

Share Portal URL

You can share your dedicated booking portal with your customers on Facebook, Twitter, LinkedIn, WhatsApps, email etc. You can also integrate your website with the dedicated booking portal.

The interface for sharing the portal URL includes the text "Share Portal URL" followed by social media icons for Facebook, Twitter, LinkedIn, WhatsApp, Email, and Google+. A "Copy link" button is also present.

Generate QR Code

You can generate QR code for the booking portal to display at reception for self service CheckIn

[Settings](#) ⇒ [General \(Queue Name\)](#) ⇒ [Booking Portal](#)

The screenshot displays the 'Booking Portal' settings page for 'Dr Rajesh Sharma'. The interface includes a top navigation bar with options like 'Billing', 'Business Info', 'Business Holidays', and 'Manage Queue'. A secondary navigation bar shows 'Hours', 'Check-in/Appointment Configuration', 'Service', 'Staff', and 'Booking Portal'. A left sidebar contains menu items: 'Queue' (Dr Rajesh Sharma), 'Dashboard', 'Calendar', 'Setting', 'Reports', 'Pair a Device', and 'Support Request'. The main content area features a 'Share Portal URL' section with social media sharing icons and two buttons: 'Generate QR Code' and 'Download QR Code'. A 'Preview' section on the right shows a sample of the 'ONLINE TOKEN' check-in screen, which includes a QR code and the text 'Online Check-In', 'Demo', and 'Gayatri Pariwar 3, Surat, 395004'.

Dashboard

Day to day queue management operation will be performed on this dashboard

ONLINE TOKEN

Queue: Dr Rajesh Sharma

Active Stations: 1 Current Wait Time: 94 mins New Token Issuing: CLOSED Current SMS Credits: 100

Token [Customer]	Service	Source	Mobile / Email	Status	Ori. Begin	Expected Begin	Begin in (mins)	Referred By	Start Token	Action
1 [Virat]	Follow up	Walkin	9999999999	HOLD	05:01 PM	09:08 AM	Due Now	-	Start	⋮
3 [Rahuk]	General Check up	Walkin	9999999997	PENDING	05:46 PM	09:38 AM	29	-	Start	⋮
4 [Shikhar]		Walkin	9999999996	PENDING	06:01 PM	09:53 AM	44	-	Start	⋮
5 [Rajesh]	General Check up	checkin	rajesh@yahoo.com	PENDING	06:21 PM	10:13 AM	64	Dr Kumar	Start	⋮
6 [Ravi]	General Check up	Walkin	9999999995	PENDING	06:36 PM	10:28 AM	79	-	Start	⋮

Items per page: 15 1 - 5 of 5

Token status tiles

This will give statistical snapshot of token counts with different status for today

Waiting: 5 Process: 0 Completed: 1 Canceled/Expired: 0/0

Queue Status bar

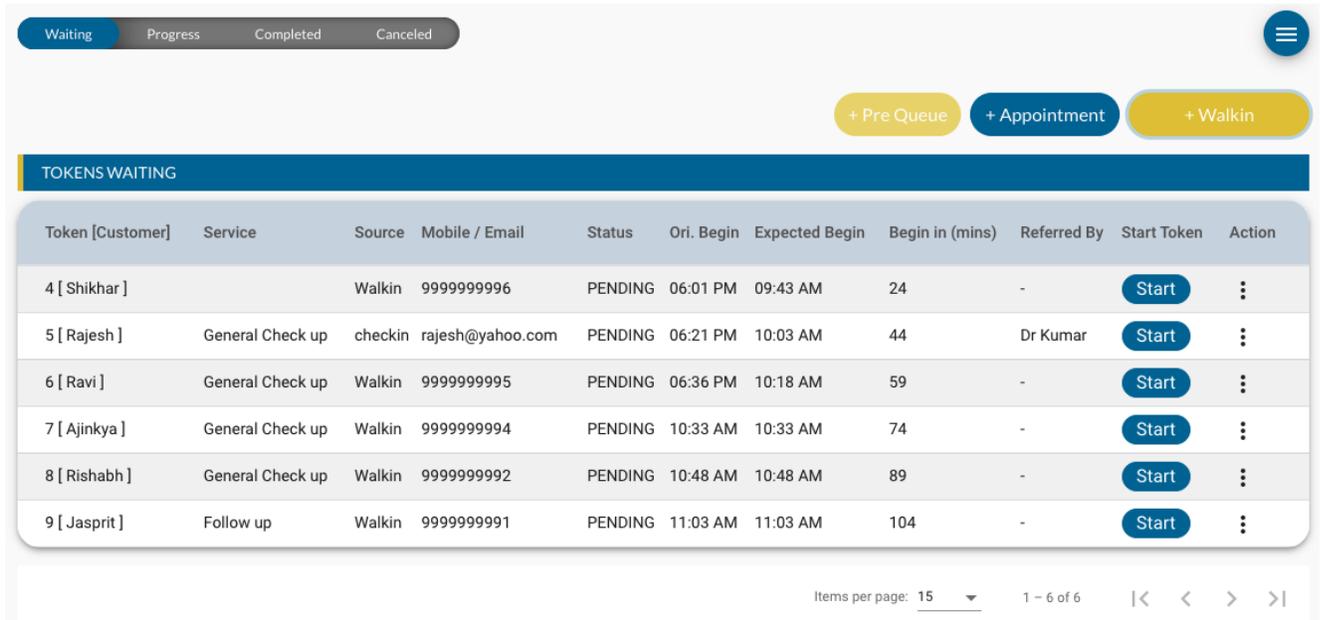
Shows all the important information related to the current selected queue, like status, current wait time as seen by your customers and number of active stations currently in use.

Queue: Dr Rajesh Sharma Active Stations: 1 Current Wait Time: 77 mins New Token Issuing: ACTIVE Current SMS Credits: 100

Waiting

Tokens that are in waiting or any tokens that are put back on Hold. You can do below from these view

1. Start work on token
2. Remove token from list: If customer has not shown up, you can click on the 3 dots and choose "No show", to remove the token from the waiting list



Waiting Progress Completed Canceled

+ Pre Queue + Appointment + Walkin

TOKENS WAITING

Token [Customer]	Service	Source	Mobile / Email	Status	Ori. Begin	Expected Begin	Begin in (mins)	Referred By	Start Token	Action
4 [Shikhar]		Walkin	9999999996	PENDING	06:01 PM	09:43 AM	24	-	Start	⋮
5 [Rajesh]	General Check up	checkin	rajesh@yahoo.com	PENDING	06:21 PM	10:03 AM	44	Dr Kumar	Start	⋮
6 [Ravi]	General Check up	Walkin	9999999995	PENDING	06:36 PM	10:18 AM	59	-	Start	⋮
7 [Ajinkya]	General Check up	Walkin	9999999994	PENDING	10:33 AM	10:33 AM	74	-	Start	⋮
8 [Rishabh]	General Check up	Walkin	9999999992	PENDING	10:48 AM	10:48 AM	89	-	Start	⋮
9 [Jasprit]	Follow up	Walkin	9999999991	PENDING	11:03 AM	11:03 AM	104	-	Start	⋮

Items per page: 15 1 - 6 of 6 |< < > >|

Progress

This view shows the current tokens being worked on. You can ONLY have tokens equal your current capacity in this state at a time. Eg, if your capacity == 2, then that means you can process 2 customers at same time and you can have 2 tokens in Progress state at a given time.

You can do below from this view

1. Complete the tokens, if work is completed
2. Put the token back in waiting list, if required; use the action, "**Put on Hold**"
3. If you need more time to complete work for this token (Remaining[min] goes negative), then to add more time, use the action "**Add Time**". This additional wait will reflect to all your waiting customers automatically.

Token [Customer]	Service	Source	Ori. Begin	Actual Start	Est. End	Process [min]	Remaining [min]	complete	Action
1 [Virat]	Haircut	Walkin	05:22 PM	05:22 PM	05:37 PM	15	10 Min(s)	<input checked="" type="checkbox"/>	<ul style="list-style-type: none">Add TimePut On Hold

Completed

View of the tokens completed today

Token [Customer]	Service	Mobile Number	Source	Original Start	Actual Start	Completed	Service Duration	Referred By
2 [Rohit]	General Check up	9999999998	Walkin	05:31 PM	05:04 PM	09:08 AM	963 mins	-

Canceled

View of tokens that were either cancelled by you ie "no show" or cancelled by your customers

Token [Customer]	Service	Source	Mobile Number	Ori. Begin	Referred By	Note
3 [Rahuk]	General Check up	Walkin	9999999997	05:46 PM	-	-

+PreQueue

Available only before business hours. This is to queue your customers who arrive before your business opens. This button is disabled during normal business hours.

+Appointment

Businesses can add appointments for any calling or WalkIn customers.

The screenshot shows a management interface with a top navigation bar containing 'Waiting', 'Progress', 'Completed', and 'Canceled' tabs. On the right, there are three buttons: '+ Pre Queue', '+ Appointment' (highlighted with a red circle), and '+ Walkin'. Below this is a 'TOKENS WAITING' section with a table of customer appointments.

Token [Customer]	Service	Source	Mobile / Email	Status	Ori. Begin	Expected Begin	Begin in (mins)	Referred By	Start Token	Action
4 [Shikhar]		Walkin	9999999996	PENDING	06:01 PM	09:43 AM	24	-	Start	⋮
5 [Rajesh]	General Check up	checkin	rajesh@yahoo.com	PENDING	06:21 PM	10:03 AM	44	Dr Kumar	Start	⋮
6 [Ravi]	General Check up	Walkin	9999999995	PENDING	06:36 PM	10:18 AM	59	-	Start	⋮
7 [Ajinkya]	General Check up	Walkin	9999999994	PENDING	10:33 AM	10:33 AM	74	-	Start	⋮
8 [Rishabh]	General Check up	Walkin	9999999992	PENDING	10:48 AM	10:48 AM	89	-	Start	⋮
9 [Jasprit]	Follow up	Walkin	9999999991	PENDING	11:03 AM	11:03 AM	104	-	Start	⋮

At the bottom right, there is a pagination control showing 'Items per page: 15' and '1 - 6 of 6' with navigation arrows.

The screenshot shows a booking interface for 'Queue3'. It features a calendar for June 2021 with the 15th highlighted. Below the calendar, there are two sections: 'Available Slots For Booking' and 'Booked Slots'.

Available Slots For Booking:

- 10:05 PM
- 10:15 PM
- 10:25 PM
- 10:30 PM
- 10:35 PM
- 10:40 PM
- 10:45 PM
- 10:50 PM
- 10:55 PM

Booked Slots:

- 10:10 PM
- 10:20 PM

A red button labeled 'Cancel All Appointments' is located at the bottom right.

Book An Appointment

 Jun 15

 10:25 PM

Email *

test2@onlinetoken.us



First Name *

User4

Last Name

Test4

Select Service:

Mobile Number: (Optional)



(999) 999-9999

Add Note: 

Close

Continue

Queue3

June, 2021

MON	TUE	WED	THU	FRI	SAT	SUN
14	15	16	17	18	19	20

Available Slots For Booking

10:05 PM 10:15 PM 10:30 PM 10:35 PM 10:40 PM 10:45 PM 10:50 PM 10:55 PM

Booked Slots

10:10 PM 10:20 PM 10:25 PM

Booking Details

- User4 Test4
- test2@onlinetoken.us
- 10:25 PM
-

Cancel All Appointments

Queue3

June, 2021

MON	TUE	WED	THU	FRI	SAT	SUN
14	15	16	17	18	19	20

Available Slots For Booking

10:05 PM 10:15 PM 10:30 PM 10:35 PM 10:40 PM 10:45 PM 10:50 PM 10:55 PM

Booked Slots

10:10 PM 10:20 PM 10:25 PM

Booking Details

- User4 Test4
- test2@onlinetoken.us
- 10:25 PM
-

Cancel All Appointments

Queue

Queue3

Dashboard

Calendar ³

Setting

Reports

TV View

+Walkin

Businesses can add WalkIn and Calling customers in queue for the same appointment or service. Token for these customers will have source = "Walkin"

The screenshot shows a patient queue management interface. At the top, there are tabs for 'Waiting', 'Progress', 'Completed', and 'Canceled'. On the right, there are three buttons: '+ Pre Queue', '+ Appointment', and '+ Walkin' (highlighted with a red border). Below these is a blue header for 'TOKENS WAITING'. The main area contains a table with the following data:

Token [Customer]	Service	Source	Mobile / Email	Status	Ori. Begin	Expected Begin	Begin in (mins)	Referred By	Start Token	Action
4 [Shikhar]		Walkin	9999999996	PENDING	06:01 PM	09:43 AM	24	-	Start	⋮
5 [Rajesh]	General Check up	checkin	rajesh@yahoo.com	PENDING	06:21 PM	10:03 AM	44	Dr Kumar	Start	⋮
6 [Ravi]	General Check up	Walkin	9999999995	PENDING	06:36 PM	10:18 AM	59	-	Start	⋮
7 [Ajinkya]	General Check up	Walkin	9999999994	PENDING	10:33 AM	10:33 AM	74	-	Start	⋮
8 [Rishabh]	General Check up	Walkin	9999999992	PENDING	10:48 AM	10:48 AM	89	-	Start	⋮
9 [Jasprit]	Follow up	Walkin	9999999991	PENDING	11:03 AM	11:03 AM	104	-	Start	⋮

At the bottom right, there is a pagination control showing 'Items per page: 15' and '1 - 6 of 6' with navigation arrows.

e-checkin

*Estimated wait time:

Mobile Number:

 +91

First Name *

Last Name

Select Service:

Email (Optional)

Add Note: 

Waiting Progress Completed Canceled



+ Pre Queue

+ Appointment

+ Walkin

TOKENS WAITING

Token [Customer]	Service	Source	Mobile / Email	Status	Ori. Begin	Expected Begin	Begin in (mins)	Referred By	Start Token	Action
4 [Shikhar]		Walkin	9999999996	PENDING	06:01 PM	09:43 AM	14	-	<input type="button" value="Start"/>	
5 [Rajesh]	General Check up	checkin	rajesh@yahoo.com	PENDING	06:21 PM	10:03 AM	34	Dr Kumar	<input type="button" value="Start"/>	
6 [Ravi]	General Check up	Walkin	9999999995	PENDING	06:36 PM	10:18 AM	49	-	<input type="button" value="Start"/>	
7 [Ajinkya]	General Check up	Walkin	9999999994	PENDING	10:33 AM	10:33 AM	64	-	<input type="button" value="Start"/>	
8 [Rishabh]	General Check up	Walkin	9999999992	PENDING	10:48 AM	10:48 AM	79	-	<input type="button" value="Start"/>	
9 [Jasprit]	Follow up	Walkin	9999999991	PENDING	11:03 AM	11:03 AM	94	-	<input type="button" value="Start"/>	
10 [Shardul]	Follow up	Walkin	9999999989	PENDING	11:33 AM	11:33 AM	124	-	<input type="button" value="Start"/>	

Calendar

Businesses can view all booked appointments for the same day or any future dates.

Dr Rajesh Sharma

August, 2021

MON	TUE	WED	THU	FRI	SAT	SUN
2	3	4	5	6	7	8

Booked Slots

Compact Full View

Morning

Afternoon

Evening

Name: Cheteshwar Phone number: otpujara@yahoo.com Service: Follow up Time: 10:05 PM	Name: Mayank Phone number: Agarwal@onlinetoken.co Service: General Check up Time: 10:25 PM
---	--

Cancel All Appointments

Support Request

Dr Rajesh Sharma

August, 2021

MON	TUE	WED	THU	FRI	SAT	SUN
2	3	4	5	6	7	8

Booked Slots

Compact Full View

Morning

Afternoon

Evening 10:05 PM 10:25 PM

Booking Details

- Cheteshwar Pujara
- otpujara@yahoo.com
- Follow up
- 10:05 PM
-

Cancel All Appointments

Support Request

Reports

Customer Service History

Dr Rajesh Sharma

Customer Service History Customer List Wait Time

Search by Phone Numb 7/31/2021 8/7/2021 Search Delete Clear Export

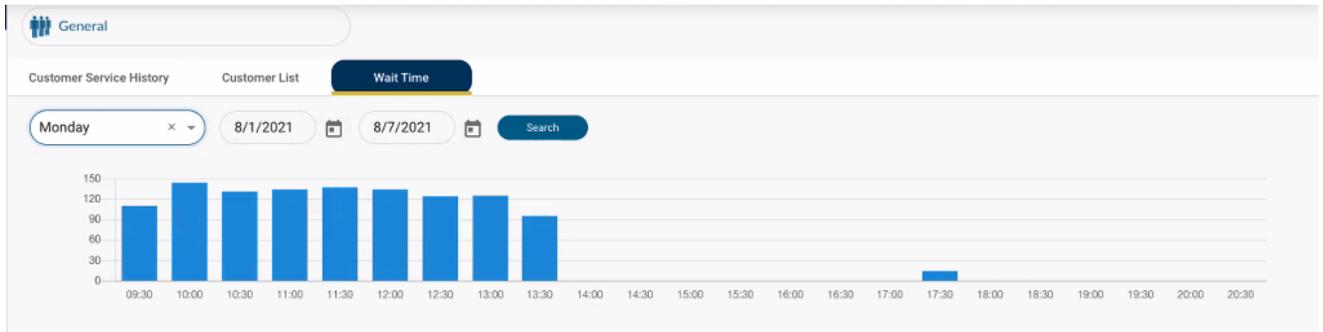
#	Service Date	Time	First Name	Last Name	Phone Number	Email	Service	Note	Source
1	Aug 6, 2021	30 mins	Virat	K	9999999999	-	Follow up	-	Walkin
2	Aug 6, 2021	15 mins	Rohit	S	9999999998	-	General Check up	-	Walkin
3	Aug 6, 2021	15 mins	Rahuk	K	9999999997	-	General Check up	-	Walkin
4	Aug 6, 2021	mins	Shikhar	D	9999999996	-	-	-	Walkin
5	Aug 6, 2021	15 mins	Rajesh	Shetty	rajesh@yahoo.com	-	General Check up	-	checkin

« Previous 1 2 Next »

Wait time Analytics

Use this chart to plot your average wait times for a given day of week in the selected date range.

You can identify which days of week are most busy and at what times. This will help you improve your business operation efficiency.



How to engage your customers with OnlineToken?

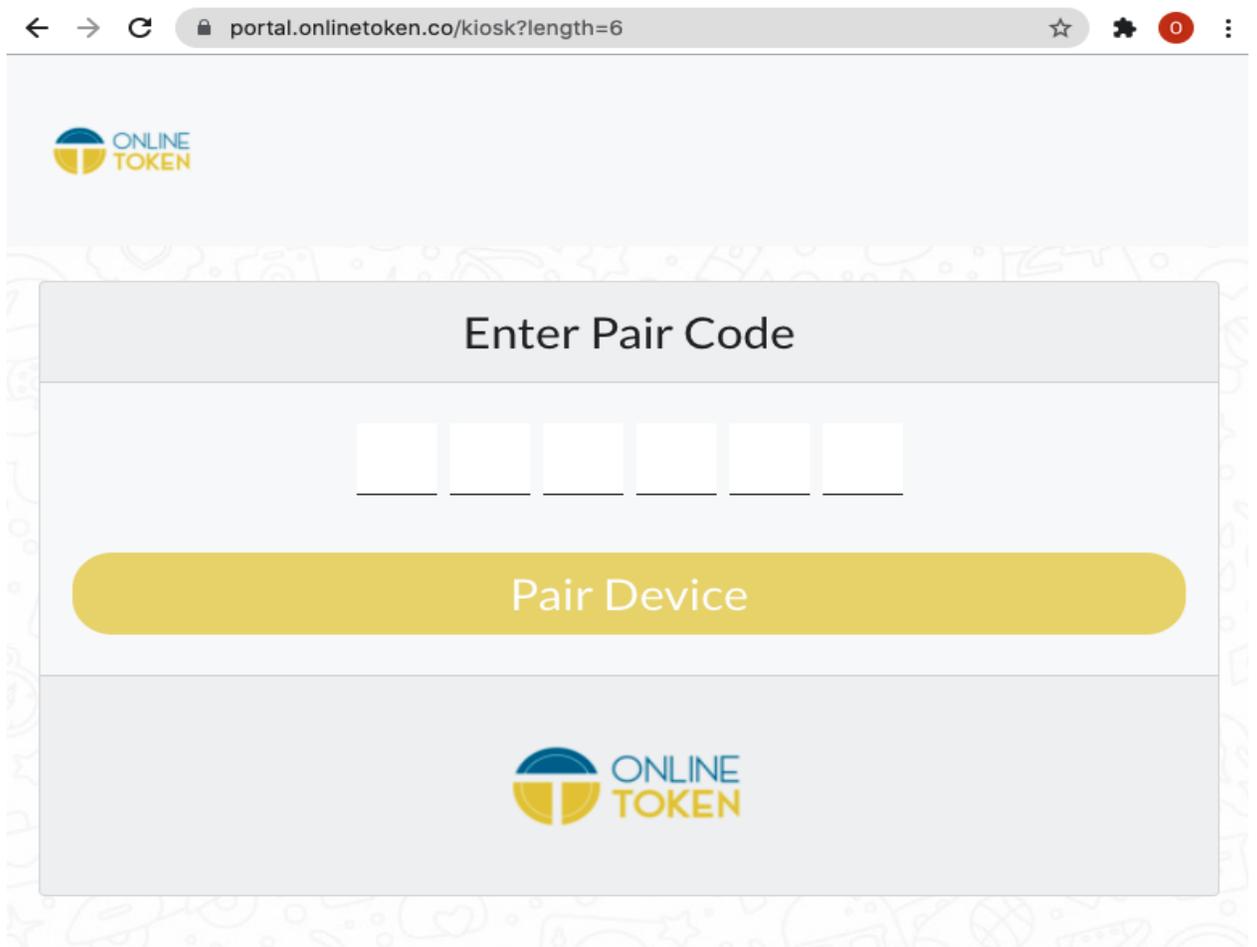
There are following ways to engage your customers with OnlineToken

Engage your customers to use OnlineToken

- a. Setup KIOSK
- b. Print QR Code and display at reception desk
- c. Share booking portal URL on Social Media
- d. Free Mobile App (iOS and Android)

Pair KIOSK with OnlineToken

1. Open Chrome or Firefox browser on iPad or any Tablet.
Note : Make sure your Tablet is connected to the Internet.
2. Type <https://tinyurl.com/otcksk> or <https://portal.onlinetoken.co/kiosk?length=6>
3. It will open following the OnlineToken KIOSK pairing page.



4. Now login to your OnlineToken Business Portal and click on “Pair a device”.

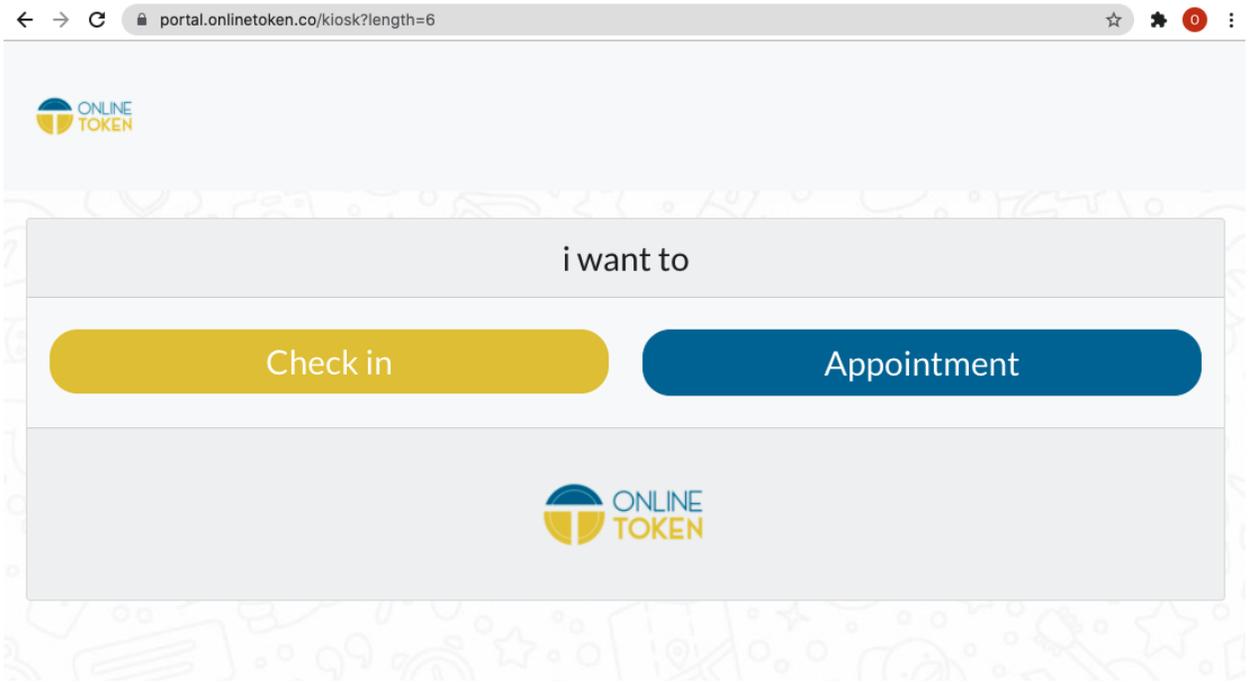
The screenshot shows the OnlineToken Business Portal dashboard. At the top, there are four status boxes: Waiting (5), Process (1), Completed (0), and Canceled/Expired (0/0). Below these, there are statistics for Queue: Doctor A, Active Stations: 1, Current Wait Time: 102 mins, New Token Issuing: ACTIVE, and Current SMS Credits: 100. A 'Pair Device' modal window is open in the center, displaying the pair code '190120' with a red checkmark. Below the code, it says 'Visit to following link and submit given Pair Code' and provides two links: 'TV view: https://portal.onlinetoken.co/tv' and 'Kiosk: https://portal.onlinetoken.co/kiosk'. The background shows a table of 'TOKENS WAITING' with columns for Token [Customer], Service, Walkin, 999999999, HOLD, 05:01 PM, 05:19 PM, 7, -, and Start. The table contains six rows of data.

Token [Customer]	Service	Walkin	999999999	HOLD	05:01 PM	05:19 PM	7	-	Start
1 [Virat]	Follow up	Walkin	999999999	HOLD	05:01 PM	05:19 PM	7	-	Start
3 [Rahuk]	General Check up	Walkin	999999997	PENDING	05:46 PM	05:49 PM	37	-	Start
4 [Shikhar]	General Check up	Walkin	999999996	PENDING	06:01 PM	06:04 PM	52	-	Start
5 [Rajesh]	General Check up	checkin	rajesh@yahoo.com	PENDING	06:21 PM	06:24 PM	72	Dr. Kumar	Start
6 [Ravi]	General Check up	Walkin	999999995	PENDING	06:36 PM	06:39 PM	87	-	Start

5. Type pair code in your Tablet browser.

The screenshot shows the OnlineToken Kiosk interface. At the top, there is the OnlineToken logo. Below it, the text 'Enter Pair Code' is displayed. In the center, the pair code '190120' is shown in a sequence of six input boxes. Below the input boxes is a large yellow button labeled 'Pair Device'. At the bottom, there is another OnlineToken logo.

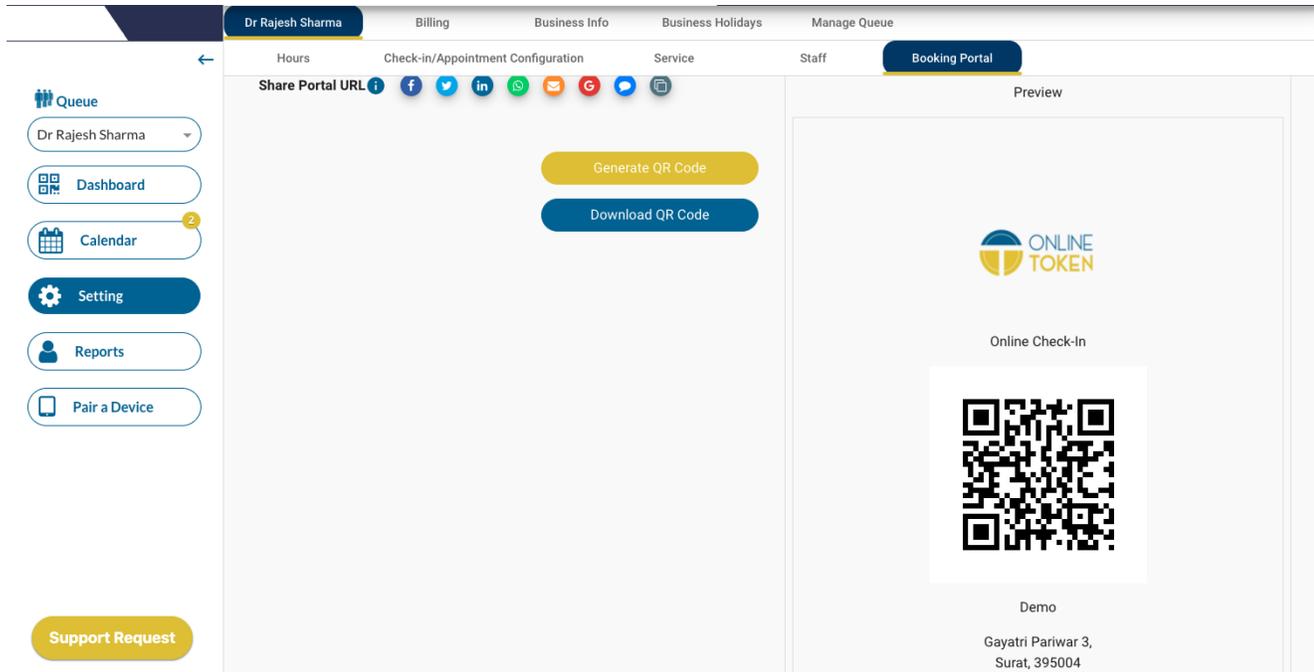
6. It will display the following after pairing Tablet with OnlineToken successfully.



QR Code

Print QR code and display on the reception desk

- Login to portal : <https://portal.onlinetoken.co>
- Pick the Queue Name
- Click on Setting -> Queue -> Client Portal
- Click on Generate QR Code and then download QR Code



Sharing dedicated booking portal

- FB Business page
- Google Appointment on your Business Page
- Your WebSite
- WhatsApp

The screenshot shows a web browser displaying a medical booking portal. The URL is app.onlinetoken.co/portal/med-demozmko. The page features a navigation bar with 'HOME', 'CHECK-IN', 'Login', and 'English' options. The main content area is divided into several sections:

- Pick Queue To Join:** Two boxes show queue positions: '109 Est. wait min Dr Rajes...' and '0 Est. wait min Dr Amit S...'.
- About Us:** A section stating 'We are multi-specialist doctor group'.
- Waiting List:** A table with columns 'Token Number', 'Status', and 'Wait Time'.

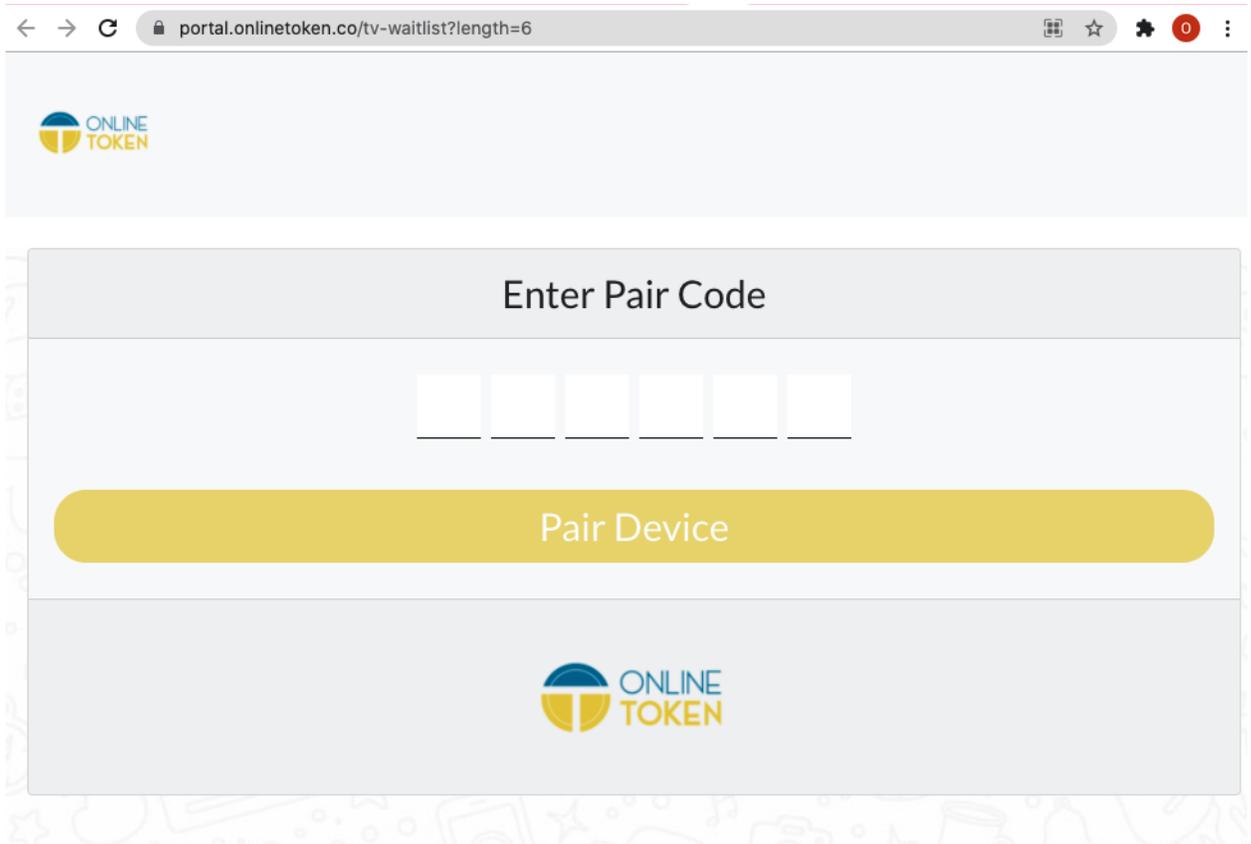
Token Number	Status	Wait Time
1	Serving Now	0
4	Next in Waiting	0
5	Waiting	0
6	Waiting	4
7	Waiting	19
- Online Check-in:** A section with a 'CHECK IN' button and the text 'Check-in now to join the waiting list.' and 'Your likely queue position 8'.
- Book Appointment:** A calendar for August 2021 showing days from Monday to Sunday with appointment times.

MON	TUE	WED	THU	FRI	SAT	SUN
9	10	11	12	13	14	15
- Right Sidebar:** Includes a map of the location 'Demo' in Surat, Gujarat, with address 'Gayatri Pariwar 3, Surat, Gujarat, 395004', contact number '7035941232', and business hours:

Day	Hours
MONDAY	09:00 AM - 05:00 PM
TUESDAY	11:15 PM - 11:45 PM
WEDNESDAY	07:45 PM - 11:00 PM
THURSDAY	06:45 PM - 11:00 PM
FRIDAY	06:00 AM - 11:00 PM
SATURDAY	06:45 PM - 11:00 PM
SUNDAY	07:00 AM - 05:00 PM

Pair Smart TV with OnlineToken TV View

1. Open Chrome or Firefox browser on Smart TV.
Note : Make sure your Smart TV is connected to the Internet.
2. Type <https://tinyurl.com/otcview> or <https://portal.onlinetoken.co/tv-waitlist?length=6>
3. It will open following the OnlineToken TV pairing page.



portal.onlinetoken.co/tv-waitlist?length=6

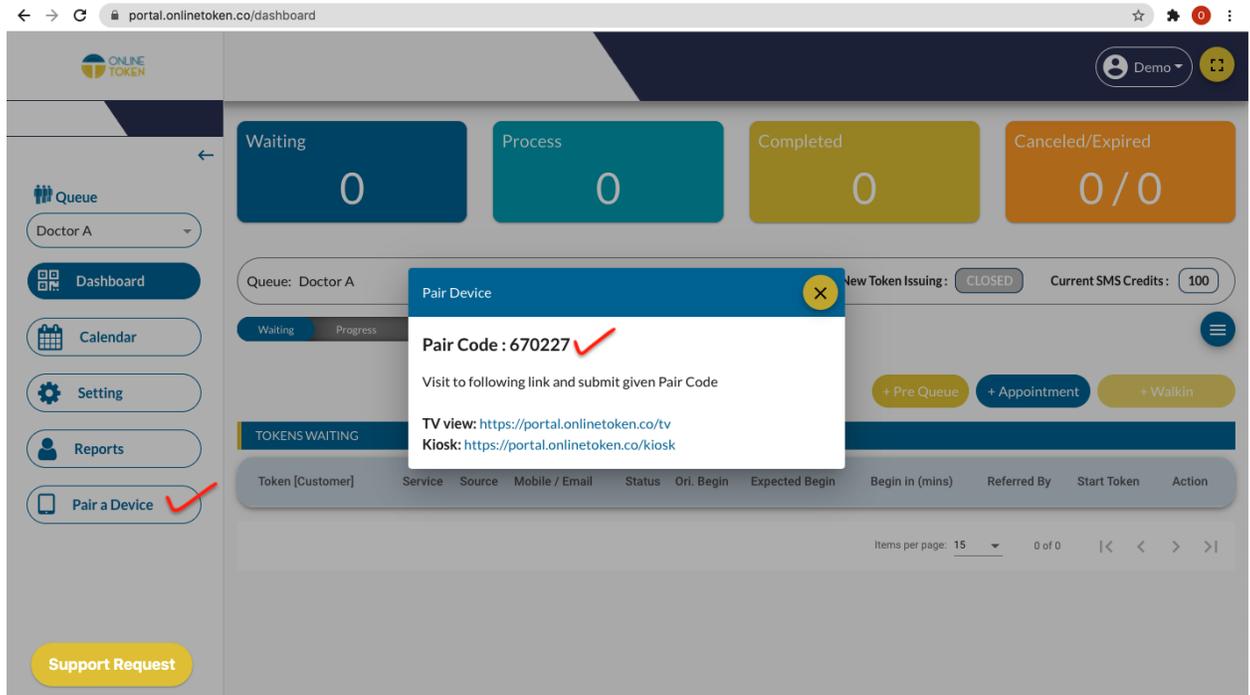
ONLINE
TOKEN

Enter Pair Code

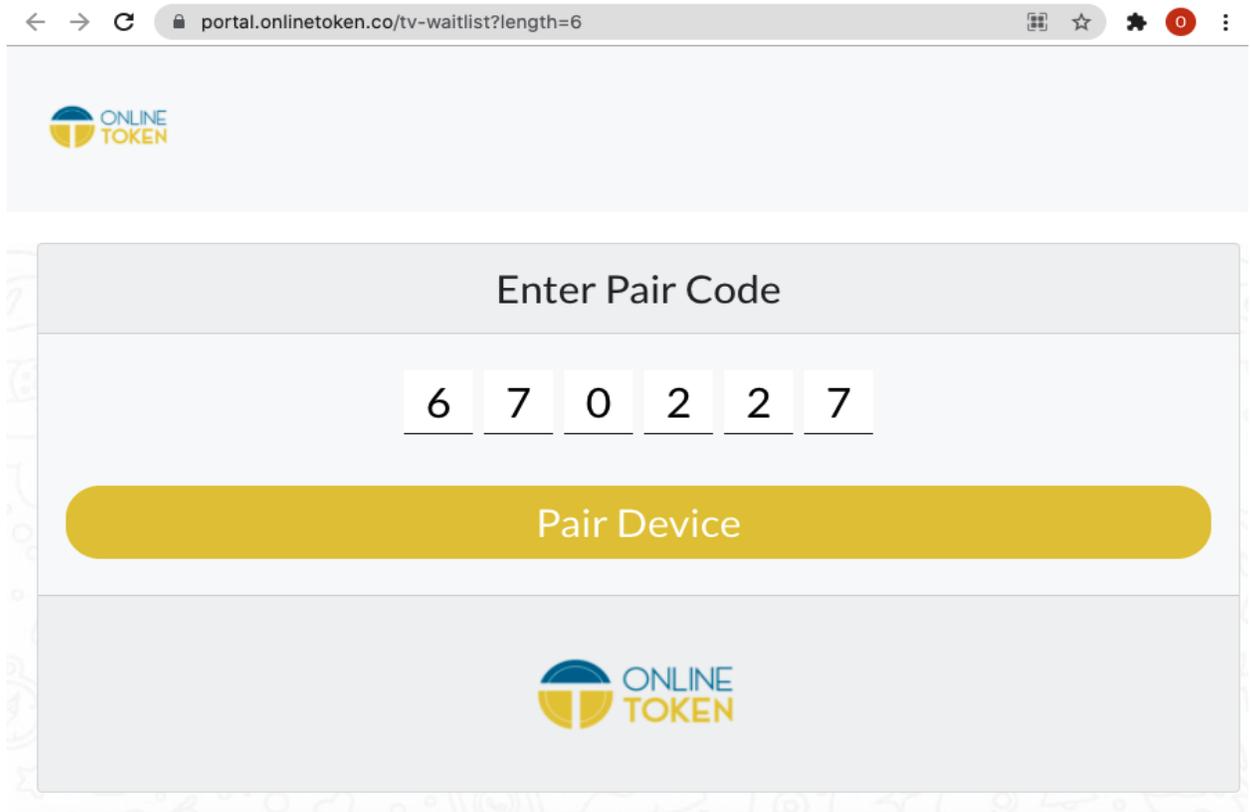
Pair Device

ONLINE
TOKEN

4. Now login to your OnlineToken Business Portal and click on “Pair a device”.



5. Type pair code in your Smart TV browser.



6. It will display the following after pairing TV with OnlineToken successfully.

Customer	Token Number	Queue	Status	Begin in (mins)
Virat	1	Doctor A	Hold	15
Rohit	2	Doctor A	Serving Now	30
Rahuk	3	Doctor A	Waiting	45
Shikhar	4	Doctor A	Waiting	60
Rajesh	5	Doctor A	Waiting	80
Ravi	6	Doctor A	Waiting	95

Please report to support@onlinetoken.co for any issue or feedback.

Thank you for using OnlineToken service.