

Fully Automated Token Based Appointment Calling System

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Abstract: *The advent 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. A Fully Automated Token-Based Appointment Calling System is a modern, technology-driven solution designed to streamline and optimize the appointment and queuing processes in various service-oriented environments. These systems aim to eliminate the chaos and inefficiency often associated with traditional waiting lines, providing a more organized and pleasant experience for both service providers and customers..*

Keywords: Appointment Calling, RFID Tokens, Voice announcement, Automation, IOT