



Sanghtech Queue Management Software SANGHTECHQMS-User-Manual

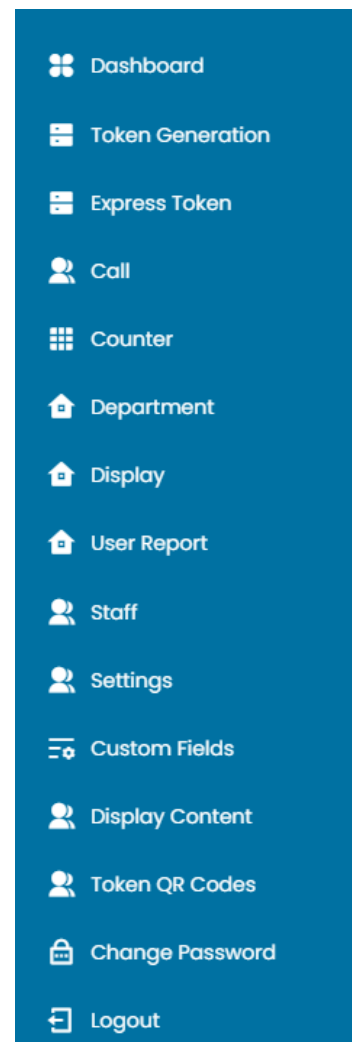
Product Name: Sanghtech Queue Management System

Product Category: Grievance Management System Software

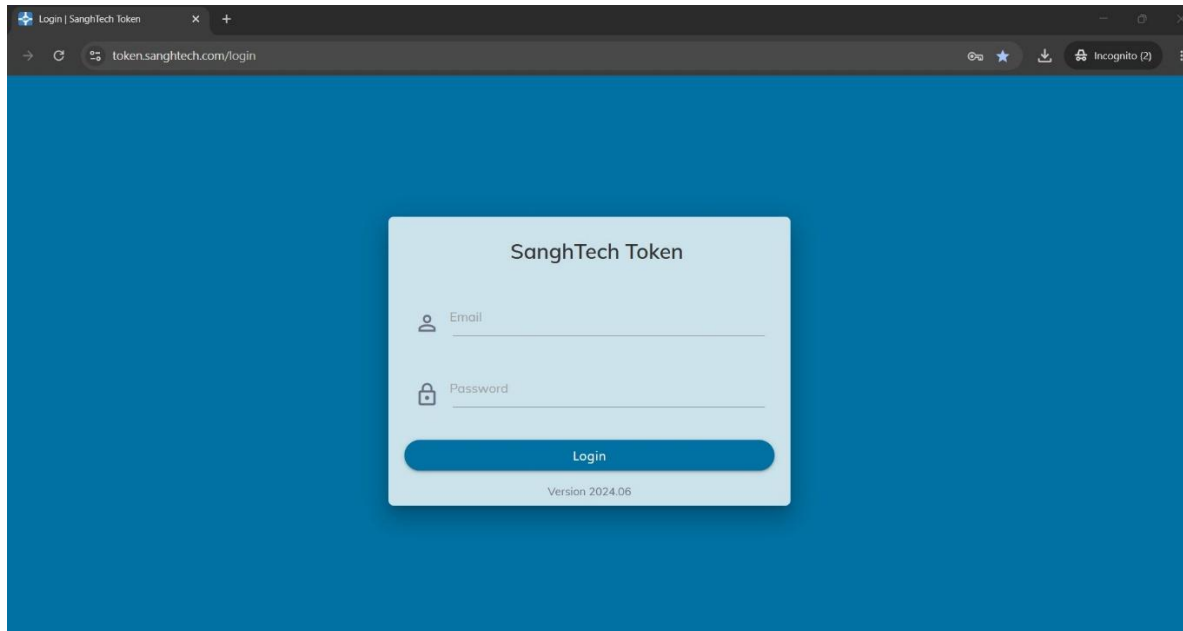
Model / Part Number: SANGHTECHQMS

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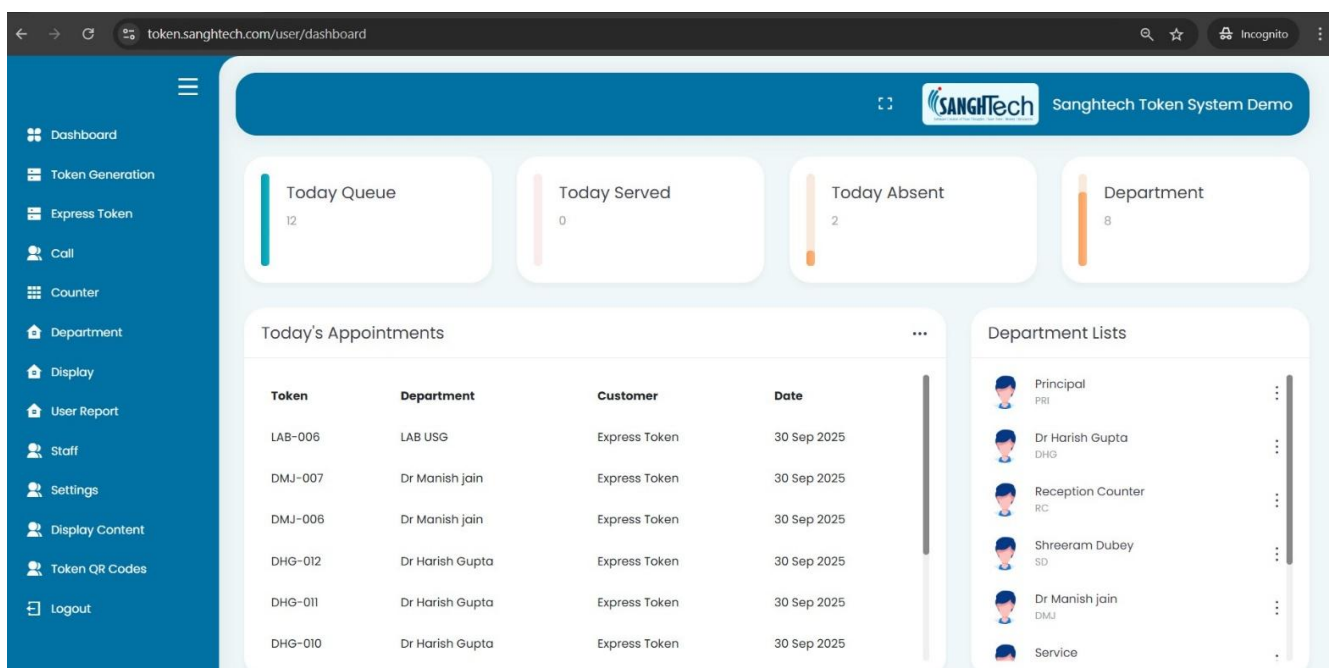


Login



Dashboard

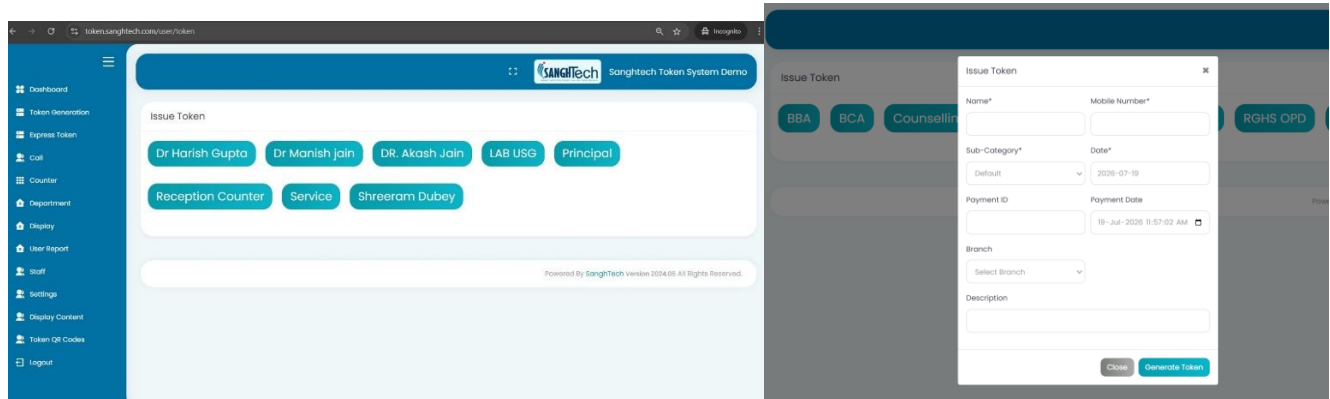
Provides a comprehensive overview of daily queue status, appointments, and performance metrics.





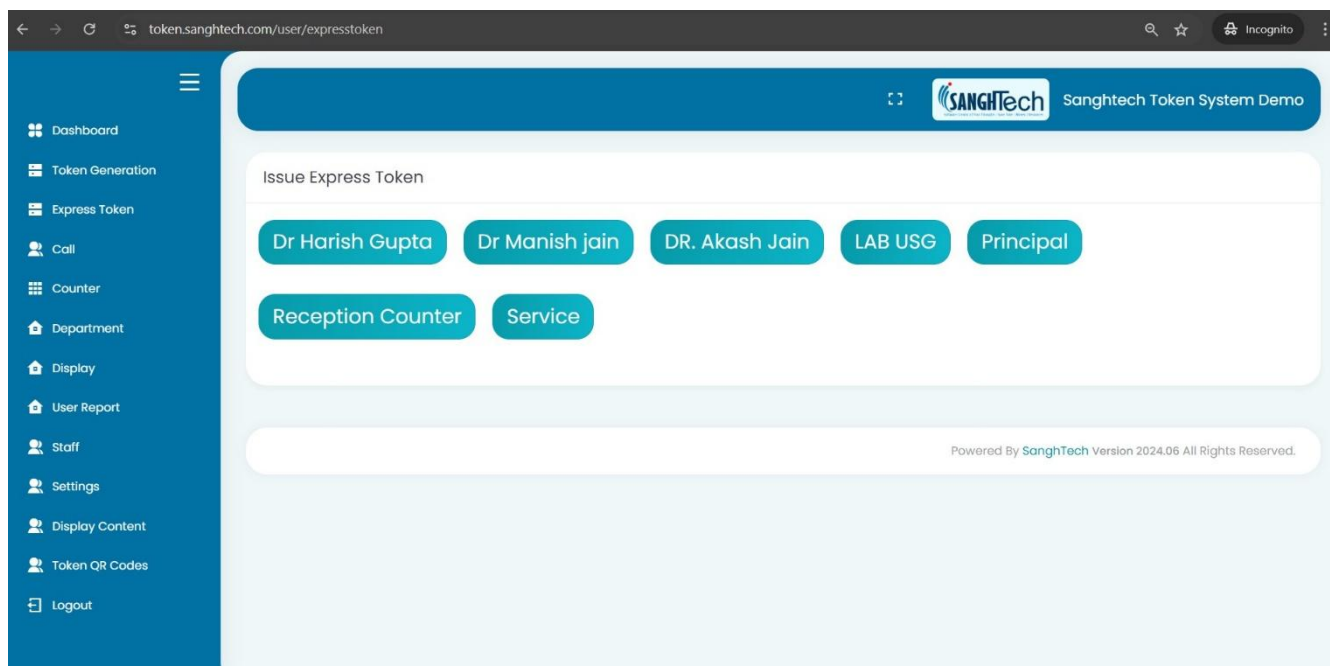
Token Generation

Used to issue new tokens for walk-in or scheduled visitors.



Express Token

A streamlined interface for generating high-priority tokens quickly.





Call (Call the token)

Allows staff to call the next token, recall absent visitors, or switch to a different counter.

Call Token List (5 Left)

DHG-007
EXPRESS TOKEN
00:00:38

RECALL ABSENT

CALL NEXT

SWITCH & TOKEN

Webprint Admin | Department: Dr Harish Gupta | Counter: Dr Harish Gupta | [Edit](#)

START AUTO CALL

CLOSE COUNTER

Token List CALL TOKEN

Show 10 entries Search:

Token	User Details	Status	Action
DHG-008	Express Token	UPCOMING	CALL
DHG-009	Express Token	UPCOMING	CALL
DHG-010	Express Token	UPCOMING	CALL
DHG-011	Express Token	UPCOMING	CALL
DHG-012	Express Token	UPCOMING	CALL
DHG-007	Express Token	SERVING	CALL
DHG-006	Express Token	ABSENT	CALL

Showing 1 to 7 of 7 entries

Previous 1 Next

Counter

Interface to create, manage, and edit service counters.

Add New Counter

Counter Name: Department Name:

Open Status: Counter Status:

[Create](#)

Edit Counter

Counter Name: Department Name:

Open Status: Counter Status:

[Update](#)



token.sanghtech.com/user/counterlist

Sanghtech Token System Demo

Counter List

Show 10 entries

Search:

#	Counter Name	Department	Open Status	Status	Actions
1	Dr Harish Gupta	Dr Harish Gupta - DHG	Open	Enabled	EDIT DELETE
2	Dr Manish Jain	Dr Manish Jain - DMJ	Open	Enabled	EDIT DELETE
3	DR. Akash Jain	DR. Akash Jain - DAJ	Open	Enabled	EDIT DELETE
4	LAB	LAB USG - LAB	Open	Enabled	EDIT DELETE
5	Principal	Principal - PRI	Open	Enabled	EDIT DELETE
6	Table No 6	Principal - PRI	Open	Enabled	EDIT DELETE
7	Table No 7	Principal - PRI	Open	Enabled	EDIT DELETE
8	Table No 1	Reception Counter - RC	Open	Enabled	EDIT DELETE

Department

Manage service departments, define token limits, and set notification rules.

token.sanghtech.com/user/departmentadd

Sanghtech Token System Demo

Department List

Show 10 entries

Search:

#	Department Name	Department Letter	Sub-Category	DMS	Status	Actions	Delete
1	Dr Harish Gupta	DHG	Default	Enabled	Enabled	EDIT DELETE	DELETE
2	Dr Manish Jain	DMJ	Default	Enabled	Enabled	EDIT DELETE	DELETE
3	DR. Akash Jain	DAJ	Default	Enabled	Enabled	EDIT DELETE	DELETE
4	LAB USG	LAB	Default	Enabled	Enabled	EDIT DELETE	DELETE
5	Principal	PRI	Default - No ID	Enabled	Enabled	EDIT DELETE	DELETE
6	Reception Counter	RC	Default	Enabled	Enabled	EDIT DELETE	DELETE
7	Service	SV	Default	Enabled	Enabled	EDIT DELETE	DELETE
8	Shreevastu Durgam	SD	Default - No ID, No ID, No ID	Enabled	Enabled	EDIT DELETE	DELETE

token.sanghtech.com/user/departmentedit540

Sanghtech Token System Demo

Edit Department

Department Name: Dr Harish Gupta

Department Letter: DHG

Department Token Limit: 200

Department Sub-Category: Default

Department Sub-Category Limit: 200

Amount: 0

Allow Online Bookings: Enabled

Send WhatsApp Notification: Enabled

Send SMS Notification: Enabled

Choose Holidays: No Holidays

Department Status: Enabled

☐ Allow user to select custom token number

[Update](#)



Display

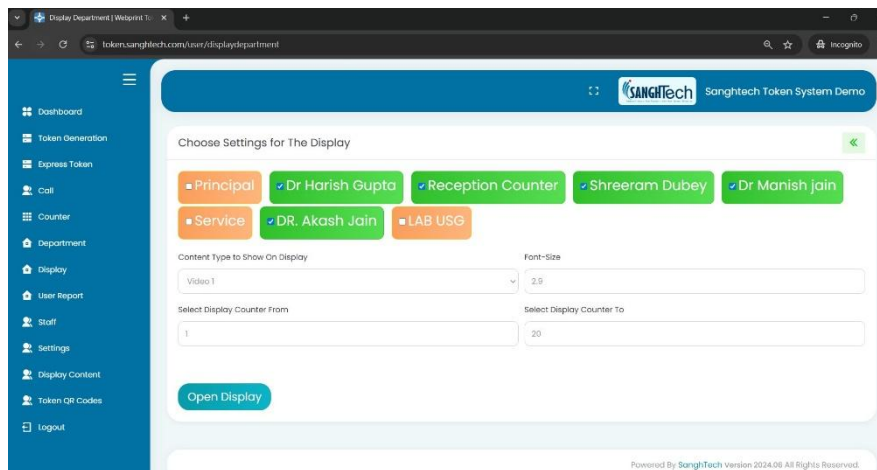
Configure the public-facing waiting area screens.

Department selection

Screen Type -1 Token with Video)

Screen Type -2 Token with Image)

Screen Type -3 Display only Token)

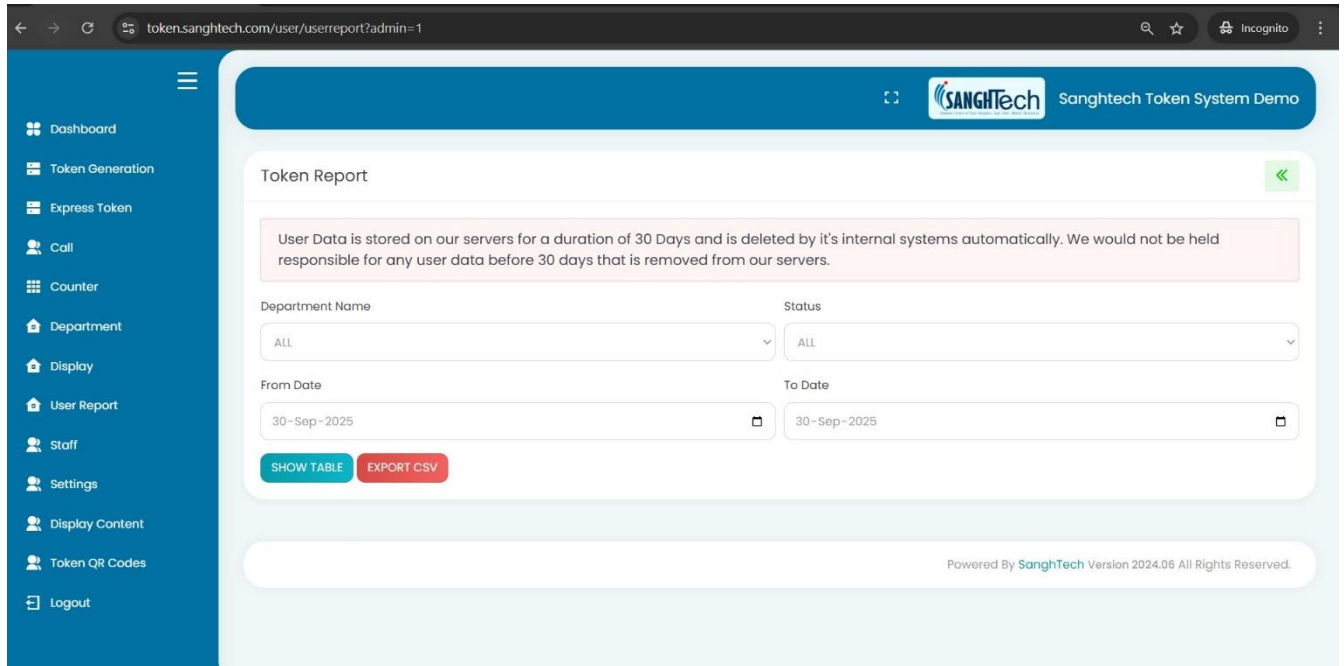


COUNTER	TOKEN
Dr Harish Gupta	DHG-007
Dr Manish Jain	DMJ-007
DR. Akash Jain	Open
LAB	Open
Shreeram Dubey	Open

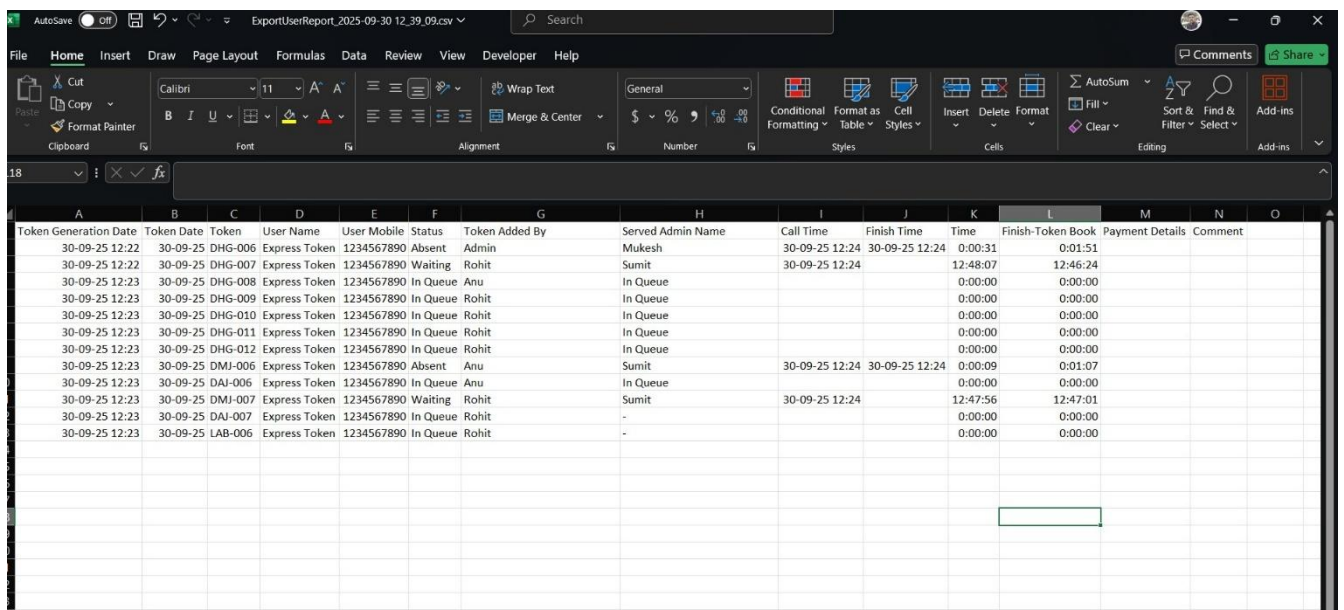


User Report

Access historical data and generated reports for system activity.



Export User as CSV

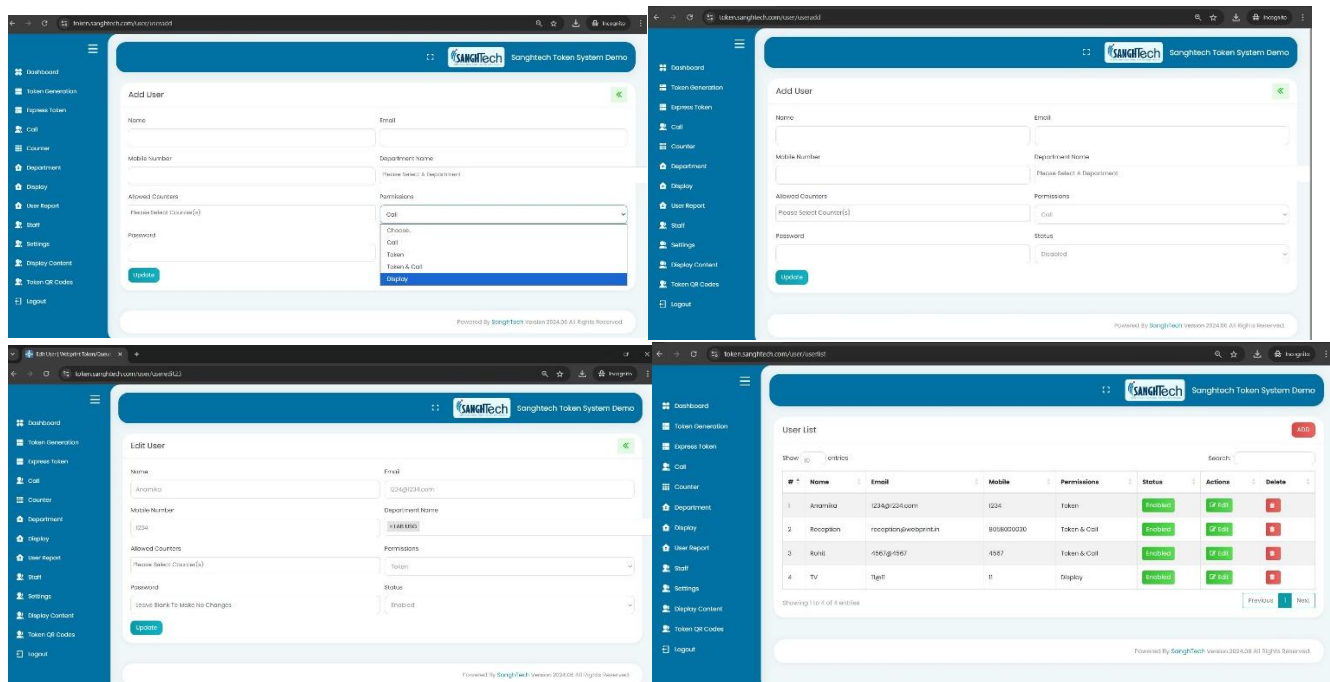


Token Generation Date	Token Date	Token	User Name	User Mobile	Status	Token Added By	Served Admin Name	Call Time	Finish Time	Time	Finish-Token Book	Payment Details	Comment
30-09-25 12:22	30-09-25	DHG-006	Express Token	1234567890	Absent	Admin	Mukesh	30-09-25 12:24	30-09-25 12:24	0:00:31	0:01:51		
30-09-25 12:22	30-09-25	DHG-007	Express Token	1234567890	Waiting	Rohit	Sumit	30-09-25 12:24		12:48:07	12:46:24		
30-09-25 12:23	30-09-25	DHG-008	Express Token	1234567890	In Queue	Anu	In Queue			0:00:00	0:00:00		
30-09-25 12:23	30-09-25	DHG-009	Express Token	1234567890	In Queue	Rohit	In Queue			0:00:00	0:00:00		
30-09-25 12:23	30-09-25	DHG-010	Express Token	1234567890	In Queue	Rohit	In Queue			0:00:00	0:00:00		
30-09-25 12:23	30-09-25	DHG-011	Express Token	1234567890	In Queue	Rohit	In Queue			0:00:00	0:00:00		
30-09-25 12:23	30-09-25	DHG-012	Express Token	1234567890	In Queue	Rohit	In Queue			0:00:00	0:00:00		
30-09-25 12:23	30-09-25	DMJ-006	Express Token	1234567890	Absent	Anu	Sumit	30-09-25 12:24	30-09-25 12:24	0:00:09	0:01:07		
30-09-25 12:23	30-09-25	DAI-006	Express Token	1234567890	In Queue	Anu	In Queue			0:00:00	0:00:00		
30-09-25 12:23	30-09-25	DMJ-007	Express Token	1234567890	Waiting	Rohit	Sumit	30-09-25 12:24		12:47:56	12:47:01		
30-09-25 12:23	30-09-25	DAI-007	Express Token	1234567890	In Queue	Rohit	-			0:00:00	0:00:00		
30-09-25 12:23	30-09-25	LAB-006	Express Token	1234567890	In Queue	Rohit	-			0:00:00	0:00:00		



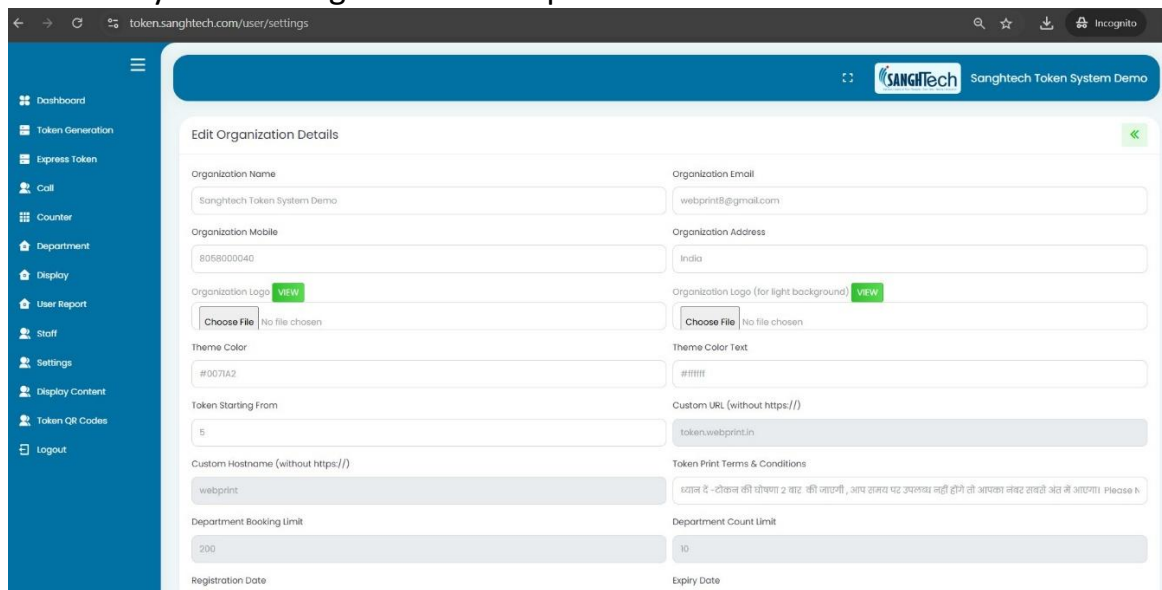
Staff

Manage staff accounts and permissions within the system.



Settings

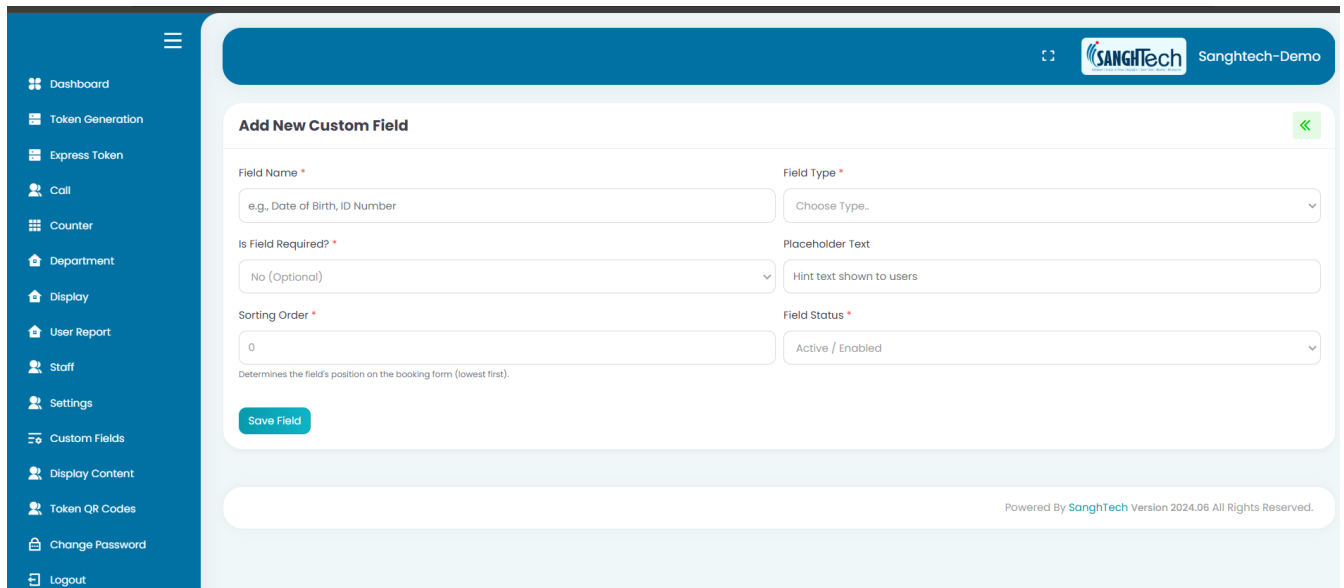
General system configurations and preferences.





Custom Fields

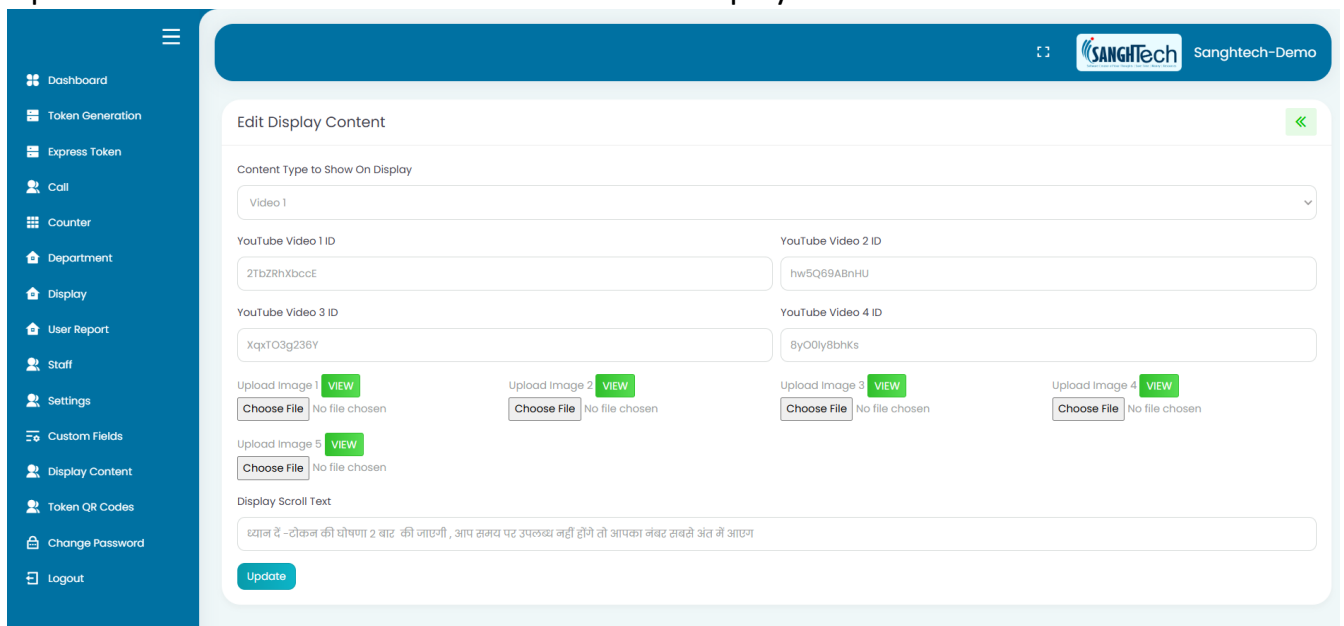
Allows for the addition of custom data fields for token registration.



The screenshot shows the 'Add New Custom Field' form. It includes fields for 'Field Name' (with a placeholder 'e.g., Date of Birth, ID Number'), 'Field Type' (a dropdown menu), 'Is Field Required?' (a dropdown menu with 'No (Optional)' selected), 'Placeholder Text' (a text input with a hint 'Hint text shown to users'), 'Sorting Order' (a text input with '0' and a note 'Determines the field's position on the booking form (lowest first)'), and 'Field Status' (a dropdown menu with 'Active / Enabled' selected). A 'Save Field' button is at the bottom left. The sidebar on the left lists various navigation options, and the top right shows the 'Sanghtech-Demo' header.

Display Content

Upload media or embed YouTube videos for display.

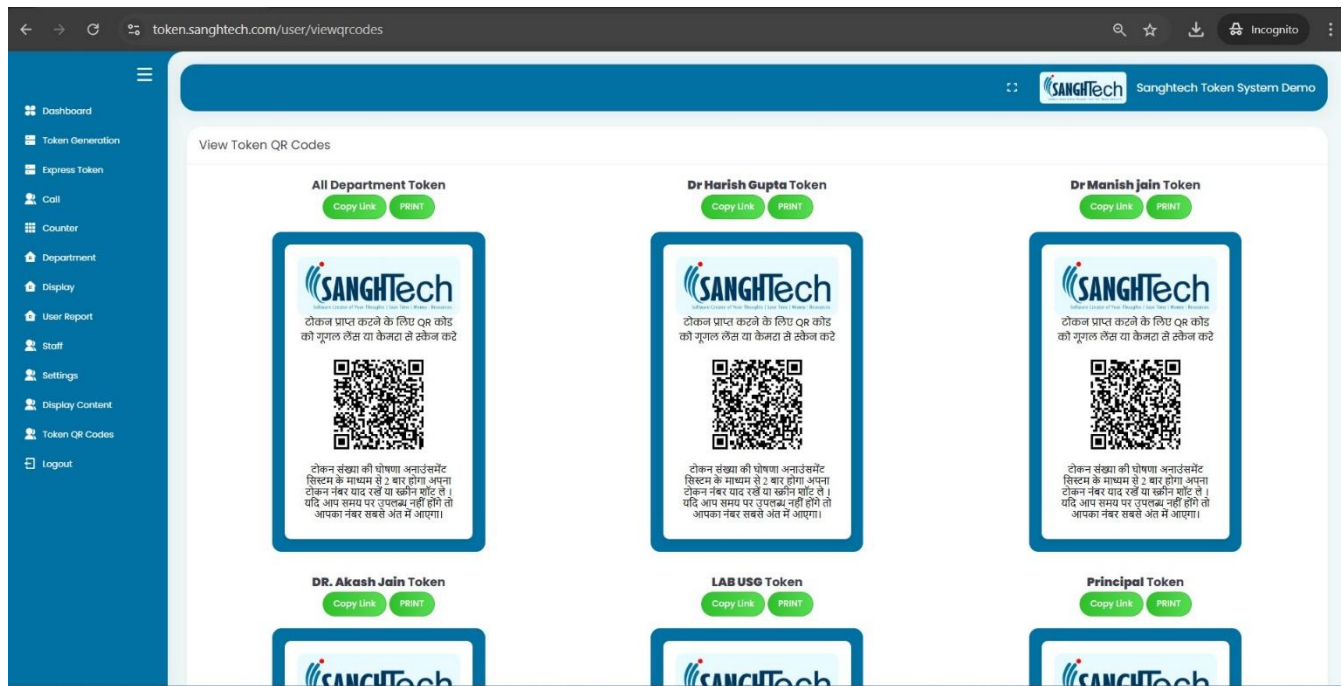


The screenshot shows the 'Edit Display Content' form. It includes a 'Content Type to Show On Display' dropdown menu (set to 'Video 1'). Below this are four 'YouTube Video ID' input fields with the following IDs: '2TbZRhxbccE', 'hw5Q69ABnHU', 'XqxTO3g236Y', and 'ByO0ly8bhks'. There are also four 'Upload Image' sections, each with a 'VIEW' button, a 'Choose File' button, and a 'No file chosen' message. The 'Display Scroll Text' field contains the text: 'ध्यान दें -टोकन की घोषणा 2 बार की जाएगी, आप समय पर उपलब्ध नहीं होंगे तो आपका नंबर सबसे अंत में आएगा'. An 'Update' button is at the bottom left. The sidebar on the left lists various navigation options, and the top right shows the 'Sanghtech-Demo' header.



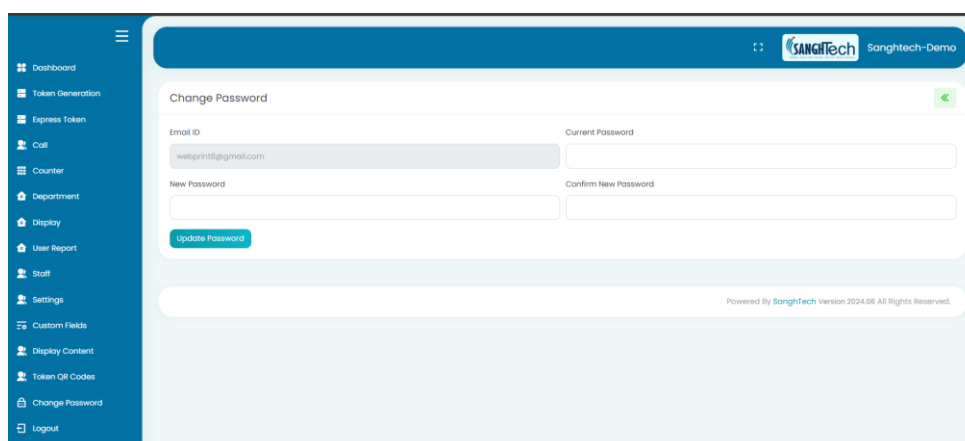
Token QR Codes

Generate and manage QR codes for visitor check-in.



Change Password

Securely update the administrator password.



Logout

Securely terminate the current session.