



PRACTICAL FIELD GUIDE

Digital Token System: Implementation Checklist

A step-by-step launch checklist for queue rules, customer instructions, staff roles, privacy, and outage planning.

Use this guide to turn general advice into a repeatable workflow. Adapt it to your staffing, customer needs, and verified product capabilities.

1. Map the current journey

Document how a customer arrives, joins a queue, receives a token, checks progress, gets called, and exits the process. Identify where staff currently re-enter information or answer repeated questions.

2. Define rules before choosing tools

Set the queue order, priority exceptions, minimum information required, who can change a ticket, and how cancellations or missed turns work. Keep the rules understandable to both staff and customers.

3. Plan for different customer needs

Provide a staff-assisted option for customers without a suitable phone or who need help. Use concise, accessible instructions and avoid displaying personal information on public screens.



4. Pilot one queue first

Run a small trial with a few staff members. Test duplicate tokens, mistaken entries, customer departures, staff breaks, and connectivity interruption. Keep a simple fallback process during the pilot.

5. Measure the outcome

Record ticket corrections, missed turns, repeated status questions, staff interruptions, and customer feedback. Compare the same kinds of shifts before and after launch; do not assume that digital tokens alone shorten service time.

IMPLEMENTATION CHECKLIST

- ☐ Write down the customer journey and queue rules.
- ☐ Assign roles for adding, calling, skipping, and completing tickets.
- ☐ Test customer QR entry and staff-assisted entry if both are required.
- ☐ Review privacy, permissions, and public-display content.
- ☐ Prepare a fallback for device or internet outages.
- ☐ Define baseline metrics and a date for the pilot review.

NEXT STEP: Compare QueueTurn features and pricing with your documented requirements before selecting a plan.

Explore QueueTurn: <https://www.queueturn.com/pricing/>

Educational resource only. Confirm current features, pricing, and privacy requirements before implementation.