

# **Tokenizer – Online Appointment Booking System**

A PROJECT REPORT

Submitted By

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A Project Report Submitted to  
ITM Vocational University in Partial Fulfillment of the Requirements for  
the Degree of Bachelor of Technology in  
Department(Cloud Technology & Information Security)

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# DECLARATION

**Project Title: Tokenizer – Online Appointment Booking System**

**Degree for which the Project Report is submitted: B. Tech**

I give undertaking that this project report contains my own ideas and work in my own words. I have adequately cited and listed other's ideas or words in the reference materials. All the parts of the report are prepared without any plagiarism. I have adhered to all principles of academic honesty and integrity. No falsified or fabricated data have been presented in the thesis. I understand that any violation of the above will cause for disciplinary action by the Institute, including revoking the conferred degree, if conferred, and can also evoke penal action from the sources which have not been properly cited or from whom proper permission has not been taken.

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## CERTIFICATE

It is certified that the work contained in this project report entitled '**Online Appointment Booking System**' submitted by SHAH LABDHI(VAD2018B.TECHI-CSE4F005), PRAJAPATI BHUMI(VAD2018B.TECHI-CSE4F009) studying at ITM Vocational University for the award of B.Tech (COMPUTER SCIENCE & ENGINEERING) is absolutely based on his/her own work carried out under <my/our> supervision and that this work has not been submitted elsewhere for any <degree/diploma>.

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Date:  
Place:



## COMPLIANCE CERTIFICATE

This is to certify that research work embodied in this project report entitled '**Online Appointment Booking System**' was carried out by SHAH LABDHI(VAD2018B.TECHI-CSE4F005), PRAJAPATI BHUMI(VAD2018B.TECHI-CSE4F009) at ITM Vocational University for partial fulfillment of B. Tech degree to be awarded by ITM Vocational University. He/ She has complied the comments of the <PROJECT –I, PROJECT – II, PROJECT – III, PROJECT – IV and PROJECT – V> with <my/our> satisfaction.

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## PROJECT APPROVAL CERTIFICATE

This is to certify that Project work embodied in this project report entitled “**Online Appointment Booking System**” carried out by SHAH LABDHI(VAD2018B.TECHI-CSE4F005), PRAJAPAT BHUMI(VAD2018B.TECHI-CSE4F009) at Faculty of Engineering & Technology is approved for the degree of Bachelor of Technology in Department of Computer Science & Engineering by ITM Vocational University, Vadodara.

Date:

Place:

Examiners’ Sign and Name:

1) \_\_\_\_\_

2) \_\_\_\_\_

## **Abstract**

Today we all are aware of covid-19 pandemic situation in which we all have to maintain social distancing. So, to achieve this we have to manage crowd properly in places like malls, hospitals, etc. where more crowd gather. To solve this issue of crowd management in public places we have proposed an online appointment booking system (Tokenizer) which helps to book appointment online in just few steps. This application reduce the crowd in public places as people have to book appointment before visiting place so this will also save time. Therefore , managing crowds effectively in locations such as malls, hospitals, etc. to address this challenge, we've introduced an online appointment booking system called "Tokenizer". This platform simplifies the appointment process, allowing individuals to book appointments conveniently. By requiring appointments in advance, Tokenizer helps alleviate crowds in public places, thus saving time. Crowd management is a very tough task. Queue is a quick solution to this problem but it has its own drawbacks. People need to stand for hour waiting for their turn. This application reduce the crowd in public places as people have to book appointment before visiting place so this will also save time and save money.

# Acknowledgement

I have taken efforts in this project. However, it would not have been possible without the kind support & help of many individuals & organizations. I would like to extend my sincere thanks to all of them.

I am highly indebted to higher authorities for their guidance & constant supervision as well as for providing necessary information regarding the project & for their support in completing the project.

I would like to express my gratitude towards my parents & member of ITM Vocational University for their kind co-operation & encouragement which help me in completion of this project.

I would like to express my special gratitude & thanks to industry persons for giving me such attention & time.

I give thanks & appreciations also to my college in developing my skills on project & people who have willingly helped me out with their abilities.

Again, I like to thank my guide Mr. Harun Mohammed for his support I really appreciate that.

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## (1)End-User App:

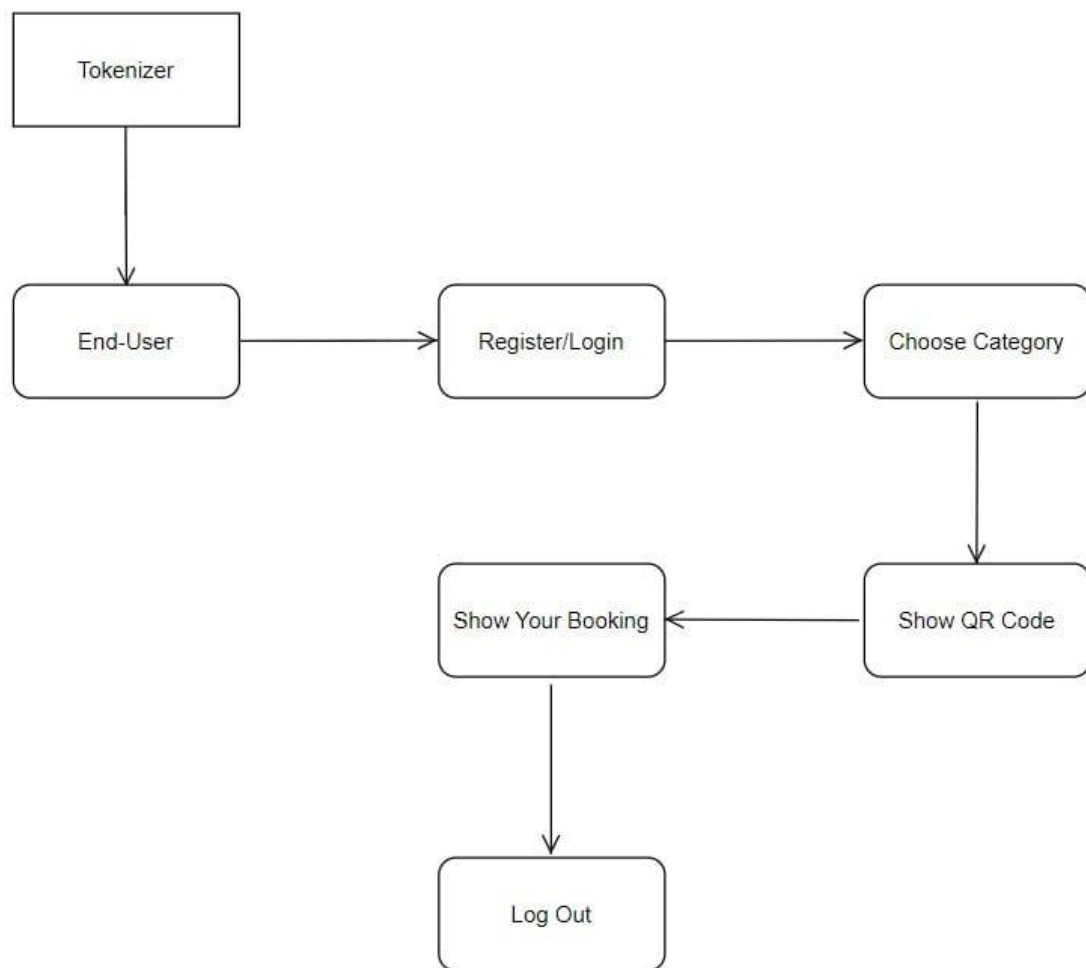


Figure: Flow diagram of End-User

## (2) Business-Use App:

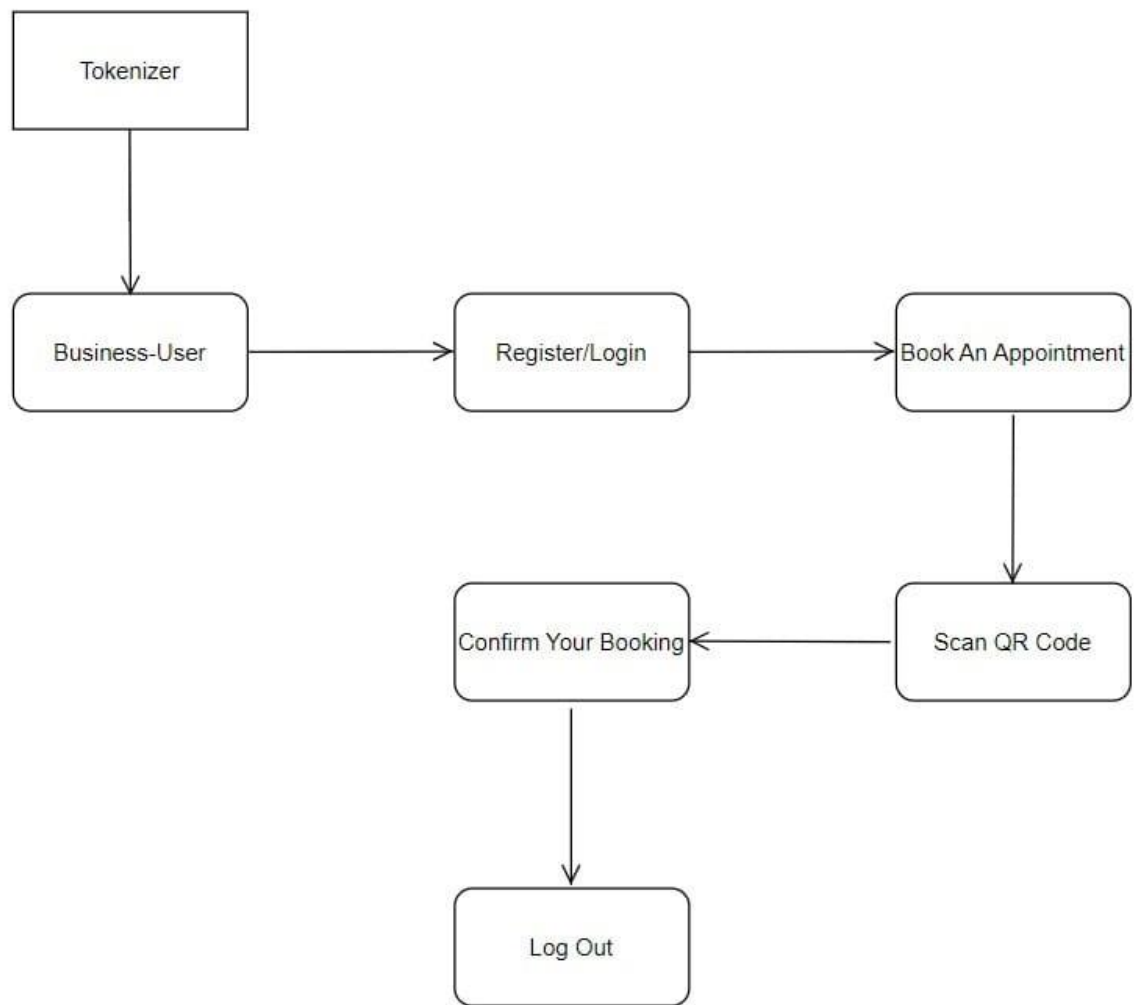


Figure: Flow diagram of **Business-User**

# **1. Introduction**

## **1.1. About Project**

We have developed an online appointment booking system (Tokenizer) which helps to book appointment for places like hospitals, malls & Personal care etc. where people have to wait in long queues. User has to book appointment before going to that place. Main feature of our application is that any business owner can register his/her business on our platform to avail online booking. This app is created to decrease long queues at a certain extent by fixing an appointment at your convenience. It offers convenience by allowing users to book appointments in advance, reducing the need to wait in long queues. One of the standout features of tokenizer is its accessibility to businesses, enabling them to register and utilize the platform for online bookings, enhancing their operational efficiency. User will be reminded before 30 minutes of appointment via google calendar. To authenticate user's booking we have developed QR code system such that user has to show his/her booking's QR code to confirm booking.

## **1.2. Definition and purpose of Project**

Our main purpose for developing such online appointment booking platform is to provide proper crowd management in this covid pandemic and also to save time. We have developed this application to help people and business owners to maintain proper crowd management which helps to maintain social distancing as less people will gather in same place (e.g. long queues) in this global pandemic. We have developed two application one for End- User and another for business-users. In end-user application, user is able to register himself/herself or login via google to start booking appointment. User can see his/her appointment in your booking's section of the application. A unique QR code will be generated for each and every booking. For business user, business user first need to register his/her business to avail online booking service. After registration, business user can manage bookings of his/her business in home page of application. To confirm booking end-user has to show his/her QR code to business user to confirm booking. Business user has to scan QR code from end user to confirm booking. Our main purpose for developing such online appointment booking platform is provide proper crowd management and also to save time. We have developed this application to help people and business owners to maintain proper crowd management which helps to maintain social distancing as less people will gather in same place (e.g. long queues).

### **1.3. Scope of the Project**

We have to develop a system which enables user to book appointment. Any business owners should able to register their business and will able to see their customer's booking in application and also able to manage it. We have to develop a QR code system also such that for every user booking a unique QR code would be generated. Business owner or representative should able to scan this QR code through our application to confirm user's booking. To achieve this we have to use Firebase Firestore which is a scalable No-SQL cloud database offered by Google.

### **1.4. Salient Contributions of Project**

We have developed an online appointment booking system. To implement this online appointment system we have used android studio to develop android application. We have developed two application one for End-User and another for business-users. In end-user application, user is able to register himself/herself or login via google to start booking appointment. User can see his/her appointment in your booking's section of the application. A unique QR code will be generated for each and every booking. For business user, business user first need to register his/her business to avail online booking service. After registration, business user can manage bookings of his/her business in home page of application. A QR code scanner is implemented in Business user application to ensure authentication of booking. These were the contributions which we have made till now.

## 1.5. Outline for Project Report

### **For End-User**

1. First step is to Register or login into app. You can also register/login directly using your gmail by clicking on sign in with google button.
2. After registering in app, dashboard activity will open.
3. You can see places around you by clicking on respective category.
4. After selecting category (clicking on specific category) you can see list of places fall under that category.
5. Now, you can book appointment of that place by clicking on that place details.
6. To book appointment you have to select date and time and after selecting it you can click on submit button.
7. If you have allow read and write permission of calendar then before 10 minutes of your booking time you will get notification.
8. You can see your bookings in your bookings section from navigation drawer.
9. When you click on your booked place than QR code of that booking place is displayed.
10. Now, user has to show that QR code to the business user to confirm their booking

## **For Business-User**

1. Business user has to register their business to the Tokenizer Business app (User can also login if already registered).
2. After registration, user will be directed to the dashboard.
3. In dashboard, business user will find all their future appointment details.
4. For appointment confirmation, business user has to scan QR code from user(client) by clicking on user's(client) booking.
5. After successful scanning, business user has to confirm details shown in the dialog box.
6. After confirmation, the appointment details will be removed from dashboard .

## 2. Project Overview

We have developed this project using android studio which is the official integrated development environment (IDE) for Google's Android operating system designed specifically for Android development. We have chosen application for android operating system because android is the widely used operating system in smartphones. In world, around 71.81% users uses android operating system and in India around 96.07% users uses android operating system in smartphones. We have used Google Firebase as backend service for our android application. Firebase is the official Google's mobile application development platform that helps to build android application with powerful inbuilt API's and free cloud database (to limited extent). Firebase provides built in email authentication system and also built in google sign in system which helps to register end user easily. It also provides facilities like forgot password for email authentication. The main feature of firebase is it's free cloud database. In this project we have used Firebase Firestore which is scalable No-SQL cloud based database. We have used Firebase Cloud Storage to store photos of places with their unique registration id's. We have used android mads QR code android library which is publicly available on GitHub to implement QR code system. We have used material design android library which helps in styling UI widgets of android app. To use our application user first need to register/login. We have developed an online appointment booking system. To implement this online appointment system we have used android studio to develop android application. We have developed two application one for End-User and another for business-users. In end-user application, user is able to register himself/herself or login via google to start booking appointment. User can see his/her appointment in your booking's section of the application. A unique QR code will be generated for each and every booking. For business user, business user first need to register his/her business to avail online booking service. After registration, business user can manage bookings of his/her business in home page of application. A QR code scanner is implemented in Business user application to ensure authentication of booking. These were the contributions which we have made till now.



### 3. Objectives of the study

The objective of the report can be viewed in two forms:

#### 1. General Objective

#### 2. Specific Objective

**General Objective:** - Our general objective to create tokenizer is to provide a proper platform where business user can register their business and end-user can book appointment.

**Specific Objective:** -More specifically, this study involves the following aspects:

- To provide proper crowd management system in public places like hospitals, malls, etc.
- To save time of people visiting such public places.
- To increase the concept of social distancing by removing long queues which helps to prevent covid-1

## 4. Review of Literature/ Theoretical Background

### 4.1. Theoretical Framework, Background Theory.

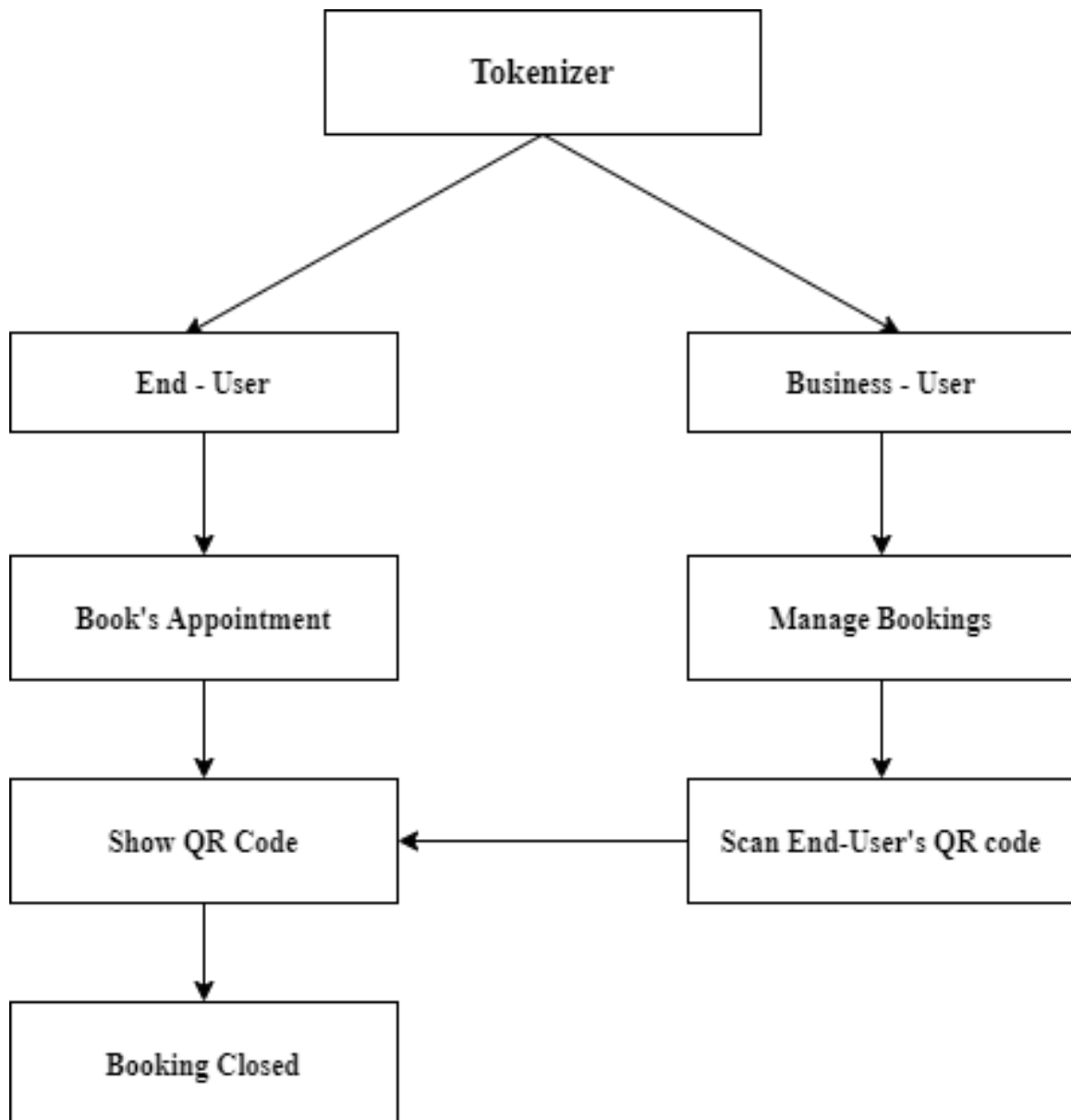


Figure 3.1 Framework

We have created two applications one for end-user and another for business user. First End user has to book appointment using our Tokenizer application and then user has to click on your bookings section from navigation menu. After selecting booking from your bookings QR code will be displayed. Now, business user has to open Tokenizer Business application for manage bookings. End-user has to show his/her QR code to business user to confirm booking. Business user has to scan QR code from end-user to confirm booking. So in user app Register or login into app. You can also register/login directly using your gmail by clicking on sign in with google button. We have created 3 categories like hospitals, corporates, and personal care. Now go to the Tokenizer business app, so there is another app name is business app so 1<sup>st</sup> step is register the business. Now , business user has to open Tokenizer business application for manage bookings. End user has to show his/her QR code to business user to confirm booking. Business user has to scan QR code from end user to confirm booking.

## **4.2. Reviews**

When someone wants to visit any public place where more people gather like malls, hospitals, etc. then that person uses our application to book appointment of that particular place. Our application reduces the wastage of time for people as they don't have to stand in a long queue due to online appointment system. Our application is also useful for business users as they are able to manage crowd. This application will help to maintain social distancing as people have to visit place according to appointment. Our app streamlines the process of booking appointments at crowded public places such as malls, hospitals etc. By enabling users to schedule visits in advance, it eliminates the need to wait in long queues, saving valuable time. Additionally businesses benefit from better crowd management. With appointments spaced out, our app promotes social distancing measures, contributing to a environment for all.

## 5. Methodology: Materials and Methods

### For End-User:

- (1) **Registration/Login:** Users can registration or login directly using the application. Alternatively, they can utilize their Gmail account by selecting “Sign in with google”.
- (2) **Dashboard Activity:** Upon successful registration/login, users are directed to the dashboard activity.
- (3) **Exploring places:** Users can browse nearby places by selecting the respective category.
- (4) **Viewing Places:** Upon selecting a specific category, users can view a list of places falling under that category.
- (5) **Book Appointment:** Users can book appointment by accessing the details of a particular place.
- (6) **Selecting Date and Time:** To schedule an appointment, users need to choose a date and time before submitting the booking.
- (7) **Notification Feature:** If granted read and write permission to the calendar, users receive a notification 10 minutes before their appointment time.
- (8) **Viewing Bookings:** Users can track their bookings in the designated bookings section accessible from the navigation drawer.
- (9) **QR Code Display:** Upon clicking on a booked place, the app displays a QR code representing the booking.
- (10) **Booking Confirmation:** Users are required to present the QR code to the business user to confirm their booking.

## **For Business-User:**

- (1) Registration/Login:** Business users register their business or log in if already registered using the Tokenizer Business App.
- (2) Dashboard Access:** Upon registration/login, business users are directed to the dashboard.
- (3) Appointment Details:** The dashboard displays all future appointment details for the business user.
- (4) QR Code Scanning:** To confirm appointments, business users scan the QR code presented by the client by clicking on the client's booking.
- (5) Confirmation Process:** After successful scanning, business users verify the details shown in the dialog box.
- (6) Appointment Management:** Upon confirmation, the appointment details are removed from the dashboard, indicating successful processing.

## 6. Results

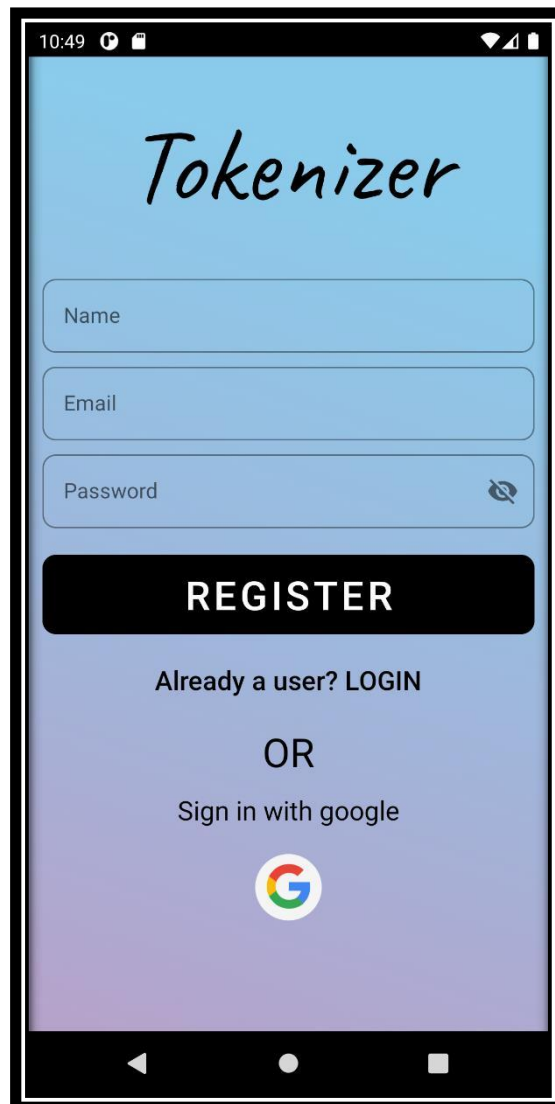
We have implemented our idea of online appointment booking system in two android applications in which one is for end users and another is for business users. Our main application which is for end user has following screens.

### Screenshots: (Tokenizer)



Screenshot 6.1.1

## Registration Activity



The screenshot shows a mobile application interface for registration. At the top, the status bar displays the time 10:49 and various icons. The app's title, "Tokenizer", is written in a large, black, cursive font on a light blue background. Below the title are three input fields: "Name", "Email", and "Password". The "Password" field includes a small eye icon for toggling visibility. A prominent black button with the word "REGISTER" in white capital letters is positioned below the input fields. Underneath the button, the text "Already a user? LOGIN" is displayed. Further down, the word "OR" is centered, followed by the text "Sign in with google". Below this text is the Google logo, which is a circular icon with the letters "G" in red, yellow, green, and blue. The bottom of the screen shows the standard Android navigation bar with back, home, and recent apps buttons.

10:49

# Tokenizer

Name

Email


Password

**REGISTER**

Already a user? LOGIN

OR

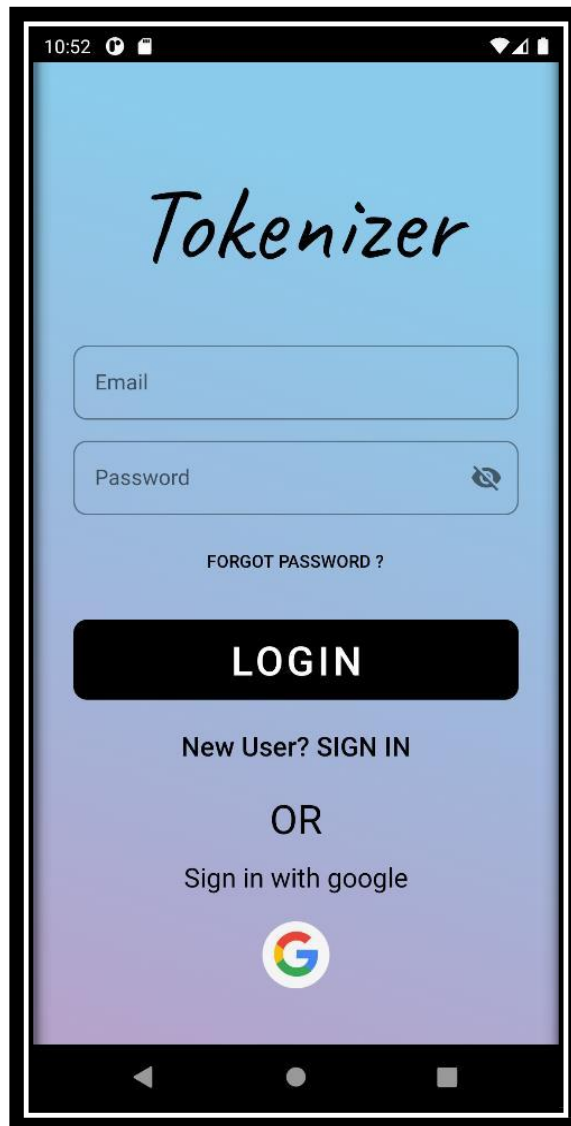
Sign in with google



Screenshot 6.1.2

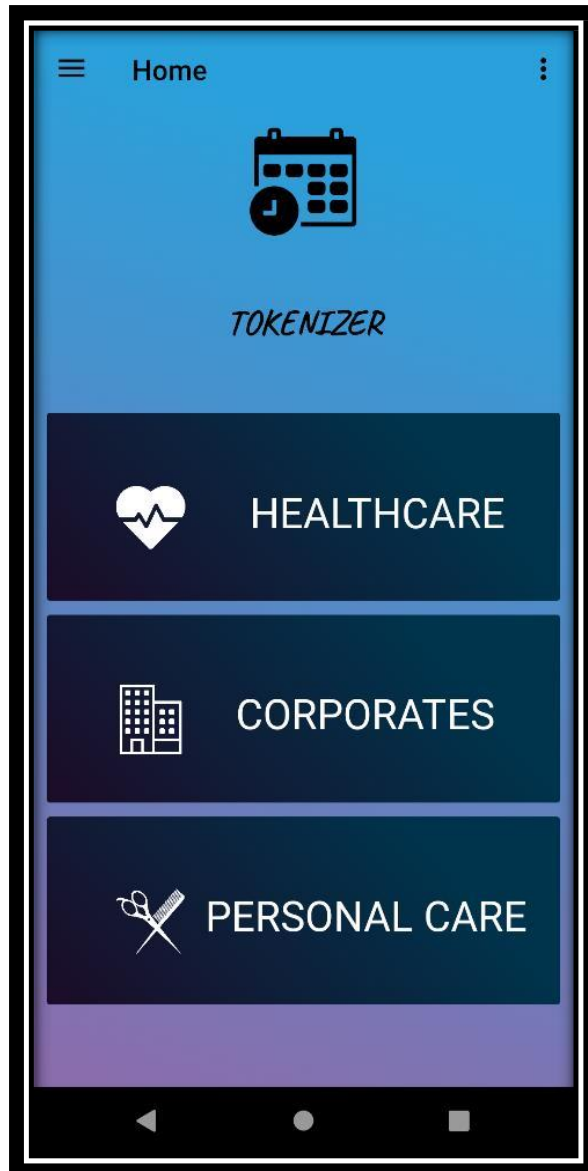


## Login Activity



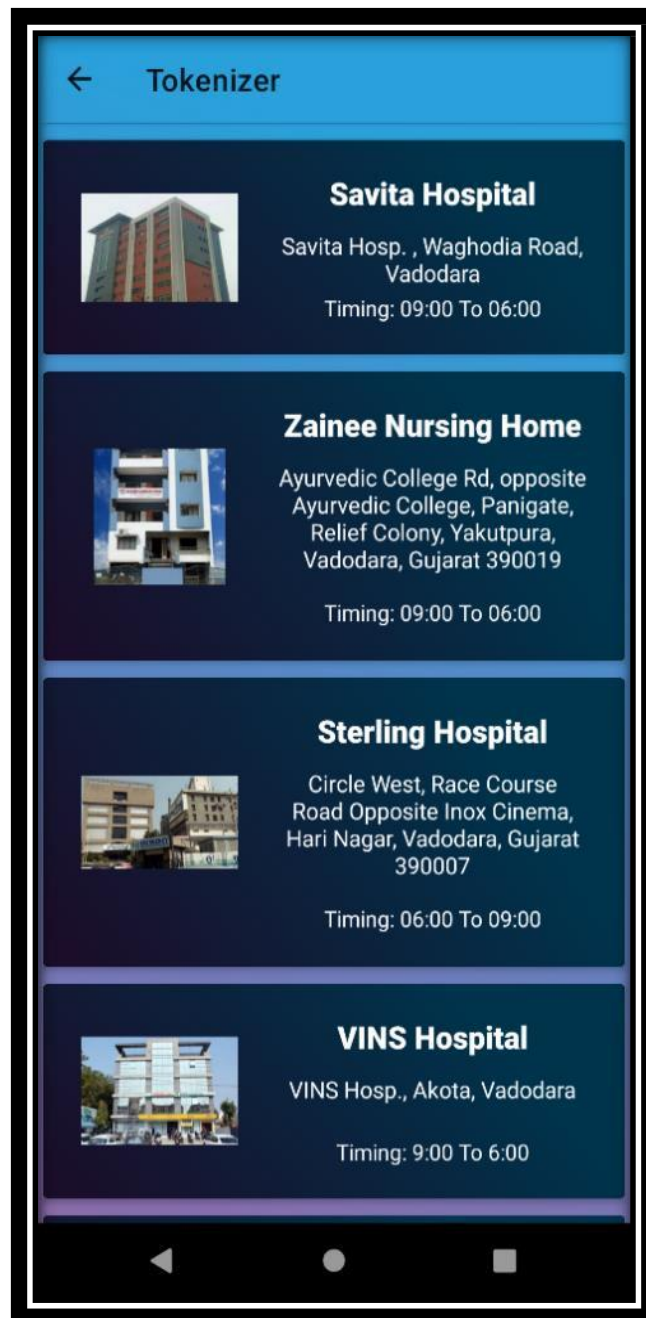
Screenshot 6.1.3

## Home Activity



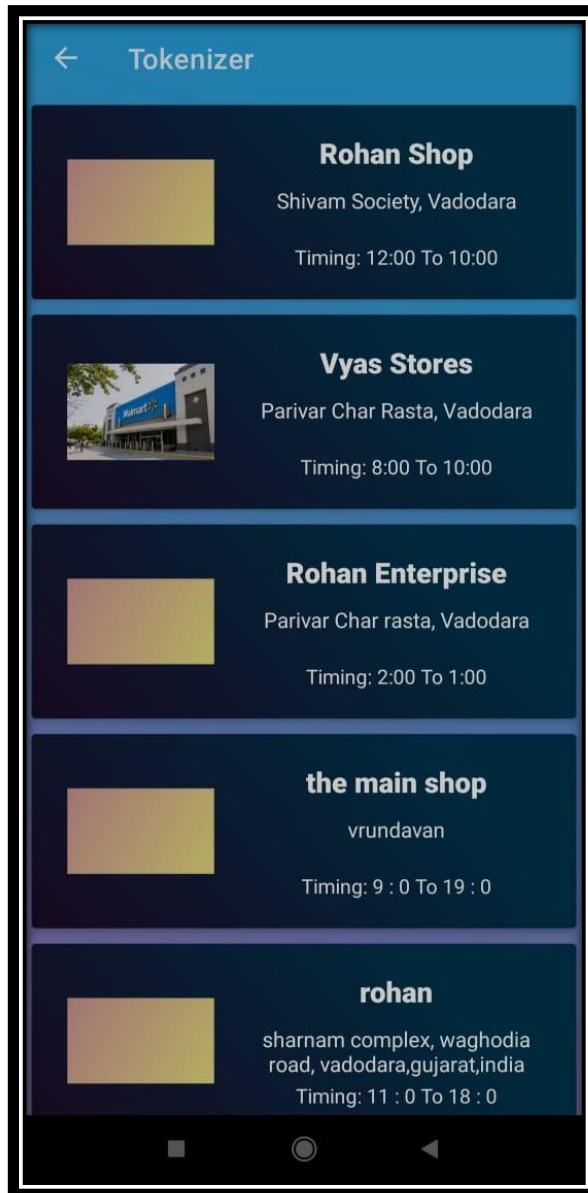
Screenshot 6.1.4

## Login Activity



Screenshot 6.1.5

## Login Activity



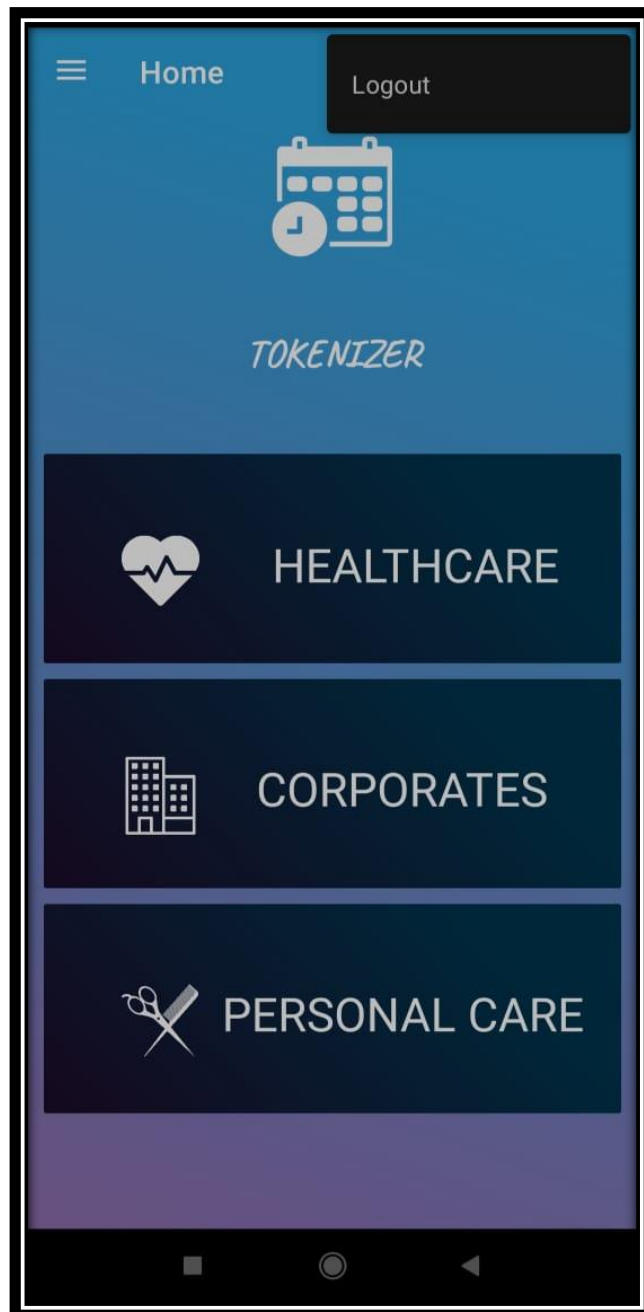
Screenshot 6.1.6

## Login Activity



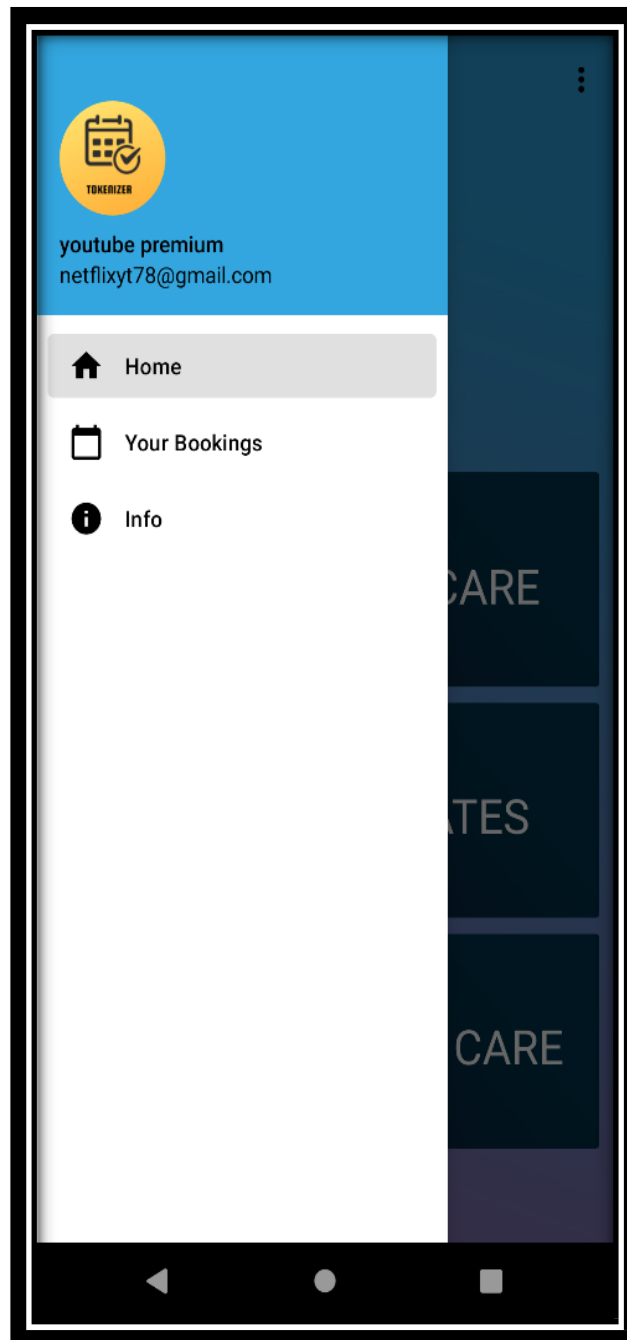
Screenshot 6.1.7

## Logout Activity



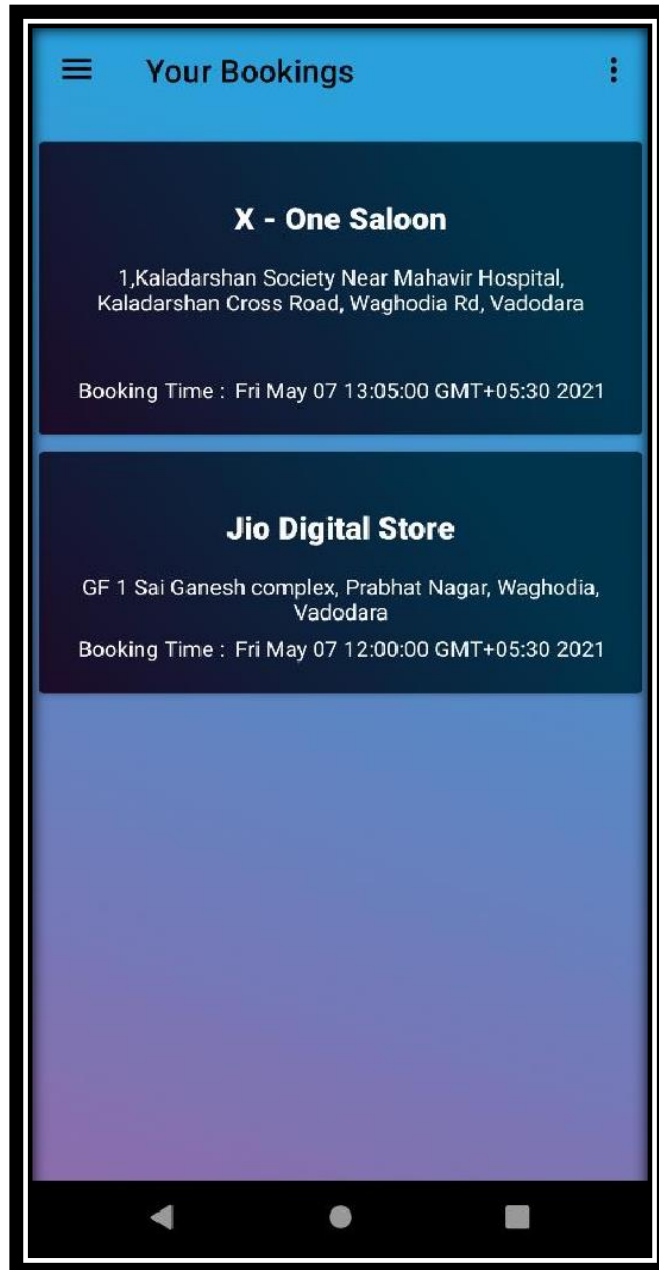
Screenshot 6.1.8

## Navigation Drawer



Screenshot 6.1.9

## Your Booking's Activity



Screenshot 6.1.10

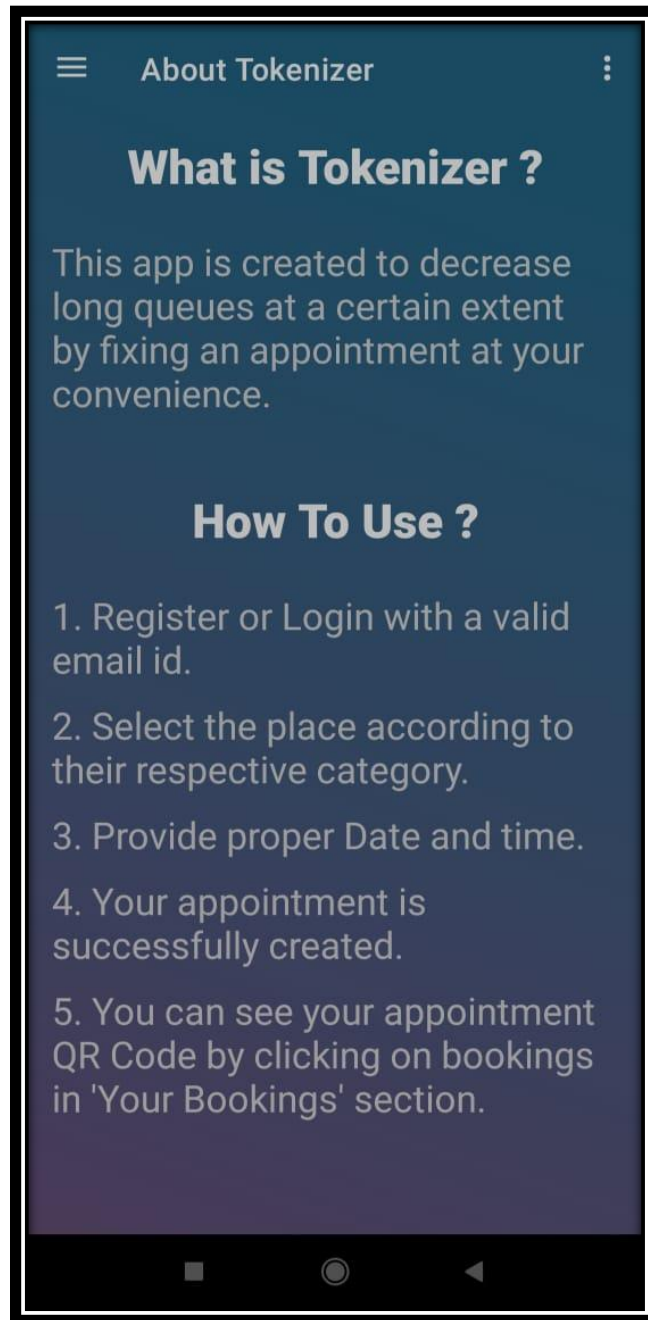


**Scan QR Code Dialog**



Screenshot 6.1.11

## About Activity



Screenshot 6.1.12

Our second application which is for business user has following screens.

## Screenshots (Tokenizer Business)



Screenshot 6.2.1

**Business Activity**

The screenshot shows a mobile application interface for 'Tokenizer Business'. The background is a dark blue gradient. At the top, the word 'Tokenizer' is written in a large, white, cursive font, and 'Business' is written below it in a smaller, white, sans-serif font. There are three input fields: 'Name', 'Email', and 'Password'. The 'Password' field has a small eye icon to its right. Below the input fields is a large black button with the word 'NEXT' in white, bold, sans-serif capital letters. Underneath the button, the text 'Already a user? LOGIN' is displayed in a smaller, white, sans-serif font. At the bottom of the screen, there is a black bar with three white icons: a square, a circle, and a triangle.

*Tokenizer*

Business

Name

Email

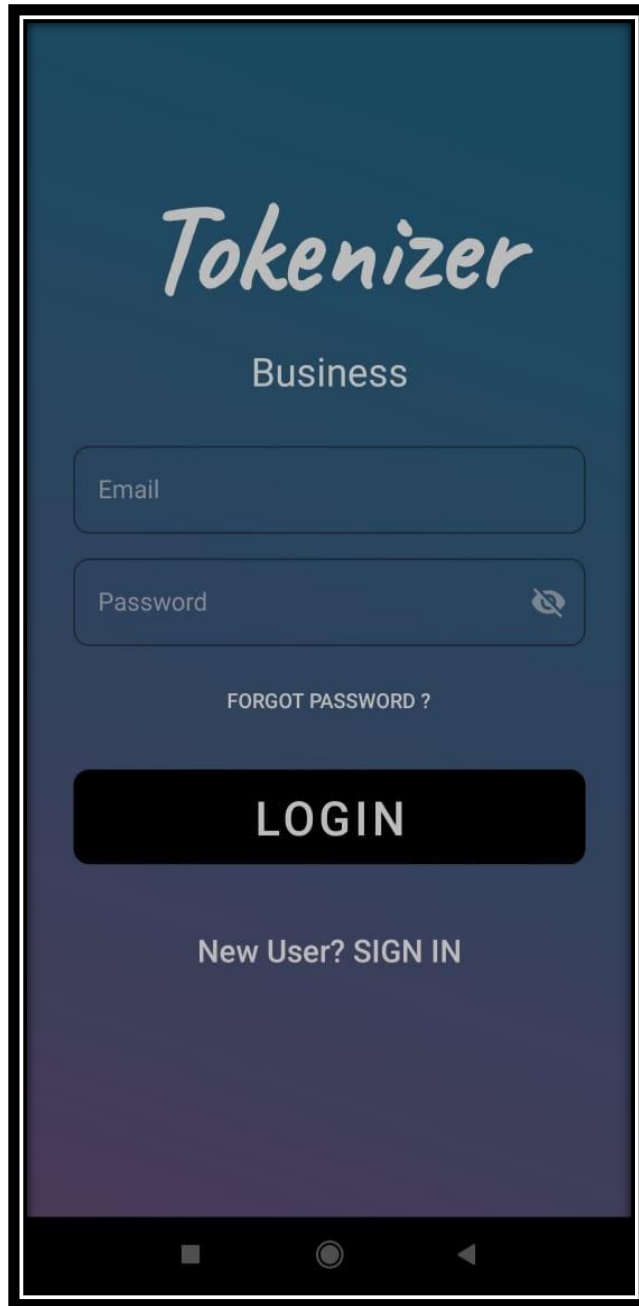
Password

**NEXT**

Already a user? LOGIN

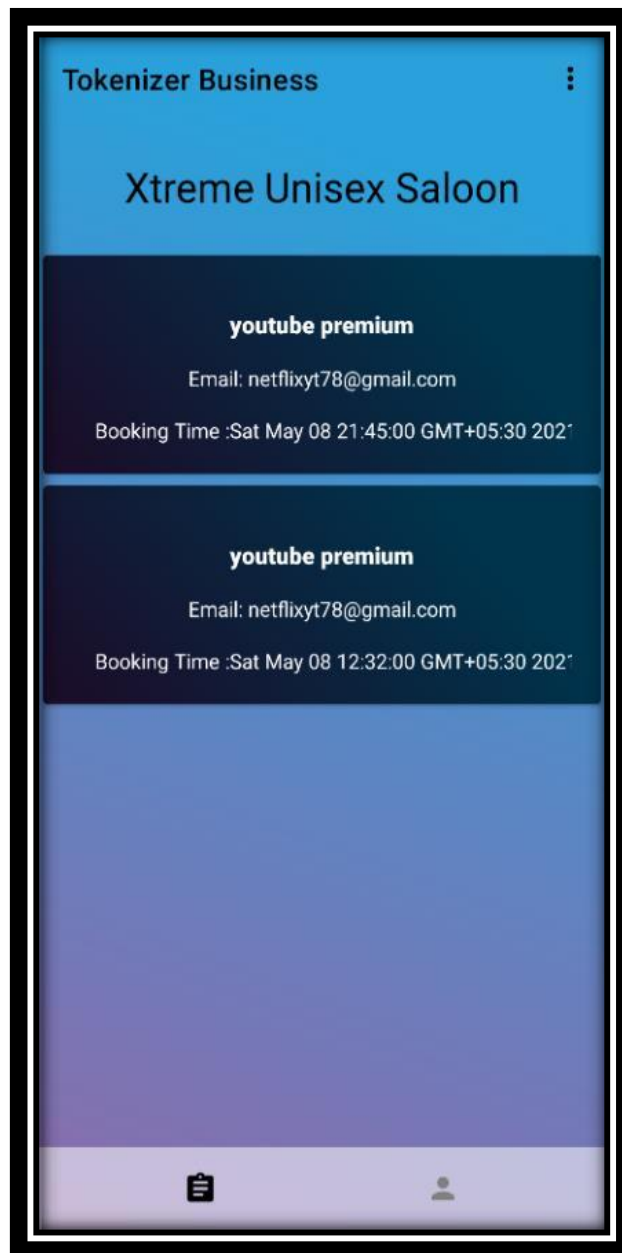
Screenshot 6.2.2

## Login Activity




Screenshot 6.2.3

## Dashboard Activity



Screenshot 6.2.3

## Update Details





Firm Name : Xtreme Unisex Saloon

Address : Shop 7 Sai Complex Opp Pancham  
Elite Khodiyar Nagar, Lane, New VIP  
Rd, Vadodara

Opening Time : 9 : 45

Closing Time : 23 : 55

**EDIT**

Clipboard icon:  Profile icon: 

Screenshot 6.2.4

**Registration Activity**

Upload  
Image

Select Firm category ▾

Address

Opening Time


Closing Time

**REGISTER**

Screenshot 6.2.5



Update Dialog



Firm Name

Xtreme Unisex Saloon

Address

Shop 7 Sai Complex Opp Pancham Elite  
Khodiyar Nagar, Lane, New VIP Rd,  
Vadodara

Opening Time

9 : 45

Closing Time

23 : 55

CANCEL

CONFIRM

Screenshot 6.2.6

## **6. Conclusions**

### **6.1. Salient conclusions from the work**

From this project we have learned about android application programming through java as we have developed this application with the use of java. Also now we have a deep understanding of working of android application as in this project we have developed real life android application which may be used by many users. Also, as a conclusion we can also say that we have given a proper crowd management system for end users as well as business users who found difficulties in managing crowd. As a result of developing this application we have come to solution for crowd management which also helps to maintain social distancing in this covid pandemic.

## 6.2. Scope for future work

For future work one should note down following points:

- GPS based sorting of nearby places should be implemented in future for more convenience of end users.
- May be some User interface changes will be appreciated in both application tokenizer and tokenizer business.
- Slot wise booking may be implemented to get more precise results.
- Same application for ios users should also be implemented.
- Web based portal is also appreciated as PC users can also able to book appointment.

## References:

### Websites: -

<https://firebase.google.com/docs/firestore>

<https://firebase.google.com/docs/auth>

<https://developer.android.com/studio>

<https://developer.android.com/docs>

<https://github.com/Karumi/Dexter>

<https://github.com/yuriy-budiyev/code-scanner>


## **Blogs: -**

<https://medium.com/firebase-developers/cloud-firestore-basics-in-android-98ccabbc949b>


<https://medium.com/@abhiappmobiledeveloper/android-app-development-tutorials-for-beginners-67c98517c438>

<https://medium.com/androiddevelopers/getting-to-know-recyclerview-ea14f8514e6>

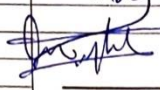
# Project Review Card: 1

		<b>ITM Vocational University, Vadodara</b> <b>Internship/Project Review Card</b>	
<b>Semester:</b>		<b>Subject Name &amp; Code:</b>	<b>PR 1</b>
<b>Faculty</b>	FET / FVPIS / FLHAS / FMEC		
<b>Student's Enrollment:</b>	VAD2018B.TECH-I-CSE4F005, CSE4F009		
<b>Name of Student:</b>	Shah Labdhi, Prajapati Bhami		
<b>Branch</b>	INT. B.TECH. CSE. CTIS		
<b>Specialization</b>	CTIS		
<b>Date of Exam</b>			
<b>Title of Internship/Project</b>	Tokenizer - online Appointment Booking System		
<b>Sr. No.</b>	<b>Suggestions/Modifications/Comments given by Internal review panel</b>	<b>Modification done based on Comments</b>	
1.	Discussion on flow of the project & title	modifications are done	
2.	project timeline and status of completion of phase discussed.	and week students present the	
3.	split into 3 phases.	changes	
	In five phase students completed 3 phase of work.	Signature	
<b>Note :</b> Above suggestions/modifications/comments must be fulfilled/accommodated by the student in next review presentation of project.			
<b>Particulars</b>	<b>Internal Review Panel</b>		
<b>Name:</b>			
<b>Signature:</b>			
<b>Particulars</b>	<b>Supervisor/Guide's Details</b>		
	<b>Internal</b>	<b>External</b>	
<b>Name:</b>	Mohammed Haseen Babur		
<b>Mobile No.:</b>	7502996822		
<b>Signature:</b>	Signature		

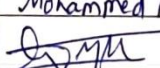
## Project Review Card: 2

		<b>ITM Vocational University, Vadodara</b> <b>Project Review Card</b>	
Semester:		Subject Name & Code:	<b>PR 2</b>
Faculty	FET / FVPIS / FLHAS / FMEC		
Student's Enrollment:	VAD2018B.TECHI-CSE4F005, VAD2018B.TECHI-CSE4F009		
Name of Student:	Shah Labdhi, Prajapati Bhumi		
Branch	Int.B.Tech.CSE.CTIS		
Specialization	CTIS		
Date of Exam			
Title of Project	Tokenizer- Online Appointment Booking System		

Sr. No.	suggestions/modifications/comments given by Internal review panel In PR 1 completed or not and New comments for PR 2	Modification done based on Comments
1.	Front end development UI is been build small changes need to be done on template	modified
2.	Firebase databay with buissness Application is done	modified
3.	Backend databay integration need to be done.	need to verify
		 Guide's Signature

**Note:**  
Above suggestions/modifications/comments must be fulfil/accommodate by the student in next review presentation of project.

Particulars	Internal Review Panel
Name:	Mohammed Hasan Babar
Signature:	


Further work of Project is Approved / Not

Approved: Specify the reasons:

If Not Approved, New Project title work is suggested / Recommended:



## Project Review Card: 3

		<h1 style="text-align: center;">ITM Vocational University, Vadodara</h1> <h2 style="text-align: center;">Project Review Card</h2>	
Semester:		Subject Name & Code:	
Faculty	FET / FVPIS / FLHAS / FMEC		<b>PR 3</b>
Student's Enrollment:	VAD2018B.TECHI-CSE4F005, VAD2018B.TECHI-CSE4F009		
Name of Student:	Shah Labdhi . Prajapati Bhumi		
Branch	INT.B.TECH.CSE.CTIS		
Specialization	CTIS		
Date of Exam			
Title of Project	Tokenizer- Online Appointment Booking System		
Sr. No.	suggestions/modifications/comments given by Internal review panel in PR 2 completed or not	Modification done based on Comments	
1.	Backend module are developed and database integration are done	modified	
2.	The whole is checked and small correction in both front and backend	modified	
		<i>[Signature]</i>	
		Guide's Signature	
<b>Note :</b> Above suggestions/modifications/comments must be fulfil/accommodate by the student in next review presentation of project.			
Particulars		Review Panel	
		Internal Examiner	External Examiner
Name:	mohammed Haroon Babu.		
Signature:	<i>[Signature]</i>		

1. Project work is completed and Recommended for the Submission of report as per the University format: Yes / No
2. Further work is recommended, and Extension time given, if any: Specify the reason with Extra Time period:

**Signature of Head of Department**

**Signature of External Expert**