

ARHOCH PRODUCT MANUALS

ARHOCH SGA

Complete user manual - from setup to calls and reports

Understand each area of the system and follow the procedures, from initial setup to everyday operations.

How to use this manual

Follow the quick start to prepare your environment. Then look up individual tasks in the chapters. Screen-shots use demonstration data; available menus and actions depend on your permissions.

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About this manual

This manual describes existing functions in the ARHOCH SGA web version. Screenshots show the real interface with fictional demonstration data, not customer records.

Menus and buttons depend on account and branch permissions. Some features, such as mobile issuance and printing, must be enabled and prepared before use.

Quick start

1. Sign in and check organization and branch.
2. Create services, counters, assignments and reasons.
3. Configure sequence, distribution and channels.
4. Prepare the kiosk or links and test receipt output.
5. Claim a counter, issue, call, start and complete an authorized test ticket.
6. Integrate TV and monitor operations and reports.

1 Prepare the branch

1.1 Sign in and check context

What it is for SGA organizes branch services, ticket issuance, queues, attendance and monitoring. Accounts, teams and access belong to IAM.

Where to find it <https://sga.arhoch.com/>

Step by step

1. Open SGA and sign in with your account. When needed, create an account and verify your email before signing in.
2. Complete IAM onboarding or choose an authorized organization and branch.
3. Check organization and branch in the header. To switch, use Organization and branch; wait for confirmation before operating.
4. On Overview, review the available situation. Open attendance leads to operations when your account has access.

Expected result

The workspace shows only authorized functions and information in the confirmed branch.

Important information

Do not confuse an attendance ticket with the account password. The IAM manual details accounts, invitations, roles, preferences and security.

1.2 Recommended setup sequence

What it is for Configure the structure before allowing public issuance.

Where to find it Management → Services / Counters / Settings

Step by step

1. Create services and organize how they appear on the kiosk.
2. Create counters and check service assignments to counters and attendants.
3. In Settings, define time zone, sequence, queue distribution and issuance channels.
4. Prepare completion reasons when they will be used at the end of service.
5. Link the kiosk in the equipment's own browser and test printing when needed.
6. In Attendance, claim a counter and run an authorized test ticket. Integrate ARHOCH TV to display calls on screens.

Expected result

The branch is prepared for issuance, calls and attendance recording.

Important information

Use a demonstration environment for trials whenever possible. Issuing, calling, canceling and resetting in production changes real operations.

1.3 Roles and overview

What it is for Each person's capabilities depend on the role assigned by IAM. Overview shows the current queue and does not replace reports by period.

Where to find it Overview · Team → People and access

Fields and options

Queue viewer	Reads queues; does not grant attendance operation.
Attendant	Calls tickets, operates attendance and can read/manage customers. Does not include assisted issuance by default.
Branch manager	Manages branch operations, including issuance, catalogs, settings, devices, customers, supervision, reports and TV integration.
Organization manager	Includes management and permission to consolidate reports and transfer between authorized organization branches.
Supervisor	Reads supervision and reports without granting attendance commands.

Step by step

1. Ask the administrator for appropriate application and branch access.
2. In Overview, check Waiting, Called, In service and Counters when state has been confirmed.
3. Read the queue with ticket, service, priority and issue time. To operate, use Open attendance.

Expected result

You distinguish reading, operations and administration without assuming every user has every button.

Important information

These are catalog role names. Effective assignment and scope are checked in IAM; an IAM administrative role does not replace SGA permissions.

2 Services and kiosk organization

2.1 New service

What it is for A service defines the attendance and its queue. A kiosk placement is a shortcut to that service; several shortcuts may use the same queue.

Where to find it Management → Services → Add → New service

Before you start

- Access to branch catalog management.

Fields and options

Name	Internal service name; required, up to 160 characters.
Prefix	Short identifier used in ticket labels; required, up to 12 characters.
Priority category	Default priority condition for the service. Check branch policy before changing it.
Name on receipt and tracking	Public-facing name, up to 160 characters.
Order	Numeric catalog order; kiosk placement is also organized through the tree.

Step by step

1. Open Services and select Add, then New service.
2. Enter Name, Acronym and Priority category.
3. Select the counters and attendants that will handle the service. Whether assignments are enforced depends on the distribution selected in Settings.
4. When needed, open advanced options to adjust public name, order, kiosk placement and Active status.
5. Select Save. If you changed the kiosk tree, also save the organization in the tree.

Expected result

The service is registered. Kiosk organization is published only after saving the tree.

New service ✕

Name

Prefix

Priority category
 ▼
This category is automatically applied to new tickets. Visitors do not select it.

Select the counters and attendants that handle this service. The queue applies assignments according to the branch attendance filter.

Assigned counters (1)

- ☒ 1 · Recepção
- ☐ 2 · Documentos

Assigned attendants (1)

- ☒ Ana Atendimento
ana@example.test
- ☐ Bruno Atendimento
bruno@example.test

► **Advanced options**

Real SGA interface with fictional demonstration data.

Important information

Saving the service and saving the organization are separate operations. Removing a shortcut does not deactivate the service or delete tickets.

2.2 Create menus and reuse services

What it is for Group options so visitors find the right attendance without duplicating queues.

Where to find it Services → Add / + button on a menu

Fields and options

Menu name	Name of up to 160 characters.
Name displayed on kiosk	Text specific to this shortcut, up to 160 characters; it may differ from the internal name.
Visitor description	Brief guidance of up to 320 characters.

Step by step

1. For a folder, select Add → New menu. Enter Menu name and, when useful, Explanation for the visitor.
2. Choose Destination menu or Kiosk home and confirm Show on kiosk.

3. For an existing service, use Add to kiosk and search the catalog. Inactive services cannot be selected for issuance.
4. Enter display name, explanation and destination. Use Add to layout or Apply to layout.
5. To reuse the same service in another menu, use Add to another menu in the item actions. Then save the organization.

Expected result

Menus and shortcuts organize navigation; the same service still has one queue.

Important information

Empty menus, disabled placements and inactive services are hidden from visitors.

2.3 Search, move, preview and save the tree

What it is for Change public option order and grouping using a preview that does not issue tickets.

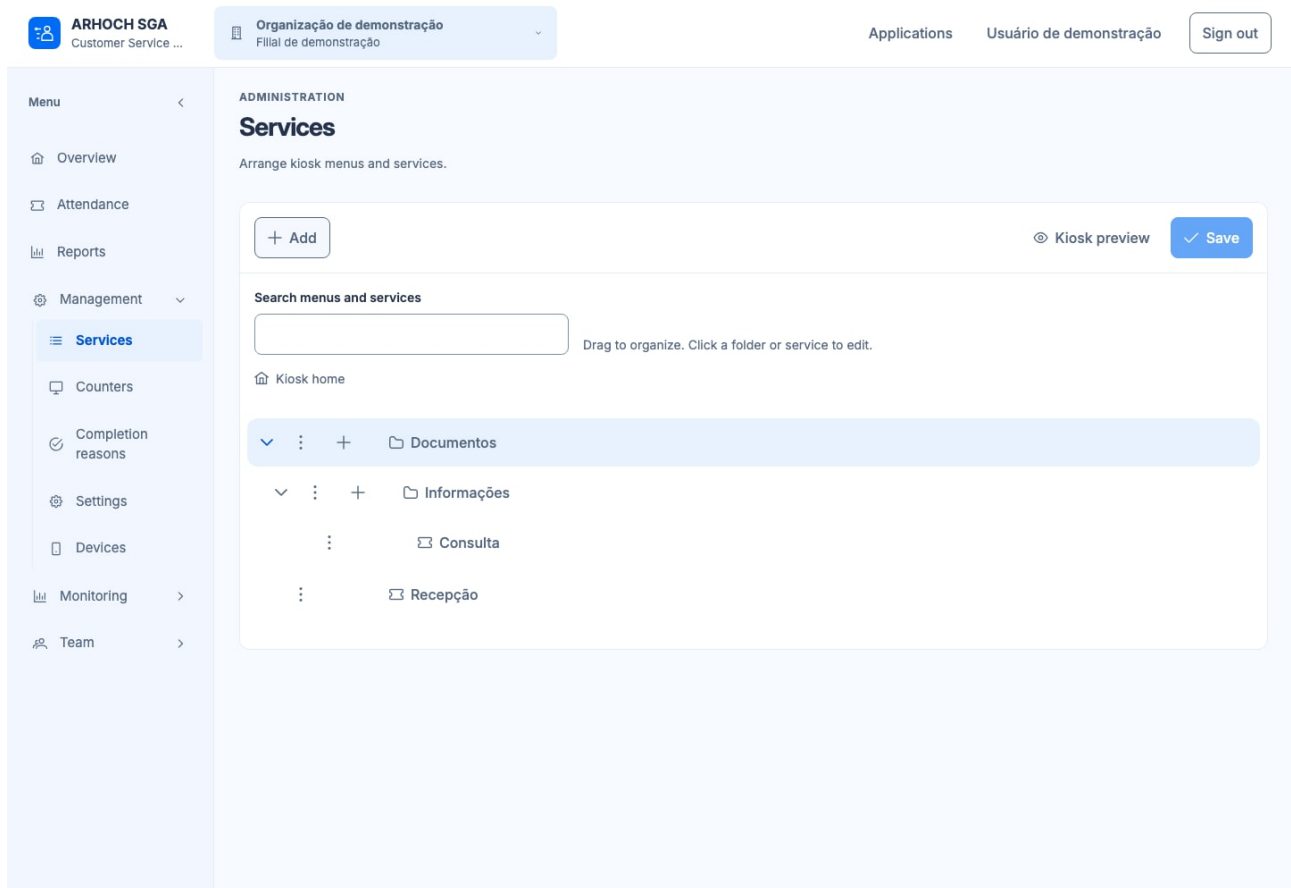
Where to find it Services → tree → More actions

Step by step

1. Use Search menus and services to locate an item. Clear the search before dragging.
2. Drag an item to reorganize it or open More actions → Move.
3. In Move, use Move up, Move down, or choose Destination menu and Move to this destination.
4. Select Kiosk preview and browse the menus. Selecting a service in preview only shows guidance; it does not issue a ticket.
5. Close preview and select Save in the tree to publish the organization.

Expected result

The confirmed organization is used by the branch kiosks.



Real SGA interface with fictional demonstration data.

If something goes wrong

Destination unavailable

Choose another menu; cycles and exceeding depth or item limits are not allowed.

2.4 Remove from kiosk or deactivate a service

What it is for Choose the appropriate action: hide a public path or prevent new service issuance.

Where to find it Services → More actions / service editing

Step by step

1. To remove a shortcut, use Remove from kiosk; for a folder, Remove menu. Read the confirmation.
2. Removing a menu also removes its contained placements. Confirm only after checking the items.
3. Save the organization to apply removal. Service records and queues remain.
4. To deactivate the service, open Edit service and clear Active, or use the available deactivation action. Save and check its state.

Expected result

Removal changes only presentation; deactivation prevents offering the service for new issuance.

3 Counters, assignments and reasons

3.1 Create, edit and deactivate counters

What it is for The counter identifies the attendance location shown in calls.

Where to find it Management → Counters → New counter

Fields and options

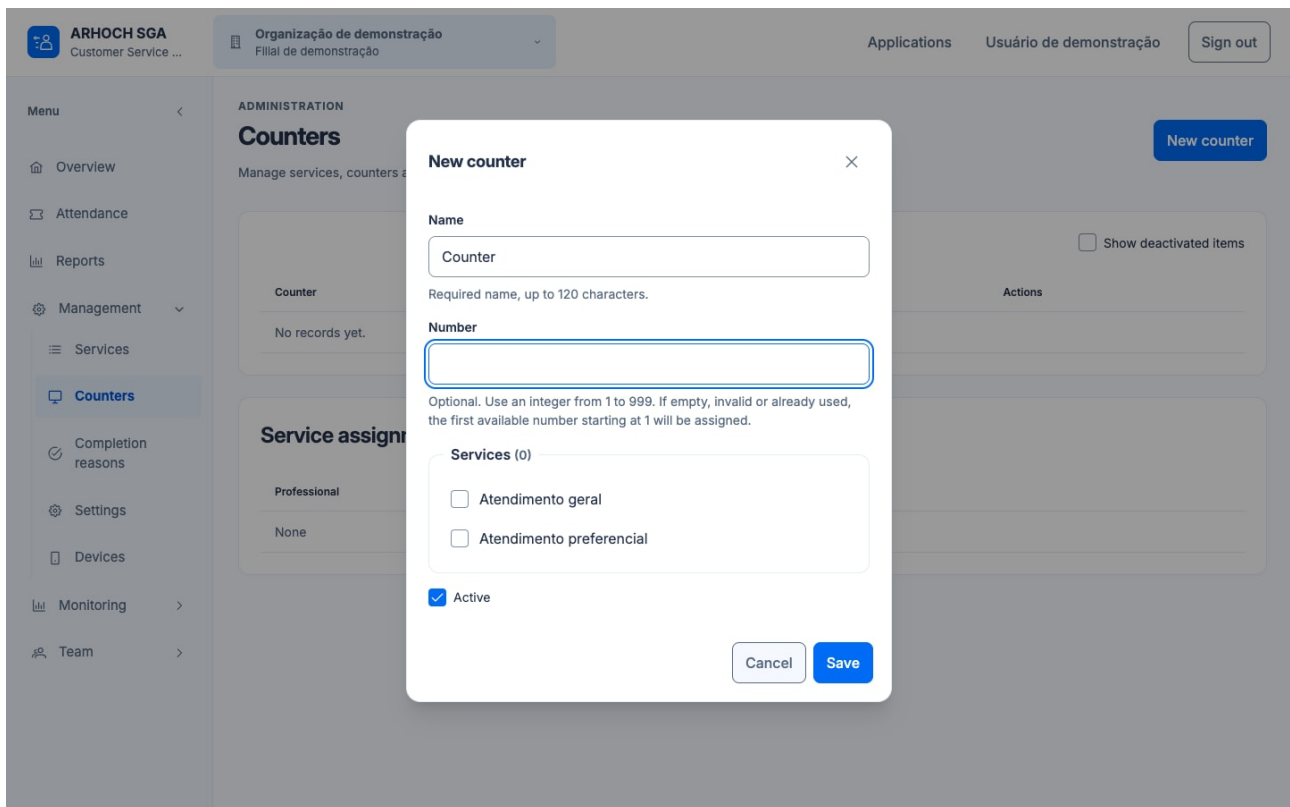
Name	Location name, up to 120 characters.
Number	Optional. On creation, use an integer from 1 to 999; empty, invalid or already used values receive the first available number. On editing, empty keeps the current number; a new value must be available.
Services	Services accepted by this counter when distribution uses counter assignments.

Step by step

1. Open New counter. Enter Name and check Number.
2. Select services handled at that location and save.
3. To change an existing counter, use Edit on its row, review the data and save.
4. To remove it from operational availability, use Deactivate and confirm. Show deactivated items lets you find deactivated records.

Expected result

The counter becomes available to operators according to its state and assignments.



Real SGA interface with fictional demonstration data.

3.2 Assign services

What it is for Link professionals and counters to services to apply queue distribution.

Where to find it Counters → Service assignments · Attendants

Step by step

1. Find the attendant and open Assign services.
2. Select the services the person performs and select Save.
3. You can also review counters and attendants when editing a service.
4. In Settings → Operation, check Queue distribution: free, by attendant, by counter, or both.

Expected result

In combined mode, a ticket is available only when the service, counter and attendant have the required assignments.

Important information

Assigning a service does not replace inviting the person or granting SGA access in IAM.

3.3 Completion reasons

What it is for Standardize the outcome recorded when completing attendance.

Where to find it Management → Completion reasons → New reason

Step by step

1. Select New reason and enter Description, up to 200 characters.
2. Select Positive when the reason represents a positive outcome and keep Active selected to offer it at completion.
3. Save. To change it, use Edit; to stop offering it, use Deactivate and confirm.
4. If a reason must be mandatory, enable Completion reason required in Settings and save.

Expected result

Active reasons appear when completing attendance; whether they are mandatory depends on branch settings.

4 Operation settings

4.1 Time zone, sequence, distribution and channels

What it is for Define the rules used by this branch. Form changes apply only after saving.

Where to find it Management → Settings → Operation

Fields and options

Ticket sequence	Per service keeps separate sequences; Branch-wide shares numbering across services.
Sequence reset	Manual depends on the maintenance action; Daily follows the daily rule in the branch time zone.
Queue distribution	All services, By professional, By counter, or Counter and attendant. Check assignments if an expected queue does not appear.

Step by step

1. Check Time zone for operations and period interpretation.
2. Choose Per service or Branch-wide sequence and Manual or Daily reset. Read the displayed guidance.
3. Set Queue distribution and whether a completion reason is required.
4. Review channels: paper, digital, mobile issuance and public display.
5. Select Save settings and wait for confirmation.

Expected result

Saved rules apply to the active branch.

ARHOCH SGA
Customer Service ...

Organização de demonstração
Filial de demonstração

Applications Usuário de demonstração Sign out

Menu

- Overview
- Attendance
- Reports
- Management
 - Services
 - Counters
 - Completion reasons
 - Settings**
 - Devices
- Monitoring
- Team

FILIAL DE DEMONSTRAÇÃO

Settings

Operating and presentation policies for the current branch.

Changes saved.

Operation Tickets & printing Data retention Queue maintenance

Operation

Choose how this branch numbers tickets and assigns services.

Branch time zone
Manaus
UTC-04:00

Search for a city or time zone. This sets the branch's operational date and daily reset; your personal time zone stays in account preferences.
America/Manaus

Ticket sequence
One for the branch

All services share one sequence: 001, 002, 003...
To switch modes after issuing tickets, first reset the queue in Maintenance.

Sequence reset
Daily

Numbering restarts when the date changes in the branch's time zone. History is preserved.

Queue distribution
Counter and attendant

The service must be assigned to both the counter and the attendant.

☐ **Completion reason required**
Require a reason when completing an attendance. Add reasons in Management.

Settings apply to the branch shown above.

Save settings

Real SGA interface with fictional demonstration data.

Important information

Changing sequence mode after issuing tickets first requires resetting the queue in Maintenance. This cancels open attendances: plan the change deliberately.

The public display and authorized ARHOCH TV integration are independent accesses.

4.2 Customize and test the receipt

What it is for Adjust receipt presentation without issuing another ticket for every print.

Where to find it Settings → Tickets & printing

Fields and options

Ticket layout	Available items: logo, header, ticket, service, branch, protocol, date/time and footer.
Size	Normal, double height, double width or double.
Alignment	Left, center or right.
Ticket label	Up to 40 characters; changes the displayed name for a ticket, such as Ticket or Number.
Counter label	Up to 40 characters; changes the service point label, such as Counter or Desk.
Ticket digits	Add leading zeros: with 3 digits, ticket 7 appears as 007. Choose 1 to 9 digits.

Ticket header	Optional ticket text. Up to 500 characters.
Ticket footer	Optional ticket text. Up to 500 characters.

Step by step

1. Adjust ticket and counter labels, digits, header, footer and cut preference.
2. For a logo, upload a PNG or JPEG up to 2 MB. Upload saves the logo while preserving other unsaved fields.
3. Open layout details and adjust Visible, Order, Size, Alignment, Bold and custom text for the available items.
4. Save settings before using Test ticket.
5. Review the preview and use Print when needed. Cutting applies only when the local device supports it.

Expected result

The saved layout is used by branch receipts.

4.3 Data retention

What it is for Choose record retention periods according to organizational needs.

Where to find it Settings → Data retention

Step by step

1. Enter ticket and attendance history retention in days, or leave blank to keep all records.
2. Set audit retention separately.
3. Use whole numbers starting at 1; do not use zero to mean unlimited.
4. Save settings after reviewing the effect of the periods.

Expected result

Maintenance removes eligible records older than the period while preserving open attendances.

ARHOCH SGA
Customer Service ...

Organização de demonstração
Filial de demonstração

Applications Usuário de demonstração Sign out

Menu

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FILIAL DE DEMONSTRAÇÃO

Settings

Operating and presentation policies for the current branch.

Changes saved.

Operation Tickets & printing **Data retention** Queue maintenance

Data retention

Choose how long to keep this branch's records. Leave a field empty to keep all records, with no automatic deletion.

History retention (days)
4000

Ticket and attendance history. With a period set, maintenance removes eligible older records while preserving open attendances.
Optional. Enter a whole number of days, at least 1, or clear to keep everything.

Audit retention (days)
Keep all records

Operational audit events. With a period set, maintenance removes eligible events older than that period.
Optional. Enter a whole number of days, at least 1, or clear to keep everything.

Settings apply to the branch shown above. **Save settings**

Customers and TV calls

Optional features. Issuance, numbering and ticket calls continue working as before.

Service temporarily unavailable. Try again.

Real SGA interface with fictional demonstration data.

Important information

Do not treat short retention as a visual filter: it authorizes removal of eligible data. Blank fields mean no automatic time-based deletion.

4.4 Queue maintenance

What it is for Perform changes affecting queue and numbering with explicit confirmation.

Where to find it Settings → Queue maintenance

Step by step

1. Save pending changes and wait for an operational connection before maintenance.
2. To change only the current sequence, check Current number, enter the new value and use Adjust current number. This does not cancel existing tickets.
3. Cancel pending tickets cancels ALL open tickets, including those in service, and keeps current numbering. Read and confirm only after coordinating with the team.
4. To reset queue and sequence, use the corresponding action and review the message before Confirm.

Expected result

The confirmed action changes the queue as described and preserves the history provided by the operation.

Important information

Reset queue and sequence cancels ALL open tickets, including those in service. Coordinate execution with operators.

Available with one sequence for the branch. Adjusts the last used number; the next ticket uses the following number. Issued numbers in this cycle cannot be reused.

4.5 Customers and TV calls

What it is for Enable optional identification and call presentation according to attendance needs.

Where to find it Settings → Customers and TV calls

Step by step

1. In Kiosk identification, choose Country and whether visitors may enter a document. Identification is optional.
2. In Name on TV, choose whether calls may show an identified customer's name.
3. Configure speech, call language and chime independently.
4. Use Save for this section; it has its own confirmation.

Expected result

Preferences are saved for the branch; speech depends on languages available on the TV.

Important information

Without identification, ticket issuance and calls continue to work. Before publicly displaying names, assess need and privacy in the environment.

5 Kiosk, mobile issuance and receipts

5.1 Link a kiosk using the device browser

What it is for Pairing grants the device its own identity without leaving an administrative session open to the public.

Where to find it On kiosk: /kiosk · On manager: Management → Devices

Fields and options

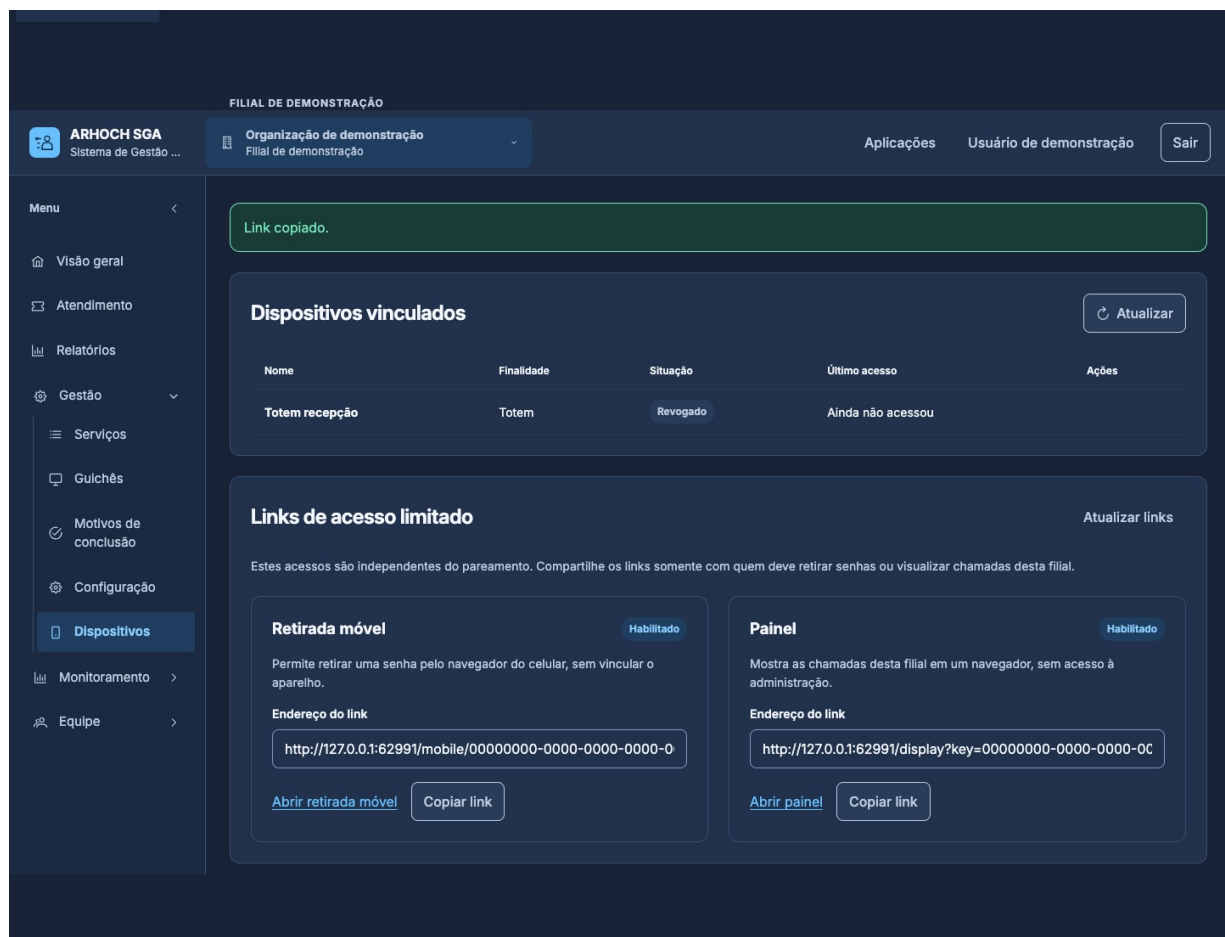
Pairing code	8 characters; expires in 5 minutes. Does not use I, O, 0 or 1.
Name	Name of up to 120 characters to identify the equipment.
Purpose	Kiosk issues tickets; Display shows calls and cannot issue tickets.

Step by step

1. In the browser of the equipment that will be the kiosk, open <https://sga.arhoch.com/kiosk>.
2. Select Generate pairing code and keep that page open.
3. In a separate administrative browser, open Devices → Link device.
4. Enter the 8-character code without spaces; give the device a recognizable name and choose Kiosk as purpose.
5. Select Approve pairing and wait for the device confirmation. Check it in the list and on the public screen.

Expected result

The kiosk browser allows issuance according to active branch services and channels.



Portuguese interface with fictional demonstration data.

If something goes wrong

Expired or already approved code

Check the list; if the device is not linked, generate another code on that equipment.

Approval recorded, device not confirmed

Keep the device browser open, check connectivity and refresh the list. Approval and confirmation are separate steps.

5.2 Configure printing and revoke devices

What it is for Choose local printing behavior and remove access from equipment no longer in use.

Where to find it Devices → kiosk row → Configure and test on the kiosk

Fields and options

No printer	Does not automatically request receipt printing.
Browser printing	Uses the print dialog in the equipment's own browser.
Automatic kiosk printing	Requires a locally prepared browser and printer for kiosk printing.
Android application integration	Requires the Android host with printing integration available; does not enable a remote printer in a regular browser.

Step by step

1. On an active kiosk row, open Configure and test on the kiosk.
2. Choose printing mode and save. Automatic kiosk printing depends on local browser and printer configuration.
3. Open the test on the equipment itself, confirm the printer and check the receipt. A test alone does not prove physical paper output.
4. To remove access, use Revoke on the device row, check the name and confirm Revoke device.

Expected result

The configuration is associated with the kiosk; a revoked device loses access on its next operation.

5.3 Limited access links

What it is for Share mobile issuance or call viewing without making administration available.

Where to find it Devices → Limited access links

Step by step

1. Enable mobile issuance or public display in Settings and save.
2. In Devices, use Refresh links when needed.
3. Use Open mobile issuance or Open display to review the destination, then Copy link to share it.
4. If copying is unavailable in the browser, select the field address and copy it manually.

Expected result

The visitor accesses only the limited function of the corresponding branch.

Important information

Share these addresses only with people who should issue tickets or view calls. They are independent of pairing and ARHOCH TV integration.

5.4 Get a ticket on a kiosk or phone

What it is for The visitor chooses a service and receives a receipt to await the call.

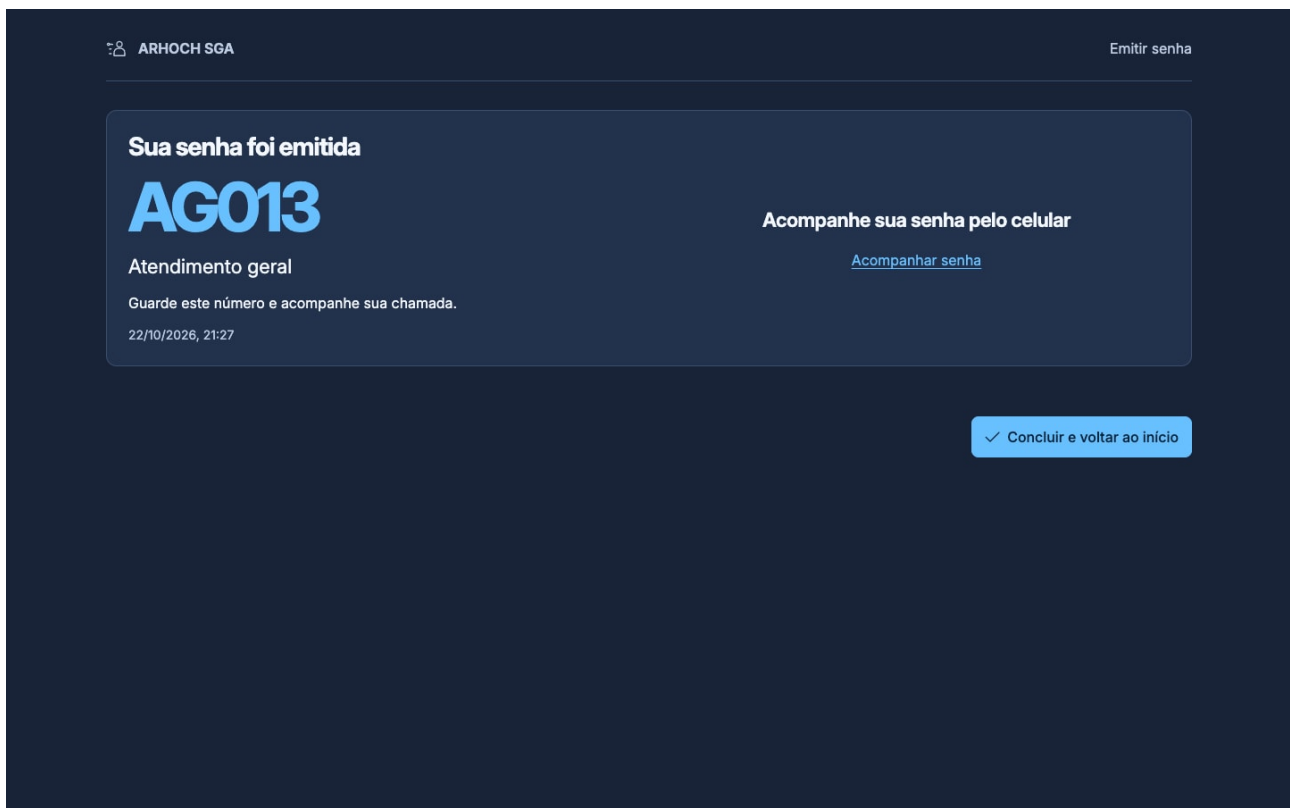
Where to find it Linked kiosk or mobile issuance link

Step by step

1. Open the link provided by the branch or use the prepared kiosk.
2. If document identification is available, enter it only if desired. You can continue unidentified.
3. Browse menus and select the service. For an assisted issuance option, contact reception.
4. Wait for confirmation and keep the number, receipt or tracking link/QR.
5. On the kiosk, use I need more time when needed. Done and return home ends the view; another issuance is a new action.

Expected result

The ticket enters the queue. Issuing does not call the person or start attendance.



Portuguese interface with fictional demonstration data.

If something goes wrong**Issuance confirmation did not arrive**

Use Recover the same ticket. If you entered a document, enter the same document again. Do not start another issuance while the first is uncertain.

6 Operate attendance

6.1 Claim, leave and resume a counter

What it is for Identify the counter where you will work to call and handle tickets.

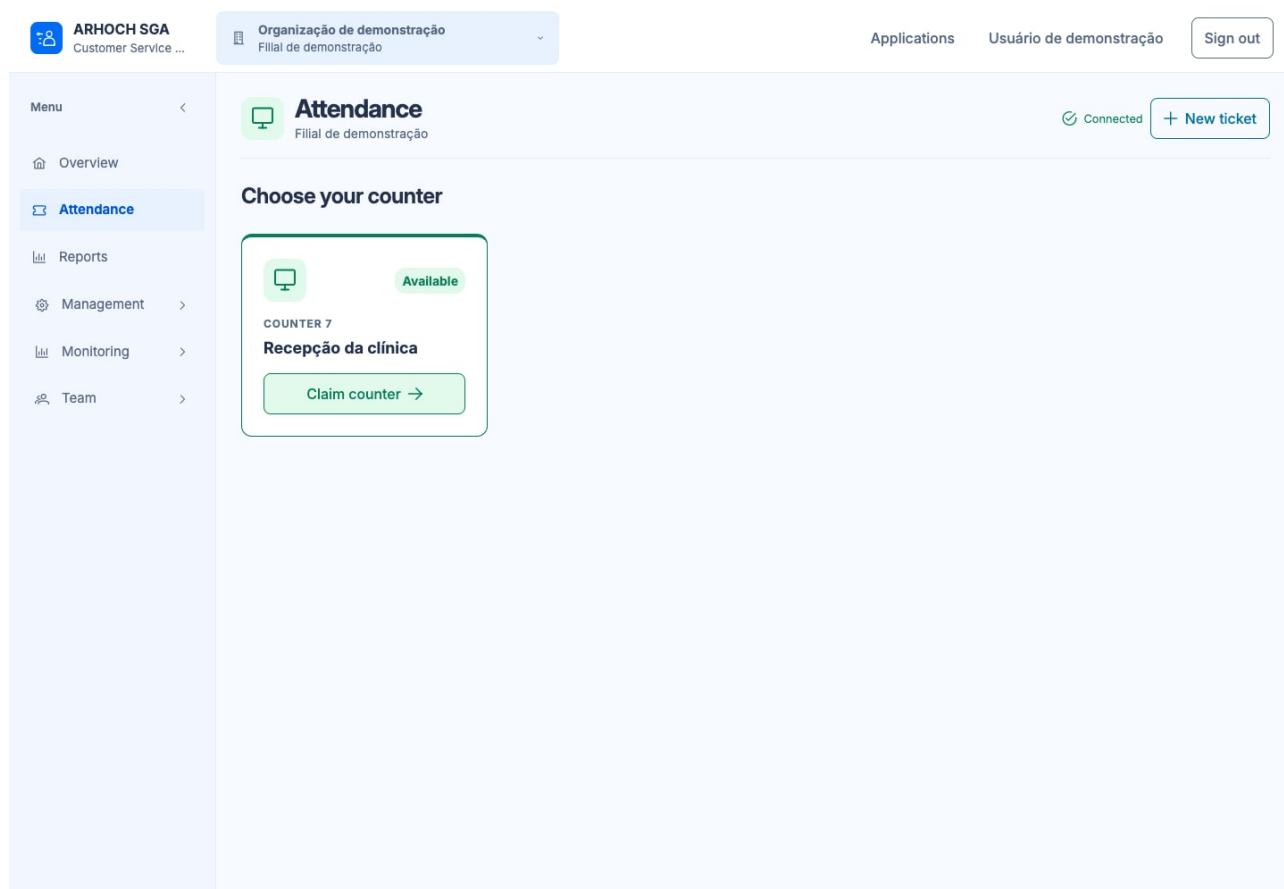
Where to find it Attendance → Choose your counter

Step by step

1. Check the connection state and available counters.
2. Choose an available counter and select Claim counter.
3. If occupied, only an authorized account can use Take over occupied counter; read and confirm the takeover.
4. To leave operations, use Leave counter. If an unfinished attendance is associated with you, use Resume attendance in the notice and resolve it before switching counters.

Expected result

The claimed counter appears in the operational header. Leaving is not equivalent to finishing attendance.



Real SGA interface with fictional demonstration data.

Important information

While operating a counter, navigation is compacted to keep focus on attendance. Server state is authoritative after a disconnect or reconnection.

6.2 Issue ticket

What it is for Reception can issue a customer ticket without claiming a counter when issuance permission is granted.

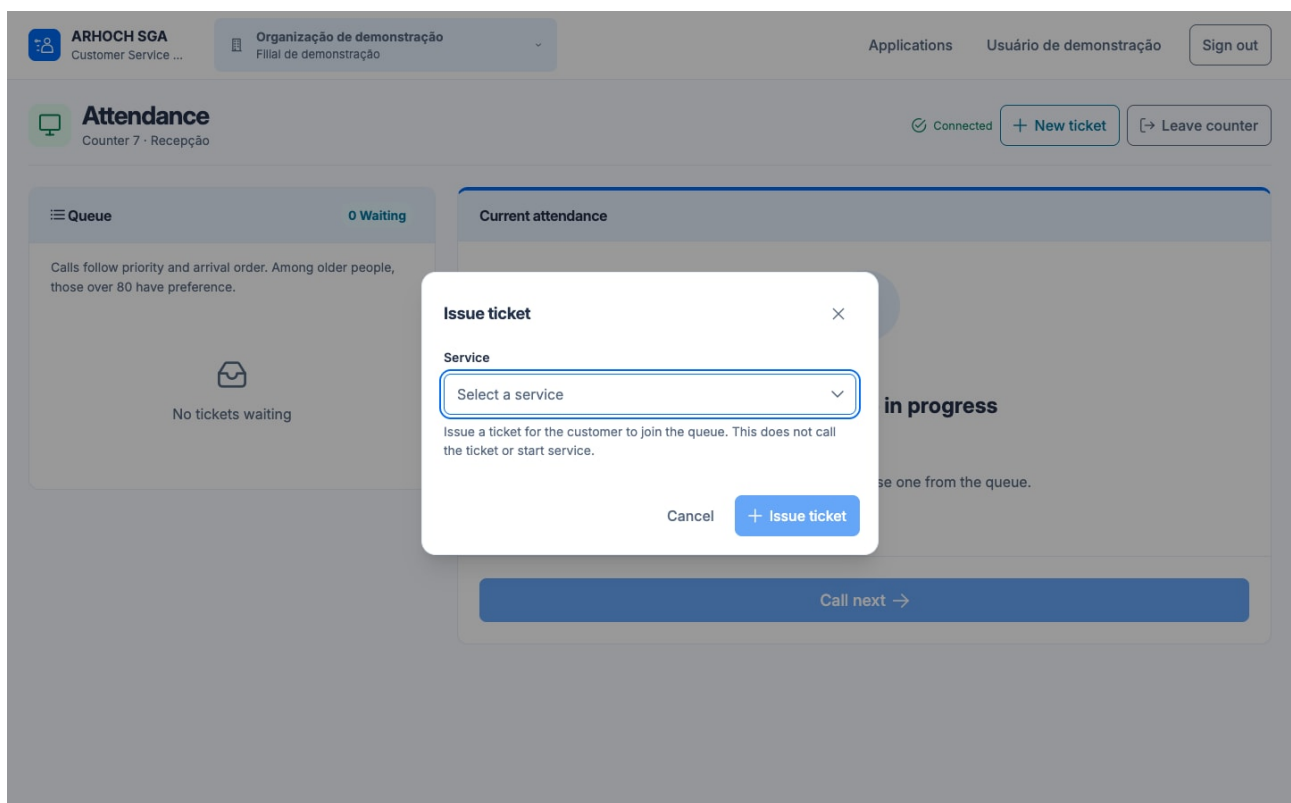
Where to find it Attendance → New ticket

Step by step

1. Select New ticket. Choose an active Service; search is available when there are many options.
2. Priority is inherited from the chosen service; there is no category selector in this issuance form. When permitted, select or create a customer. Customer identification is optional.
3. For a blood donor, check proof, enter a donation date within the last 120 days and confirm the required verification.
4. Select Issue ticket once and wait for the confirmed receipt.
5. Give the receipt or link to the customer. Use Copy link, Open tracking or Print receipt as needed.
6. Return to attendance when finished.

Expected result

The ticket enters the queue without being called or starting attendance automatically.



Real SGA interface with fictional demonstration data.

Important information

Canceling printing or reprinting does not issue another ticket. If printing fails after confirmation, share the link; do not issue another ticket for that reason.

6.3 Call the next or a specific ticket

What it is for Calling announces a ticket; Start service records the start of attendance. These are separate steps.

Where to find it Attendance → queue and Current attendance

Step by step

1. Claim a counter and check the operational connection.
2. Use Call next to follow queue priority and order. To call a specific available ticket, use Call on its row.
3. Check the ticket under Current attendance. When the customer arrives, select Start service.
4. When needed, use Recall to announce it again without creating another ticket.

Expected result

The ticket moves from Waiting to Called and then In service with the confirmed counter.

The screenshot displays the ARHOCH SGA interface for the 'Attendance' section. The top navigation bar includes 'ARHOCH SGA Customer Service ...', 'Organização de demonstração Filial de demonstração', 'Applications', 'Usuário de demonstração', and a 'Sign out' button. The main interface is split into two primary areas:

- Queue:** Labeled 'Counter 7 - Recepção da clínica'. It shows '0 Waiting' and a message: 'Calls follow priority and arrival order. Among older people, those over 80 have preference.' Below this is a 'No tickets waiting' status with a ticket icon.
- Current attendance:** Features a large green display showing 'CLO01' and 'Recepção'. Below the display, it says 'Issued: 10/22/26, 9:32 PM'. To the right are four buttons: 'Finish' (green), 'Recall' (blue), 'Forward ticket' (blue), and 'Cancel' (red).

Below the 'Current attendance' section, there is a 'Customer' field with the name 'Ana de Albuquerque' and a 'Received note' section containing a placeholder text: '<script>Private receiving observation</script> Texto extenso para o próximo profissional. Acompanhamento clínico. Acompanhamento clínico. Acompanhamento clínico. Acompanhamento clínico. Acompanhamento clínico. Acompanhamento clínico. Acompanhamento clínico. Acompanhamento clínico. Acompanhamento clínico. Visible only to authorized staff.'

At the bottom of the interface, a blue button labeled 'Call next →' is visible, with a note above it: 'Calling the next ticket will automatically finish the current attendance.'

Real SGA interface with fictional demonstration data.

Important information

Call next may finish the current attendance when a completion reason is not required; the interface warns of this effect. If a reason is required, finish first.

6.4 Correct priority

What it is for Correct an incorrect selection while the ticket is still waiting to be called.

Where to find it Attendance → waiting ticket → Correct priority

Fields and options

Priority category	Existing categories include standard service, disability, autism, age 60+, age over 80, pregnancy, breastfeeding, person with an infant, obesity, reduced mobility and blood donor.
-------------------	---

Step by step

1. On the correct ticket, open Correct priority.
2. Select Priority category and Correction reason.
3. If choosing blood donor, verify proof and date as requested.
4. Select Save and wait for confirmation before calling.

Expected result

The correction changes the applicable ordering and is recorded in the audit.

Important information

The category is not shown on the ticket or public display. Transfer preserves the category. This workflow cannot change it after the call.

6.5 Forward ticket

What it is for Send the same ticket to another service or professional while keeping protocol and history.

Where to find it Current attendance → Forward ticket

Fields and options

Note for the next attendant	Up to 2,000 characters to guide the next professional.
-----------------------------	--

Step by step

1. Open Forward ticket on the current ticket.
2. Choose Destination branch when your account permits transfers between organization branches; otherwise remain in the current branch.

3. Choose Destination service and, when needed, an assigned professional.
4. Select Exclusive only when the ticket must be reserved for the chosen professional. Exclusivity requires selecting a professional.
5. Write a forwarding note when useful and select Forward ticket.

Expected result

The ticket returns to the destination queue with protocol and priority preserved. Internal notes do not appear on the public display.

Real SGA interface with fictional demonstration data.

Important information

A person with the corresponding permission can use Release reservation on a waiting ticket to remove a professional reservation.

6.6 Finish

What it is for Record the actual completion of attendance.

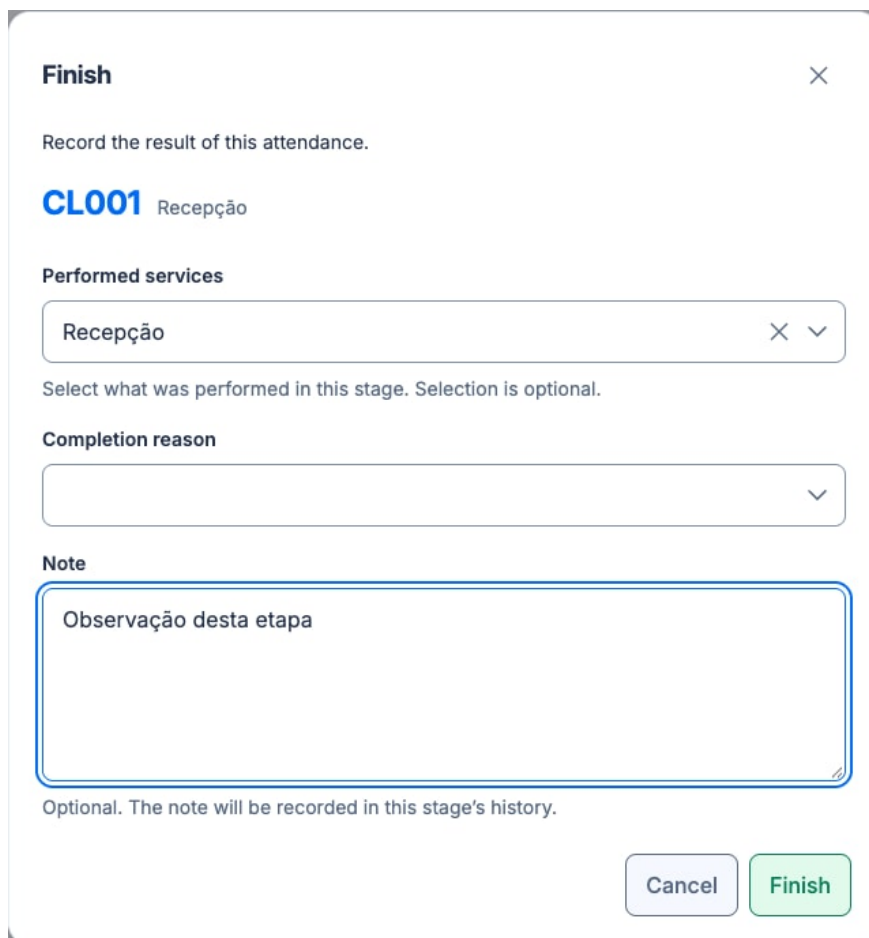
Where to find it Current attendance → Finish

Step by step

1. With the ticket In service, select Finish.
2. Select Performed services that need to be recorded.
3. Choose Completion reason; it is mandatory when required by branch settings.
4. Add a note of up to 2,000 characters if needed and confirm Finish.

Expected result

Attendance is completed and the counter can proceed to another ticket.



Finish ×

Record the result of this attendance.

CL001 Recepção

Performed services

Recepção × ▾

Select what was performed in this stage. Selection is optional.

Completion reason

▾

Note

Observação desta etapa

Optional. The note will be recorded in this stage's history.

Cancel Finish

Real SGA interface with fictional demonstration data.

6.7 Record no-show or cancel

What it is for Distinguish a person who did not answer a call from a ticket that must leave operations.

Where to find it Current attendance → No show / Cancel

Step by step

1. If the ticket is Called and the customer did not arrive, use No show after following your organization's procedure.
2. To cancel the current ticket, open Cancel and read its effect.
3. Enter a note of up to 2,000 characters when needed and use Confirm. Back keeps the ticket.

Expected result

The state is recorded in history; the canceled ticket leaves the queue.

6.8 Track calls and recover connectivity

What it is for Operation confirmation and queue state matter more than repeating a click.

Where to find it Attendance → connection state · receipt link

Step by step

1. During Awaiting confirmation, do not repeat the operation in another tab.
2. If confirmation did not arrive, check the queue and history before deciding to repeat.
3. If an operation was confirmed but the queue did not refresh, use Refresh and wait for confirmed state.
4. The customer can open the receipt tracking link and use Refresh to view status and counter when called.

Expected result

Operations continue only from recovered state; public tracking does not grant administrative access.

7 Customers

7.1 Search, create and edit customers

What it is for Keep optional customer identification and history in the branch.

Where to find it Management → Customers

Fields and options

Name	Required; up to 180 characters.
Document	Optional; up to 120 characters. Use only when needed.
Phone	Optional; up to 40 characters.
Email	Optional; up to 254 characters.

Step by step

1. Use Search by name or document and select Search.
2. For a new record, select Add customer. Enter Name and other relevant data.
3. Select Save and wait for Customer saved.
4. Use Edit on a row to correct existing data. Next page loads more results; Back to start returns to the first search page.

Expected result

The record becomes available in the branch for authorized identification and history lookup.

The screenshot shows the ARHOCH SGA Customer Service interface. The top navigation bar includes the ARHOCH SGA logo, the current organization (Organização de demonstração), and user information (Applications, Usuário de demonstração, Sign out). The sidebar menu lists various sections: Overview, Attendance, Reports, Management (selected), Customers (active), Services, Counters, Completion reasons, Settings, Devices, Monitoring, and Team. The main content area is titled 'FILIAL DE DEMONSTRAÇÃO Customers' and includes a sub-header 'Branch customer records and history. Identification is optional.' A green confirmation message 'Customer saved.' is displayed. Below this is a search bar with the text 'Search by name or document' and a search button. The search results show a table of registered customers with columns for Name, Document, Phone, and Actions. The table contains one entry: 'Ana UI' with document '00042' and phone '—'. The Actions column for this entry includes 'History' and 'Edit' links. At the bottom of the table, there are 'Back to start' and 'Next page' buttons.

Real SGA interface with fictional demonstration data.

Important information

Anonymous issuance remains available. This screen does not offer a customer deletion action.

7.2 Customer history

What it is for Review customer visits and stages recorded in the current branch.

Where to find it Customers → customer row → History

Step by step

1. Find the customer and select History.
2. Check Ticket, Service, Status, Issued at and Note for each visit.
3. Check result-limit notices and close when finished.

Expected result

History helps understand attendance continuity; it does not allow editing events.

Important information

Received notes and customer details in attendance are internal and should not be copied to public displays.

8 Supervision, reports and charts

8.1 Supervision

What it is for View an operational snapshot of attendances and counters without changing the queue.

Where to find it Monitoring → Supervision

Step by step

1. Open Supervision and check the snapshot capture time.
2. Read totals by status and the open ticket list with service, priority, counter, attendant and durations.
3. Check Counters to see availability, occupancy and professional.
4. Use Refresh to obtain another snapshot. Tables paginate when volume requires it.

Expected result

You view captured state; durations and counts should not be treated as a continuous feed without refresh.

The screenshot displays the ARHOCH SGA Supervision interface. At the top, there's a header with the ARHOCH SGA logo, a dropdown menu for 'Organização de demonstração', and user information 'Ana de Albuquerque · Equipe de atendimento especializado'. A 'Sign out' button is also present. The main content area is titled 'Supervision' and includes a 'Refresh' button. Below the title, there's a summary section with three cards: 'Waiting' (2), 'Called' (2), and 'In service' (2). The 'Attendance' section shows a table with 6 pending records, including ticket numbers, services, statuses, counters, attendants, and times. The 'Counters' section shows a table with 3 registered counters, including counter numbers, names, attendants, and statuses.

Ticket	Service	Status	Counter	Recorded attendant	Issued	Times
CL001 Standard	Consulta de especialidades e acompanhamento de exames	Waiting	—	Ana de Albuquerque · Equipe de atendimento especializado	10/22/26, 9:03 PM	Waiting time Attendance 30 min —
CL002 Standard	Consulta de especialidades e acompanhamento de exames	Called	2	Ana de Albuquerque · Equipe de atendimento especializado	10/22/26, 9:03 PM	Waiting time Attendance 20 min —
CL003 Standard	Consulta de especialidades e acompanhamento de exames	In service	3	Ana de Albuquerque · Equipe de atendimento especializado	10/22/26, 9:03 PM	Waiting time Attendance 20 min 5 min
CL004 Standard	Consulta de especialidades e acompanhamento de exames	Waiting	—	Ana de Albuquerque · Equipe de atendimento especializado	10/22/26, 9:03 PM	Waiting time Attendance 30 min —
CL005 Standard	Consulta de especialidades e acompanhamento de exames	Called	5	Ana de Albuquerque · Equipe de atendimento especializado	10/22/26, 9:03 PM	Waiting time Attendance 20 min —
CL006 Standard	Consulta de especialidades e acompanhamento de exames	In service	6	Ana de Albuquerque · Equipe de atendimento especializado	10/22/26, 9:03 PM	Waiting time Attendance 20 min 5 min

Counter	Name	Recorded attendant	Status
1	Recepção	No recorded attendant	Available
2	Consultório de especialidades	Ana de Albuquerque · Equipe de atendimento especializado	Occupied
3	Sala de exames	No recorded attendant	Inactive

Real SGA interface with fictional demonstration data.

8.2 Query summary, history and waiting times

What it is for Analyze results and durations for a selected period with explicit filters.

Where to find it Reports

Fields and options

Group by	Branch, service, day, month, hour or attendant.
Summary	Visits, segments, mean waiting, movement, service and total duration; samples, statuses and no-show rate.
Waiting times	Ranges up to 15, 15-25, 25-50 and over 50 minutes by period/branch/service.

Step by step

1. Choose Summary, History or Waiting times.
2. Enter From and To. Check the time zone shown in the result.
3. When authorized for consolidated reports, select branches explicitly. An empty selection does not mean all.
4. Adjust Service, Status, Attendant and Priority category; in Summary, choose Group by.
5. All options clears optional restrictions. In each list, the top checkbox selects every available item; this differs from leaving the filter unrestricted.
6. Select Search and read the period and filters actually applied.
7. After editing any filter, query again. Do not treat the previous result as reflecting the change.

Expected result

The result corresponds to the confirmed query and authorized scope.

Important information

Means use the displayed samples; lack of samples does not mean zero duration. A transfer may create segments of the same visit.

If a result reaches a limit, narrow the period. Do not present a truncated result as a complete total.

Totals use arrivals within the period and status at the last read. Transfers can create several stages for one visit. Means use known durations only; - means unavailable. Available history depends on retention.

All includes the period's records, including those without an attendant. Select items to narrow the result; the checkbox at the top of each list selects every available item.

No-show rate uses no-shows divided by finished attendances plus no-shows; check the displayed denominator.

8.3 Export CSV, refresh and charts

What it is for Use the same selection for external analysis and visual reporting.

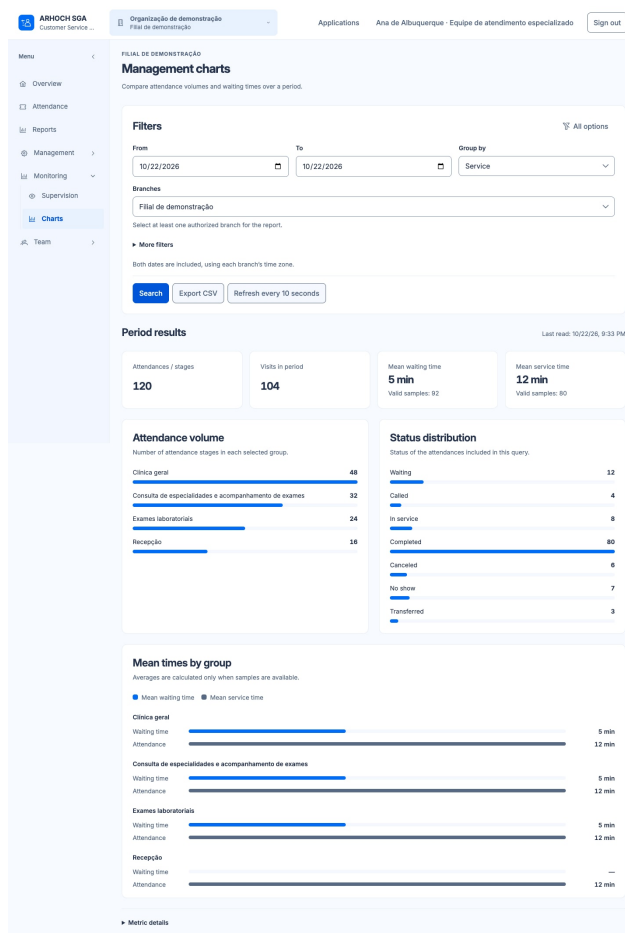
Where to find it Reports → Export CSV · Monitoring → Charts

Step by step

1. Configure the intended query and select Export CSV. Store the file respecting data privacy.
2. In a queried Summary, enable auto-refresh when you need ongoing figures. Disable it when finished; changing filters stops refresh.
3. Open Charts in Monitoring and set period and grouping. Use More filters when needed and select Search.
4. Read the charts and open details to check the same metrics in tables.

Expected result

CSV and charts provide other ways to examine the selected scope without changing attendances.



Real SGA interface with fictional demonstration data.

9 TV, team and support

9.1 TV integration

What it is for Authorize ARHOCH TV to receive calls from this branch through a dedicated connection between the products.

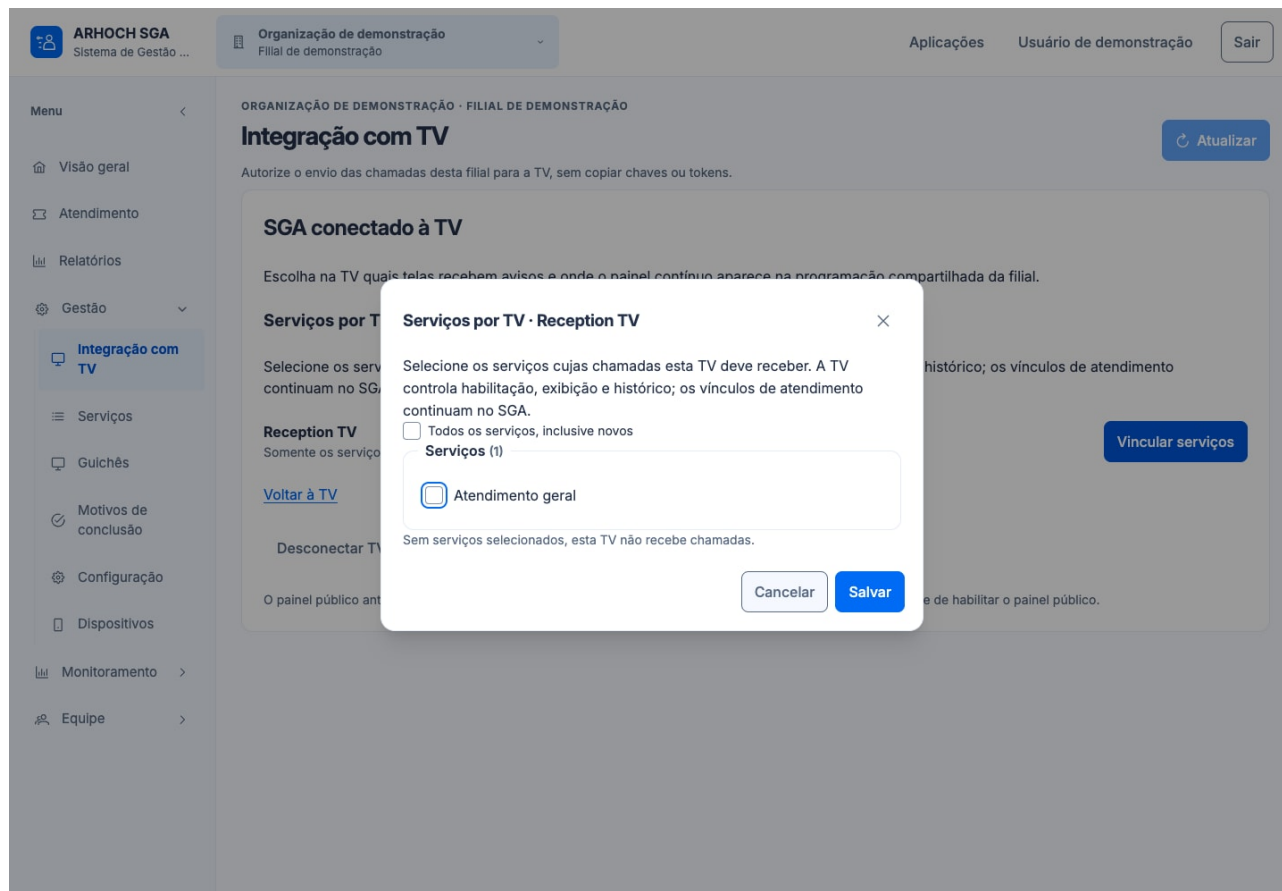
Where to find it Start in ARHOCH TV → SGA Management → TV integration

Step by step

1. Start the request in ARHOCH TV, following the TV manual. Open the return to SGA through the generated request.
2. Check organization, branch, initiator and request validity. Do not switch to another branch to complete it without reviewing.
3. Select Authorize when details are correct and you have permission.
4. Return to TV and complete the connection there. Check the connected state in SGA.
5. For each screen received from TV, use Assign services and choose All services or a specific selection. Save.

Expected result

Authorized calls are routed to screens according to selected services.



Portuguese interface with fictional demonstration data.

Important information

An empty specific selection receives no services. If screen binding changes, check the notice to review routing.

Disconnect requires confirmation and stops the corresponding integration; it is not the same as disabling the public display.

If something goes wrong**Expired request or service not configured**

Return to the start in TV and check availability with the administrator; do not enter URLs or tokens manually on this page.

9.2 Invite people and manage the account

What it is for IAM centralizes identity and access; SGA operational assignments remain in the catalog.

Where to find it Team → People and access / Organization / Branches · account menu

Step by step

1. In People and access, invite or manage members according to your capabilities. The IAM manual describes sending, acceptance, roles and branch scope.
2. After granting operator access, also check SGA service assignments when queue distribution requires them.
3. Use Organization and Branches for permitted shared operations; a branch name is shared with other applications.
4. In the account menu, Profile, Preferences and Account security manage personal details, language/theme/time zone, password, sessions and API tokens.

Expected result

Each operator receives only granted functions in the confirmed organization and branch.

10 Glossary

Ticket

Identifier for service issuance; not the account password.

Counter

Operational location claimed by an attendant for calls.

Service

Type of attendance with its queue; it may have several kiosk shortcuts.

Pairing

Linking a device browser to a branch through a temporary code.

Segment

A segment of attendance; a visit may contain segments after transfers.

11 Help and next steps

ARHOCH support: contact@arhoch.com · WhatsApp +55 51 99764-4349. Provide screen, action, time, necessary organization/branch details and the displayed message. Do not send login passwords, tokens, limited-access links or unnecessary customer personal data.