

# tk > customer > add

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**Route:** tkt/customer/add

**URL:** https://admin.myslbb.com/#/tkt/customer/add

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## Overview

This page is a draft SOP reference for the above screen in **i2i Core OSS/BSS**. It is auto-generated from UI exports and should be reviewed for operational correctness before customer release.

## When to Use

- Use this screen for the workflow represented by this route.
- Do not make billing/AAA/provisioning-impacting changes without required authorization.

## Typical Workflow

1. Verify you are working on the correct entity (Customer/Account/Service).
2. Review the current lifecycle state before making changes.
3. Apply changes and validate system response.
4. Confirm downstream impact (AAA/Provisioning/Billing) where applicable.

## Field & Action Hints (Auto-detected)

- **Fields detected:** Select Customer, Type, Select Category, Priority, High, Medium, Low, Call From, Auto Assignment, Manual Assignment
- **Actions detected:** Auto, Close, Ticket, Customer, Cancel, Create Ticket, Create Ticket With Resolve

# Validation & Safety Checks

- Confirm identifiers before saving.
- Confirm lifecycle state allows the change.
- Confirm rollback/support path exists for production actions.

## Escalation Guidance

- **L1:** Verify input, permissions, and entity state.
- **L2:** Validate dependencies and downstream state.
- **L3/Admin:** Policy/config changes or suspected defect.

## Screenshots

### create\_new

**Captured URL:** <https://admin.myslbb.com/#/tkt/customer/add>

Images uploading...

The screenshot shows the 'New Customer Ticket' form in the SMARTLINK system. The form is titled 'New Customer Ticket' and has a subtitle 'Create new customer ticket'. It is divided into two main sections: 'Customer & Ticket Type' and 'Describe Your Problem Summary'. The 'Customer & Ticket Type' section contains several input fields: 'Select Customer' (a dropdown menu), 'Type' (a dropdown menu with 'Complaint' selected), 'Select Category' (a dropdown menu with 'Connectivity Issue->Fiber Issue' selected), 'Priority' (radio buttons for 'High', 'Medium', and 'Low', with 'Medium' selected), and 'Call From' (a text input field). The 'Describe Your Problem Summary' section contains a rich text editor with a toolbar and a text area with the placeholder 'Enter problem description...'. On the right side of the form, there are two red error messages: 'Error: ErrorNo rule matched, please create a default rule'. The top of the page shows the SMARTLINK logo, navigation links, a search bar, and the user's name 'Priyesh Chauhan'.

**Error** ErrorNo rule matched, please create a default rule

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### New Customer Ticket

Create new customer ticket

#### Customer & Ticket Type

Select Customer  Type  Select Category

Priority  High  Medium  Low

Call From

#### Describe Your Problem Summary

Normal Sans Serif B I U A [color] [background-color] [font-size] [text-align] [list-style-type] [link] [code] [undo]

Enter problem description...

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