

tk > customer

tk > customer

Route: tkt/customer

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

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:** Date Range
- **Actions detected:** Auto, Close, Ticket, Customer, Create Customer Ticket, Clear Filter, CTKT/00002, Hubcom Techno System LLP Unit, Connectivity Issue -> Fiber Issue, CTKT/00001, Najuka

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

default

Captured URL: https://admin.myslbb.com/#/tkt/customer

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Online Sessions (4234) Access Request Quick Actions

Q Search or jump to... Aa

Priyesh Chauhan

Customer Partner Product Network Billing Inventory Ticket WiFi Reports AAA Mediation System

Ticket Customer Customer Tickets

Ticket For Customer

Manage Customer Ticket List

Create Customer Ticket

All Ticket Open In Progress Resolved Closed Assigned To Me Assigned To My Team Advance Search

Q Search By Customer, TicketNumber, Assignee, Priority, Problem Summary Date Range Partner Selection

Clear Filter

CSV 1 - 2 of 2

#	Ticket Number	Customer	Problem Summary	Supervisor	Assignee/Team	Status/Priority	Creation Time	Resolution Time	Franchisee	Branch/Source	Act
1	CTKT/00002 COMPLAINT	Hubcom Techno System LLP Unit Intbmchubcom Active Online	Connectivity Issue → Fiber Issue	Unassigned	Namdev Direct	Open Medium	22-Dec-2025 16:17:45 N/A	N/A N/A	Direct Customer Unassigned	Hiranandani Gardens Admin Portal	
2	CTKT/00001 COMPLAINT	Najuka Inactive Offline	Connectivity Issue → Fiber Issue	N/A	Naj Direct	Open High	27-Sep-2025 13:49:25 N/A	N/A N/A	Direct Customer N/A	Hiranandani Gardens Admin Portal	

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Online Sessions (4234)Access RequestQuick Actions

Search or jump to...Aa🔊🔔👤Priyesh Chauhan

CustomerPartnerProductNetworkBillingInventoryTicketWiFiReportsAAAMediationSystem

> Ticket> Customer> Customer Tickets

Ticket For Customer

Manage Customer Ticket List

Create Customer Ticket

All TicketOpenIn ProgressResolvedClosedAssigned To MeAssigned To My TeamAdvance Search

Clear Filter

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CSV1 - 2 of 2100

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[Home](#) > [Ticket](#) > [Customer](#) > Customer Tickets

Ticket For Customer

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[Home](#) > [Ticket](#) > [Customer](#) > Customer Tickets

Ticket For Customer

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CSV0 - 0 of 0<<<>>>100

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[Home](#) > [Ticket](#) > [Customer](#) > Customer Tickets

Ticket For Customer

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CSV 0 - 0 of 0 Page: 100

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No matching ticket found											

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Aa

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[Home](#) > [Ticket](#) > [Customer](#) > Customer Tickets

Ticket For Customer

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No matching ticket found											

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Page: 100

#	Ticket Number	Customer	Problem Summary	Supervisor	Assignee/Team	Status/Priority	Creation Time	Resolution Time	Franchisee	Branch/Source	Action
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Page: 100

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No matching ticket found											

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CustomerPartnerProductNetworkBillingInventoryTicketWiFiReportsAAAMediationSystem

🏠TicketCustomerCustomer Tickets

Ticket For Customer

Manage Customer Ticket List

Create Customer Ticket

All TicketOpenIn ProgressResolvedClosedAssigned To MeAssigned To My TeamAdvance Search

Clear Filter

🔍 Search By Customer, TicketNumber, Assignee, Prior

Ticket Status

Staff

Date Range

Partner Selection

Created By

Type

Priority

Category

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CSV1 - 2 of 2Page: 100

#	Ticket Number	Customer	Problem Summary	Supervisor	Assignee/Team	Status/Priority	Resolution Time	Franchisee	Branch/Source	Created By	Updated
1	CTKT/00002 COMPLAINT	Hubcom Techno System LLP Unit Intbmchubcom Active Online	Connectivity Issue → Fiber Issue	Unassigned	Namdev Direct	Open Medium	N/A N/A	Direct Customer Unassigned	Hiranandani Gardens Admin Portal	D: Somnath Ghag 22-Dec-2025 16:17:45	D: Somn 22-Dec-2
2	CTKT/00001 COMPLAINT	Najuka Inactive Offline	Connectivity Issue → Fiber Issue	N/A	Najuka Direct	Open High	N/A N/A	Direct Customer N/A	Hiranandani Gardens Admin Portal	D: Najuka 27-Sep-2025 13:49:25	D: Najuk 27-Sep-2

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CustomerPartnerProductNetworkBillingInventoryTicketWiFiReportsAAAMediationSystem

> Ticket > Customer > Customer Tickets

Ticket For Customer

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common_tab_5

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Online Sessions (4234) Access Request Quick Actions

Q Search or jump to... 7 Aa

Priyesh Chauhan

Customer Partner Product Network Billing Inventory Ticket WiFi Reports AAA Mediation System

> Ticket > Customer > Customer Tickets

Ticket For Customer

Manage Customer Ticket List

Create Customer Ticket

All Ticket Open In Progress Resolved Closed Assigned To Me Assigned To My Team Advance Search

Q Search By Customer, TicketNumber, Assignee, Priority, Problem Summary Date Range Partner Selection Clear Filter

CSV 0 - 0 of 0 100

#	Ticket Number	Customer	Problem Summary	Supervisor	Assignee/Team	Status/Priority	Creation Time	Resolution Time	Franchisee	Branch/Source	Action
No matching ticket found											

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Online Sessions (4234) Access Request Quick Actions

Q Search or jump to... 7 Aa

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CSV 0 - 0 of 0 100

#	Ticket Number	Customer	Problem Summary	Supervisor	Assignee/Team	Status/Priority	Creation Time	Resolution Time	Franchisee	Branch/Source	Action
No matching ticket found											

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Customer Tickets

Ticket For Customer

Manage Customer Ticket List

Create Customer Ticket

All Ticket Open In Progress Resolved Closed Assigned To Me Assigned To My Team Advance Search

Search By Customer, TicketNumber, Assignee, Priority, Problem Summary

CSV

0 - 0 of 0

Page: 100

#	Ticket Number	Customer	Problem Summary	Supervisor	Assignee/Team	Status/Priority	Creation Time	Resolution Time	Franchisee	Branch/Source	Action
No matching ticket found											

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Online Sessions (4237) Access Request Quick Actions

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CSV

0 - 0 of 0

Page: 100

#	Ticket Number	Customer	Problem Summary	Supervisor	Assignee/Team	Status/Priority	Creation Time	Resolution Time	Franchisee	Branch/Source	Action
No matching ticket found											

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Online Sessions (4237) Access Request Quick Actions

Aa Priyesh Chauhan

Customer Partner Product Network Billing Inventory Ticket WIFI Reports AAA Mediation System

> [Ticket](#) > [Customer](#) > Customer Tickets

Ticket For Customer

Manage Customer Ticket List

+ Create Customer Ticket

All Ticket Open In Progress Resolved Closed Assigned To Me Assigned To My Team Advance Search

CSV 0 - 0 of 0 < > Page: 100

#	Ticket Number	Customer	Problem Summary	Supervisor	Assignee/Team	Status/Priority	Creation Time	Resolution Time	Franchisee	Branch/Source	Action
No matching ticket found											

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Online Sessions (4237) Access Request Quick Actions

Aa Priyesh Chauhan

Customer Partner Product Network Billing Inventory Ticket WIFI Reports AAA Mediation System

> [Ticket](#) > [Customer](#) > Customer Tickets

Ticket For Customer

Manage Customer Ticket List

+ Create Customer Ticket

All Ticket Open In Progress Resolved Closed Assigned To Me Assigned To My Team Advance Search

CSV 0 - 0 of 0 < > Page: 100

#	Ticket Number	Customer	Problem Summary	Supervisor	Assignee/Team	Status/Priority	Creation Time	Resolution Time	Franchisee	Branch/Source	Action
No matching ticket found											

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Online Sessions (4237) Access Request Quick Actions

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CustomerPartnerProductNetworkBillingInventoryTicketWiFiReportsAAAMediationSystem

🏠TicketCustomerCustomer Tickets

Ticket For Customer

Manage Customer Ticket List

Create Customer Ticket

All TicketOpenIn ProgressResolvedClosedAssigned To MeAssigned To My TeamAdvance Search

Clear Filter

🔍 Search By Customer, TicketNumber, Assignee, PriorTicket StatusStaffDate Range

Partner SelectionPartner SelectionCreated ByCreated ByTypeTypePriorityPriority

CategoryCategory

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📄 CSV1 - 2 of 2Page: 100

#	Ticket Number	Customer	Problem Summary	Supervisor	Assignee/Team	Status/Priority	Resolution Time	Franchisee	Branch/Source	Created By	Updated
1	CTKT/00002 COMPLAINT	Hubcom Techno System LLP Unit Intbmchubcom Active Online	Connectivity Issue → Fiber Issue	Unassigned	Namdev Direct	Open Medium	N/A N/A	Direct Customer Unassigned	Hiranandani Gardens Admin Portal	D: Somnath Ghag 22-Dec-2025 16:17:45	D: Somn 22-Dec-2
2	CTKT/00001 COMPLAINT	Najuka Inactive Offline	Connectivity Issue → Fiber Issue	N/A	Najuka Direct	Open High	N/A N/A	Direct Customer N/A	Hiranandani Gardens Admin Portal	D: Najuka 27-Sep-2025 13:49:25	D: Najuk 27-Sep-2

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Online Sessions (4237) Access Request Quick Actions

Search or jump to...Aa🔊🔔👤Priyesh Chauhan

CustomerPartnerProductNetworkBillingInventoryTicketWiFiReportsAAAMediationSystem

🏠TicketCustomerCustomer Tickets

Ticket For Customer

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Clear Filter

🔍 Search By Customer, TicketNumber, Assignee, PriorTicket StatusStaffDate Range

Partner SelectionPartner SelectionCreated ByCreated ByTypeTypePriorityPriority

CategoryCategory

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📄 CSV1 - 2 of 2Page: 100

#	Ticket Number	Customer	Problem Summary	Supervisor	Assignee/Team	Status/Priority	Resolution Time	Franchisee	Branch/Source	Created By	Updated
1	CTKT/00002 COMPLAINT	Hubcom Techno System LLP Unit Intbmchubcom Active Online	Connectivity Issue → Fiber Issue	Unassigned	Namdev Direct	Open Medium	N/A N/A	Direct Customer Unassigned	Hiranandani Gardens Admin Portal	D: Somnath Ghag 22-Dec-2025 16:17:45	D: Somn 22-Dec-2
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Online Sessions (4237) Access Request Quick Actions

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CustomerPartnerProductNetworkBillingInventoryTicketWiFiReportsAAAMediationSystem

[Ticket](#) > [Customer](#) > Customer Tickets

Ticket For Customer

Manage Customer Ticket List

Create Customer Ticket

All TicketOpenIn ProgressResolvedClosedAssigned To MeAssigned To My TeamAdvance Search

Clear Filter

Search By Customer, TicketNumber, Assignee, Prior

Ticket Status

Staff

Date Range

Partner Selection

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Category

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#	Ticket Number	Customer	Problem Summary	Supervisor	Assignee/Team	Status/Priority	Resolution Time	Franchisee	Branch/Source	Created By	Updated
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Online Sessions (4237) Access Request Quick Actions

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CustomerPartnerProductNetworkBillingInventoryTicketWiFiReportsAAAMediationSystem

[Ticket](#) > [Customer](#) > Customer Tickets

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CustomerPartnerProductNetworkBillingInventoryTicketWiFiReportsAAAMediationSystem

🏠TicketCustomerCustomer Tickets

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Revision #2

Created 2026-02-03 15:02:09 UTC by Admin

Updated 2026-02-03 15:02:32 UTC by Admin