

tkt > internal > add

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Route: tkt/internal/add

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

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:** Type, Select Category, Priority, High, Medium, Low, Title, Auto Assignemnt, Manual Assignment
- **Actions detected:** Auto, Close, Ticket, Internal, 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/internal/add>

Images uploading...

The screenshot shows the 'New Internal Ticket' form in the SMARTLINK system. The form is titled 'New Internal Ticket' and has a subtitle 'Create new internal ticket'. It is divided into several sections:

- Ticket Types:** This section contains two dropdown menus. The first is labeled 'Type' and has 'Complaint' selected. The second is labeled 'Select Category' and is currently empty. Below these are three radio buttons for 'Priority': 'High', 'Medium' (which is selected), and 'Low'.
- Describe Your Problem Summary:** This section contains a text input field for 'Title' and a rich text editor for 'Problem Description'. The rich text editor has a toolbar with options for text color, font family (Sans Serif), bold (B), italic (I), underline (U), link (A), list (bulleted and numbered), link (chain), image, code, and link (chain).

The form is part of a larger application interface with a dark green header and a navigation menu. The header includes the SMARTLINK logo, 'Online Sessions (4237)', 'Access Request', and 'Quick Actions'. The navigation menu includes 'Customer', 'Partner', 'Product', 'Network', 'Billing', 'Inventory', 'Ticket', 'WiFi', 'Reports', 'AAA', 'Mediation', and 'System'. The breadcrumb trail shows 'Ticket > Internal > Create'.

New Internal Ticket

Create new internal ticket

Ticket Types

Type:

Priority

High Medium Low

Describe Your Problem Summary

Normal Sans Serif B I U A [Icons]

Problem Description

Revision #2

Created 2026-02-03 15:02:43 UTC by Admin

Updated 2026-02-03 15:02:45 UTC by Admin