

tkt > internal

tkt > internal

Route: tkt/internal

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

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)

- **Actions detected:** Auto, Close, Ticket, Create Internal Ticket

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/#/tkk/internal>

Images uploading...

The screenshot shows the SMARTLINK admin interface. At the top, there is a navigation bar with the SMARTLINK logo and several menu items: Online Sessions (4237), Access Request, and Quick Actions. A search bar is located on the right side of the navigation bar. Below the navigation bar, there is a breadcrumb trail: Ticket > Internal. The main content area is titled "Ticket For Internal" and includes a sub-header "Manage Internal Ticket List" and a "Create Internal Ticket" button. There are two tabs: "All Ticket" (selected) and "Advance Search". A search bar is present with the placeholder text "Search By Customer, TicketNumber, Assignee, Priority, Problem Summary". To the right of the search bar, there is a pagination control showing "0 - 0 of 0" and "Page: 100". Below the search bar, there is a table with the following columns: #, Ticket Number, Problem Summary, Customer, Category, Status/Priority, Assignee/Team, Due Date, Source, Created By, and Updated By. The table currently displays "No matching ticket found".

Ticket For Internal

Manage Internal Ticket List

+ Create Internal Ticket

All Ticket Advance Search

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

0 - 0 of 0 Page: 100

#	Ticket Number	Problem Summary	Customer	Category	Status/Priority	Assignee/Team	Due Date	Source	Created By	Updated By
No matching ticket found										

ui_tab_1

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

Images uploading...

Ticket For Internal

Manage Internal Ticket List

[+ Create Internal Ticket](#)

[All Ticket](#) [Advance Search](#)

0 - 0 of 0 < > Page: 100

#	Ticket Number	Problem Summary	Customer	Category	Status/Priority	Assignee/Team	Due Date	Source	Created By	Updated By
No matching ticket found										

Ticket For Internal

Manage Internal Ticket List

[+ Create Internal Ticket](#)

[All Ticket](#) [Advance Search](#)

0 - 0 of 0 < > Page: 100

#	Ticket Number	Problem Summary	Customer	Category	Status/Priority	Assignee/Team	Due Date	Source	Created By	Updated By
No matching ticket found										

ui_tab_2

Captured URL: <https://admin.myslbb.com/#/tkkt/internal>

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Ticket For Internal
Manage Internal Ticket List

[All Ticket](#) [Advance Search](#)

Search By Customer, TicketNumber, Assignee, Prio

Ticket Status Staff Date Range

Due Date Range Created By Ticket Group

0 - 0 of 0 Page: 100

#	Ticket Number	Problem Summary	Customer	Category	Status/Priority	Assignee/Team	Due Date	Source	Created By	Updated By
No matching ticket found										

Ticket For Internal
Manage Internal Ticket List

[All Ticket](#) [Advance Search](#)

Search By Customer, TicketNumber, Assignee, Prio

Ticket Status Staff Date Range

Due Date Range Created By Ticket Group

0 - 0 of 0 Page: 100

#	Ticket Number	Problem Summary	Customer	Category	Status/Priority	Assignee/Team	Due Date	Source	Created By	Updated By
No matching ticket found										

common_tab_1

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

Images uploading...

SMARTLINK Online Sessions (4237) Access Request Quick Actions

Search or jump to... (7) Aa Piyesh Chauhan

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

Home > Ticket > Internal

Ticket For Internal

Manage Internal Ticket List [+ Create Internal Ticket](#)

All Ticket Advance Search

Search By Customer, TicketNumber, Assignee, Priority, Problem Summary 0 - 0 of 0 Page: 100

#	Ticket Number	Problem Summary	Customer	Category	Status/Priority	Assignee/Team	Due Date	Source	Created By	Updated By
No matching ticket found										

SMARTLINK Online Sessions (4237) Access Request Quick Actions

Search or jump to... (7) Aa Piyesh Chauhan

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

Home > Ticket > Internal

Ticket For Internal

Manage Internal Ticket List [+ Create Internal Ticket](#)

All Ticket Advance Search

Search By Customer, TicketNumber, Assignee, Priority, Problem Summary 0 - 0 of 0 Page: 100

#	Ticket Number	Problem Summary	Customer	Category	Status/Priority	Assignee/Team	Due Date	Source	Created By	Updated By
No matching ticket found										

common_tab_2

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

Images uploading...

Ticket For Internal
Manage Internal Ticket List

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

Search or jump to... Aa Piyesh Chauhan

All Ticket Advance Search Clear Filter

Search By Customer, TicketNumber, Assignee, Prio Ticket Status Staff Date Range

Due Date Range Created By Ticket Group

0 - 0 of 0 Page: 100

#	Ticket Number	Problem Summary	Customer	Category	Status/Priority	Assignee/Team	Due Date	Source	Created By	Updated By
No matching ticket found										

+ Create Internal Ticket

Ticket For Internal
Manage Internal Ticket List

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

Search or jump to... Aa Piyesh Chauhan

All Ticket Advance Search Clear Filter

Search By Customer, TicketNumber, Assignee, Prio Ticket Status Staff Date Range

Due Date Range Created By Ticket Group

0 - 0 of 0 Page: 100

#	Ticket Number	Problem Summary	Customer	Category	Status/Priority	Assignee/Team	Due Date	Source	Created By	Updated By
No matching ticket found										

+ Create Internal Ticket

common_tab_3

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

Images uploading...

The screenshot shows the 'Ticket For Internal' management page in the SMARTLINK system. The page header includes the SMARTLINK logo, navigation links for 'Online Sessions (4237)', 'Access Request', and 'Quick Actions', a search bar, and user information for 'Priyesh Chauhan'. A dark green navigation bar contains menu items: Customer, Partner, Product, Network, Billing, Inventory, Ticket, WiFi, Reports, AAA, Mediation, and System. The breadcrumb trail is 'Ticket > Internal'. The main content area is titled 'Ticket For Internal' with a subtitle 'Manage Internal Ticket List' and a '+ Create Internal Ticket' button. Below this are tabs for 'All Ticket' and 'Advance Search'. A search filter section contains several input fields: 'Search By Customer, TicketNumber, Assignee, Prio', 'Ticket Status', 'Staff', 'Date Range', 'Due Date Range', 'Created By', and 'Ticket Group'. A 'Clear Filter' link is on the right. Below the filters is a pagination control showing '0 - 0 of 0' and a 'Page' slider set to 100. A table with the following columns is displayed: #, Ticket Number, Problem Summary, Customer, Category, Status/Priority, Assignee/Team, Due Date, Source, Created By, and Updated By. The table body contains the text 'No matching ticket found'.

This is a duplicate of the screenshot above, showing the same 'Ticket For Internal' management page in the SMARTLINK system. The layout, including the header, navigation bar, search filters, pagination, and table, is identical to the first screenshot.

drilldown_one_item

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

Images uploading...

Ticket For Internal
Manage Internal Ticket List

[+ Create Internal Ticket](#)

All Ticket [Advance Search](#)

Clear Filter

Search By Customer, TicketNumber, Assignee, Prio

Ticket Status

Staff

Date Range

Due Date Range

Created By

Ticket Group

0 - 0 of 0 < > Page: 100

#	Ticket Number	Problem Summary	Customer	Category	Status/Priority	Assignee/Team	Due Date	Source	Created By	Updated By
No matching ticket found										

Ticket For Internal
Manage Internal Ticket List

[+ Create Internal Ticket](#)

All Ticket [Advance Search](#)

Clear Filter

Search By Customer, TicketNumber, Assignee, Prio

Ticket Status

Staff

Date Range

Due Date Range

Created By

Ticket Group

0 - 0 of 0 < > Page: 100

#	Ticket Number	Problem Summary	Customer	Category	Status/Priority	Assignee/Team	Due Date	Source	Created By	Updated By
No matching ticket found										

Revision #2

Created 2026-02-03 15:02:34 UTC by Admin

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