

tk > partner

tk > partner

Route: tkt/partner

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

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 Partner Ticket

Validation & Safety Checks

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

Escalation Guidance

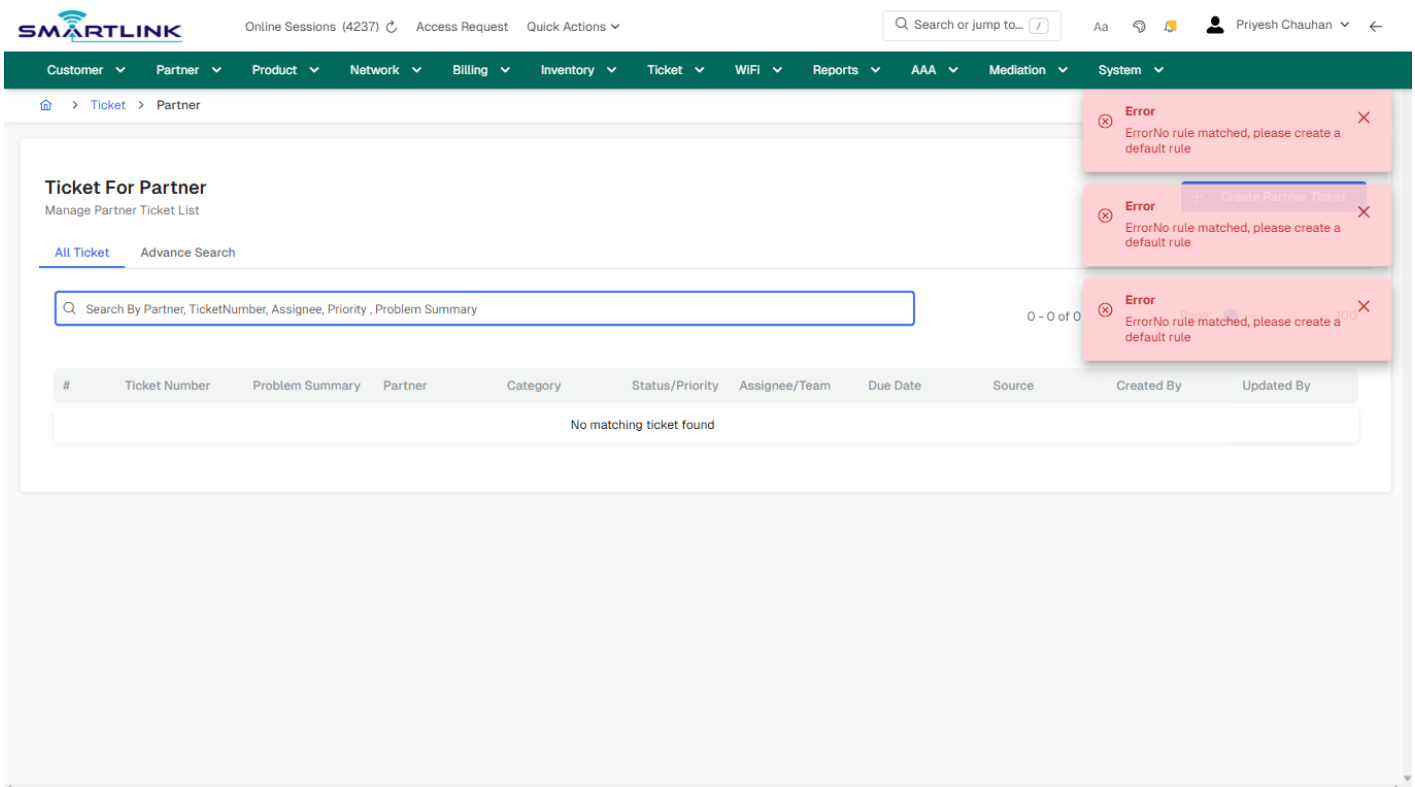
- **L1:** Verify input, permissions, and entity state.
- **L2:** Validate dependencies and downstream state.
- **L3/Admin:** Policy/config changes or suspected defect.

Screenshots

default

Captured URL: https://admin.myslbb.com/#/tkk/partner

Images uploading...



Ticket For Partner

Manage Partner Ticket List

All Ticket Advance Search

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

0 - 0 of 0

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

Error ErrorNo rule matched, please create a default rule

Error ErrorNo rule matched, please create a default rule

Error ErrorNo rule matched, please create a default rule

ui_tab_1

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

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Ticket For Partner

Manage Partner Ticket List

All Ticket Advance Search

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

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Error ErrorNo rule matched, please create a default rule

Error ErrorNo rule matched, please create a default rule

Error ErrorNo rule matched, please create a default rule

ui_tab_2

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

Images uploading...

The screenshot shows the SMARTLINK web application interface. At the top, there is a navigation bar with the SMARTLINK logo, user information (Priyesh Chauhan), and a search bar. Below the navigation bar, there is a breadcrumb trail: Ticket > Partner. The main content area is titled "Ticket For Partner" and "Manage Partner Ticket List". It features an "Advance Search" section with various filters: "Search By Partner, TicketNumber, Assignee, Priority", "Ticket Status", "Staff", "Date Range", "Due Date Range", "Created By", and "Ticket Group". Below the filters, there is a table with columns: #, Ticket Number, Problem Summary, Customer, Category, Status/Priority, Assignee/Team, Due Date, Source, Created By, and Updated By. The table contains the message "No matching ticket found". On the right side of the page, there are three error messages: "Error: ErrorNo rule matched, please create a default rule".

This screenshot is identical to the one above, showing the SMARTLINK web application interface. It displays the "Ticket For Partner" page with the same navigation, search filters, and table structure. The table shows "No matching ticket found". Three error messages are present on the right side of the page.

common_tab_1

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

Images uploading...

The screenshot shows the SMARTLINK web application interface. At the top, there is a navigation bar with the SMARTLINK logo, 'Online Sessions (4237)', 'Access Request', and 'Quick Actions'. A search bar contains 'Search or jump to...'. The user profile 'Priyesh Chauhan' is visible in the top right. Below the navigation bar, a breadcrumb trail shows 'Ticket > Partner'. The main content area is titled 'Ticket For Partner' with the subtitle 'Manage Partner Ticket List'. There are two tabs: 'All Ticket' (selected) and 'Advance Search'. A search input field contains the text 'Search By Partner, TicketNumber, Assignee, Priority, Problem Summary'. To the right of the search field, it shows '0 - 0 of 0' and 'Page: 100'. Below the search field is a table with the following columns: '#', 'Ticket Number', 'Problem Summary', 'Partner', 'Category', 'Status/Priority', 'Assignee/Team', 'Due Date', 'Source', 'Created By', and 'Updated By'. The table body is empty, displaying 'No matching ticket found'. On the right side of the page, there are two red error messages: 'Error: ErrorNo rule matched, please create a default rule'. A '+ Create Partner Ticket' button is also visible.

This is a duplicate of the screenshot above, showing the same SMARTLINK web application interface. It displays the 'Ticket For Partner' page with a search bar, a table with no results, and two error messages on the right side.

common_tab_2

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

Images uploading...

SMARTLINK Online Sessions (4237) Access Request Quick Actions

Search or jump to... Aa Piyesh Chauhan

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

Ticket Partner

Ticket For Partner

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

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

Search By Partner, TicketNumber, Assignee, Priority 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										

SMARTLINK Online Sessions (4237) Access Request Quick Actions

Search or jump to... Aa Piyesh Chauhan

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

Ticket Partner

Ticket For Partner

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

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

Search By Partner, TicketNumber, Assignee, Priority 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_3

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

Images uploading...

The screenshot shows the 'Ticket For Partner' management interface in the SMARTLINK application. The page features a navigation menu with options like Customer, Partner, Product, Network, Billing, Inventory, Ticket, WiFi, Reports, AAA, Mediation, and System. A search bar is located at the top right. The main content area includes a 'Ticket For Partner' header with a 'Manage Partner Ticket List' subtitle and a '+ Create Partner Ticket' button. Below this, there are tabs for 'All Ticket' and 'Advance Search'. A search filter section contains several input fields: 'Search By Partner, TicketNumber, Assignee, Priority', 'Ticket Status', 'Staff', 'Date Range', 'Due Date Range', 'Created By', and 'Ticket Group'. A 'Clear Filter' link is also present. At the bottom, a table with the following columns is shown: #, Ticket Number, Problem Summary, Customer, Category, Status/Priority, Assignee/Team, Due Date, Source, Created By, and Updated By. The table currently contains the text 'No matching ticket found'.

This screenshot is identical to the one above, showing the 'Ticket For Partner' management interface. It displays the same navigation menu, search bar, and filter options. The table at the bottom of the page shows the same columns and the message 'No matching ticket found'.

drilldown_one_item

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

Images uploading...

The screenshot shows the 'Ticket For Partner' interface. At the top, there is a navigation bar with the SMARTLINK logo, 'Online Sessions (4237)', 'Access Request', and 'Quick Actions'. A search bar contains 'Search or jump to...'. The user profile 'Priyesh Chauhan' is visible. Below the navigation bar, a breadcrumb trail shows 'Ticket > Partner'. The main content area has a title 'Ticket For Partner' and a subtitle 'Manage Partner Ticket List'. A '+ Create Partner Ticket' button is in the top right. There are two tabs: 'All Ticket' and 'Advance Search'. A 'Clear Filter' link is on the right. The search filters include: 'Search By Partner, TicketNumber, Assignee, Priority', 'Ticket Status', 'Staff', 'Date Range', 'Due Date Range', 'Created By', and 'Ticket Group'. Below the filters, a pagination bar shows '0 - 0 of 0' and 'Page: 100'. A table with columns: '#', 'Ticket Number', 'Problem Summary', 'Customer', 'Category', 'Status/Priority', 'Assignee/Team', 'Due Date', 'Source', 'Created By', and 'Updated By' is present. The table body contains the text 'No matching ticket found'.

This is a duplicate of the screenshot above, showing the same 'Ticket For Partner' interface with search filters and a table indicating 'No matching ticket found'.

Revision #2

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