

tk > settings > internal

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Route: tkt/settings/internal

URL: https://admin.myslbb.com/#/tkt/settings/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, Settings

Validation & Safety Checks

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

Escalation Guidance

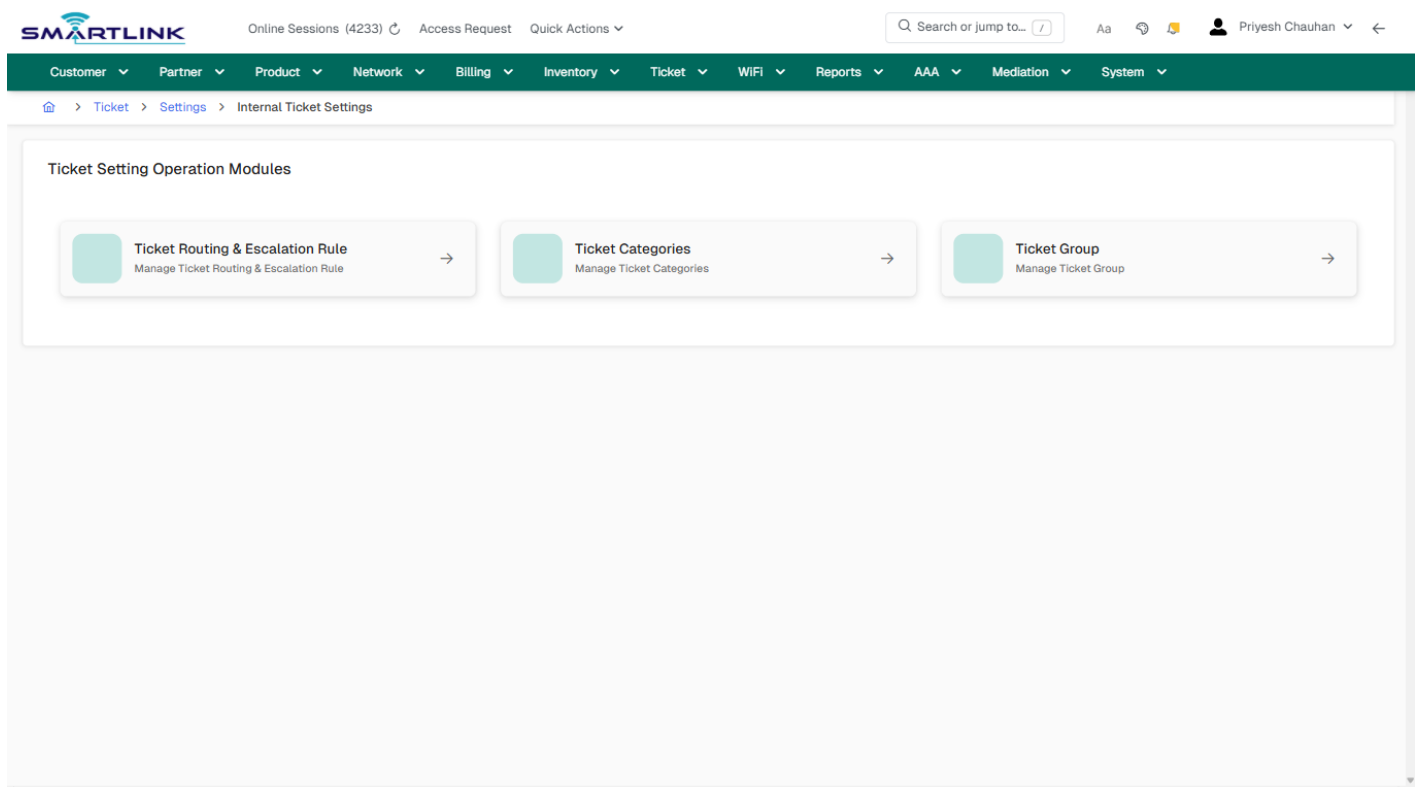
- **L1:** Verify input, permissions, and entity state.
- **L2:** Validate dependencies and downstream state.
- **L3/Admin:** Policy/config changes or suspected defect.

Screenshots

default

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

Images uploading...



Ticket Setting Operation Modules



Ticket Routing & Escalation Rule
Manage Ticket Routing & Escalation Rule



Ticket Categories
Manage Ticket Categories



Ticket Group
Manage Ticket Group



Revision #2

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