

THE PLATFORM

i2i 360

One operator workspace for billing, customers, partners and tickets

OVERVIEW

i2i 360 is the operator workspace of i2iCore, the place where the modules are brought together for the people who run the business. Today it is built on the admin portal: one web application covering customers, partners, products, billing, collections, inventory, tickets and reports, with a menu shaped by each user's role.

Sign-in works across consoles through the app switcher in i2i Identity & Access. A user opens a console they are entitled to, and it accepts the session without another password. Modules that sit outside the admin portal, such as AAA, ACS and network monitoring, keep their own consoles.

THE CHALLENGE

An operator's staff often switch between billing, ticketing, partner, inventory and network tools, each with its own login and its own version of the customer. Time is lost, and managers see figures without an easy path to the records behind them. Giving each role only the screens it needs adds a further layer of work.

AT A GLANCE

- ✓ One workspace over customers, billing, partners and tickets
- ✓ Menus and dashboards shaped by each user's role
- ✓ Drill from a dashboard figure to the records behind it
- ✓ App switcher into the consoles your organisation uses

Capabilities

Admin portal workspace

A web application with areas for customers, partners, products, billing, collections, inventory, reports, mediation and system administration. It talks to the platform services through the API gateway.

Role-based menus

The menu is returned by the platform as a list of permitted modules, so each user sees only the areas allowed to them. Dashboards filter their widgets by role in the same way.

Dashboards and drill-down

Dashboards can be edited, and a dashboard studio and a multi-organisation dashboard are available. Figures open drill-down screens for renewals, online sessions, collections, partner rankings and wallet balances, among others.

- Widgets fed by billing, AAA, tickets, devices and Wi-Fi services

Customer account page

One account page carries plan history, future plans, transactions, service usage, inventory, notifications, request log, tickets, operations logs and feedback. Where connected, it also shows device power and live status from network monitoring.

Search and jump

A top-bar search finds customers by name, username, phone, email or address, and can also search partners. The keyboard shortcut opens it from anywhere in the portal.

App switcher and sign-in hand-off

The identity service lists the consoles a user is entitled to. Choosing one hands over a one-time code that the console exchanges for a session with the same identity, so signing out ends both. The launch address is configured per organisation.

Assistant and terminology

A chat assistant answers how-to questions from the in-app help, and labels in the portal can be renamed to match the operator's own terms.

Technical summary

WORKSPACE	Admin portal built with Angular; static production build
BACKENDS	Reached through the API gateway; billing, customer, ticket, device, AAA and identity services
MENUS	Built from the permitted modules returned for each user
DASHBOARDS	Role-filtered widgets, editable layout, multi-organisation dashboard, drill-down screens
CUSTOMER SEARCH	Name, username, phone, email and address; partner search separate
SIGN-IN	Inbound one-time-code hand-off from the identity service; separate login page retained
APP SWITCHER	Consoles the user is entitled to; launch address set per organisation
NOT INCLUDED	Cross-module chronological feed and one search across sessions, devices and invoices

Related modules

Modules operators often run alongside i2i 360. Each is a separate module; the integrations that exist are listed in the technical summary above.



Where it is used

A support agent handles a call

The agent presses the search key, finds the caller by phone number and opens the account. Plan history, usage, transactions, tickets and device power are on one page, so the agent can answer or raise a ticket without opening another system.

A manager reads the day from the dashboard

A branch manager opens a dashboard built for their role. A high renewal or overdue figure opens the list of records behind it, and the manager follows the same path from the collection figure to the accounts that need a call.

An operator with several organisations

A group that runs several ISP organisations uses the multi-organisation dashboard to watch them from one screen, then opens the organisation that needs attention and works in it with the permissions assigned to them.

See i2i 360 on your network

Talk to our team about your operator type, your network and where to start. We will show you the module and answer the technical questions.

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