

CUSTOMERS & PARTNERS

i2i Customer Portal & App

A self-care portal where subscribers renew, pay, track usage and raise requests

OVERVIEW

i2i Customer Portal & App is the self-care front end for your subscribers. A customer signs in with a password or a mobile OTP and lands on a dashboard with their services. From there they renew or change a plan, pay by gateway, download invoices, check usage, manage their router settings and raise a service request.

The portal has no data of its own. It calls the same i2iCore billing, core, ticketing and device services that the operator uses, and it shows prepaid and postpaid customers the menus that suit them. The operator switches individual modules on or off, so a menu item appears only when the operator has enabled it for the customer.

THE CHALLENGE

Every routine request that reaches a call centre costs the operator time: a renewal, an invoice copy, a question about usage. Customers also expect to act at night or at weekends. A portal only helps if it shows the same balances and plans as billing and hides what a customer may not do.

AT A GLANCE

- ✓ Renew, change plan or pay outstanding online
- ✓ Invoices, credit notes and receipts to download
- ✓ Service requests with comments and workflow history
- ✓ Router Wi-Fi name and MAC binding managed by the customer

Capabilities

Sign-in

Customers sign in with username and password or a mobile OTP. Customers with several service accounts choose a username, and token hand-off logins support links from other tools.

- Operator logo, name and support contacts on the sign-in page
- Change password and mobile verification

Plans and renewals

Prepaid customers renew, change plan, change validity and set future subscriptions. Admin-only plans are hidden from self-service. OTT subscriptions bundled with a plan can be claimed.

Payments

Renewals and outstanding balances are paid through the gateway the operator configured. Public payment-link pages let a customer pay or renew from a link without signing in.

Billing documents

Customers see transactions and purchase history and download invoices, credit notes, debit notes and payment receipts as PDFs.

Usage analytics

A monthly summary, chart data and the recorded sessions for each month show how the service has been used.

Service requests and support

Customers create requests from categories with category questions, then view, comment and follow the workflow history. A support centre lists the operator's contacts for customer, technical and billing queries.

Devices

Where enabled, customers view their device, change the Wi-Fi name, list active connections and manage MAC bindings through the device service. Session disconnect is available for prepaid customers.

Refer a Friend and eKYC

Customers can submit a referral as a lead with a pincode-driven address and view the leads they created. Aadhaar OTP eKYC details are available where the operator uses that flow.

Technical summary

WEB PORTAL	Next.js 14 client application with responsive layout, a runtime proxy to the platform APIs and light or dark themes with six colour skins.
MOBILE APP	Flutter app, built for one operator with a fixed server address; renewal, payments, service requests, usage, Wi-Fi and MAC settings.
BACKEND SERVICES	Calls the billing, core, ticketing and device services; no database of its own.
AUTHENTICATION	Bearer token; username and password, mobile OTP, token hand-off logins.
GATEWAYS, WEB	AggrePay, Razorpay, CCAvenue, Paytm, Cashfree, AblePay, Atom Paynetz and generic return-URL forms.
GATEWAYS, APP	AggrePay, Razorpay, CCAvenue, PhonePe, EaseBuzz, Paytm and PayU.
ACCESS CONTROL	Menu items follow module access keys such as renew plan, service requests, devices, bills and eKYC.
CUSTOMER TYPES	Separate prepaid and postpaid menu trees.
INTERFACE TEXT	English; Indian rupee and en-IN number formatting by default.

Related modules

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



Where it is used

Prepaid renewal at night or at the weekend

A prepaid subscriber sees that the plan is about to expire, opens the portal, renews it or moves to another plan, and pays through the operator's gateway. The operator can also send a payment link that opens the renewal page without a login.

Postpaid invoice and payment

A postpaid customer opens Billing and Payments, downloads the latest invoice and any credit or debit note, and pays what is outstanding online. Postpaid customers do not see prepaid-only options such as renewal or top-up.

Reporting a fault and following it

A customer raises a service request from a list of categories, answers the category questions and follows the request. Comments and the workflow history are visible in the portal, so the customer does not need to phone for an update.

See i2i Customer Portal & App 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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