

OPERATIONS & FIELD

i2i Field

One toolkit for staff and partners: registration, renewals, collections and work orders

OVERVIEW

i2i Field is the part of i2iCore for staff who work outside the office: collection agents, installers and technicians. It is one toolkit for staff and partners, with screens that follow the role of the person signed in.

The toolkit brings together a staff mobile application for customer registration, plan renewal and tickets and a partner mobile application for partners and their staff. Payment collection and cash authorisation sit behind them in the web portal, and technician work orders are managed in ticketing. This page describes each piece.

THE CHALLENGE

Field staff carry out some of the most valuable work in an ISP: they bring in new customers, collect money and fix faults. Yet they often depend on phone calls, paper and messaging apps, which leaves the office without a current record of who visited, what was collected or whether a job is finished. Cash handling adds a further need for control. i2i Field gives staff and partners one toolkit for that work.

AT A GLANCE

- ✓ One toolkit for staff and partners in the field
- ✓ Staff menus built from each person's permissions
- ✓ Staged payments authorised by a supervisor
- ✓ Work orders for installs and repairs, tracked to completion

Capabilities

Staff application for operator staff

A mobile application for the operator's own staff, built for Android and iOS. It covers customer search, registration, renewal, plan change, leads and tickets, and it shows a dashboard of renewals due and inactive accounts.

- Customer profile, plan history, transactions and active sessions
- Payment-pending screen with cheque number and date fields

Electronic KYC on registration

New customers and leads can be verified through an electronic KYC gateway that the operator configures. This is aimed at markets that use Aadhaar-based verification.

Partner application

A mobile application for partners and their staff. Partners can create customers, renew plans, follow leads and tickets, top up their account through a payment gateway and check commissions and transactions.

- Balance transfer between accounts
- Menu built from the partner user's permissions

Collections and cash authorisation

Web screens list outstanding accounts with ageing buckets and a filter by staff member. A collected payment is staged and credited to the collector's wallet. Supervisors authorise or reject online, cash, cheque and refund payments, and receive cash to settle a wallet.

- Promise-to-pay follow-ups with a timeline
- Collect dialog accepts an amount up to the pending balance

Work orders

Field work orders are part of the ticketing module. They record type, schedule and field status, and are dispatched and completed through the console and API. A permission controls who may dispatch.

Location tracking

The staff and partner applications collect location points, hold them on the device and send them in batches, retrying on failure. Endpoints let the office read staff and customer location for a map view.

Permission-driven menus

The menu is not fixed in the application. It is built from the permitted modules the platform returns for the signed-in user, which keeps roles apart without a separate build for each.

Technical summary

MOBILE APPLICATIONS	Staff application and partner application, built with Flutter for Android and iOS; each is built for a specific operator
REGISTRATION	Standard registration and electronic KYC through a configured gateway
PAYMENTS IN THE PARTNER APP	Top-up through a payment gateway; Razorpay and Paytm SDKs are included
COLLECTIONS	Web portal: outstanding queues, collect dialog, staff wallet, authorisation and settlement
WORK ORDERS	Types install, repair, swap, survey and other; statuses scheduled, en route, on site, completed, failed, cancelled
OFFLINE BEHAVIOUR	Location points buffered on the device; other screens need a connection
ACCESS CONTROL	Menus built from the permitted modules returned by the platform for each user
LANGUAGE	English

Related modules

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



Where it is used

Register a subscriber on the doorstep

A staff member visits a new customer, searches to confirm the customer is not already registered, and creates the account in the staff application, verifying identity through the configured electronic KYC gateway. The account is then ready for its first plan and payment.

Renew a plan during a visit

A subscriber asks to renew or move to another plan. The staff member opens the customer's profile, chooses to renew using the last order or to change the plan, and completes it in the application, with the customer's plan history and transactions visible beside it.

Collect an overdue payment and hand in the cash

A collector works the overdue queue in the web portal, records a cash payment against a subscriber and sees the amount credited to their staff wallet. A supervisor later authorises the payment and receives the cash, which settles the wallet.

See i2i Field 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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