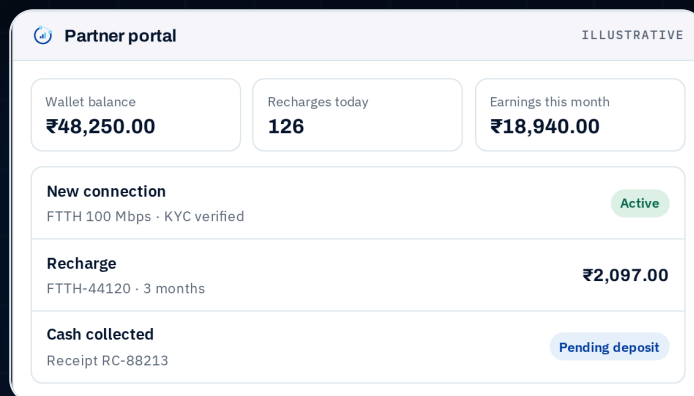


CUSTOMERS & PARTNERS

i2i Partner Portal

A portal for distributors and LCOs to onboard customers, recharge and track wallets



ILLUSTRATIVE SCREEN

OVERVIEW

i2i Partner Portal is where an ISP's distributors, sub-distributors and LCOs run their side of the business. Partners create prepaid and postpaid customers, renew and change plans, collect payment, top up their own wallet, move balance to sub-partners and review commission, working from the same billing records the ISP uses.

The portal follows the structure of the operator's admin portal, so a partner finds familiar screens: customer accounts with a full 360 view, leads, tickets, reports and a configurable dashboard. Menus follow the permissions granted to each partner user, and the operator can rename the word Partner to Franchise or LCO across the interface.

THE CHALLENGE

Partners sell and support most of an ISP's subscribers, yet they often depend on head office for renewals, balances and commission questions. Every phone call and spreadsheet in between adds delay and errors. The operator needs partners to work directly, on their own data only, with the operator's rules in force.

AT A GLANCE

- ✓ Create prepaid and postpaid customers, with Aadhaar eKYC
- ✓ Top up the wallet online and renew customers in bulk
- ✓ Balance transfer to sub-partners, with commission details
- ✓ Staff, roles and teams managed inside the partner's own portal

Capabilities

Customer onboarding

Partners create prepaid and postpaid customers with a step-by-step form covering location, plan, documents and payment. A prepaid form with Aadhaar eKYC is available, and KYC-pending, payment-pending and registration-pending views track unfinished work.

Leads

Leads are created in broadband and KYC variants, validated with Aadhaar where needed, moved through a workflow dialog and exported to spreadsheets.

Customer 360 and bulk operations

A customer view offers renew, change plan, cancel plan, add-ons, payments, invoices, deposits and on-demand bills, with tabs for history and tickets. Bulk operations include renewal, validity and quota extension, OTT, QoS, MAC and password resets and status changes.

Wallet and transactions

Partners top up through online gateways, transfer balance to child partners and search all transactions. The partner view shows base, add-on, reserved and postpaid base wallets with total top-ups, outstanding and total payments.

Sub-partner management

Partners list their sub-partners, open a 360 view and use wallet actions for transfer, top-up and reversal. Product pages show partner pricing with commission columns for the ISP and each level.

Tickets and dashboard

Customer and internal tickets carry workflow, SLA timers and escalation. A configurable dashboard board holds many drill-downs, including ticket and CPE widgets.

Staff and access

Partners create staff, roles with a permission tree, teams and branches. Menus follow the modules a user may see, and sign-in supports two-factor OTP, forgot-password flows, token login and single sign-on through i2i Identity & Access.

Reports and in-app help

Standard and detailed reports, online transaction reports and scheduled reports are available, along with in-app guidance for the screens and the i2i AI Assistant chat.

Technical summary

APPLICATION	Angular 20 with PrimeNG and Tailwind, a service worker, and a static production build.
BACKEND INTERFACES	Partner endpoints of the billing and core services, plus ticketing, dashboard, device and AAA services.
AUTHENTICATION	JWT bearer token, two-factor OTP, token login and single sign-on through i2i Identity & Access.
ACCESS CONTROL	Menu built from the modules each partner user may see; staff, roles, teams and branches managed in the portal.
WALLET TOP-UP	AggrePay, Razorpay, CCAvenue, PhonePe, Paytm, PayU, HDFC, Cashfree, AblePay, Atom Paynetz and EaseBuzz UPI QR.
CUSTOMER KYC	Aadhaar OTP eKYC on dedicated partner endpoints; India-specific.
TERMINOLOGY	The word Partner can be renamed across the interface by a system parameter.
INTERFACE TEXT	English; amounts as the platform holds them.
OTHER EDITIONS	Flutter partner app for one operator; a lighter mobile web edition and a server-rendered prototype are in development.

Related modules

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



Where it is used

An LCO signs up a new subscriber

An LCO opens the prepaid customer form, enters location and documents, chooses a plan and takes payment. With Aadhaar eKYC enabled it uses the eKYC form instead, and the KYC-pending view lists customers whose verification is not finished.

Wallet top-up, then bulk renewal

At the start of the month an LCO tops up its wallet through Razorpay, Paytm, Cashfree or another configured gateway, then renews many customers together. The renewals can run immediately or on a schedule, and every movement appears in All Transactions.

A distributor supports its sub-partners

A distributor transfers balance to a sub-partner's wallet, opens the sub-partner's 360 view to see wallet balances, and reviews the commission that sub-partner has earned. The child filter lists sub-partners together with their own children.

See i2i Partner Portal 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.

i2icore.com/products/i2i-partner-portal/

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