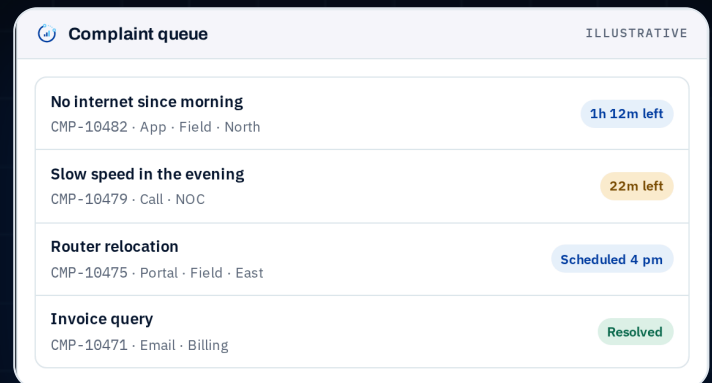


OPERATIONS & FIELD

i2i Ticketing

Route every complaint to the right team and track it against its SLA



ILLUSTRATIVE SCREEN

OVERVIEW

i2i Ticketing is helpdesk and ticketing software for ISPs and telecom operators. Subscribers raise complaints and requests in the support portal, and agents log the calls and messages they take. Each ticket carries the subscriber, their plan and their partner, so agents start with context instead of questions.

Assignment rules send each ticket to a team, queue or person with a target turnaround time. SLA policies count first-response and resolution time against your business calendar, and escalation ladders hand a late ticket to the next level. Field work orders cover installations, repairs and site surveys, and every step stays on the ticket's history.

THE CHALLENGE

Operators handle a steady stream of complaints and requests, and some of them arise from network faults that affect many subscribers at once. Without one shared record, tickets sit in inboxes, ownership is unclear, deadlines pass unnoticed and field visits are arranged by phone. Managers cannot tell which tickets are at risk until customers complain again.

AT A GLANCE

- ✓ SLA timers that pause and resume with the ticket
- ✓ Assignment rules that route by category
- ✓ Escalation ladders that hand late tickets upward
- ✓ Work orders for installs, repairs and surveys

Capabilities

Ticket record and history

Each ticket holds the subscriber, plan and partner details, public replies and internal notes, attachments, links to related tickets and a full history of changes and assignments. Saved views let agents return to their own working lists.

- Relates to, duplicate of, blocks and child of incident links
- Optimistic locking prevents two agents overwriting each other
- Tickets close automatically when the closing rule applies

Assignment rules

Ordered rules match a ticket on its properties and send it to a team, queue or user, with a default rule for any ticket no rule matches. A preview shows where a ticket would go, and the assignment history shows where it went.

- Target turnaround time per rule
- Queues and teams managed in the console

SLA policies and timers

Policies set targets for first response and resolution. Timers run against business calendars with holidays, pause and resume with the ticket and record whether each target was met, breached or cancelled.

- Warning and breach notifications
- Due date extends by paused time

Escalation ladders

A ladder belongs to an assignment rule. Each rung fires after a set time if the ticket is unresolved, hands it to a team or user and can raise priority. Rungs are logged so they never fire twice for one ticket.

Workflows and automation

Administrators define status transitions and automation rules with conditions. Statuses run from New and Triaged through In Progress, Waiting on Customer, Escalated and Resolved to Closed, with Reopened and Cancelled available.

- Four priorities from Low to Critical
- Complaint, Feedback and Query ticket types

Field work orders and tasks

Tasks can be internal, approval or field work. Field work orders have a type of install, repair, swap, survey or other and move through scheduled, en route, on site, completed, failed or cancelled. Dispatch, status and complete actions are available in the console and through the API.

Service catalogue

Categories, sub-categories and category questions collect structured detail at intake. Custom fields, tags, canned responses, recorded resolutions and configurable ticket numbering complete the set.

- Yes/no, single-choice, multiple-choice and free-text questions

Knowledge and self-diagnosis

A knowledge base and a catalogue of troubleshooting guides serve the subscriber portal, so common problems can be solved before a ticket is raised. Staff manage visibility and status of each article.

Technical summary

TICKET STATUSES	New, Triaged, In Progress, Waiting on Customer, Escalated, Resolved, Closed, Reopened, Cancelled
PRIORITIES AND TYPES	Critical, High, Normal, Low; Complaint, Feedback, Query
INTAKE	Support portal and API; other sources are recorded as a label on the ticket and entered by an agent
TENANCY	Multi-tenant, with row-level separation by organisation in the database
INTERFACES	REST API with problem-detail error responses; operator console and subscriber support portal
ACCESS CONTROL	Tokens and permissions issued by i2i Identity & Access; permission strings per module and action
INTEGRATIONS	Subscriber context from billing; notifications through the platform notification service
FIELD WORK	Work order types install, repair, swap, survey, other; statuses scheduled to completed, failed or cancelled

Standards and interfaces

Interfaces

- REST over HTTP with JSON
- Problem-detail error format
- Tokens verified through a public key set

Related modules

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



Where it is used

Route billing complaints to the billing team

A subscriber disputes a charge in the portal and answers the category questions. An assignment rule matches the Billing category, sends the ticket to the billing team's queue with a target turnaround time, and hands it to a senior agent if nobody has resolved it when the escalation rung falls due.

Hold the team to first-response and resolution targets

A support manager defines an SLA policy for each priority and attaches a business calendar with public holidays. Timers run only in working hours, pause while a ticket waits on the customer, and raise a notification when a ticket is close to breach or has breached.

Dispatch an engineer for a repair

An agent sees that a connection fault needs a site visit and raises a field work order of type repair from the ticket. The order is scheduled, dispatched and moved through en route and on site until it is completed, and the outcome is recorded back against the ticket.

See i2i Ticketing 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-ticketing/

EMAIL

info@i2icore.com

PHONE

+91 7946033677 · +91 9925019774

AHMEDABAD (HQ)

507, Shivalik Shilp II, Opp ITC Narmada Hotel, Satellite, Ahmedabad - 380 015, Gujarat

MUMBAI

91-92 Powai Plaza, Central Avenue Road, Hiranandani Gardens, Powai, Mumbai - 400 076, Maharashtra

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