



LLMs

Splynx MCP



Claude



OpenAI



Gemini

Enter your address to ch
Enter your address
1000 Main St
1000 Main St

100 Mbps
Select

New customers
View

1246

Add lead
Add ticket
Configure the sy

System status
CPU Cores
Load average (1,5,15 min)
CPU usage
Memory: 3.84 GB
I/O Wait
Disk:



SPLYNX

6.0

Contact
Arlene McCoy

General email
Arlene_McCoy189@gmail.com
Billing email
FumyFinn2@gmail.com
Primary mobile phone
419-488-4219
999999999

Macbook
Installation

\$29.97
\$29.99
\$179.97

What we will cover

We will keep the slides light and spend most of the time in the live product.

01

Build with AI

MCP servers and
Splynx AI

02

Convert more prospects

Sign-Up Flow,
coverage and
eSignature

03

Reach customers better

WhatsApp mass
sending, multiple
email aliases,
contact book, Comm
App

04

Connect operations

Network sites,
inventory and
MPSK for MDUs

05

Scale and control

Performance, UX,
reports and finance



Build with AI

Use AI with your Splynx data and speed up custom development.

Splynx MCP Server

Add-ons MCP Server

Splynx AI

Section 1 of 5

Splynx MCP Server

Connect an AI assistant to your Splynx instance and work with data in plain language.

- Uses the permissions you already manage in Splynx
- Around 500 admin API operations are available through MCP
- AI actions are logged and access can be revoked



Build Splynx add-ons with AI

GOOD TO KNOW

- 🔗 A developer tool that runs on your own machine or infrastructure
- 📋 Loads the Splynx add-on architecture, hooks and API reference into your AI coding assistant

HOW IT WORKS

- 1 Point Claude Code, or any MCP-compatible coding tool, at the server
- 2 Describe the add-on or integration you need
- 3 It scaffolds the files and wires events the way Splynx does

```
claude code — splynx-addons

customer and invoice events
> Scaffold an add-on "SMS Notifications" that reacts to

● scaffold_addon – generate_hook_controller

sms-notifications/
  controllers/InstallController.php ✓
  controllers/HookController.php ✓
  config.json ✓
  └─ config/web.php ✓

Hooks wired for customer/create and invoice/create.
```

19

doc topics

9

code generators

9

guided workflows



Splynx AI

AI support tools are now built into everyday helpdesk work.

- Automatic ticket summaries
- Polish, shorten or expand reply drafts
- Choose Splynx AI, OpenAI or Gemini

AI summary

Updated 1 hour ago

The customer wants to schedule a call to discuss and obtain a quote for integrating Openserve prepaid fibre using the peak payments gateway. No further actions have been taken yet, and the request is pending.

Criticality **Low** Sentiment **Neutral**

Similar tickets

[#111326 \[Ticket ID: 100836\] Splynx 6.0 in Action - Live Webinar on 26 August](#) **L** Relative time 6 days ago[#107921 Feature Request: Item-Level Cost and Markup Management on Quotes](#) **L** Relative time 21 days ago[#111163 Re: CMP Upgrades](#) **M** Relative time 8 days ago[#105836 Invoice PDF tempalte](#) **M** Relative time a month ago[#109929 Izwi | Automatic payment allocation](#) **M** Relative time a month agoTo: [example@mail.com](#) ×

Forward ▾

B *I* U |

Hi, what kind of issues you have right now?

- Polish
- Shorten
- Elaborate

43

Attachments ⓘ

Upload ▾

Cancel

Send ▾

Convert more prospects

Move a new customer from coverage check to checkout in one flow.

[Sign-Up Flow](#)[Coverage Maps](#)[eSignature](#)

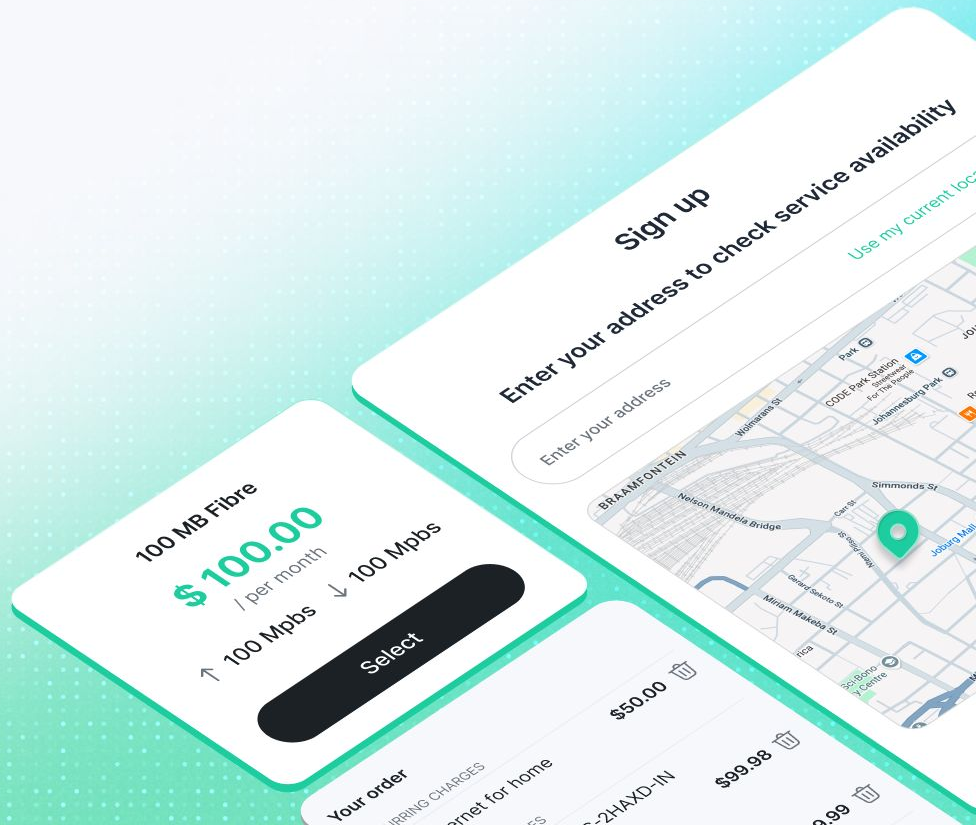
04

NEW IN 6.0

Redesigned Sign-Up Flow

A public self-service flow for checking coverage, choosing a plan and completing sign-up.

- Coverage, plan, customer details, extras and checkout
- Optional OTP, online payment and contract signing
- Automatically creates a lead or customer in Splynx



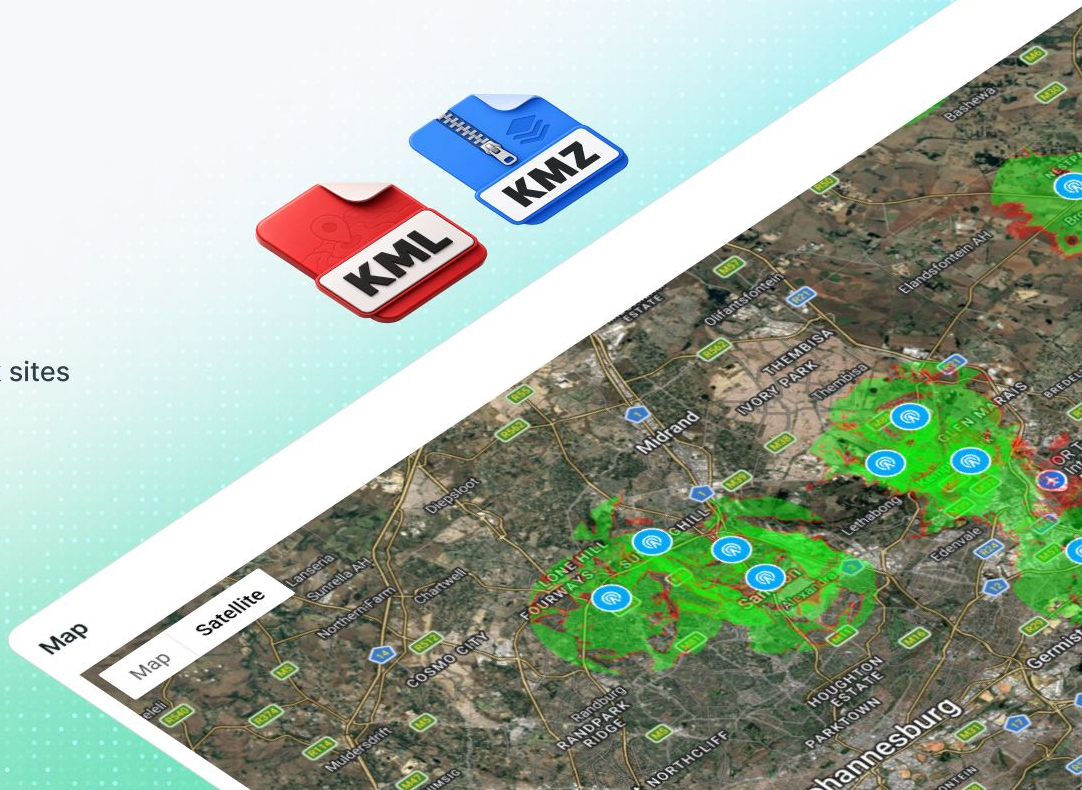
05

NEW IN 6.0

Coverage Maps

Use your real coverage data to control what prospects can buy at each address.

- Upload KML or KMZ coverage files
- Connect coverage to technologies, tariffs and network sites
- Show only available plans in the Sign-Up Flow





06

NEW IN 6.0

eSignature

Signed contracts and quotes now carry a real cryptographic digital signature.

- Tamper-evident PDFs that verify in compatible PDF readers
- Consent, signer details and audit trail are recorded
- Built into Splynx with no separate e-signature subscription

Clear

By signing, we collect your IP address, browser, timezone and timestamp for legal compliance. Personal identifiers are anonymized after 30 days; signature record retained for 10 years.

Data collected: IP address, browser type (User-Agent), timezone, and date/time of signing — for identity verification and creating a legally valid signature record.

Legal basis: contract performance (GDPR Art. 6(1)(b)) and legal obligation (Art. 6(1)(c)).

Retention: personal identifiers — 30 days, then anonymized. Signature record (hash, timestamp, document version) — 10 years.

Read more in the [Privacy Policy](#)

[Hide full details](#)

Reject

Accept

Document's title

After signing

Signer John Doe	Email john@example.com	Phone +1 555-123 4567
Signed at 2025-08-11 14:33 UTC	IP address 83.149.45.22	Document ID d5579c46dfcc7f18207013e65b44e4cb4e2c2298f4ac457ba8f82743f31e930b
Hash 57db1253b68b6802b59a969f750fa32b60cb5cc8a3cb19b87dac28f541dc4e2a		

Document history

2025-08-11 14:27 UTC

Document was requested for signing.

2025-08-11 14:28 UTC

info and hash of document recorded.

2025-08-11 14:29 UTC

OTP verification code was sent to john@example.com

2025-08-11 14:30 UTC

Code verified by 83.149.45.22

2025-08-11 14:33 UTC IP address 83.149.45.22

John Doe opened the document.

2025-08-11 14:33 UTC IP address 83.149.45.22

Reach customers better

More control over WhatsApp, email, contacts and communication preferences.

[WhatsApp Mass Sending](#)[Contacts & preferences](#)[Splynx CommsApp](#)

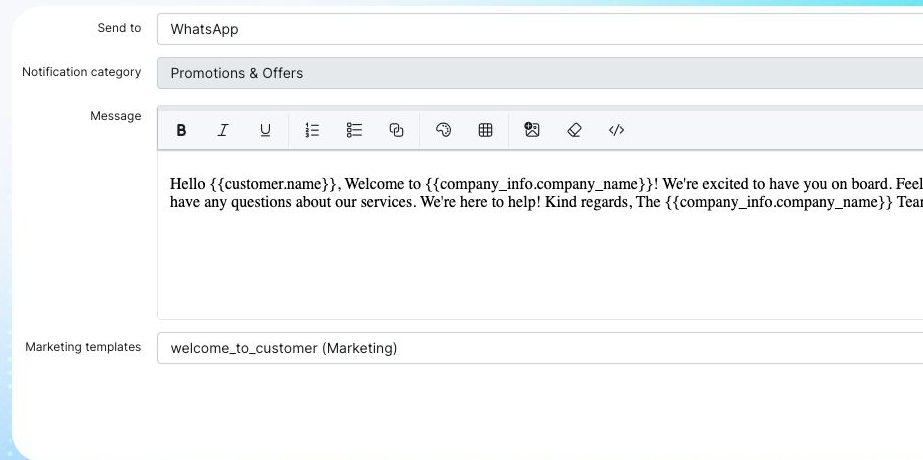
07

NEW IN 6.0

WhatsApp Mass Sending

Send approved WhatsApp campaigns to selected customer groups.

- Marketing templates with delivery tracking
- STOP and START opt-out handling
- Dedicated WhatsApp and template audit logs

A screenshot of a web interface for configuring a WhatsApp campaign. It includes fields for 'Send to' (WhatsApp), 'Notification category' (Promotions & Offers), a rich text editor for the 'Message' (containing a template with placeholders like {{customer.name}}), and a 'Marketing templates' dropdown showing 'welcome_to_customer (Marketing)'.

Send to: WhatsApp

Notification category: Promotions & Offers

Message:

B *I* U |

Hello {{customer.name}}, Welcome to {{company_info.company_name}}! We're excited to have you on board. Feel free to reach out if you have any questions about our services. We're here to help! Kind regards, The {{company_info.company_name}} Team

Marketing templates: welcome_to_customer (Marketing)



08

NEW IN 6.0

Contacts and communication preferences

Keep the right people and the right channels tied to every account.

- New Contact Book for primary and additional contacts
- Opt-in and opt-out by purpose and channel
- Multiple outgoing mailboxes for brands and departments

Contact book



▼ Arlene McCoy (Primary contact)



Primary email

Arlene_McCoy1999@gmail.com



Primary phone number

+380 999999999



Opt-in/Opt-out

Billing & Payments

Email, SMS

Service & Support

Disabled

Promotions & Offers

Email, SMS, WhatsApp

Sub-accounts

Email, SMS

▼ Jane Appleseed (Other)



Primary email

jane-a@gmail.com



Primary phone number

+380 111111111



[Add contact](#)

Close

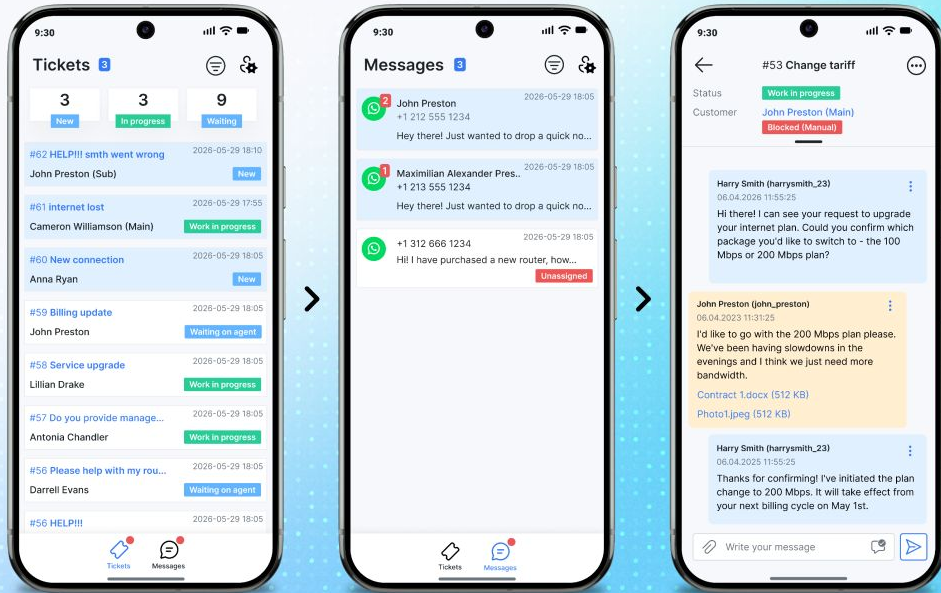
09

NEW IN 6.0

Splynx CommsApp

Handle tickets and customer WhatsApp messages from your phone.

- Tickets and WhatsApp in one mobile app
- Reply, add notes, change status and attach files
- Push notifications for support teams on the move



Connect **operations**

Bring network sites, field work, stock and hardware into the same operational flow.

Network Sites

Inventory & Hardware

Live bandwidth

Multiple PSK

10

NEW IN 6.0

Network Sites across Scheduling and Inventory

Treat towers, POPs and fiber huts as real operational entities.

- Link field tasks directly to a network site
- See site hardware, contacts, documents and photos in the task
- Track inventory deployed at each site

Scheduling / Tasks / Project "Callouts" /
Equipment Repair

Equipment Repair High To do Closed



Actions

Save

Task

Scheduled 1d 0h 0m Logged 1d 12h 34m

Details

Attachments 3

Comments 444

Related 5

Worklog

Activity

Description

Lorem ipsum dolor sit amet, sea decore perpetua adversarium ut, dictas melius repudiare an per, ei eam vide augue. Recteque repudiandae id mel. Magna vivendum petentium eos id, id dictas sadipsing eum.

Project

Callouts

Assigned to

Second team

Priority

High

Status

To do

Partner

Main

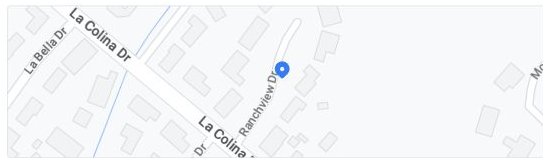
Location

Select location

Address

398 Marais str., Brooklyn 0181, Pretoria, Republic of South Africa

Network site address



Coordinates

-26.129831284977897,27.978695640340444

Network site address

Start date & time

End date & time

05.03.2025 17:25

Incorrect: Value

Network site

Info

Hardware 2

Contacts 2

Docs 2

Search for network site

Description

Lorem ipsum dolor sit amet, et pro scaevola probatus singulis, in alii iusto pro, nihil eligendi has ne.

Partners

Main, Partner B, Partner C, Partner D

Location

Main



Add photos

Arlene McCoy (primary contact)

Email

Arlene_McCoy1999@gmail.com

Phone

+380 999999999

Contact details

Lorem ipsum dolor sit amet, et pro scaevola probatus singulis, in alii iusto pro, nihil eligendi has ne.

Show all contacts

11

NEW IN 6.0

Inventory connected with Hardware

Link the stock record and the network device instead of maintaining the same hardware twice.

- One-to-one link between inventory item and hardware record
- Move directly between the inventory and networking records
- Link devices to network sites from either side



Networking / Hardware / List /

Hardware device

Information

SNMP OID

Logs

Graphs

Backup

Map

Customer services

Title

Hardware

Network site ⓘ

Link to inventory

Product from Inventory

Parent

Access device ⓘ



Type

Router

Vendor

MikroTik

Product/Model

IP address

111.111.111.111

Ping: 0.437 ms

Ping this device

SNMP Monitoring



Last SNMP st

Ok

SNMP community

public

SNMP Version

2

Port

8888

Group

Main

Partners

All

Location

All

Address

Send notifications



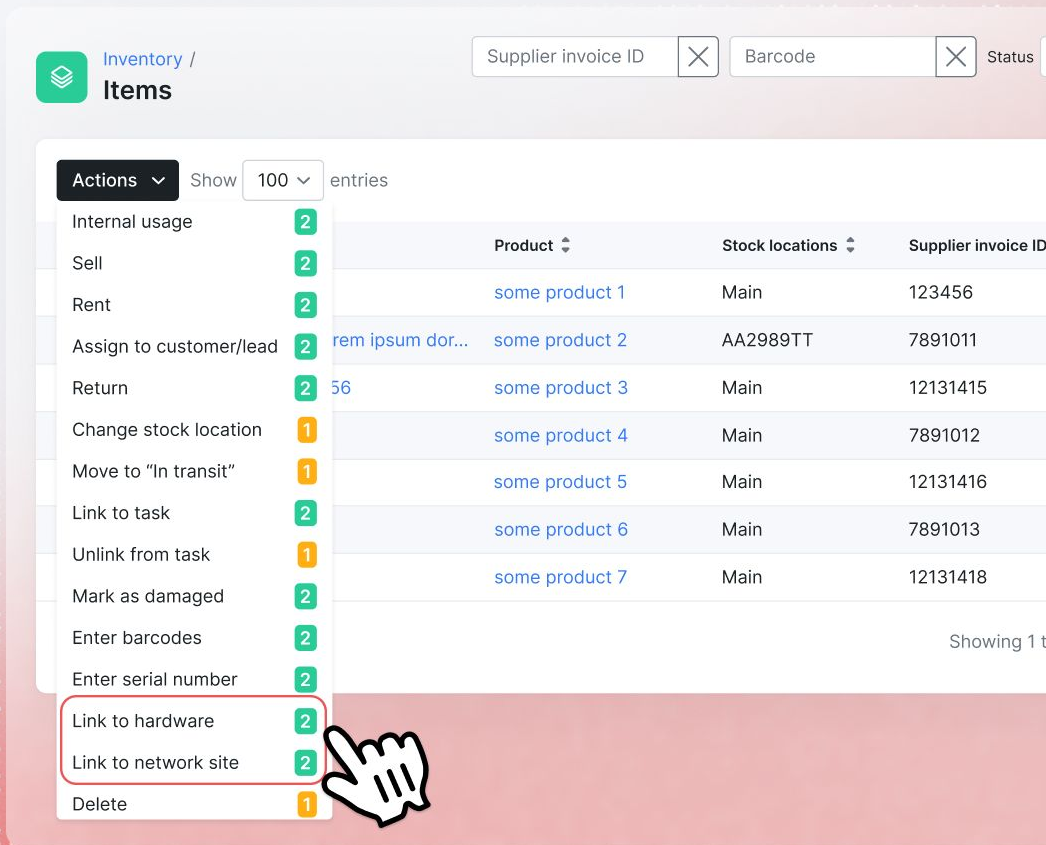
Delay timer fo

0

If status does
delay (minute
sent.

Inventory connected with Hardware

04 · Connect operations



The screenshot displays the Splynx Inventory / Items management interface. At the top, there are search filters for 'Supplier invoice ID' and 'Barcode', along with a 'Status' dropdown. Below these, the 'Actions' menu is open, showing a list of operations with their respective counts. The 'Link to hardware' option is highlighted with a red box and a hand cursor. The main table lists inventory items with columns for Product, Stock locations, and Supplier invoice ID.

Actions	Count	Product	Stock locations	Supplier invoice ID
Internal usage	2			
Sell	2			
Rent	2			
Assign to customer/lead	2	rem ipsum dor...		
Return	2	some product 3	Main	12131415
Change stock location	1	some product 4	Main	7891012
Move to "In transit"	1	some product 5	Main	12131416
Link to task	2	some product 6	Main	7891013
Unlink from task	1	some product 7	Main	12131418
Mark as damaged	2			
Enter barcodes	2			
Enter serial number	2			
Link to hardware	2			
Link to network site	2			
Delete	1			

Showing 1 t

11

NEW IN 6.0

Inventory connected with Hardware



Networking / Hardware /

Locations All

Type Any

List

Actions

Show

100

entries

Delete

Link to inventory

Link to network site

Change

2

Router

Main

Hardware
2MikroTik /
MikroTik
hAP ac²

237.109.158.170

3

Router

Main

AC2

MikroTik

32.3.2.3.

4

Router

Main

Tests

MikroTik

Undefined

12

NEW IN 6.0

Multiple PSK for MDUs

Turn each apartment or unit into a self-service Wi-Fi sign-up.

- Bulk-generate QR codes for units
- Residents pick a plan, pay and receive Wi-Fi credentials
- Customer and service are created automatically in Splynx

ISP logo

Welcome!

You are setting Wi-Fi for:

Apt 42

Next

This is not my unit

ISP logo

Choose your plan

1 GB plan for home

\$ 100.00

/ per month

↑ 500 Mbps ↓ 200 Mbps

2 GB plan for small office

\$ 150.00

/ per month

↑ 750 Mbps ↓ 300 Mbps

5 GB plan for large business

\$ 250.00

/ per month

↑ 1 Gbps ↓ 500 Mbps



Multiple PSK for MDUs

ISP logo

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\$ 150.00

/ per month

↑ 750 Mbps ↓ 300 Mbps

5 GB plan for large business

\$ 250.00

/ per month

↑ 1 Gbps ↓ 500 Mbps

5 GB plan for large business

\$ 250.00

Next

ISP logo

Your personal information

First name *
Enter your name

Last name *
Enter your name

Email *
JOHN123@email.com

Phone *
+38 099 111 22 33

Service start date *
2026-06-06

Next

Go back

ISP logo

Checkout

Plan
Basic 30 days

Apartment
Apt. 42

Amount Due
€150.00

Pay by Stripe

Go back

ISP logo

Primary Wi-Fi

Network (SSID)
HotSpot_app42

Password
1234567889

Scan to connect

Connect

Scale and control

Faster processing, a cleaner interface and better operational reporting.

[Performance & Dark Theme](#)[Reports](#)[Finance](#)



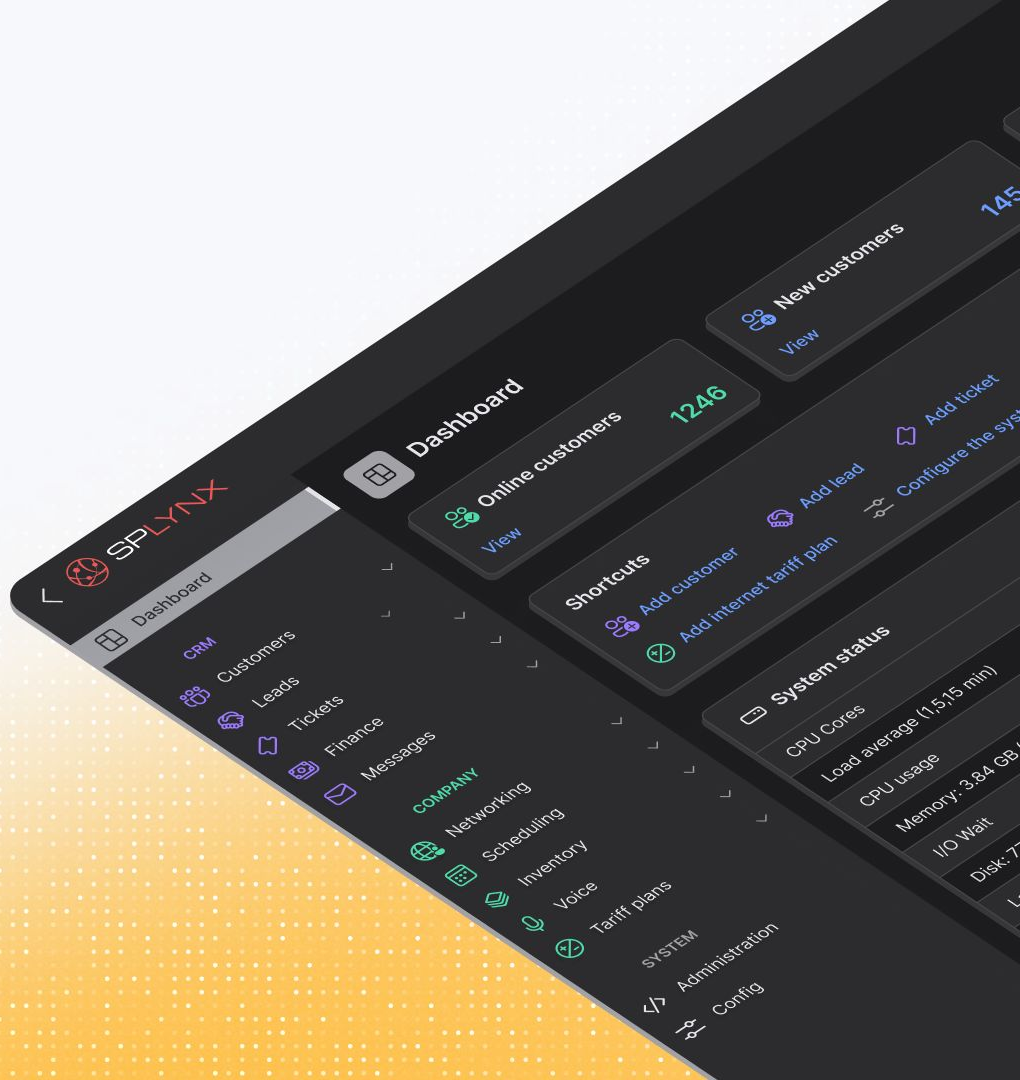
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NEW IN 6.0

Performance rewrite and Dark Theme

Two very different updates with the same goal:
make daily work smoother.

- Performance-critical components rewritten in Zig
- Faster paths for RADIUS, FUP, queues and monitoring
- One-click dark theme for each administrator





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NEW IN 6.0

Finance updates

Small changes that remove common payment workarounds.

- Store multiple payment methods per customer
- Set a default card or bank account
- Void supported gateway payments before settlement

Credit cards



Set as default payment account ⓘ



Card number

VISA

Cardholder's name

Expiry date

CVV/CVC

Save & agree for future charges

Set as default payment account ⓘ



Default

Card number

1234 5678 8900 0000

VISA

Cardholder's name

name name

Expiry date

12/2028

CVV/CVC

001

Remove card



15

NEW IN 6.0

MRR & Helpdesk worklog reports

More detail on recurring revenue and where support time goes.

- MRR hub with seven views including churn, cohorts and plan mix
- Helpdesk worklog reports by admin, ticket, customer and label

Administration / Other reports / **MRR reports**

Net change Detailed By tariff plan By partner / location Cohort analysis At risk Top customers

Year 2026 Partners All selected Locations All selected

Show 100 entries Search

Month start	New services (Estimated)	Cancellations (Estimated)	Month end
No data available in table			

Showing 0 to 0 of 0 entries

Administration / Other reports / **Helpdesk worklog reports**

Logged time per admin **Logged time per ticket** Logged time per customer Labels statistics

Period 2026-03-01 - 2026-03-31

Show 100 entries Search

Ticket ID	Subject	Total time	Actions
#3	Connection issues	00:45	🔗
#2	no connection	00:30	🔗
#9	router fix	00:20	🔗



Questions?

Let's go through anything you want to see again in the live instance.