**TM Forum Open APIs**

**Conformance Certification**

*Company Name:* ***Tecnotree***

*TM Forum Open API Name:*

***TMF621 - Trouble Ticket API***

*TM Forum Open API Release Version:* ***R 19.0 / 4.0***

**Report Date: 21st September 2021**

1. **What Product or Solution does your API support?**

In today’s dynamic market, connectivity is taken for granted and OTT players dream up new disruptions almost every day. Communication Service Providers (CSPs) face the unique challenge of retaining existing customers and remaining relevant, and, of course attracting new customers. This forces CSPs to adopt innovative strategies to simultaneously renew existing systems, processes and tools while adding new, complementary ones to stay future-proof, moving to becoming Digital Services Provider (DSP).

Digital Customer Lifecycle Manager (DCLM) 5.0.3 enables personalization of every customer’s experience by providing a consistent message across all channels and creation of a single view of each customer with information from all customer touchpoints.

**Omni-channel support**: A customer will be able choose when and where to interact with the DSP and be able to smoothly switch channels at any time and continue the interaction. Customer data will be consistent and seamlessly available across channels. DCLM will be the single source of truth for customer data.

**Analytics and KPIs**: DCLM provides DSPs the insights on customer behavior as well as on the performance of their CSRs and stores, using state-of-the-art analytics engine built into the system.

**Customer Centric Architecture**: DCLM enables DSPs to capture and maintain all customer related information. This eliminates duplication and customer data ambiguity, across various customer functional units. DCLM enables a unified convergent view of a customer and the related information across service lines and channels. It provides a 360-degree view of the customer including the history of interactions and service requests. DCLM users have access to customer information set that is aggregated, maintained, and managed across the enterprise.

1. **Overview of Certified API**

Trouble Ticket enables authorized users to manage customer complaints as well as evaluate the effectiveness of the resolution provided, supported by both manual and dynamic workflows configured in the system.

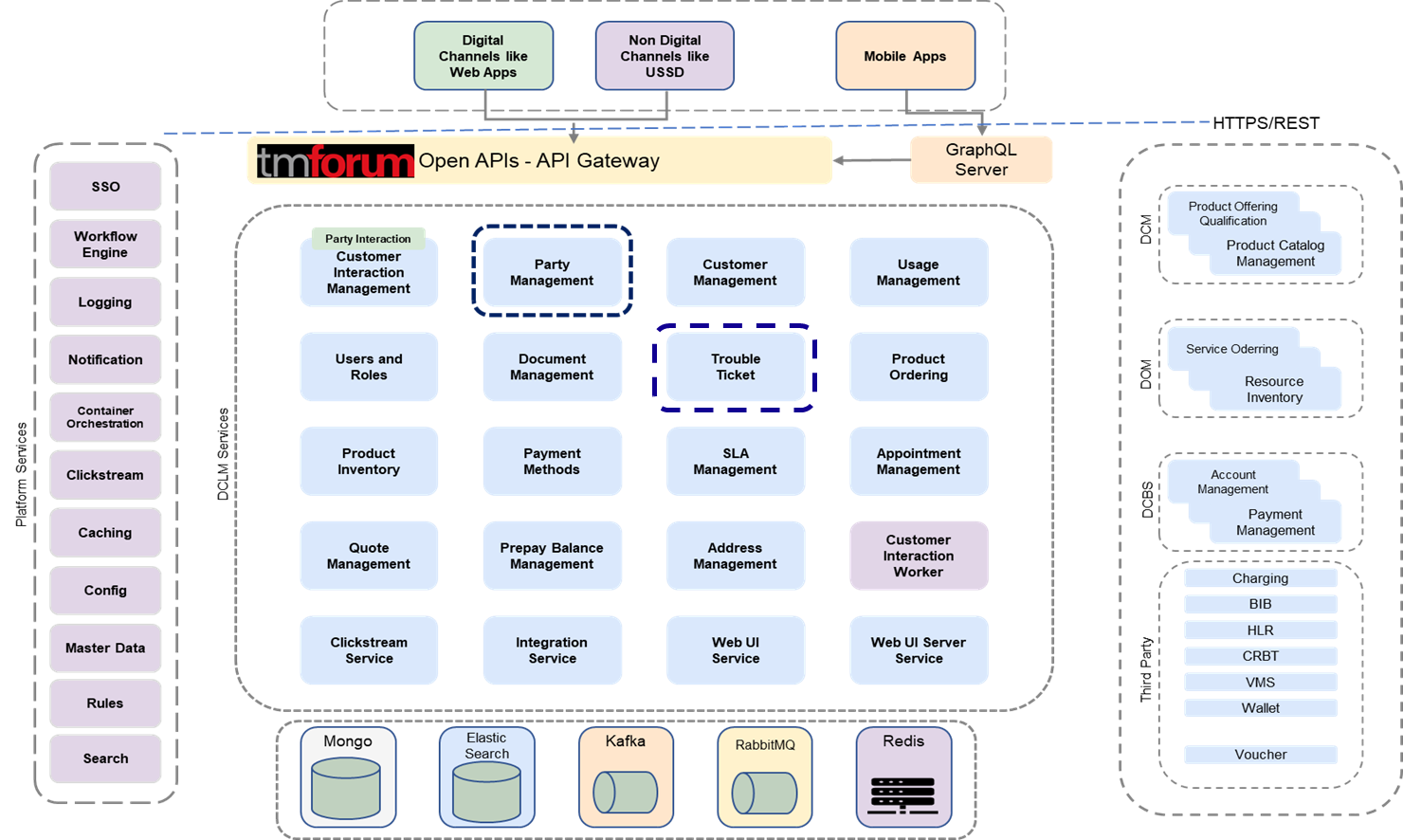
Trouble tickets can be divided in various categories, for example, Network, Billing, Order, Payment or Service-related trouble tickets for efficient handling of the tickets.

Some of the Actual Operations supported over this API are:

* + Retrieval the type of ticket of an individual or an organization
  + Creation of trouble ticket
  + Update the trouble ticket
  + Delete the trouble ticket
  + SLA based action of the trouble ticket

Ticket can be created against a specific Subscription ID, or Invoice Account ID, or Customer ID. A Ticket ID should be generated as soon as mandatory information is captured to create the ticket.

1. **Architectural View**



1. **Test Results**

