my API story

DRIVING INTEROPERABILITY AND EFFICIENCY IN TELECOMS

❝ The Open APIs facilitate accurate service qualification and efficient order management, leading to timely and reliable service delivery. ❞

Jakub Kłapyta
Software Engineer
Devapo

Tell us about yourself and your job

I have a diverse technology background and have worked with various telecom customers, utilizing TM Forum standards to enhance and streamline their wholesale operations.

As an experienced software developer, I specialize in Java and React, having built and main tained numerous applications. My primary interest lies in exploring new technologies, particularly in microservices and modern web application development. I thrive on integrating cutting-edge solutions to create efficient, scalable, and user-friendly software.

Why do you believe in TM Forum's Open API program?

I believe in TM Forum's Open API program because it standardizes interoperability and efficiency in the telecommunications industry. It promotes seamless communication between operators and service providers, reducing integration complexities and operational costs. Adopting these Open APIs streamlines processes and ensures faster and more reliable service delivery. Standardization also fosters innovation, enabling the development of new services and solutions that integrate easily across diverse systems. The collaborative nature of the TM Forum community ensures continuous improvement of the Open APIs to meet evolving industry needs, driving better outcomes for businesses and customers.

What TM Forum Open APIs are most valuable to your company?

TMF673 - Geographic Address Management API
TMF646 - Appointment Management API
TMF669 - Party Role Management API
TMF679 - Product Offering Qualification Management API
TMF622 - Product Ordering Management API
TMF620 - Product Catalog Management API
TMF637 - Product Inventory Management API

Why did you choose to highlight those APIs?

I chose to highlight these APIs because they are crucial for efficient wholesale operations in the telecommunications industry. For the project we delivered we aimed to ensure seamless communication and coordination between operators' infrastructures. By leveraging TM Forum Open APIs, we optimized order processing and enhanced interoperability. These APIs facilitate accurate service qualification and efficient order management, leading to timely and reliable service delivery. They support dynamic inventory and catalog management, enabling rapid response to market demands, and streamline appointment scheduling and resource allocation, improving operational efficiency.

This integrated approach not only streamlines operations but also benefits operators and service providers, ultimately enhancing customer satisfaction and business agility, driving growth in the wholesale sector.

How do you use those APIs?

We use APIs to streamline order fulfillment with an orchestrator and product mapper, offering several advantages over standard procedures. By integrating address validation, appointment scheduling, and product qualification into a unified workflow, we create a more efficient and user-friendly interface. Automating these processes reduces errors and delays, enhancing customer satisfaction and operational efficiency. This approach ensures seamless integration between service providers and telecom operators, fostering collaboration and innovation.

How have you benefited from using those APIs?

Our clients have greatly benefited from using these APIs in order fulfillment processes. Each order is automatically mapped to the corresponding products in a telecommunication operator's API. Rules can be set to determine product mapping, such as adding an "internet activation" product for new installations. This minimizes the need for frequent configurations, as updates are only necessary when the operator's product catalog changes, which is rare. Consequently, our personnel do not need in-depth knowledge of the operator's products, simplifying the process. Overall, using these APIs with an orchestrator and product mapper significantly enhances the order fulfillment experience for both users and stakeholders.

Where do you use them?

We use these APIs with 3 of our clients in Europe.

Have you used them in conjunction with any other APIs?

Yes, we have used TM Forum's Open APIs, including TMF621 (Trouble Ticket Management API), alongside TMF622 (Product Ordering Management API) and TMF646 (Appointment Management API). This integration creates a seamless order fulfillment and issue resolution process, ensuring prompt tracking and management of any problems during order processing or service delivery. This improves customer satisfaction and operational efficiency, allowing us to respond to customer needs more effectively and maintain high service standards.

To learn more about Devapo visit:
devapo.io

VIEW MORE STORIES