TM Forum Open APIs

Conformance Certification

Company Name: Etiya

TM Forum Open API Name: 
TMF633 - Service Catalog Management

TM Forum Open API Release Version: 21.0 / 4.0

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1. What Product or Solution does your API support?

**Etiya Digital BSS** platform enables agile and end-to-end transformation. It is cloud-native, full-stack platforms, that are pre-integrated into partner solutions, and include all Etiya’s product portfolio: Customer Relationship Management (CRM), Customer Service Management (CSM), Configure, Price, Quote (CPQ), Product Catalog Management, Order Management, OmniChannel Digital Frontend, Revenue Management and Etiya API Gateway. The platform supports both B2C and B2B customer segment operations.

**Etiya Product Catalog Management** provides a single, centralized source for all product and service information, pricing, discounts and eligibility. It ensures, that such data is always accurate, consistent and relevant, and easily accessible across all channels for all users, any time, at a single click. It supports and manages the product lifecycle by managing services, marketing, commercial and technical catalogs. It provides flexible offer configuration. Time-to-market is accelerated through reusable building blocks and flexible product configuration.

Products can be created via multiple channels, such as third parties, dealers, or call centers. It is easy to specify and configure products. They can be defined hierarchically, with limitless dependency and dynamic inheritance relationships, both vertically and horizontally. Bundles are managed efficiently by defining families of product building blocks and can be combined only when allowed. Etiya Product Catalog is not just a huge repository of product and pricing data, but also contains data-driven rules, that determine eligibility, compatibility and availability, and ensures 100% quote and order accuracy.

The catalog can be published based on multiple service eligibility and service availability rules, such as channel, usage or geography. Optional offers and up-sell or cross-sell opportunities can also be defined. Dynamic rules and algorithm-driven autonomous learning capabilities support complicated service, business, and marketing rules to enable personalized customer interactions.

Centralized product information increases business consistency and sales efficiency, as all relevant data is available at the push of a button, without time-consuming manual processes, while rule-based operation increases accuracy in quoting, therefore brings a better customer experience.
2. Overview of Certified API

Etiya Digital BSS through Etiya Product Catalog Management module implements Service Catalog Management API to enable operators to establish new partnerships and business models with 3rd parties, in order to shorten time to market and boost revenue. The API gives service catalog access to all partners/legacy systems in digital service provider’s ecosystem to be leveraged in their portals, e-shops, social media, kiosks, email, and mobile apps. Using the API, resource specifications can be interrogated. Moreover, partners/legacy systems can create and manage their own service specifications in operator’s Service Catalog repository.

Service Catalog Management API facilitates industry vertical scenarios for a CSP like IOT, Slicing, 5G, Health, Gaming, Insurance, Transportation. For example, a gaming company can create a new sports game service specification for the customers of the operator. The operator can create new telco bundles by reusing the sports game service specification created by the partner. Any 3rd party application e.g. a web shop can consume the API to list the service specifications by using GET methods of the API.

Service Catalog Management API is opened to CSP partners/external systems via Etiya API Gateway to ensure security, logging, and performance monitoring.

<table>
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<tr>
<th>#</th>
<th>Resource</th>
<th>API Overview</th>
<th>Operations Supported</th>
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</table>
| 1  | Service Specification | Service Catalog Management API allows the management of the entire lifecycle of the service specifications. | • GET  
    • POST  
    • PATCH  
    • DELETE |
3. **Architectural View**

![Diagram showing the Architectural View](image)

4. **Test Results**

   Click here to see the test results: [ETIYA-TMF633 API-HTML Results](#)