TM Forum Open APIs

Conformance Certification

Company Name: Etiya

TM Forum Open API Name: TMF666 – Account Management

TM Forum Open API Release Version: 19.0 / 4.0

Report Date: 22/05/2023
1. What Product or Solution does your API support?

**Etiya Digital BSS** creates real value for Telco companies’ business. It does not only provide technical capability but offer an infrastructure to create an all-digital customer experience, with the personalization and flexibility demanded by Connected Customers. All this in a matter of months, while ensuring business continuity and, at the same time, reducing traditional BSS costs.

**Etiya Customer Relationship Management** provides a highly scalable, AI based, customer-focused system, enabling CSPs to exceed customer expectations and generate higher revenues. AI-driven predictions and recommendations based on customers’ buying behaviour, interactions and interests - including social media activities -, allows to provide services and solutions that fit customers’ consumption patterns and needs. Real-time view of customer data and interactions, and actionable insights help maximize the revenue potential of those customer interactions.

Predictive and prescriptive analytics will result in improved customer conversion ratios. Dynamic customer support and sales workflows, operations streamlined through automation and autonomous self-learning will ensure excellent customer experiences. AI-powered bots help customers in intelligent self-service and complaint handling.

Etiya CRM allows you to have quick actions and effective communication tools for gaining and retaining customers. Our CRM modules help you drive leads and acquire new customers, but also to increase customer loyalty and retain existing ones. It provides better campaign engagements and help in generating higher return on your marketing investments. Analysis of customer interactions also highlights opportunities for cross-sells and up-sells. Using Etiya CRM will ultimately bring you an increase in your customers’ lifetime value, thus growing your business.

In Etiya’s CRM, your sales and service agents will get 360-degree customer data, that they can trust and build on, in a single-click, consolidated view, with real-time interactions and account history. Both B2C and B2B customers can be managed from one single point, for increased efficiency. For large businesses, Etiya CRM manages all customers, accounts, and account relations. It also enables and efficiently manages partner ecosystems.
2. Overview of Certified API

Account Management API is utilized by all channels including partners, external ecosystems and so forth. The API allows operations which are create bill format, create bill cycle, create party account, etc. also allowing search and filter operations for these managed resources.

Account Management API provide the ability to retrieve account details that include account status, the reason the account is disconnected in case not active, amount due days.

<table>
<thead>
<tr>
<th>#</th>
<th>Resource</th>
<th>API Overview</th>
<th>Operations Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>• PartyAccount&lt;br&gt;• BillingAccount&lt;br&gt;• FinancialAccount&lt;br&gt;• SettlementAccount&lt;br&gt;• BillFormat&lt;br&gt;• BillingCycleSpecification&lt;br&gt;• BillPresentationMedia</td>
<td>Provides standardized mechanism for the management of billing and settlement accounts, as well as for financial accounting (account receivable) either in B2B or B2B2C contexts</td>
<td>• GET&lt;br&gt;• POST&lt;br&gt;• PATCH&lt;br&gt;• DELETE</td>
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3. Architectural View

![Architectural Diagram]

4. Test Results
Click here to see the test results: ETIYA-TMF666 API-HTML Results