TM Forum Open APIs

Conformance Certification

Company Name: Etiya

TM Forum Open API Name: TMF672 - User Role Permission Management

TM Forum Open API Release Version: 21.0 / 4.0

Report Date: 22/05/2023
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 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

User Role and Permission API is utilized by all channels including E-shop, partners, external ecosystems and so forth.

User Role Management allows external systems to update user roles and permission. Parallelly user roles and permissions can be searched and can be filtered based on search criteria.

<table>
<thead>
<tr>
<th>#</th>
<th>Resource</th>
<th>API Overview</th>
<th>Operations Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>User Role</td>
<td>A user role is defined as the entity that defines a set of privileges covering various functions and/or manageable assets. When a user is assigned a given role then it is actually allocated all the privileges defined for that role type and the corresponding permissions are created for that user.</td>
<td>GET, POST, PATCH, DELETE</td>
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3. **Architectural View**

![Architectural Diagram](image)

4. **Test Results**

Click here to see the test results: [ETIYA-TMF672 API-HTML Results](#)