TM Forum Open APIs

Conformance Certification

Company Name: Etiya

TM Forum Open API Name: TMF621 –Trouble Ticket Management

TM Forum Open API Release Version: 19.0 / 4.0

Report Date: 30/05/2023
1. What Product or Solution does your API support?

Etiya Customer Service Management (CSM) offers a comprehensive solution to help meet emerging demands, enabling you to care for both B2C and B2B customers with ticket management, workflow and interaction management and knowledge management.

Etiya CSM is an AI-supported solution, that helps companies to make sense of the huge amount of their customer interactions’ data. It enables companies to see all their customer information in one location, as relevant to each interaction. Machine learning algorithms provide CSRs with predictive and prescriptive customer service recommendations to offer tailored solutions for their problems. Etiya CSM uses sentimental, contextual, and customer behavioral analyses, that result in increased efficiency and customer satisfaction.

The system also orchestrates workflows automatically, like ticket creation, categorization, prioritization and tracking, to help allocate the right resources for a quicker problem resolution.

When it comes to agent interactions, CSRs receive pre-populated information about the customer’s situation that is collected from multiple channels and ready to use. The trouble’s root cause is predicted, and the workflow provides recommendations to communicate with the customer and resolve the issue. A comprehensive, easy-to-use Knowledge Base is also integrated into the solution, that provides quick support during the customer interaction process.

As a result, CSRs spend more time focusing on the customer and less time switching between systems, searching for info and manually resolving issues. This reduces both response and resolution time and enables higher rate of first-contact resolutions. Using more self-service, bots and productive agent interactions will lead to cost efficiency in daily operations.
2. Overview of Certified API

Etiya CSM uses open APIs, and offers a modular system, that is flexible, highly scalable and allows easy integration. Business is constantly changing, as also the needs of customers, and this will constantly require new features and modifications. We use microservices, that will ensure this agility to introduce or modify features and capabilities quickly.

Trouble Ticket Management API provides a standardized client interface to Trouble Ticket Management Systems for creating, tracking and managing trouble tickets among partners/external channels as a result of an issue or problem identified by a customer or another system.

Trouble Ticket Management API is opened to companies and CSPs partners/external systems via Etiya API Gateway to ensure security, logging, and performance monitoring.

<table>
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<th>Resource</th>
<th>API Overview</th>
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| 1  | TroubleTicket  | Provides a standardized client interface to Trouble Ticket Management Systems for creating, tracking and managing trouble tickets among partners as a result of an issue or problem identified by a customer or another system. Examples of Trouble Ticket API clients include CRM applications, network management or fault management systems, or other trouble ticket management systems (e.g. B2B). | • GET  
• POST  
• PATCH  
• DELETE |
Architectural View

Operator’s Partner Ecosystem / Legacy Systems

Etiya API Gateway

Etiya CSM

TMF621 Trouble Ticket Management API

Etiya CSM DB

Trouble Ticket

3. Test Results
Click here to see the test results: [ETIYA-TMF621 API-HTML Results](#)