TM Forum Open APIs

Conformance Certification

Company Name: Etisalat

TM Forum Open API Name: 
**TMF646 - Appointment Management**

TM Forum Open API Release Version: **4.0.0**

Report Date: **03/10/2023**
1. **What Product or Solution does your API support?**

The scope of the requirement is that Etisalat intends to adopt Open API/ODA standards and become a TM Forum Open API compliant, the objectives behinds this adoption are to achieve plug-and-play interoperability of components within their IT systems, reduce complexity and enable digitization of customer-facing systems and reduce cost of integration as well as time to market for new services digital services, TMF 646 Appointment Management API is chosen to be implemented as part of this project.

2. **Overview of Certified API**

Etisalat is implementing an Open API program with the goal of conforming to the Open API/ODA standards and achieving TM Forum Open API compliance. As part of this initiative, Etisalat has chosen to gradually adopt TM Forum Open APIs. In this regard, Etisalat has selected and planned to certify seven specific Open APIs.

One of the APIs is the Appointment Management API. Appointment management provides a standardized mechanism to book an appointment with all the necessary appointment characteristics. It supports searching for free appointment slots based on parameters, then creating the appointment. The target is to fulfil customer need which can be a provisioning request or a complaint.
3. **Architectural View**

The below diagrams illustrate the situation after introducing the TMF API layer.

![Diagram](image)

4. **Test Results**

Click here to see the test results: [ETISALAT-TMF646 API-HTML Results](#)