TM Forum Open APIs

Conformance Certification

Company Name: Vodafone Group (Reference Implementation)

TM Forum Open API Name: TMF621 – Trouble Ticket Management

TM Forum Open API Release Version: 4.0.0

Report Date: 09/10/2023
1. What Product or Solution does your API support?
Provides the capability to manage trouble ticket-related communications to Parties, Individuals, Organizations, or Users.

Use case: This API is designed to facilitate the creation, tracking, and resolution of trouble tickets for various services, allowing seamless communication between service providers and their customers.

2. Overview of Certified API
Provides the capability to access and update trouble ticket information for Parties, Individuals, Organizations, or Users.

This API is certified and designed to integrate with systems that handle trouble ticket management, enabling efficient communication and issue resolution.

3. Architectural View
Frontend channels/application that invokes TMF621 Trouble Ticket API exposed via an API Management layer. Request traverses the TMF micro-service layer towards the secure backend system to initiate, update, or close trouble tickets and send the communications. This architecture ensures that the trouble ticket-related communications are efficiently managed, tracked, and resolved, enhancing customer satisfaction and service provider efficiency.

4. Test Results
Comprehensive functional and non-functional testing techniques were employed during the evaluation of the API. This rigorous testing process encompassed various aspects, including authentication, authorization, and the overall API functionality.
The API underwent thorough functional testing to ensure that all interface operations performed as expected. Test cases were designed to validate the accuracy and completeness of the retrieved data.

Non-functional aspects were validated ensuring encompassed performance testing, which assessed the API's response time, scalability, and overall system load handling capacity. Additionally, security testing was conducted to identify and mitigate vulnerabilities that could potentially compromise the API's security posture.

The conformance verification process for the REST API successfully validated its functionality, security, and alignment with the Business Process Framework. The rigorous testing procedures, including authentication, authorization, functional, and non-functional testing, ensure that the API is robust, secure, and capable of providing reliable communication mechanism.

In conclusion, TMF621 Trouble Ticket API v4.0.0 serves as a vital component to ensure the reliable communication as a service. Its adherence to conformance standards and rigorous testing procedures underscores its reliability and utility.

For any inquiries or further details about this conformance verification report, please contact the Digital Engineering team of Vodafone Group.

Click here to see the test results: VODAFONE-TMF621RW_API-HTML Results