Company Name: Comviva Technologies Limited

TM Forum Open API Name: TMF642 – Alarm Management

TM Forum Open API Release Version: 4.0.1

Report Date: 12/12/2023
1. **What Product or Solution does your API support?**

Comviva’s BSS suite is a comprehensive and focused business support system that handles an operator's entire set-up, allowing more efficient management of the operator resources, streamlining operational activities and delivering lifetime support to the operator’s network and subscriber base. Utilizing common unified interface across multiple operational activities, the service provider is able to manage the complete mobile subscriber lifecycle. The single, consolidated view of operations provided by Comviva’s BSS suite enables operators to appropriately prioritize subscriber demands and meet subscriber expectations. Via its centralized repository and flexible workflows, Comviva’s BSS suite effectively handles all manner of queries, enhancing customer services, improving customer satisfaction and ultimately enabling a more focused marketing strategy.

Comviva’s BSS suite is an end-to-end Business Support solution, with ability to integrate with the rating and credit management platform including Intelligent Networks, Service Nodes and Hot Billing solutions. It is designed to provide the capability to leverage creative marketing programs to the full, while maximizing the effectiveness of Customer Care. It is designed as a modular system so it will grow alongside each operators expanding service portfolio and support an increasing subscriber base.

Comviva’s BSS suite can be rapidly deployed at and offers an excellent range of features. Some of the basic dimensions that have been considered while designing Comviva’s BSS suite include:

- Scalability of software to support the growth plan of service providers
- Ability to interface seamlessly with existing and new applications, protecting investment
- Minimization of revenue loss
- Rapid deployment
- Ability to cater to a wide spectrum of communication
- Easy to learn and faster to use to cut training costs.

Comviva’s BSS suite solution is a leading edge, Provisioning & Customer Care solution that integrates critical business processes and workflows of prepaid operations. Comviva’s BSS suite empowers the Customer Care personnel with the ability to address customer problems, queries, and requests effectively and efficiently.
2. **Overview of Certified API**

One of key entity in any CRM is Alarm entity. Alarm Management API applies lessons that were learned in previous generations of similar APIs that were implemented in the Telecommunication industry, starting from ITU recommendations, TM Forum OSS/J, MTOSI and TIP interfaces, NGMN alignment initiative between 3GPP and TM Forum interfaces, and the more recent ETSI work on requirements for NFV interfaces.

Through interface following operation can be done

- **List Alarms.**
  - This operation list alarm entities.
- **Retrieve Alarm**
  - This operation retrieves an alarm entity.
- **Create Alarm**
  - This operation creates alarm entity.
- **Patch Alarm**
  - This operation allows partial updates of an alarm entity.
- **Delete Alarm**
  - This operation deletes an alarm entity.
- **Retrieve Ack Alarm**
  - This operation retrieves an ack alarm entity.
- **Create Ack Alarm**
  - This operation creates an ack alarms entity.
- **List un ack alarms.**
  - This operation list un ack alarms entities
- **Retrieve un ack alarm.**
  - This operation retrieves un ack alarms entity.
- **Create un Ack Alarms**
  - This operation creates an un ack alarms entity.
- **List Clear Alarms**
  - This operation list clear alarms entities.
- **List Comment Alarms**
  - This operation list comment alarm entities.
- **Retrieve comment Alarms.**
  - This operation retrieves a comment alarms entity.
• **Create Comment Alarms.**  
  o This operation creates a comment alarms entity.
• **List Group Alarms.**  
  o This operation list group alarms entities.
• **Create Group Alarms.**  
  o This operation creates group alarms entity.
• **List Ungroup Alarms.**  
  o This operation list ungroup alarms entities.
• **Create Ungroup Alarms**  
  o This operation creates ungroup alarms entity.

3. **Architectural View**

4. **Test Results**

Click here to view the test results: COMVIVA-TMF642-HTMLResults.html