TM Forum Open APIs

Conformance Certification

Company Name: Etisalat

TM Forum Open API Name: TMF621 – Trouble Ticket

TM Forum Open API Release Version: 4.0.0

Report Date: 21/12/2023
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 621 Trouble Ticket API is chosen to be implemented as part of this project.
2. **Overview of Certified API**

The TMF 621 (Trouble Ticket) API supports the ability to send requests to create a new trouble ticket specifying the nature and severity of the trouble or issue as well as all necessary related information. The API also includes mechanisms to search for and update existing trouble tickets. Notifications are defined to provide information when a trouble ticket has been updated, including status changes. A basic set of states of a trouble ticket has been specified (as an example) to handle trouble ticket lifecycle management. Trouble Ticketing API manages trouble ticket resource:

- A trouble ticket represents a record, or an issue raised by requestor that need to be solved, used for reporting, and managing the resolution of problems, incidents or request
- Main trouble ticket attributes are its description, severity, type, related dates (creation, expected resolution, resolution), state and related information (change reason and change date), related parties (originator, owner, reviser, etc.), related entities (product, product order, customer bill) and notes
3. Architectural View

The Trouble Ticket API provides a standardized client interface to Trouble Ticket Management Systems for creating, tracking, and managing trouble tickets as a result of an issue or problem identified by a customer or another system. Examples of Trouble Ticket API originators (clients) include CRM applications, network management or fault management systems, or other Trouble Ticket management systems (e.g. B2B).
4. **Test Results**

Click here to view the results: [ETISALAT-TMF621-HTMLResults.html](ETISALAT-TMF621-HTMLResults.html)