TM Forum Open APIs

Conformance Certification

Company Name: Celfocus

TM Forum Open API Name: TMF620 - Product Catalog Management

TM Forum Open API Release Version: 4.1.0

Report Date: 10/01/2024
1. **What Product or Solution does your API support?**

Celfocus Omnichannel is a solution developed to ensure a consistent customer journey, regardless of the touchpoint. It covers sales and customer care scenarios for Assisted Channels and Non-Assisted channels, supported by a common and smart platform, for a seamless cross-channel experience.

The Digital Catalogue capability allows digital channels to access consolidated and simplified catalogue data with superior performance, as an abstraction from any centralized catalogue.

The Digital Catalogue uses a flexible and industry agnostic data model that fits any catalogue needs, associated with decoupled modules that allow purpose specific service calls and management of resources.

Figure 1 provides a high-level Celfocus Omnichannel architecture:

Figure 1: Celfocus Omnichannel product architecture with Digital Catalogue

The TM Forum Open APIs align our product with market standards, enhancing the client experience by enabling them to smoothly integrate using the established standards.
2. Overview of Certified API

The TMF620 - Product Catalog Management API provides a standardized solution to manage partners’ products and their lifecycle on any Digital Catalogue, as well as the enquiry of catalogue items during relevant digital processes.

The implementation of TMF620 by Celfocus Omnichannel – Digital Catalogue is supported by a dedicated microservice that leverages the product’s infrastructure and abstracts the product’s data structure. This microservice primarily exposes the TM Forum Open API and orchestrates other product microservices to generate the responses and meet the API specifications.

This API allows client integration with the product, in line with the TM Forum specification. To support this, the product provides operations over five API resources:
- Catalog resource
- Category resource
- Product Specification resource
- Product Offering resource
- Product Offering Price resource

As this TM Forum microservice uses the product entities and services at their core, these were carefully mapped to ensure that all the TM Forum Open APIs specifications are fulfilled.
3. **Architectural View**

![Architectural View Diagram]

Figure 2: Celfocus Digital Catalogue architecture

4. **Test Results**

Click here to see the test results: [Celfocus-TMF620 API-HTML Results.html](Celfocus-TMF620 API-HTML Results.html)