TM Forum Open APIs

Conformance Certification

Company Name: Etisalat

TM Forum Open API Name: TMF681 - Communication Management

TM Forum Open API Release Version: V 4.0

Report Date: 21/01/2024
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 681 Trouble Ticket API is chosen to be implemented as part of this project.
2. Overview of Certified API

TMF 681 Communication management API provides a standardized mechanism for Communication management such as creation, update, retrieval, deletion, and notification of the system communication events.

Communication means the system delivers a message to the final customer in the form and format which can be felt and understood by the customer. The message can reach the customer in different interaction channels, including email, short message, mobile app notification (push).
3. **Architectural View**

![Architectural View Diagram]

4. **Test Results**

Click here to view the test results: [ETISALAT-TMF681-HTMLResults.html](ETISALAT-TMF681-HTMLResults.html)