TM Forum Open APIs

Conformance Certification

Company Name: ZIRA

TM Forum Open API Name: TMF621 - Trouble Ticket

TM Forum Open API Release Version: 4.0.0

Report Date: 22/01/2024
1. **What Product or Solution does your API support?**

The TMF 621 Trouble Ticket API is part of ZIRA Customer Partner Management implemented at STC premise, specifically related to module Problem Management. Problem Management is a comprehensive module designed to handle the entire lifecycle of trouble tickets, from creation to resolution. It provides extensive configuration capabilities, allowing for the support of different types of tickets and their corresponding lifecycles.

Additionally, the solution offers seamless integration with other systems, enabling synchronization with tickets created or managed in different platforms. This integration ensures that the problem management module remains connected to various systems, allowing for streamlined ticket handling across multiple platforms.

To facilitate the interaction with the problem management module, STC provides Trouble Ticket APIs. These APIs offer a range of functionalities related to ticket management. Whether it's retrieving ticket data, creating new tickets, or managing the lifecycle of existing tickets, these APIs can be leveraged by any system or function within CSPs organization. This flexibility enables seamless integration and empowers other systems to interact with the problem management module efficiently and effectively.

2. **Overview of Certified API**

The Trouble Ticket API is functionality of the ZIRA Problem Management module implemented at STC, and provides to STC the possibility to create and manage trouble tickets. API is compliant with TMF 621 Trouble Ticket specification and offers interface to create, update and retrieve trouble ticket of list of them.

| #   | Resource | API Overview | Operations Supported |
|-----|----------|--------------|---------------------|---------------------|
|     |          |              |                     |                     |
| 1 | /troubleTicket | Trouble Ticket API performs the following operations on the trouble ticket resource:  
- Create a trouble ticket in STC  
- Get list of trouble tickets  
- Get trouble ticket by ID  
- Patch trouble ticket by ID |  
|---|---|---|---|
3. Architectural View
4. Test Results

Click here to view the test results: ZIRA-TMF621RW-HTMLResults.html