TM Forum Open APIs

Conformance Certification

Company Name: Vodafone Group (Reference Implementation)

TM Forum Open API Name: TMF646- Appointment Management

TM Forum Open API Release Version: 4.0.0

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

Product: Vodafone Customer Engagement Platform
Solution: Enhanced Customer Service and Experience using TMF646.

Use Cases:
1. Scheduling and managing customer appointments:
   - Booking technical support visits
   - Setting up consultations with in-store advisors
   - Arranging device repairs or replacements

2. Enhancing customer communication and engagement:
   - Sending appointment reminders and notifications
   - Providing real-time updates on appointment status
   - Gathering feedback on appointment experiences

3. Streamlining internal processes:
   - Optimizing resource allocation for appointments
   - Reducing no-shows and cancellations
   - Improving customer wait times and satisfaction
2. **Overview of Certified API**

Resource being certified: Appointment resource (all mandatory operations)
Conformance level: Full conformance
Implementation Technology: Java Spring Boot
Deployment Environment: Vodafone's cloud infrastructure
3. **Architectural View**

The frontend channels/application that invokes TMF API exposed via an API Management layer. Request traverses the TMF microservice layer towards the secure backend system.
4. Test Results

Comprehensive functional and non-functional testing techniques were employed during the evaluation of the API. This rigorous testing process encompassed various aspects, including authentication, authorization, and the overall API functionality.

The API underwent thorough functional testing to ensure that all interface operations performed as expected. Test cases were designed to validate the accuracy and completeness of the retrieved data.

Non-functional aspects were validated ensuring encompassed performance testing, which assessed the API's response time, scalability, and overall system load handling capacity. Additionally, security testing was conducted to identify and mitigate vulnerabilities that could potentially compromise the API's security posture.

The conformance verification process for the REST API successfully validated its functionality, security, and alignment with the Business Process Framework. The rigorous testing procedures, including authentication, authorization, functional, and non-functional testing, ensure that the API is robust, secure, and capable of providing reliable customer management.

In conclusion, this TMF API serves as a vital component to ensure the reliable customer management as a service. Its adherence to conformance standards and rigorous testing procedures underscores its reliability and utility.

For any inquiries or further details about this conformance verification report, please contact the Digital Engineering team of Vodafone Group.

Click here to view the test results: VODAFONE-TMF646RW-HTMLResults.html