TM Forum Open APIs

Conformance Certification

Company Name: Salesforce

TM Forum Open API Name: TMF629 - Customer Management

TM Forum Open API Release Version: 4.0.1

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1. **What Product or Solution does your API support?**

Salesforce Communications Cloud is a modular solution built on industry standards and is designed to be catalog-driven. The solution provides businesses with the power of Data, AI, CRM, and Trust to spur growth and reduce costs.

Communications Cloud helps businesses transform their operations digitally to provide new and industry-standard customer experiences while increasing operational efficiencies. Communications Cloud has pre-built processes, integrations, and data models to support service providers, including business-to-consumer (B2C), business-to-business (B2B), and wholesale markets. It offers a modular approach that meets the telecom industry standards, thus helping in powering digital-first journeys and delivering perfect orders.

Figure 1 provides a high-level product architecture of the Communications Cloud.

![Communications Cloud Product Architecture](image)

The Communications Industry data model is TM Forum certified. The integration risks and complexities for Communications Service Providers are reduced through the use of industry-standard APIs such as the TM Forum Open APIs, resulting in less effort to integrate with external systems.
2. **Overview of Certified API**

TM Forum's Open APIs are technology agnostic and can be used in any digital service scenario, including B2B, Internet of Things, Smart Health, Smart Grid, Big Data, NFV, Next Generation OSS/BSS, and more.

TM Forum defines Customer as a person, an organization or another service provider who buys, leases, or resells products from a Communications Service Provider. The Customer resource contains information about the customer. The main attributes are its identifier, name, status and validity, description, characteristics, contact medium, related customer account, related party, and customer credit profile information.

The TM Forum Customer Management API (TMF 629) provides a standardized mechanism for customer management systems to retrieve, create, update (either fully or partially), and delete customer records.

- Customer Management API implementation from Salesforce Communications Cloud performs the following operations on the customer record (Account entity in Salesforce):
  - Retrieve a customer or a collection of customers depending on filter criteria
  - Create a customer
  - Update (either fully or partially) a customer
  - Delete a customer

For more information on the TM Forum Customer Management API (TMF 629) API please visit [Salesforce Developer Documentation](#).
3. Architectural View

Figure 2 provides a high level solution overview of TMF 629 Open API.
4. Test Results

Click here to view the test results: SALESFORCE-TMF629-HTMLResults.html