TM Forum Open APIs

Conformance Certification

Company Name: Salesforce

TM Forum Open API Name: TMF648 - Quote Management

TM Forum Open API Release Version: 4.0.1

Report Date: 26/01/2024
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)

**Figure 1: Communications Cloud Product Architecture**

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.

The Quote Management API provides a standardized mechanism for placing a customer quote with all of the necessary quote parameters. The API consists of a simple set of operations that interact with Quote Management systems in a consistent manner. The API specs assume that the customer quote management system that receives TMF 648 payloads has access to a commercial product catalog system. A customer quote is created based on a product offer that is defined in the catalog. The quote identifies the product or set of products that are available to a customer, and includes characteristics such as pricing (eventually special pricing for the customer described in the quote), product options, and agreement.

Quote Management API implementation from Salesforce Communications Cloud performs the following operations on the quote (Quote entity in Salesforce)

- Retrieve a quote or a collection of quotes depending on filter criteria
- Create a quote

For more information on the TM Forum Quote Management API (TMF 648) API please visit [Salesforce Developer Documentation](https://developer.salesforce.com).
3. Architectural View

Figure 2 provides a high level solution overview of TMF 648 Open API.

Figure 2: Solution Overview TMF 648
4. Test Results

Click here to view the test results: SALESPROCE-TMF648-HTMLResults.html