TM Forum Open APIs

Conformance Certification

Company Name: Vodafone Group (Reference Implementation)

TM Forum Open API Name: TMF680 - Recommendation Management

TM Forum Open API Release Version: 4.0.0

Report Date: 26/01/2024
1. **What Product or Solution does your API support?**

Vodafone's TMF680 Recommendation API supports our Vodafone Digital Experience Platform (DXP). The DXP is a unified platform that powers all digital touchpoints for our customers, including the My Vodafone App, website, and contact center. The Recommendation API plays a crucial role in personalizing the customer experience by dynamically suggesting relevant products and services based on individual preferences, browsing history, and real-time context.

Sample Use case:
Imagine a Vodafone customer browsing mobile phone plans on the My Vodafone App. As they explore different options, the Recommendation API analyzes their past purchases, online activity, and current network usage in real-time. Based on this data, the API dynamically displays personalized recommendations for plans that best suit their needs and preferences. This could include highlighting unlimited data options for a heavy user, recommending family plans for customers with multiple lines, or showcasing bundled devices with attractive offers.
2. **Overview of Certified API**

Vodafone's TMF680 Recommendation API adheres to the latest TMF Open API specifications, ensuring seamless integration with existing and future ecosystem players. It provides a powerful suite of features for real-time and personalized product recommendations.

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-TMF680RW-HTMLResults.html