TM Forum Open APIs

Conformance Certification

Company Name: Verizon

TM Forum Open API Name:
TMF656 - Service Problem Management

TM Forum Open API Release Version: 4.0.0

Report Date: 2024/01/31
1. **What Product or Solution does your API support?**

Verizon supports various products and services and in this case it is a Problem Management API that accepts the problem tickets (PT) from various customers or is originated by Verizon problem managers. Verizon uses PTs for root cause analysis for chronic issues where customers are looking for a resolution plan.

**Verizon Problem Reporting**

1. **CreateTicket (POST)**

   API to create and send a problem ticket into Verizon’s ticket management application. Once a ticket is created and assigned to Verizon, the system will return the problem ticket number upon successful submission of the ticket request or will return an error. Alternatively, Verizon can originate the problem ticket and send it to the customer as a POST.

2. **PATCH Ticket**

   Verizon sends the customer patches for important updates in the Problem ticket workflow like the Root Cause analysis is ready for review or the Problem Resolution Plan is ready for review.

3. **GET Ticket**

   Retrieval of a problem ticket or ticket list based on filter criteria
2. Overview of Certified API

The TMF656 Problem Management ticket API provides a standardized client interface to systems for creating, tracking and managing problem tickets as a result of an chronic or recurring problem identified by a customer or another system.

This Verizon API allows the below Operations

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<th>Operation</th>
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<tbody>
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<td>PATCH</td>
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<tr>
<td>GET</td>
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3. Architectural View

Customers / Service Providers

API Gateway

eBonding Solutions

Problem Management System

Inventory System

4. Test Results

Click here to view the test results: VERIZON-TMF656-HTMLResults.html