TM Forum Open APIs

Conformance Certification

Company Name: **Halleyx**

**TM Forum Open API Name:**
**TMF683 – Party Interaction Management**

**TM Forum Open API Release Version:** 4.0

Report Date: **21/05/2024**
1. **What Product or Solution does your API support?**

Halleyx’s SaaS BSS is your all-in-one solution, automating everything from product cataloging to customer billing, bringing a whole new level of agility and simplicity to telecom IT.

Our Suite consists of:

- Unified Product Catalog
- AI-Powered Decision Manager
- Configure Price Quote (CPQ)
- Customer 360
- Order management
- Billing
- Inventory
2. Overview of Certified API

Halleyx relies on the TMF683 Party Interactions API to manage all communication channels, such as calls, emails, and messages, among different parties within the service provider's ecosystem. These parties encompass agents, customers, sales executives, suppliers, and more.

This API captures details of past interactions for future reference, empowering agents to better assist parties by understanding their history. It also enables customers to review their actions and interactions with the organization.

Capabilities

- **Creation**: Initiate new interactions between parties, such as logging calls or emails
- **Update**: Modify existing interaction records to keep them accurate and current
- **Retrieval**: Quickly access historical interaction data for insights into past communications
- **Deletion**: Remove outdated or redundant interactions to maintain data cleanliness and privacy compliance
- **Event Notification**: Promptly inform relevant parties of significant interactions or changes, ensuring timely communication and action
3. Architectural View

4. Test Results

Click here to view the results: Halleyx-TMF683-htmlResults.html