TM Forum Open APIs

Conformance Certification

Company Name: ***Amdocs***

TM Forum Open API Name:
TMF678 – Customer Bill Management

TM Forum Open API Release Version: ***4.0.0***

Report Date: ***30/06/2025***

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1. What Product or Solution does your API support?

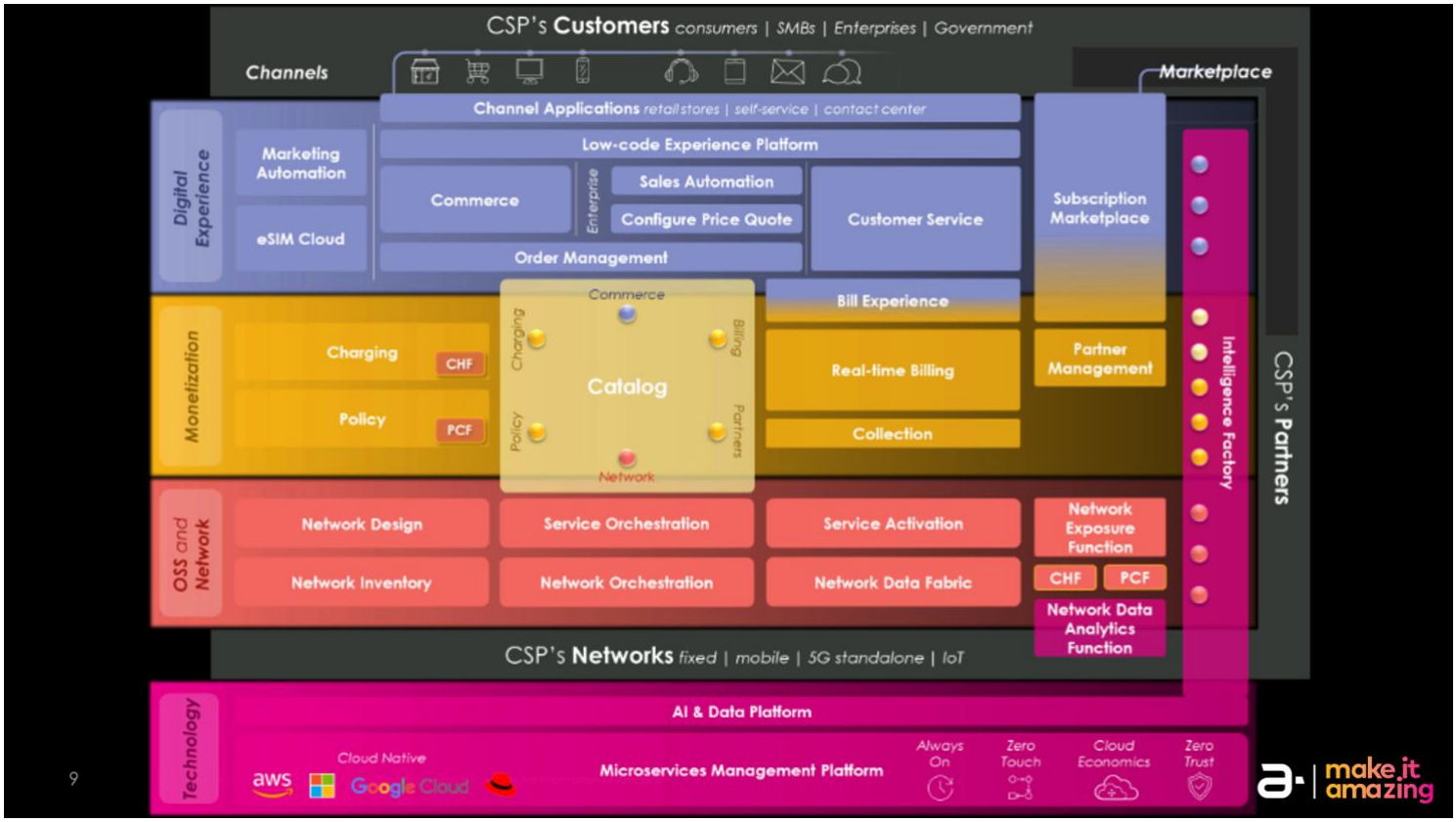
Amdocs Customer Experience Suite is Amdocs' latest evolution of its cloud-native, microservices-based, open and modular BSS-OSS integrated suite. The 5G-native Amdocs Customer Experience Suite enables service providers to build, deliver and monetize advanced services, leveraging their investments in technologies such as 5G standalone network, multi-access edge computing (MEC), software-defined networks (SDN), AI and machine learning (ML), and the cloud. The 5G-native suite delivers full flexibility to define your transformation strategy and modernization path based on your business priorities.

Amdocs Customer Experience Suite includes digital care and commerce for multichannel commerce and care; a centralized catalog for flexible, marketing-driven service packaging spanning commerce, charging, partners and network, allowing service providers to quickly and easily define advanced services such as 5G standalone services and provide complex offering bundles such as multi-play, hybrid service provider/partner offerings, and a monetization suite for capturing revenue from traditional connectivity services as well as new digital, 5G, IoT and enterprise services. The monetization suite supports new business models and is built for maximum flexibility through partner lifecycle management, real-time billing, carrier or subscription billing and 5G convergent policy and charging Control (PCC), including new network data analytics function (NWDAF) and network exposure function (NEF). Amdocs Customer Experience Suite also includes end-to-end service lifecycle management capabilities covering service design, service orchestration, inventory management and assurance from the Amdocs Service and Network Automation solution.

Amdocs Customer Experience Suite, includes embedded and productized analytics capabilities across the entire portfolio, from 5G network functions (NWDAF), to service automation and monetization, and care and commerce. These new intelligent analysis and automation capabilities will enable service providers to better launch, manage and monetize innovative new services in the new network era of 5G and cloud, where the wider range of use cases and telemetry data, and significant new operations complexity, are far beyond human scale to manage.

Aligned with TM Forum's open API framework, Amdocs Customer Experience Suite offers a continuous integration/continuous delivery (CI/CD) environment built on Amdocs' cloud-agnostic Microservices foundation (MS360). This helps service providers drive operational change and bring the business the needed agility and IT velocity to deliver results.

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Amdocs Real-Time Billing is a cloud-based consolidated set of functional capabilities for calculating, persisting, and managing charges and credits from service providers. Amdocs Real-Time Billing calculates and manages all types of recurring charges (RCs) and one-time charges (OCs) that are created for any type of product offerings, including bundles. It also provides the ability to calculate various types of discounts for customers based on a flexible definition of discount plans.

Product and customer activities are processed in real time. In accordance with these activities, new charges are calculated and persisted, whereas existing charges are analyzed and updated. Amdocs Real-Time Billing also provides ability to generate and query customer bills on periodic frequency or upon adhoc events that qualify a bill to be generated immediately.

In addition to system generated bills, the customers can also request for a bill to be generated on demand during the billing period. Real-Time billing provides capability to accept such requests and generate the bill for the customer.

The Amdocs Real-Time Billing Suite is cloud-native, so it can scale on-demand to support changing activity levels. Furthermore, it incorporates open-source technologies and exposes application programming interfaces (APIs) that align with TM Forum standards, allowing easy addition of new capabilities and their re-use across any engagement channel, line of business and technology.

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2. Overview of Certified API

The Customer Bill Management API provides a standardized client interface to a Customer Bill management system.

This API allows to find and retrieve one or several customer bills (also called invoices) produced for a customer. The customer bill gathers and displays different items (applied customer billing rates generated during the rating and billing processes) to be charged to a customer. It represents a total amount due for all the products during the billing period and all significant information like dates, bill reference. It provides also operations to find and retrieve the details of applied customer billing rates presented on a customer bill.
Finally, this API allows to request in real-time a customer bill creation and to manage this request. The Customer Bill Management API's goal is to support the frequently used operations on applied customer bill rate, customer bill and customer bill on demand resources to support commerce and billing flows.

This API allows the following operations:

Operations on Customer Bill On Demand:

- List customer bill on demands
- Retrieve customer bill on demand
- Create customer bill on demand

Operations on Customer Bill:

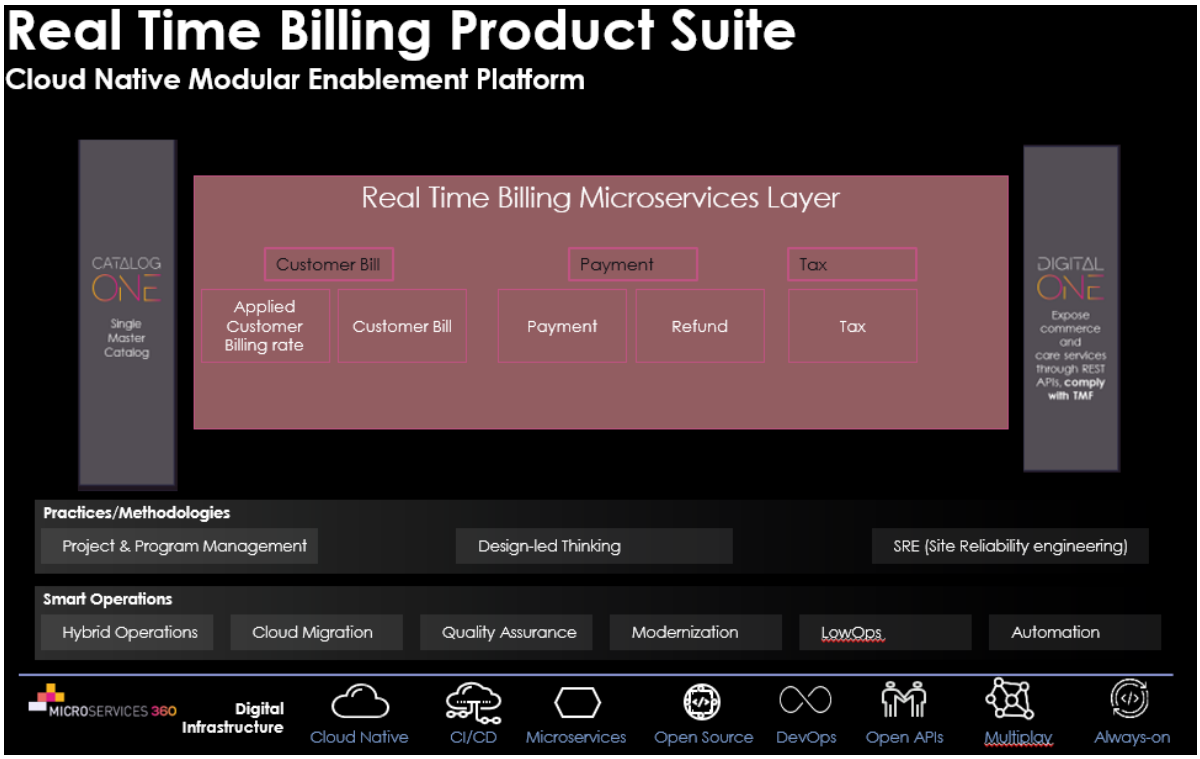
- List customer bills
- Retrieve customer bill
- Patch customer bill

Operations on Applied Customer Billing Rate:

- List applied customer billing rates
- Retrieve applied customer billing rate

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3. Architectural View



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4. Test Results

Click here to view the test results: AMDOCS-CustomerexpSuite-TMF678-HTMLResults.html

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