



TM Forum Open APIs Conformance Certification

Company Name:

6d Technologies

TM Forum Open API Name:

TMF683 - Party Interaction Management

TM Forum Open API Release Version:

4.0.0

Date: 17/07/2025

1. What Product or Solution does your API support?

The **Party Interaction Management Component (TMFC023)** serves as a vital element in the overall management of interactions between parties such as DSPs with Retail Subscribers/Customers, Enterprises and Business Partners. It acts as the first touchpoint in a party's journey, whether through assisted channels like call centres or unassisted channels like self-service portals or retail kiosks. The interactions can also happen through other channels such as SMS, Email, social media, push notifications. By streamlining the management of these interactions, this component ensures efficient communication, improved customer experience, and enhanced business processes. It integrates various processes and APIs for seamless functionality across multiple channels.

6D's Party Interaction Management is designed to facilitate various capabilities around Customer Interactions and Management of them that are happening through various channels/modes with external parties of DSPs. Additionally, this module records and maintains a detailed history of interactions, providing the foundation for effective interaction tracking, reporting, and analysis.

The Party Interaction Management Component (TMFC023) and TMF683, Party Interaction Management API, is mapped to **6D's Customer Relationship Management (CRM)** solution.

6D's Party Interaction Management Component delivers significant value to DSP's B2B and B2C business lines by:

- **Enhancing Customer Experience:** Ensures smooth, consistent and personalized interaction experiences across the channels by recording preferences and interaction history.
- **Improving Efficiency:** Enables to automate and manage complex interaction processes with centralized interactions access, and in turn minimizing delays and errors.
- **Flexibility Across Channels:** Supports both assisted and unassisted channels, offering customers multiple touchpoints for interaction.
- **Enabling Omnichannel Communication:** Enabling seamless access of various communication threads happening between DSP and its Parties across the channels for Omnichannel experience.

- **Real-Time Tracking and Reporting:** Enables real-time access, monitoring and management of interactions, helping to identify bottlenecks and improve service quality.

2. Overview of Certified API

The Party Interaction Management API is designed to standardize the capture and management of interactions between parties (e.g., customers or agents) and the service provider across multiple channels.

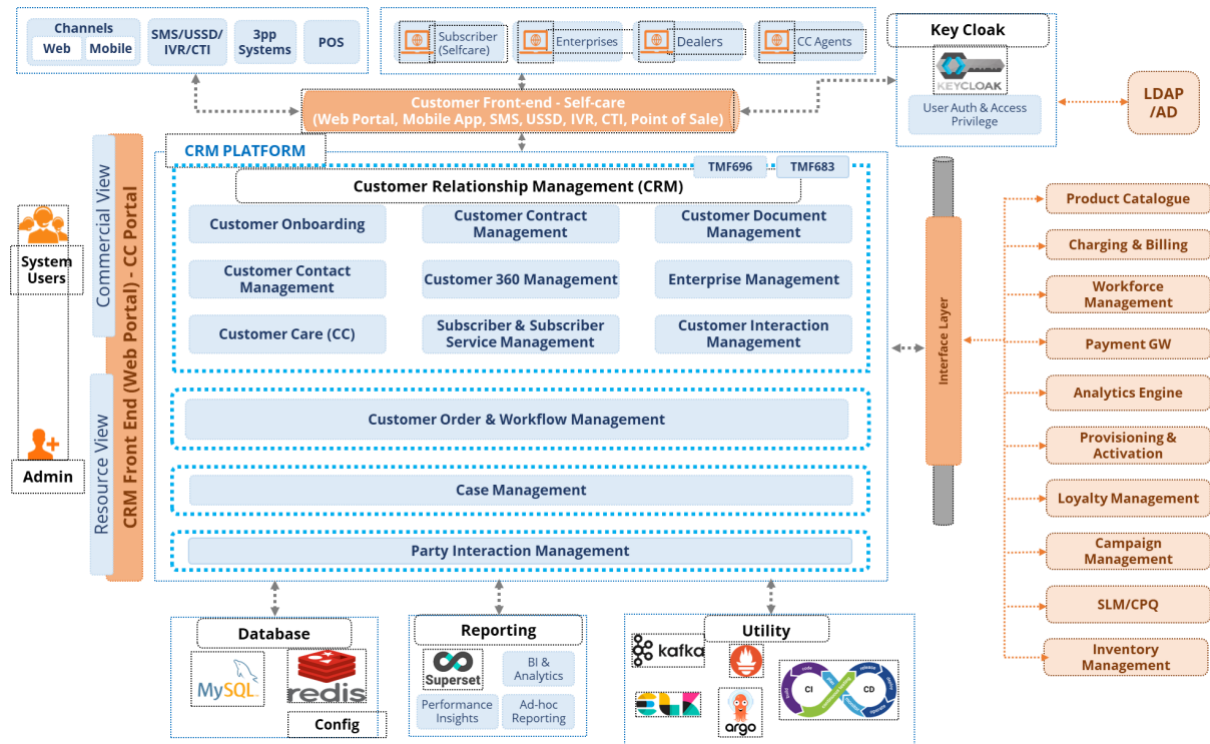
This supports the following:

- Recording of Party Interactions (create, update, retrieve, delete)
- Multi-channel Context (web, SMS, voice, app)
- Direction and Reason Tracking (inbound/outbound, notification, survey, etc.)
- Interaction Lifecycle Management (open, close, event updates)
- Event Notifications (state changes, custom interaction events)

Sample Use cases supported by CRM through TMF 683 Party Management API:

- **Support Ticket Updates** – Records updates communicated to customers regarding ongoing trouble tickets.
- **Invoice or Bill Delivery** – Logs interactions when monthly bills are sent or made available.
- **Loyalty Reward Issuance** – Logs interactions when points are credited to a customer for loyalty programs.
- **Appointment or Activation Reminders** – Logs reminders sent via SMS or email for scheduled service activations.
- **Service Plan Renewal Reminder** – Logs outbound notifications reminding customers to renew their subscription.
- **Password Reset Notification** – Captures customer-facing messages for account recovery or password changes.
- **Billing Statement Release** – Logs when invoices or billing statements are delivered.

3. Architectural View



The above diagram gives a functional view of CRM that exposes Party Interaction Management API (TMF683) to external services.

4. Test Results

This API has been tested as part of end-to-end journeys/Business Processes as well as at API level in terms of Authentication & Authorization, Functionalities & Operations that are supported through this API.

Click here to view the test results: [6D-TMF683-HTMLReport.html](#)