



TM Forum Open APIs Conformance Certification

Company Name:

6d Technologies

TM Forum Open API Name:

TMF696 - Risk Management

TM Forum Open API Release Version:

5.0.0

Date: 21/07/2025

1. What Product or Solution does your API support?

Customer Relationship Management (CRM) is a flexible solution that provides overall customer view and automates key business processes. CRM platform helps to collate customer data and gain the transparency and actionable insights necessary to give a holistic view of the information from a single point. 6d's CRM addresses the services from managing customer care actions to handling orders for provisioning the required services.

Understanding what customers want and anticipating their needs goes a long way in building loyalty. 6d's CRM keeps customer relationships as the focus of the operator by providing users with a single system to nurture and manage even the toughest customers. 6d's CRM with headless integration in managing the Party/PartyRoles/PartyManagement also supports Risk Management by integrating with multiple TMFC's and their respective TMF open APIs as well as external systems where applicable to derive the Risk score/category. 6D's CRM also helps in View all information from a single location, including the latest customer activity, associated contacts, pending deals, ongoing projects, and more. A complete view of an operator's account makes collaboration easy, regardless of how the business changes.

Value Proposition of 6d's CRM:

- Customer Centric Solution with improved Customer Satisfaction
 - Customer Management is made easy with user friendly and intuitive GUI
 - Provisioning of services along with Upselling and Cross selling of the services by the Customer Care agents
- Single Point of Management
 - Manage and Monitor Customer based Activities
 - Manage and monitor the life cycle of the Customer Orders
 - Attach Multiple Offers/Promotions to customer account through the GUI
 - Workflow based provisioning services updates
- Improve Productivity of the workforce
 - Reduced complexity in answering customer queries
 - Single point of Subscriber Management and Query Handling
 - Vast Knowledge base for reference
 - Easy to manage Ticketing Portal for complaints tracking
- Seamless Integration with Master Product Catalog (or the 6d Unified Product Catalog)

- Categories and subcategories catalog, making product management and product filtering easy
 - Covers offer, services and product specification
 - Bundling of products & services
- Service and Performance Insights
 - In-depth reporting with the possible granularity
 - Ad-Hoc Reports generation support

2. Overview of Certified API

It is an Open API that enables the retrieval of risk assessments, primarily during interactions with various "PartyRoles" (individuals or organizations), especially those involved in an ordering process.

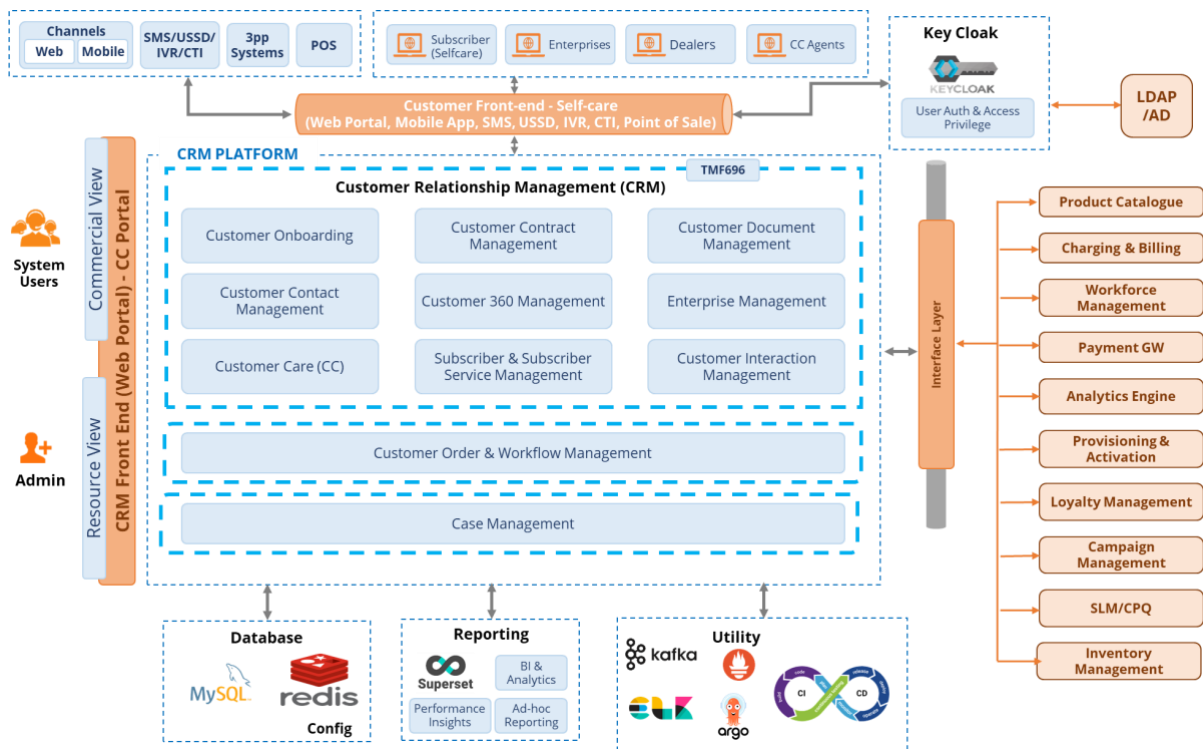
The Risk Management API supports the following:

- Its main purpose is to fetch risk assessments related to Party Roles, Product Offerings, Product Orders, Shopping Carts
- Used by the "ProviderPartyRole" (e.g., a Service Provider) to assess potential risks during different stages of an order process, such as onboarding, product selection, or order placement.
- It utilizes "Task resources" for retrieving these risk assessments, aligning with Open API guidelines for asynchronous operations where an assessment might take some time to complete.
- It provides a standardized way to exchange risk assessment data, ensuring consistency across different systems and partners.
- Supports standard RESTful operations (GET, POST) for querying and submitting requests for risk assessments.

Sample Use cases supported by CRM through TMF696 Privacy Management API:

- Credit Risk Assessment during Customer Onboarding
- Fraud Detection for High-Value Orders
- Risk Evaluation for Partner Agreements
- Risk Scoring for Service Activation
- Periodic Risk Review of Existing Customers

3. Architectural View



The above diagram gives a functional view of Customer Relationship Management that exposes Risk Management API (TMF696) 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-CRM-TMF696-HTMLReport.html](#)