

TM Forum Open APIs

Conformance Certification

Company Name: Jio Platforms Limited

TM Forum Open API Name:

TMF683 - Party Interaction Management

TM Forum Open API Release Version: 4.0.0

Report Date: 21/07/2025

1. What Product or Solution does your API support?

Jio Marketplace

Jio's Marketplace is a unified, microservice-driven digital commerce platform designed to onboard, manage, and distribute a wide variety of digital products and partner services. It supports multi-cloud deployment and integrates smoothly with catalog, ordering, and billing systems. This API supports the Jio Marketplace by enabling onboarding of partners, listing of offers, dynamic product configuration, and lifecycle management of services. It facilitates catalog publishing, transactional workflows, and digital fulfillment processes. The Marketplace supports B2B and B2C scenarios, offering customers a seamless browsing, purchasing, and service activation experience.

It enables the definition of complex product bundles, promotion rules, pricing tiers, and customer-specific offers while maintaining transparency and operational agility across multiple sales channels.

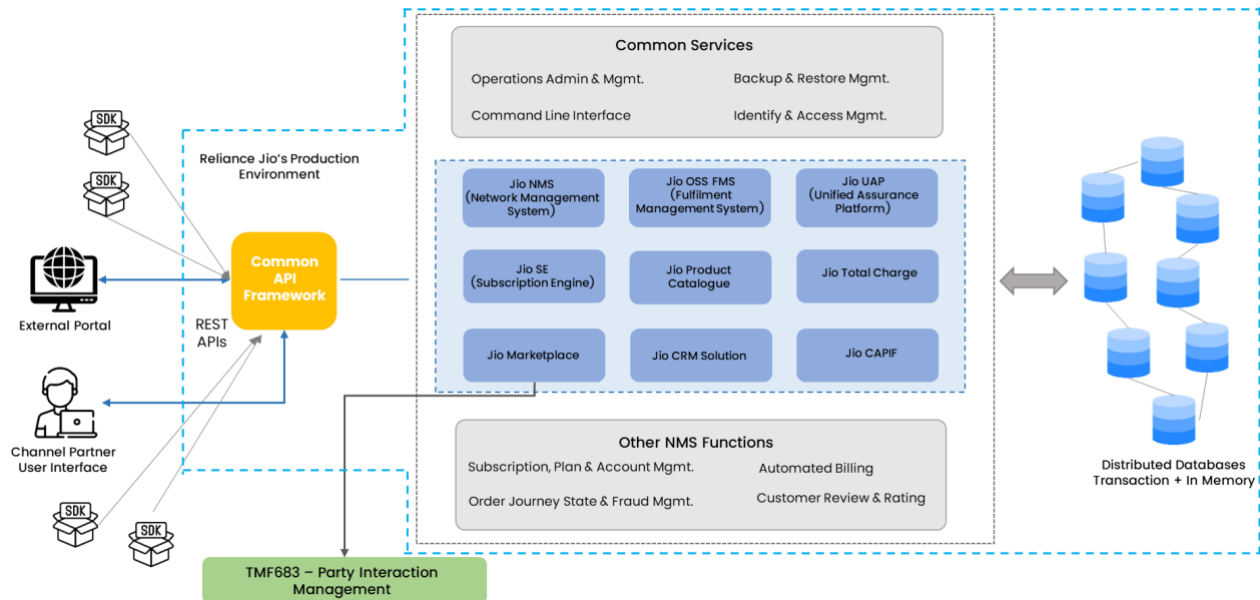
2. Overview of Certified API

Party Interaction Management

This API is implemented to provide a systematic mechanism for the management of party interaction that is any form of engagement between a customer and the service provider. This may be in the form of online customer services that is calling or messages, in person store visits or online shopping using websites or apps. This also includes interaction carried out by the companies in the form of promotional messages, offer suggestions, notifications regarding its products, services and more. This includes operations such as creation, update or modification and deletion of any such interactions taken place.

3. Architectural View

Below is the overall architecture diagram. The APIs are currently deployed in Jio's Production Environment and available for the realization of 5G use cases.



4. Test Results

Click here to view the test results: [Jio-MP-TMF683-HTMLResults.html](https://tmforum.org/MP-TMF683-HTMLResults.html)