TM Forum Open APIs Conformance Certification

Company Name:

Amdocs

Product Name and Release Version:

Amdocs Kenan

TM Forum Open API Name and Release Version:

TMF621 – Trouble Ticket Management v5.0.0

Date: 15/12/2025

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1. What Product or Solution does your API support?

Amdocs Kenan is a comprehensive and robust system that delivers superior product specification and plans for any service and plan type. Amdocs Kenan billing system offers easy integration with REST and TMF APIs, making it compatible with other system and applications.

With Interaction, Task and Note APIs Amdocs Kenan billing system provides the communication service Providers (CSPs) with the capabilities to manage the requests / concerns raised by the customers against their accounts and related services.

2. Overview of Certified API

TMF621 Trouble Ticket Management API provides a standardized solution to support management of customer accounts raised tickets.
This API allows the following operations.

- Create a Trouble Ticket
- Retrieve a Trouble Ticket
- Retrieve a list of Trouble Ticket
- Update a Trouble Ticket(Not Implemented as Optional)
- Delete a Trouble Ticket

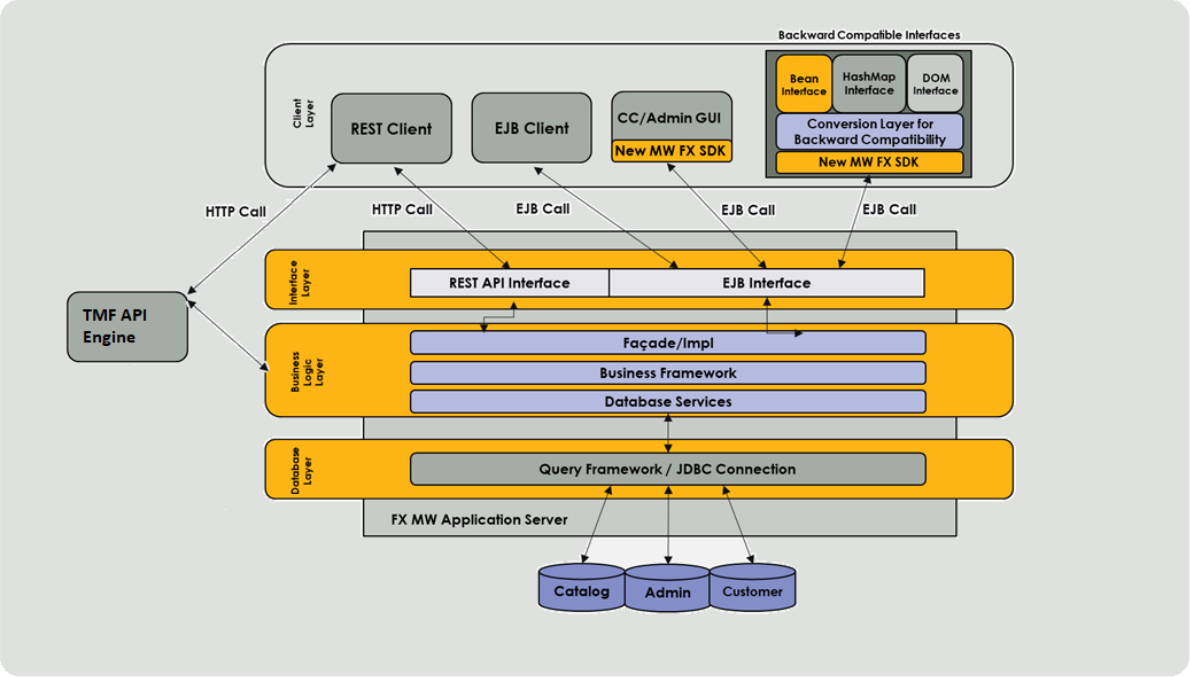
This API allows creation and retrieval of Interactions raised.

The API exposes a consistent set of operations that can be consumed by customer accounts.

The API has been certified using the TMF621 Conformance Test Kit(CTK).

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3. Architectural View



4. Test Results

Click here to view the test results: [AMDOCS-KENANFX-TMF621-v5.0.0-HTMLResults.html]

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