

TM Forum Open APIs Conformance Certification



Company Name:

Cerillion plc

Product Name and Release Version:

Cerillion CRM Plus

TM Forum Open API Name and Release Version:

TMF621 - Trouble Ticket Management v4.0.0

Date: 19/03/2026

1. What Product or Solution does your API support?

Cerillion's Enterprise BSS/OSS suite deployed at **NEOS Networks** uses the Trouble Ticket Management API (TMF621) as part of the CRM Plus module to manage trouble-ticket records. CRM Plus uses this API both for integration with external applications, and to render all system screens and functions related to these entities.

Cerillion Enterprise BSS/OSS Suite is a standards-based pre-integrated end-to-end CRM and billing solution for fixed, mobile, cable and multi-service Communications Services Providers (CSPs) worldwide.

CRM Plus provides a fully integrated suite of functions to allow sales and customer service staff to manage all aspects of the customer lifecycle efficiently: from initial contact, to sales, post sales, and financial and marketing management. It helps improve the customer experience by enabling high quality, consistent customer service across all contact channels, including call centre, dealer outlet, online self-service and social media platforms.

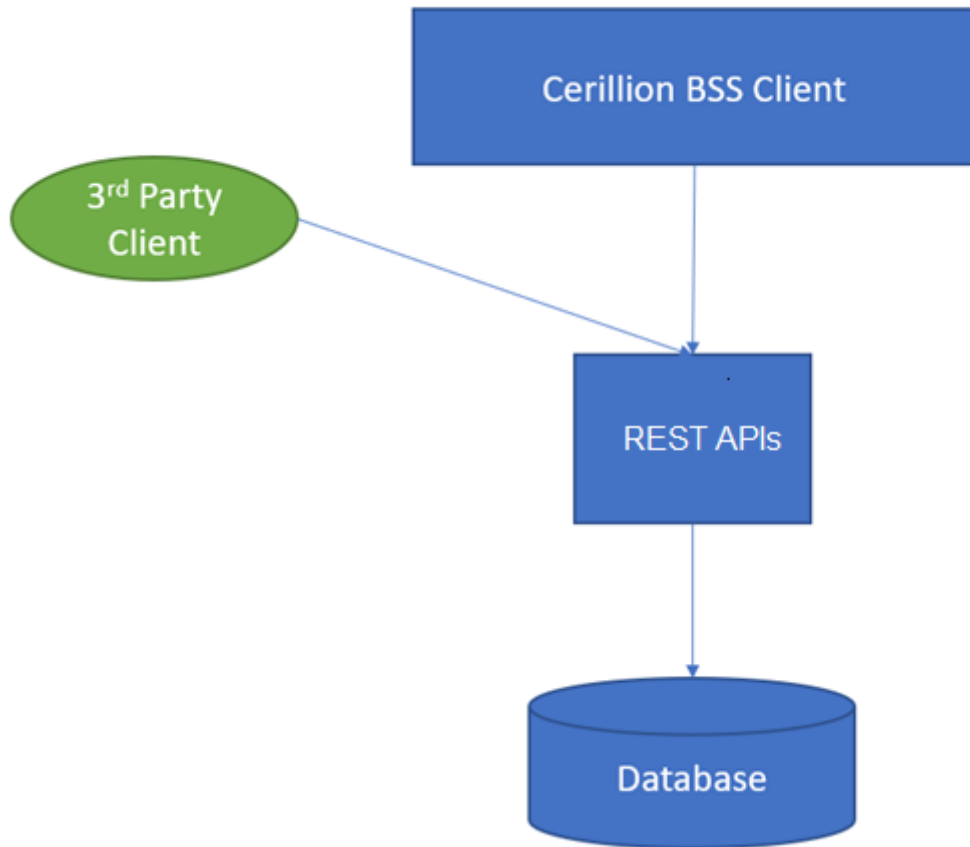
Cerillion deployed its pre-integrated product suite to streamline NEOS Networks' complete lead-to-cash lifecycle for a wide range of wholesale, enterprise and public sector customers.

NEOS services are delivered through a UK-wide 34,000km network, offering a wide range of products and integrated solutions including leading edge WAN, Ethernet, Optical and Dark Fibre services.

2. Overview of Certified API

#	Resource	API Overview	Operations Supported
1	TroubleTicket resource	Used to retrieve (list or individual objects), create or amend trouble-ticket records in the Cerillion BSS system	<ul style="list-style-type: none">● GET● POST● PATCH● GET (by ID)

3. Architectural View



4. Test Results

Click here to view the test results: [Cerillion-NeosNetworks-TMF621RW-v4.0.0-HTMLResults.html](#)