

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:

TMF683 – Party Interaction Management v4.0.0

Date: 27/05/2026

1. What Product or Solution does your API support?

Cerillion's Enterprise BSS/OSS suite deployed at **VMI** uses the Party Interaction Management API (TMF683) as part of the core of CRM Plus module to query and create customer interactions. 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.

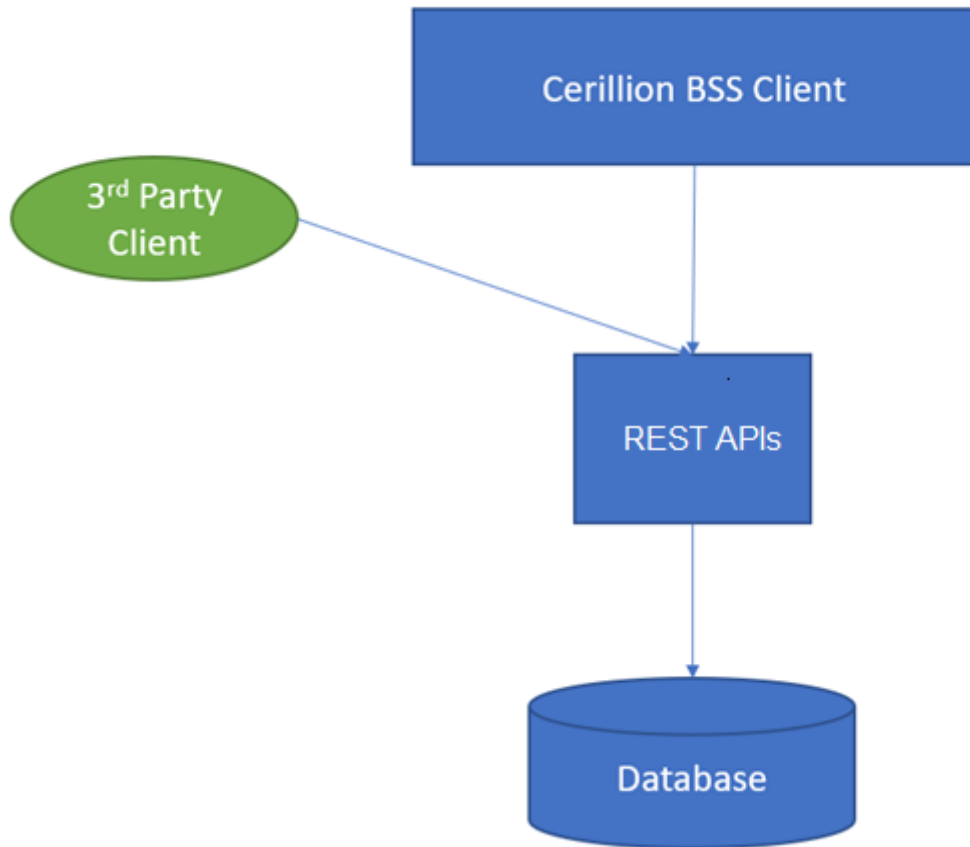
CRM Plus provides a fully integrated suite of functions to allow sales and customer service staff to manage all aspects of the customer lifecycle efficiently: from initial contact, to sales, post sales, and financial and marketing management. It helps improve the customer experience by enabling high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

Virgin Media Ireland is the leading provider of connected entertainment cable and broadcast business in Ireland. Cerillion implemented its pre-integrated BSS/OSS suite to help Virgin Media Ireland simplify and automate its operations for its broadband and mobile customer base, whilst accelerating time-to-market through configuration not customisation.

2. Overview of Certified API

#	Resource	API Overview	Operations Supported
1	partyInteraction resource	Used to retrieve and create customer interactions for the Cerillion BSS system	<ul style="list-style-type: none">● GET● POST● GET (by ID)

3. Architectural View



4. Test Results

Click here to view the test results: [Cerillion-VMI-TMF683RW-v4.0.0-HTMLResults.html](#)