

# TM Forum Open APIs Conformance Certification

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## ***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: 26/05/2026***

# 1. What Product or Solution does your API support?

Cerillion's Enterprise BSS/OSS suite deployed at **MVNX** 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.

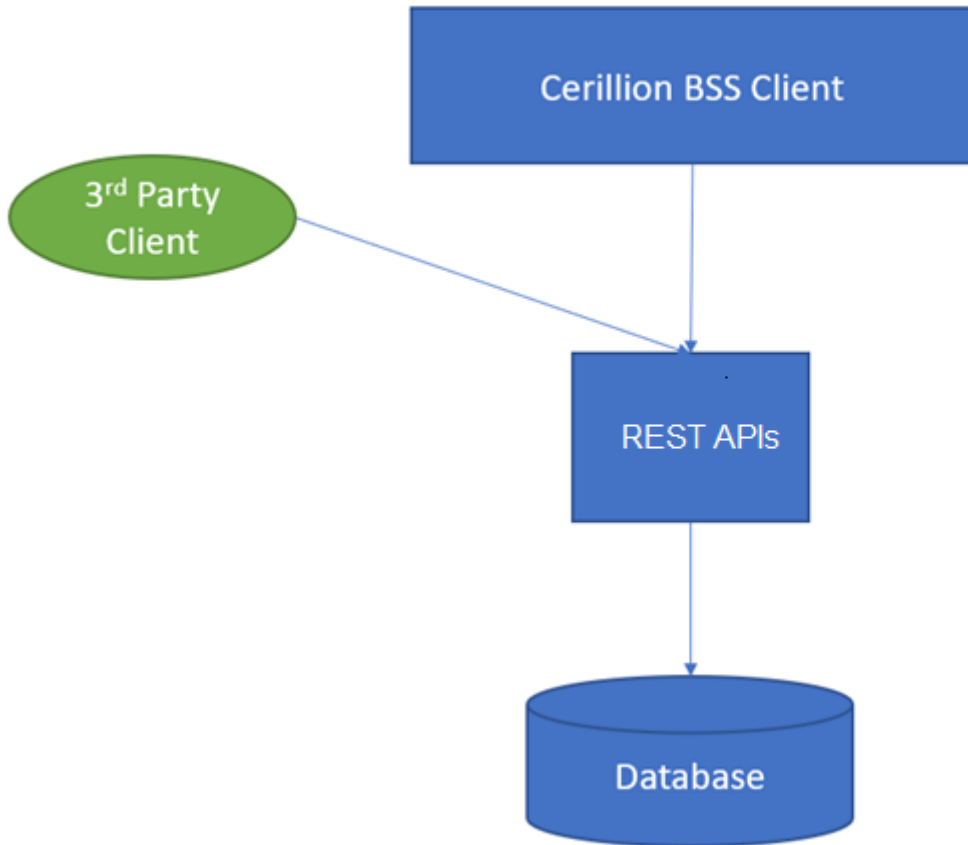
CRM Plus provides a fully integrated suite of functions to allow sales and customer service staff to manage all aspects of the customer lifecycle efficiently: from initial contact, to sales, post sales, and financial and marketing management. It helps improve the customer experience by enabling high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

MVNX, the MVNE division of Ignition Group, provides the full technology and operational foundation for brands and corporates launching mobile services in South Africa. MVNX supports more than 14 MVNOs and has expanded the platform to include Cerillion modules CRM Plus, Revenue Manager and Service Manager to create a single, unified BSS/OSS environment for both prepaid and postpaid services, enabling faster onboarding, streamlined operations and sustainable growth across multiple host networks.

## 2. Overview of Certified API

#	Resource	API Overview	Operations Supported
1	<b>TroubleTicket</b> 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"><li>● GET</li><li>● POST</li><li>● PATCH</li><li>● GET (by ID)</li></ul>

### 3. Architectural View



## 4. Test Results

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