

TM Forum Open APIs Conformance Certification



Company Name:

Tata Communications Transformation Services UK Ltd

Product Name and Release Version:

Neo AutomataTM – *Cognitive NOC* v3.1.1

TM Forum Open API Name and Release Version:

TMF621- Trouble Ticket Management v5.0.0

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1. What Product or Solution does your API support?

Neo Automata™ is a Comprehensive Automation Platform for enabling Networks with Cognitive Intelligence and Seamless Integration across all the connectivity domains.

Cognitive NOC is a collection of tool suits within Neo Automata umbrella suite focussed to gain deeper and predictive insights across network operations towards Zero Touch, towards Fully Autonomous Networks.

Trouble To Resolve (T2R) is one of the modules of Cognitive NOC which provide ITIL based Incident, Change, Problem and Asset Management services along with Standard b2b interface using Trouble Ticket Management.

IT SERVICE MANAGEMENT - NEO AUTOMATA™ COGNITIVE NOC TROUBLE TO RESOLVE (T2R)



2. Overview of Certified API

The T2R TMF621 Trouble Ticket Management API aligns with TM Forum's Open Digital Architecture principles by providing a standardized interface for creating, tracking, and managing trouble tickets b2b interface.

Leveraging TM Forum Open API consistently, multi-tenant design, and event-driven notifications, enables service providers and partners to exchange trouble ticket information in a compliant, interoperable manner across CRM, assurance, network management, and B2B ecosystems.

Its loosely coupled interface is designed for submitting, retrieving, searching, and updating trouble tickets. It serves as a single standards-based entry point for clients and systems, supporting lifecycle management and integration with enterprise workflows in multi-tenant environments.

The API supports key lifecycle operations such as creating new trouble tickets, retrieving ticket details and status, searching existing tickets with filters, updating ticket attributes, and maintaining full history and auditability of changes.

Our multi-tenant architecture ensures tenant isolation, configurable data handling, secure role-based access, and scalable adoption across large organizations and partner ecosystems.

Advanced notification interfaces support event-driven updates such as trouble ticket creation, attribute value changes, and state changes, enabling real-time integration with external OSS, service desk, and monitoring platforms.

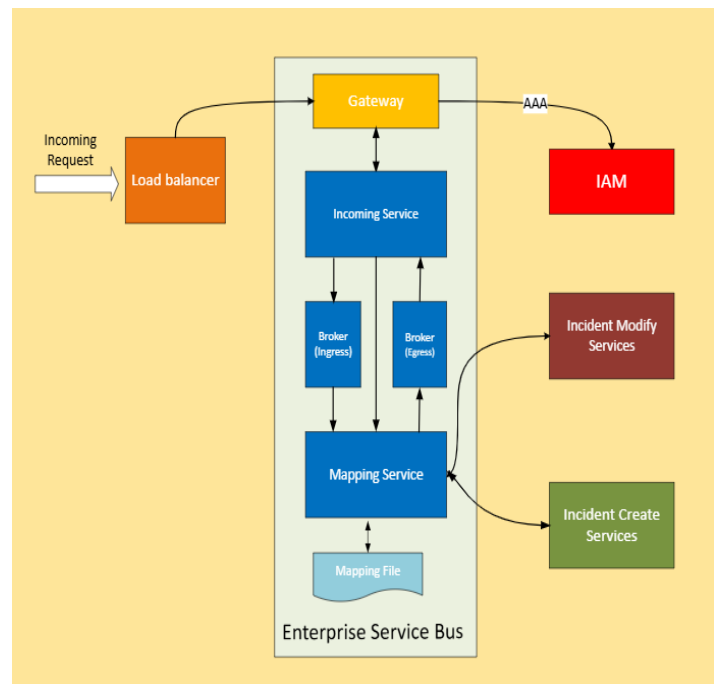
Built on principles of loose coupling, security, and compliance, the API enables CRM, assurance, and operational platforms to efficiently coordinate and govern trouble ticket processes at scale.

3. Architectural View

The TMF621 Trouble Ticket Management API architecture follows a loosely coupled, service-oriented design, providing a standardized integration layer aligned with TM Forum Open Digital Architecture principles for trouble ticket exchange and lifecycle orchestration.

It enables scalable multi-tenant operations through modular components, standards-based request and response mappings, secure API exposure, and event-driven interactions with upstream and downstream systems.

- Standalone Microservices are created as part of Enterprise Service Bus.
- Incoming requests are mapped with API mappings.
- Outgoing responses are then mapped back for outgoing field mappings.
- Through the mappings, underlying interfaces are enabled supporting Open API standards.
- Example: Regardless of any legacy ticketing interface of customer, services will start supporting standard Services using Open APIs.



4. Test Results

Click here to view the test results: [TCTS-NeoAutomata-TMF621-v5-HTMLResults.html](#)