

# TM Forum Open APIs Conformance Certification



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***Company Name:***

*China Telecom Corporation Limited.*

***Product Name and Release Version:***

China Telecom CNOS-BSS

***TM Forum Open API Name and Release Version:***

*TMF683 – Party Interaction Management V4.0.0*

***Date: 10/06/2026***

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

China Telecom CNOS (New-Generation Cloud Network Operation System) is an enterprise-level operation system that integrates and upgrades the existing OSS (for network operation), BSS (for business operation), and MSS. It is one of the main carriers for China Telecom's digital, automated, and intelligent operation management, and an important component of China Telecom digital platform.

The capabilities provided by various capability centers and applied in various application scenario in the CNOS are uniformly aggregated and encapsulated through the atomic capability platform to achieve capability sharing. CNOS and the data middleware enable the interconnection and sharing of production data, and empower production operation through the big data and AI capabilities of the data middleware. Meanwhile based on the unified technology platform of PaaS components, IaaS, and general capabilities of the business centers, cloud deployment and development operation are integrated.

The "Customer Interaction Management API" (TMF683) serves as one of the core components of CNOS's Customer Center, facilitating the querying and creation of customer interactions. The Customer Center utilizes this API to integrate with external applications.

## 2. Overview of Certified API

- TMF683 Party Interaction Management API

A User Interaction captures information about past interactions in order to re-use it in future ones. This allows agents to serve users better by knowing the steps they went through. It also allows customers to see better the actions they have performed and how they interacted with us.

### 3. Architectural View

The following Diagram shows the technical architecture of China Telecom CNOS(Next-Generation Cloud Network Operations System)

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### 4. Test Results

Click here to view the test results: [CHINATELECOM-TMF683-v4.0.0-HTMLReport.html](http://CHINATELECOM-TMF683-v4.0.0-HTMLReport.html)