

# TM Forum Open APIs Conformance Certification

---



## **Company Name:**

*Tata Communications Transformation Services UK Ltd*

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

*Neo Automata<sup>TM</sup>* – *Cognitive NOC* v3.1.1

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

*TMF681- Communication Management v4.0.0*

**Date: 11/06/2026**

# 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.

Communication Management is one of the modules of Cognitive NOC that provides standardized capabilities to create, send, track, and manage communications, notifications, and instructions across customer and operational ecosystems. It supports multi-channel communication scenarios such as email, SMS, and mobile application notifications, enabling consistent and governed outbound messaging through standards-aligned interfaces.

## 2. Overview of Certified API

The Cognitive NOC TMF681 Communication Management API aligns with TM Forum's Open Digital Architecture principles by providing a standardized interface for creating, sending, retrieving, updating, and managing communication messages across provider, enterprise, and partner ecosystems.

Leveraging TM Forum Open API standards, multi-tenant design, and event-driven notifications, it enables service providers and partners to exchange and orchestrate communication messages in a compliant, interoperable manner across CRM, assurance, service management, and B2B ecosystems.

It acts as a single standards-based entry point for client applications and systems, supporting structured message lifecycle management and integration with enterprise workflows in multi-tenant environments.

The API supports key lifecycle operations such as creating new communication messages, retrieving message details and delivery status, maintaining full traceability and auditability of message handling.

Our multi-tenant architecture ensures tenant isolation, configurable communication templates and payload handling, secure role-based access, and scalable adoption across large organizations and partner ecosystems managing high-volume communication workflows.

Advanced notification interfaces support event-driven updates such as communication message creation, attribute value changes, and state changes, enabling real-time integration with external OSS systems, customer engagement platforms, service desks, and partner applications.

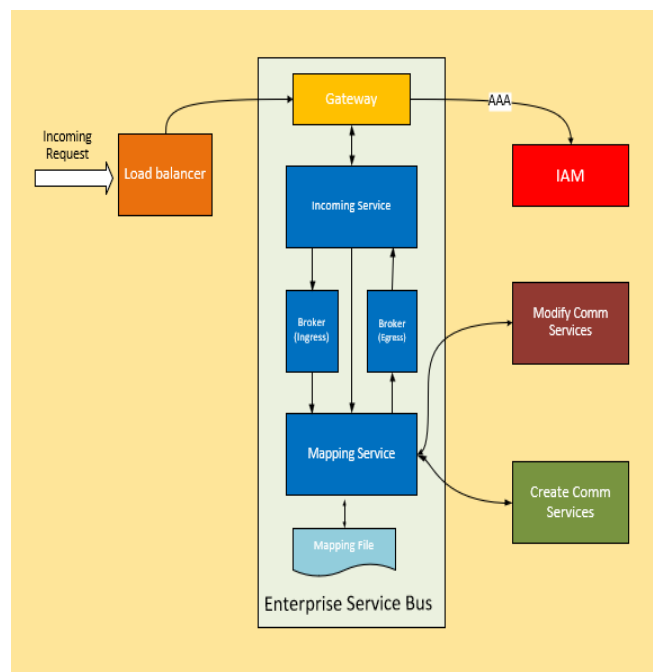
Built on principles of loose coupling, security, and compliance, the API enables digital and operational platforms to efficiently coordinate, govern, and automate outbound communication management processes at scale.

### 3. Architectural View

The TMF681 Communication Management API architecture follows a loosely coupled, service-oriented design, providing a standardized integration layer aligned with TM Forum Open Digital Architecture principles.

It enables scalable multi-tenant operations through modular components, standards-based request and response mappings, secure API exposure, and event-driven interactions with upstream business systems, delivery channels such as email, SMS, and push notifications, and downstream operational and engagement platforms.

- 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-TMF681-v4-HTMLResults.html](#)