

TM Forum Open APIs Conformance Certification



Company Name:

Cerillion plc

Product Name and Release Version:

Cerillion CRM Plus v26.1

TM Forum Open API Name and Release Version:

TMF646 - Appointment Management v4.0.0

Date: 18/06/2026

1. What Product or Solution does your API support?

Cerillion's Enterprise BSS/OSS suite uses the Appointment Management API (TMF646) to view, create and update appointments required to complete an order and deliver a product item as part of the CRM Plus module.

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.

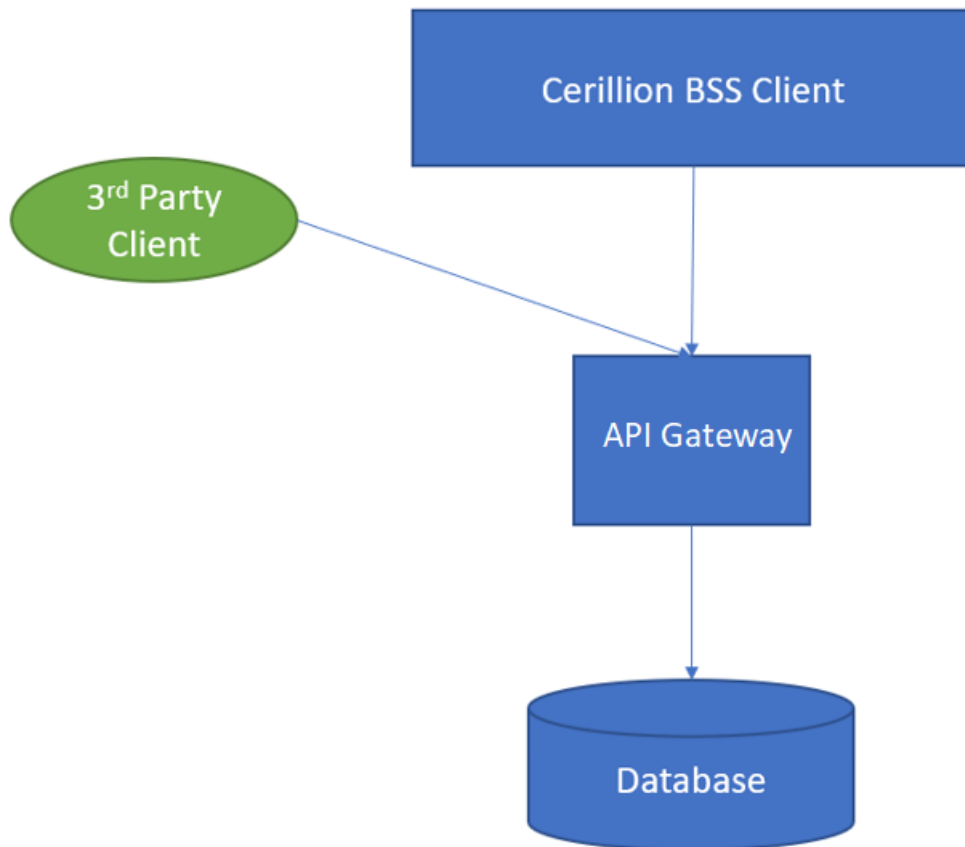
CRM Plus provides a fully integrated suite of functions to allow sales and customer service staff to manage all aspects of the customer lifecycle efficiently: from initial contact, to sales, post sales, and financial and marketing management. It helps improve the customer experience by enabling high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

CRM Plus is built to support the complete sales lifecycle from lead to prospect to customer, for both B2B and B2C markets, using workflow and events to manage each step in the sales process and allowing the user to step forwards and backwards in the process as required.

2. Overview of Certified API

#	Resource	API Overview	Operations Supported
1	Appointment resource	Used to create, retrieve and update appointments in CRM	<ul style="list-style-type: none">● GET● POST● PATCH

3. Architectural View



4. Test Results

Click here to view the test results: [Cerillion-TMF646-v4.0.0-HTMLReport.html](#)