

TM Forum Open APIs Conformance Certification



Company Name:

China Telecom Corporation Limited.

Product Name and Release Version:

China Telecom CNOS-BSS

TM Forum Open API Name and Release Version:

TMF621 – Trouble Ticket Management V4.0.0

Date: 01/09/2026

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 "Trouble Ticket Management API" (TMF621) serves as one of the core components of CNOS's Common Center, facilitating the creating, tracking and managing trouble tickets. The Common Center utilizes this API to integrate with external applications.

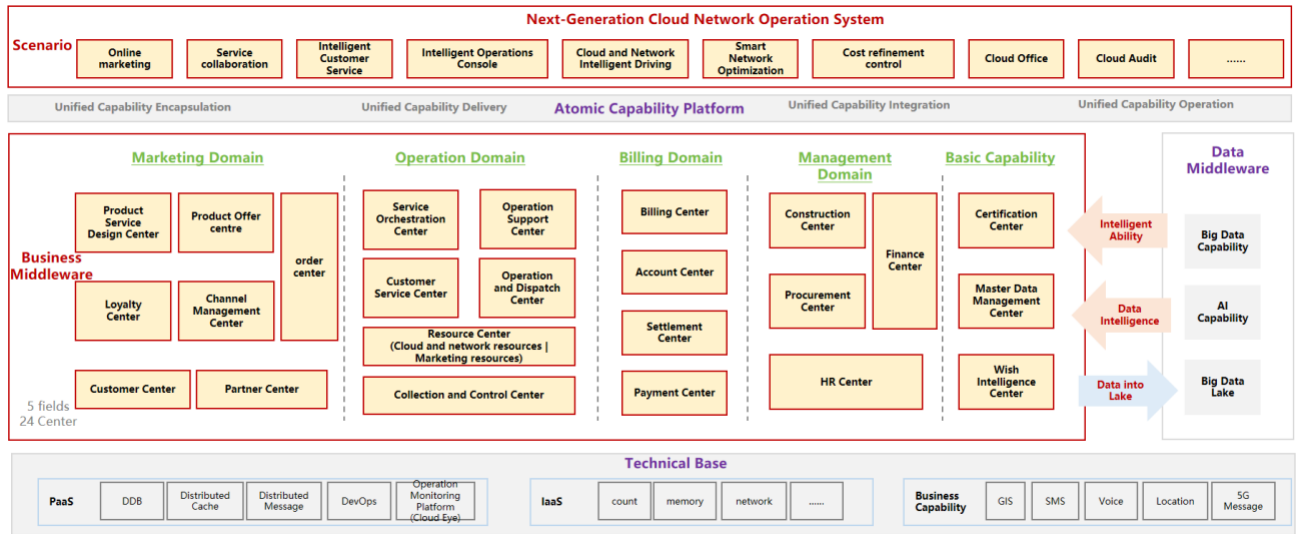
2. Overview of Certified API

- TMF621 Trouble Ticket Management API

Provides a standardized client interface to Trouble Ticket Management Systems for creating, tracking and managing trouble tickets among partners as a result of an issue or problem identified by a customer or another system. Examples of Trouble Ticket API clients include CRM applications, network management or fault management systems, or other trouble ticket management systems (e.g. B2B).

3. Architectural View

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



4. Test Results

Click here to view the test results: [CHINATELECOM-TMF621-v4.0.0-HTMLReport.html](#)