

TM Forum Open APIs

Conformance Certification



Company Name:

Evergent Technologies

Product Name and Release Version:

Evergent Monetization CCB and 3.0

TM Forum Open API Name and Release Version:

TMF 621 Trouble Ticket Management V5.0.0

Date: DD/MM/YYYY

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1. What Product or Solution does your API support?

Our product “Customer Care and Billing” has different modules to support Customer life cycle, Billing , Product management, Back Office, Trouble Ticket management and Messaging capabilities.

Billing management includes handling payment and billing related CRUD operations. All these APIs interact with Billing management module to perform the CRUD operations.

2. Overview of Certified API

The primary job of **Trouble Ticket Management API** is to manage the lifecycle of a Ticket.

Our API supports the following mandatory TMF patterns:

- **POST /troubleTicket**: Creates a new Ticket with details.
- **GET /troubleTicket/{id}**: Retrieves ticket details.
- **PATCH /troubleTicket/{id}**: Updates specific ticketdetails.
- **Delete/troubleTicket/{id}**: Deletes specific ticketdetails.
- **POST /ticketSpecification**: Represents the **commercial entity** that is made available.
- **Get/ticketSpecification/{id}**: Updates specific sepecification details.
- **PATCH/ticketSpecification/{id}**: Updates specific specification details.
- **Delete/ticketSpecification/{id}**: Deletes specific specification details.

Our API returns the standard TMF Error Schema (4xx & 5xx) with reason, message and code.

POST request:

```
tmf-api/troubleTicket/v5/troubleTicket
{
  "name": "Test",
  "severity": "high",
```

```

"priority": "Low",
"ticketType": "CRM Escalation",
"category": "Missing Acquisition Offers",
"status": "Open",
"relatedParty": [
  {
    "id": "260303153190176",
    "role": "customer"
  },
  {
    "id": "147358",
    "role": "assignee"
  },
  {
    "id": "EV INTERNAL TECHLEAD GROUP",
    "role": "group"
  }
],
"channel": {
  "name": "AM"
},
"characteristic": [
  {
    "name": "subType",
    "value": "Product Escalation"
  }
]
]
}

```

Post

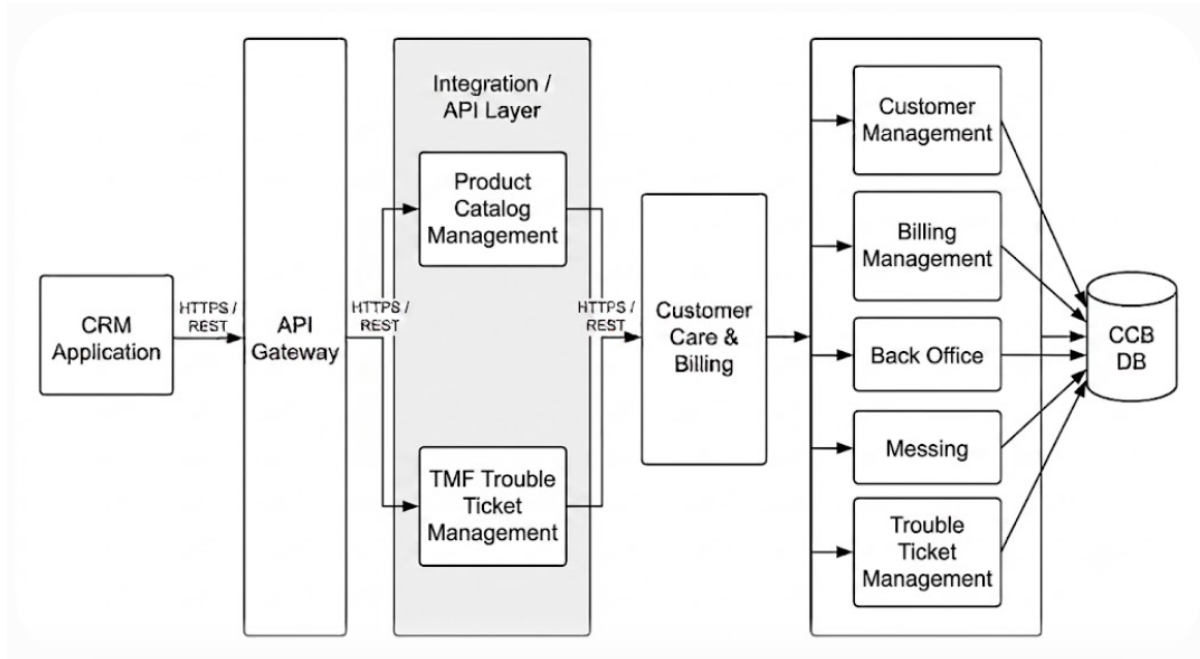
/tmf-api/troubleTicket/v5/troubleTicketSpecification

```

{
  "name": "Bill Dispute",
  "description": "Billing issue specification",
  "lifecycleStatus": "active",
  "specCharacteristic": [
    {
      "name": "ticketType",
      "description": "Billing Issue",
      "@type": "ExtendedCharacteristicSpecification",
      "displayOrder": 1
    }
  ],
  "@type": "TroubleTicketSpecification"
}

```

3. Architectural View



4. Test Results

Click here to view the test results:

<Evergent-MonetizationCCB-TMF621-HTMLResults.html>