TM Forum Open APIs

Conformance Certification

Company Name:

Amdocs

Product Name and Release Version:

CES

TM Forum Open API Name and Release Version:

TMF667 – Document Management v4.0.0

Date: 30/10/2026

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1. What Product or Solution does your API support?

aOS Cognitive Core is the AI technology foundation, which includes pre-built telco-specific agent libraries across the business, network and IT domains, as well as access, governance and monitoring, security, and telco ontology layers. Cognitive Core telco-specific agents can be deployed over any existing underlying IT and network stacks, allowing our customers to embark on the agentic AI transformation journey rapidly, cost-effectively and with minimal risk.

aOS Agentic Business, Network and IT Operations workflows leverage Cognitive Core agents, as well as other AI agents our customers use, to replace labor-intense processes with end-to-end agentic workflows in which agent activities are orchestrated to carry out operational processes autonomously. aOS agentic workflows continuously understand operational and business reality, act on intent, and optimize measurable outcomes – moving managed services beyond reactive execution, predefined processes and task automation toward increasingly autonomous operations.

aOS agentic IT Ops workflows transform the technology operating model. They enable service providers to understand and navigate complex technology estates, anticipate operational and business impact, coordinate action across domains, and continuously optimize, assure and modernize the environment. This extends beyond traditional observability, automation and AIOps toward increasingly autonomous operations across hybrid and multi-cloud environments, while maintaining human oversight and decision authority.

aOS agentic business workflows transform the business operating model by re-architecting business processes around outcomes, intent and continuous intelligence, rather than simply adding agents to existing processes. Workflows reveal how processes operate across systems, data, policies and handoffs; identify risks, dependencies and opportunities; compose new agentic execution models; validate decisions against business intent; and coordinate action across agents, applications and people. This shifts operations from optimizing individual activities toward continuously redesigning, executing and optimizing business processes for proactive, measurable outcomes across revenue integrity, billing assurance, care, order management, finance and marketing.

Together, these capabilities create an agentic mode of operations in which technology and business operations increasingly understand context, coordinate execution and learn from outcomes. Governance, human oversight and AI economics are embedded into the model, enabling

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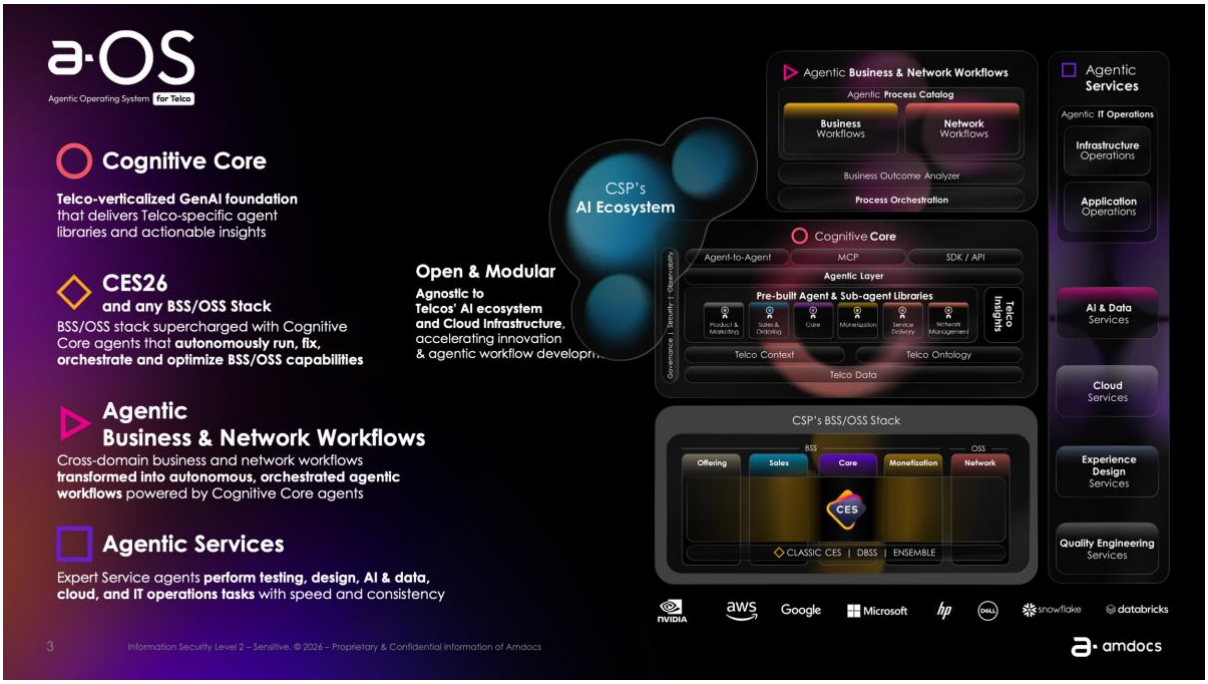
autonomy to scale according to business impact and risk while maintaining accountability, control and sustainable economics. Combined with our deep telco-native knowledge and more than 40 years of experience transforming and operating complex service-provider environments, this enables service providers to progressively increase autonomy across both technology and business operations while preserving human authority, business continuity and enterprise governance – and ultimately move toward an operating model that continuously understands, transforms, operates and optimizes around business intent and measurable outcomes.

CES26, the latest version of Amdocs' market-leading BSS-OSS-Network Suite, is now part of aOS, embedded with AI, analytics and GenAI capabilities powered by aOS Cognitive Core. CES26 is a telco-native, GenAI-led customer experience suite, spanning business, operations and network domains, which includes our Customer Engagement Platform, Amdocs Monetization Suite, Amdocs Intelligent Networking Suite, Amdocs CatalogONE, Amdocs MarketONE, and Amdocs eSIM Cloud



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2. Overview of Certified API

The TM Forum Document Management API (TMF667 v4.0.0) provides a standardized way to manage business documents throughout their lifecycle. In TMF667, a document is a business artifact, such as a commercial proposal, contract or agreement, together with its descriptive information. This information includes the document's name, type, status, dates, version, the parties involved and the business entities to which it relates.

In Amdocs CES26, the TMF667 API gives channel applications and sales journeys a single, consistent way to create, retrieve, search, update and delete documents. It also separates document information from the document file. The file can be stored securely in the Amdocs solution or referenced from an external repository, such as a content-management system or cloud storage. Consumers can then search and work with documents without always downloading their content.

Each document can be linked to the customer who owns it and to the related business entity, such as a proposal or an agreement. Customers and partners can find documents in the context of their sales and contract journeys. The API supports document versioning: when the file is replaced, a new version is created while earlier versions remain available. Document creation, updates and deletion are published as standard TMF notifications, so other systems can respond to document changes in real time.

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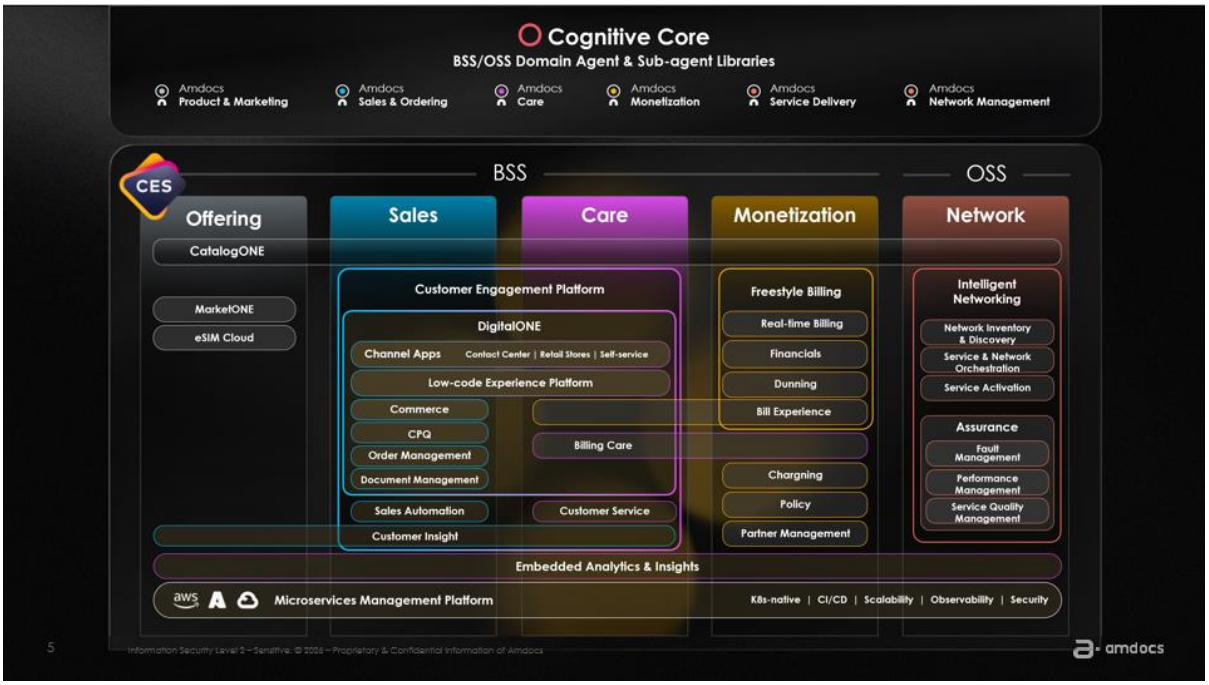
3. Architectural View



4. Test Results

Click here to view the test results: AMDOCS-CES-TMF667-v4-HTMLResults.html

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