**TM Forum Open APIs**

**Conformance Certification**

*Company Name:* ***Comviva Technologies Limited***

*TM Forum Open API Name:* ***TMF683 – Party Interaction Management API***

*TM Forum Open API Release Version:* ***R20.5.0 /v4.0.0***

**Report Date: 19/02/21**

1. **What Product or Solution does your API support?**

Comviva’s BSS suite is a comprehensive and focused business support system that handles an operator's entire set-up, allowing more efficient management of the operator resources, streamlining operational activities and delivering lifetime support to the operator’s network and subscriber base. Utilizing common unified interface across multiple operational activities, the service provider is able to manage the complete mobile subscriber lifecycle. The single, consolidated view of operations provided by Comviva’s BSS suite enables operators to appropriately prioritize subscriber demands and meet subscriber expectations. Via its centralized repository and flexible workflows, Comviva’s BSS suite effectively handles all manner of queries, enhancing customer services, improving customer satisfaction and ultimately enabling a more focused marketing strategy.

Comviva’s BSS suite is an end-to-end Business Support solution, with ability to integrate with the rating and credit management platform including Intelligent Networks, Service Nodes and Hot Billing solutions. It is designed to provide the capability to leverage creative marketing programs to the full, while maximizing the effectiveness of Customer Care. It is designed as a modular system so it will grow alongside each operators expanding service portfolio and support an increasing subscriber base.

Comviva’s BSS suite can be rapidly deployed at and offers an excellent range of features. Some of the basic dimensions that have been taken into account while designing Comviva’s BSS suite include:

* Scalability of software to support the growth plan of service providers
* Ability to interface seamlessly with existing and new applications, protecting investment
* Minimization of revenue loss
* Rapid deployment
* Ability to cater to a wide spectrum of communication
* Easy to learn and faster to use to cut training costs.

Comviva’s BSS suite solution is a leading edge, Provisioning & Customer Care solution that integrates critical business processes and workflows of prepaid operations. Comviva’s BSS suite empowers the Customer Care personnel with the ability to address customer problems, queries and requests effectively and efficiently

1. **Overview of Certified API**

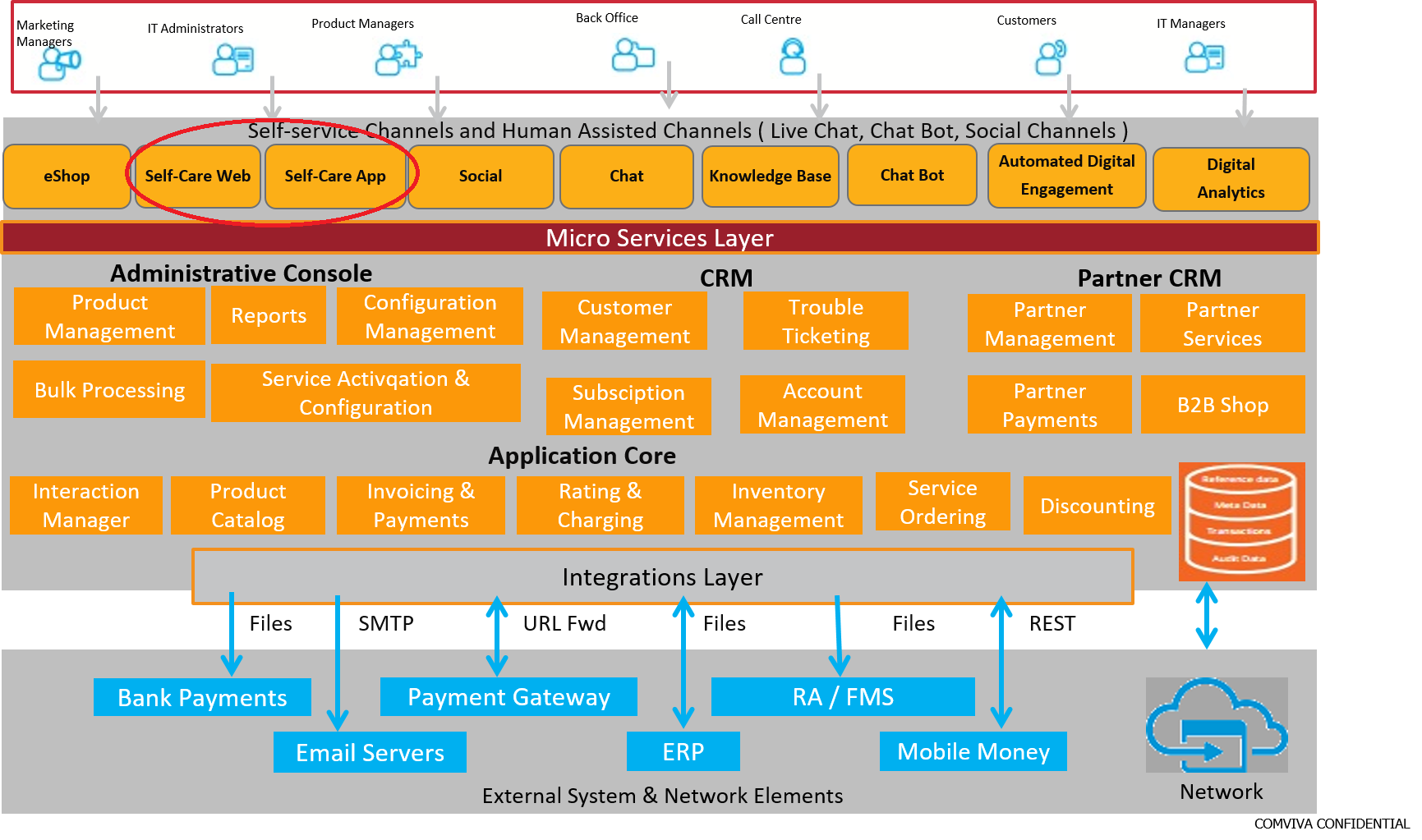
The Party Interaction Management API provides a mechanism to manage party interactions. Creation, update and retrieval.

A Party Interaction captures information about past interactions in-order to re-use it in future ones. This allows agents to serve users better by knowing the steps they went through. It also allows customers to see better, the actions they have performed and how they interacted with us.

Comviva CRM supports following types of interface points as a party interactions:

* CaseLogging of a Customer(Trouble Ticket API)
* Communication of a Customer(Communication Management API)
  + - **Party Interaction Operations**
* List Party Interactions
  + This operation list party interaction entities
* Retrieve Party Interaction
  + This operation retrieves a party interaction entity
* Create Party Interaction
  + This operation creates a party interaction entity
* Patch Party Interaction
  + This operation update a party interaction entity
* Delete Party Interaction
  + This operation delete a party interaction entity

1. **Architectural View**



1. **Test Results**

