**TM Forum Open APIs**

**Conformance Certification**

*Company Name:* ***CSG***

*TM Forum Open API Name:*

***Customer Management TMF629***

*TM Forum Open API Release Version:* ***19.0 / 4.0***

**Report Date: 04/08/2021**

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

The flexible, modular capability of CSG Singleview—a market leading real-time, charging, billing, customer, and revenue management system—helps you to respond quickly and seize the initiative in the competitive race of today’s market.

Singleview enables you to take charge of:

* Innovation, by enabling a focus on the market and new product launches
* Relationships, by maximizing return on investment through enhanced service delivery and customer satisfaction
* Profitability, by increasing efficiency and lowering costs
* Business, by freeing service providers to take advantage of network capabilities, and enable any organization to provide excellent service and deliver the content that customers demand

Singleview expands upon traditional billing solutions to offer a complete revenue, transaction and customer management solution, sitting at the heart of the Business Support System (BSS). Singleview's flexible design approach enables you to continue to configure the solution to grow with changing business models due to company growth and technological advances, without the need to change program code.

The Singleview components are displayed in the following diagram.



Key benefits of Singleview are:

* Singleview is the only real-time charging, billing and customer care solution designed from the ground up for converged telecoms markets.
* Singleview has the telecoms industry’s longest and most successful production record for a fully convergent solution.
* Offering integrated customer management, Singleview allows you to take charge of your profitability by removing the expense and risk often seen with typical billing/CRM integration programs
* A single solution that ensures timely and accurate access to critical customer data to take charge of customer interactions and relationships
* Singleview’s flexibility empowers service innovation that can enable you to reshape and redefine the competitive landscape
* Singleview enables you to take charge of the future as it effortlessly adapts to address any market or segment, without the need for costly upgrades or system replacements – Singleview is proven and in use at financial services, transport and logistics organizations.
1. **Overview of Certified API**

Singleview has achieved TMF conformance certification for both eTOM and SID.

The development of TMF Open APIs builds upon the Information Framework (SID) conformance certification.

CSG is incrementally increasing the number of Open APIs available for Singleview deployments, prioritizing the APIs managing those business entities typically mastered by Singleview (Customer Management and Product Management domains).

Singleview is built around a centralized customer database supporting a 360-degree view of customers.

A customer represents a person or an organization that buys products or services from the enterprise. Customers can also be other service providers who resell the enterprise’s products or lease the enterprise’s resources to utilize them in their products and services.

The Singleview Customer Management APIs is conformant with the TMF 629 specification and provides the operations to:

* Retrieve a customer resource and the related details based on a customer ID and on a specific date.
* Retrieve a list of customers based on searching criteria such as customer type, customer rank, the associated party etc.
* Update customer details with a given customer ID
* Create new customer of specific customer type, credit profile, contact addresses and various characteristic values.
* Delete a customer when no longer active.
1. **Architectural View**

Singleview can share data and participate in business processes as it is built on a real-time, extensible framework, with intrinsic support for integration.

A Singleview Web Services Adapter is used for handling REST requests.

This adapter gives access to Singleview functions such as Customer Management.



1. **Test Results**

