**TM Forum Open APIs**

**Conformance Certification**

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

*TM Forum Open API Name:*

***Payment Management TMF676***

*TM Forum Open API Release Version:* ***20.5 / 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.

Diagram

Description automatically generated

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).

Payments represent an amount paid by a customer for services rendered. The payment is recorded against a specific customer's account, receivable type and, optionally, against one or more specified invoices.

Payments can be made in any currency, regardless of the preferred currency of the customer account. Payments are converted immediately as they are made and currency conversion details are held on the payment record. Full support is also provided for virtual currencies, such as loyalty points.

Singleview best practices provide several pre-configured payment types, some examples are:

* Cash
* Credit/Debit Card
* Loyalty Points
* Vouchers

The Payment API provides operations to:

* Retrieve a payment and the related details based on a payment receipt reference number.
* Retrieve a list of payments based on criteria such as customer ID, date range, payment type, payment status and invoice number etc.
* Creation of a payment for a specific customer account on a specific date and with a specified payment method.

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 for Payment Management.



1. **Test Results**

