**TM Forum Open APIs**

**Conformance Certification**

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

*TM Forum Open API Name:*

***Product Inventory Management TMF637***

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

**Report Date: 05/10/2021**

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).

The Singleview Product Inventory Management APIs is conformant with the TMF 637 specification and allows the management of product instances representing the product offerings purchased by a customer.

Usually, a product is created or modified with a product order. After the successful execution of an order a product instance is created in Singleview, and billing is activated.

The Singleview Product Inventory Management API provides a standardized mechanism to retrieve inventory information related to the instances of product offerings associated to a customer. This information includes the place where the product is in use, configuration characteristics, pricing and the services and resources through which the product is realized.

The Singleview Product Inventory Management APIs allows the following operations:

* Retrieve a product inventory resource and the related details.
* Retrieve a collection of product instances based on filtering criteria such as product ID, product status, customer ID, service number, offer name, etc.

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 Product Inventory Management.



1. **Test Results**

