

# Introduction - TMF621

The following document is the specification of the REST API for the ticket resource. It includes the model definition as well as all available operations. Possible actions are creating and retrieving a Trouble Ticket, updating the whole Trouble Ticket or only do a patch update. Furthermore the HTTP GET allows filtering.

The Trouble ticketing API provides a standardized client interface to Trouble Ticket Management Systems for creating, tracking and managing trouble tickets among partners as a result of an issue or problem identified by a customer or another system. Examples of Trouble Ticket API originators (clients) include CRM applications, network management or fault management systems, or other trouble ticket management systems (e.g. B2B).



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