

TMF621 Trouble Ticket API REST Specification R18.0.0

The Trouble Ticket API provides a standardized client interface to Trouble Ticket Management Systems for creating, tracking and managing trouble tickets 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).

The API supports the ability to send requests to create a new trouble ticket specifying the nature and severity of the trouble or issue as well as all necessary related information. The API also includes mechanisms to search for and update existing trouble tickets. Notifications are defined to provide information when a trouble ticket has been updated, including status changes. A basic set of states of a trouble ticket has been specified (as an example) to handle trouble ticket lifecycle management.

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Microsoft Word Document TMF621_Trouble_Ticket_API_REST_Specification_R18.0.0.docx	Jul 11, 2018 by Alan Pope
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