

TMF657 Service Quality Management API REST Specification R18.0.0

This is the Service Quality Management REST API Specification. As the Digital Economy emerges, the Digital Service Providers, Consumers and Developers are striving to take advantage of Open Digital Eco-system to create, manage and support new Digital Services. In this context, the ability to deliver consistent digital services experience across the Eco-system between different enterprises is considered table-stakes. This focus on digital service delivery and quality has positioned Service Quality Management at the center of Digital Operations. Gathering data from multiple and heterogeneous data sources across the eco-system, combining them into meaningful service quality metrics is the core activity of a Service Quality Management application to assess the quality as perceived by the consumer.

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