TMF681 Communication API REST Specification R18.0.0

This specification of the REST API for Communication management includes the model definition as well as all available operations. It provides a standardized mechanism for Communication management such as creation, update, retrieval, deletion and notification of the system communication events. Communication API manages the Communication Message data resources:

- Communication message means a notification approach in the format of a message which can be dispatched (sent) to the certain user by the system with the content which can be felt and understood by the recipient. The user can be either a final customer or a customer service agent. The message can reach the customer in different interaction channels, including: email, short message, mobile app notification (push).

Normally the communication is implemented as a common shared service for all the IT applications. Whenever there is an application which needs to manage or send the message to the customer, this application can invoke the "communication" API to dispatch the notification.

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