

# TMF683 Party Interactions API REST Specification R18.0.0

Users are communicating constantly with our enterprises either calling, entering our stores or using our websites and apps. Our companies are also communicating with them proactively by sending them new offers and providing support through different channels. Sometimes it is different to keep track of all those actions throughout all channels. A Party Interaction captures information about past interactions in order to re-use it in future ones. This allows agents to serve users better by knowing the steps they went through. It also allows customers to see better the actions they have performed and how they interacted with us. The Party Interaction Management API provides a mechanism to manage party interactions. Creation, update and retrieval.

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