

# TM Forum Specification

## Trouble Ticket Conformance Profile

**TMF621B**

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# Table of Contents

NOTICE .....	i
Introduction - API description .....	1
Resource Model Conformance .....	2
API Mandatory Resources .....	2
General Notes on Resource Attribute Conformance .....	2
TroubleTicket Resource Mandatory Attributes .....	2
Notification Model Conformance .....	5
API Operations Conformance .....	6
TroubleTicket Mandatory Operations .....	6
API GET Operation Conformance .....	7
Definitions for Filter .....	7
API POST Operation Conformance .....	8
API PATCH Operation Conformance .....	9
API DELETE Operation Conformance .....	10
Acknowledgements .....	11
Release History .....	11
Version History .....	11

## **Introduction - API description**

The following document is the conformance specification of the REST API for Any management.

# Resource Model Conformance

## API Mandatory Resources

The following table indicates the mandatory resources for this API.

Resource Name	Comment
TroubleTicket	

## General Notes on Resource Attribute Conformance

There are three situations that could occur for an attribute:

- Mandatory attribute,
- Mandatory attribute if the optional parent attribute is present,
- Non-mandatory/Optional attribute. Those are all the other attributes not mentioned in the following subsections. Please refer to the corresponding API REST Specification for more details.
- The tables in the subsections below indicate which attributes are mandatory including mandatory when an optional parent is present.
- Where a resource is an input into an API (e.g. POST, PATCH), Mandatory means that the attribute value must be supplied by the API consumer in the input (and must not be blank or null).
- Where a resource is an output from an API (e.g. GET, POST), Mandatory means that the attribute value must be supplied by the API provider in the output (and must not be blank or null).
- For a sub-resource that is not an array, Mandatory (cardinality 1..1) means that the sub-resource must be present, while Optional (cardinality 0..1) means that the sub-resource may be absent. Mandatory and Optional on the sub-resource attributes apply to the sub-resource if present.
- For a sub-resource that is an array, Mandatory (cardinality 1..) **means that at least one sub-resource must be present in the array, while Optional (cardinality 0..)** means that the array may be absent. Mandatory and Optional on the sub-resource attributes apply to each of the sub-resources if present.

In this table are listed all mandatory attributes. A mandatory attribute **MUST** be retrieved in resource representation when no attribute selection is used (e.g. GET `../{id}`) without any attribute selection

When an attribute is listed with an indentation (in second column) it means this attribute is mandatory if root (parent) attribute is present.

## TroubleTicket Resource Mandatory Attributes

Mandatory attribute when parent is present	Rule
@type	M

Mandatory attribute when parent is present	Rule
description	M
href	M (in response messages)
severity	M
ticketType	M
attachment (if present)	
@type	M
attachmentType	M
id	M
mimeType	M
channel (if present)	
@type	M
id	M
externalIdentifier (if present)	
@type	M
id	M
note (if present)	
@type	M
relatedEntity (if present)	
@type	M
role	M
entity	M
relatedEntity.entity	
@type	M
id	M
relatedParty (if present)	
@type	M
role	M
relatedParty.partyOrPartyRole (if present)	
@type	M
id	M
statusChangeHistory (if present)	
@type	M
troubleTicketCharacteristic (if present)	
@type	M

Mandatory attribute when parent is present	Rule
name	M
troubleTicketCharacteristic.characteristicRelationship (if present)	
@type	M
id	M
relationshipType	M
troubleTicketRelationship (if present)	
@type	M
id	M
relationshipType	M
troubleTicketSpecification (if present)	
@type	M
id	M

## Notification Model Conformance

There are no mandatory notifications for this API.



## API Operations Conformance

For every single resource the following tables includes mandatory operations.

### TroubleTicket Mandatory Operations

The following table indicates which ones are mandatory for the TroubleTicket resource:

Uniform API Operation	Comment
GET	
POST	
DELETE	

# API GET Operation Conformance

All the GET operations in this API share the same status code pattern.

GET	Mandatory/Optional
Response Status Code 200 if successful	M
Response Status Code 404 if not found	M

## Definitions for Filter

The following definitions apply to all the GET operations:

- **Filtered Search:** A filtered search can be applied using query parameters to obtain only the resources that meet the criteria defined by the filtering parameters included in the query request. Several elements can be applied to the filtered search. In that case logic, a logical AND is applied to combine the criteria (e.g.:?severity=<value>&status=<value>).
- **Attribute selection (Limiting Response Data):** In order to limit which attributes are included in the response, the GET request can include the ?fields= query parameter. Only those attributes whose names are supplied in this parameter will be returned. Attribute selection capabilities are the same for collections retrieval and individual resource queries.
- **Level:** The filtering and attribute selection can apply to the top level properties (attributes) and subproperties. The tables below show which attributes need to be supported in top-level or contained resources.

There are no mandatory GET operations for TroubleTicket.

## API POST Operation Conformance

All the POST operations in this API share the same status code pattern.

POST	Mandatory/Optional
Status Code 201 if resource created	M

There are no mandatory POST operations for TroubleTicket.

## API PATCH Operation Conformance

All the PATCH operations in this API share the same status code pattern.

The mandatory application context is JSON Merge.

PATCH	Mandatory/Optional
Status Code 200 if resource modified	M

There are no mandatory PATCH operations for TroubleTicket.

## API DELETE Operation Conformance

All the DELETE operations in this API share the same status code pattern.

DELETE	Mandatory/Optional
Status Code 204 if resource deleted	M

There is no mandatory DELETE operation for TroubleTicket.

## Acknowledgements

### Release History

Release Number	Date	Release led by:	Description

### Version History

Version Number	Date	Modified by	Description