

TM Forum Open APIs

Conformance Certification

Company Name: Vlocity Inc.

TM Forum Open API Name: Trouble Ticket API

TM Forum Open API Release Version: 16.5

Report Date: April 2018

1. What Product or Solution does your API support?

This API supports Trouble Ticket functionality within Vlocity’s core CRM and CPQ suite of applications.

2. Overview of Certified API

This API supports functionality related to Trouble Ticketing which is one of the core areas of any CRM application including Vlocity’s cloud CRM. The API provides capabilities to create or retrieve ticket details, among other capabilities.

3. Architectural View

The following diagram provides a high-level view of Vlocity’s architecture. Vlocity is built on the Salesforce.com cloud platform and is 100% native and 100% additive to Salesforce.com. Vlocity’s unique integration layer and APIs provide omnichannel support out of the box.

