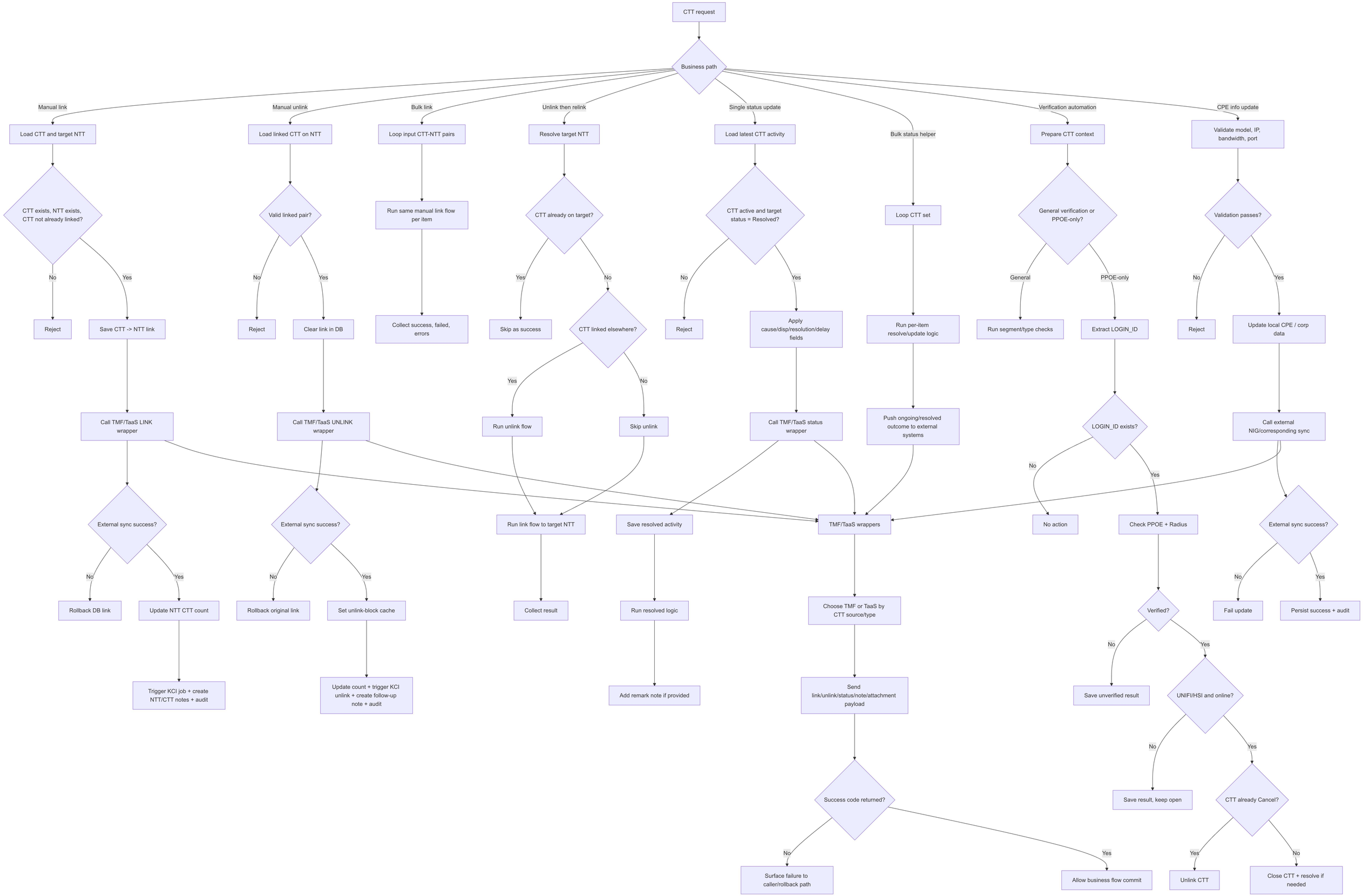
CTT request
Business path
Manual link
Load CTT and target NTT
CTT exists, NTT exists, CTT not already linked?
No
Reject
Yes
Save CTT -> NTT link
Call TMF/TaaS LINK wrapper
External sync success?
No
Rollback DB link
Yes
Update NTT CTT count
Trigger KCI job + create NTT/CTT notes + audit
Manual unlink
Load linked CTT on NTT
Valid linked pair?
No
Reject
Yes
Clear link in DB
Call TMF/TaaS UNLINK wrapper
External sync success?
No
Rollback original link
Yes
Set unlink-block cache
Update count + trigger KCI unlink + create follow-up note + audit
Bulk link
Loop input CTT-NTT pairs
Run same manual link flow per item
Collect success, failed, errors
Unlink then relink
Resolve target NTT
CTT already on target?
Yes
Skip as success
No
CTT linked elsewhere?
Yes
Run unlink flow
No
Skip unlink
Run link flow to target NTT
Collect result
Save resolved activity
Run resolved logic
Add remark note if provided
Single status update
Load latest CTT activity
CTT active and target status = Resolved?
No
Reject
Yes
Apply cause/disp/resolution/delay fields
Call TMF/TaaS status wrapper
Bulk status helper
Loop CTT set
Run per-item resolve/update logic
Push ongoing/resolved outcome to external systems
TMF/TaaS wrappers
Choose TMF or TaaS by CTT source/type
Send link/unlink/status/note/attachment payload
Success code returned?
No
Surface failure to caller/rollback path
Yes
Allow business flow commit
Verification automation
Prepare CTT context
General verification or PPOE-only?
General
Run segment/type checks
PPOE-only
Extract LOGIN_ID
LOGIN_ID exists?
No
No action
Yes
Check PPOE + Radius
Verified?
No
Save unverified result
Yes
UNIFI/HSI and online?
No
Save result, keep open
Yes
CTT already Cancel?
Yes
Unlink CTT
No
Close CTT + resolve if needed
CPE info update
Validate model, IP, bandwidth, port
Validation passes?
No
Reject
Yes
Update local CPE / corp data
Call external NIG/corresponding sync
External sync success?
No
Fail update
Yes
Persist success + audit