

Hidden Rules

- Radius overrides primary PPOE when both exist
- verifyCtt(...) routes to runCttForPPOEonly(...)
- Verification still saves note/result even with no auto-close
- TaaS vs TMF routing depends on cttNo pattern, not source enum

CTT verification request

Loop each CTT number

Prepare CTT context

CTT found and context valid?

No

Skip or fail item

Yes

Extract LOGIN_ID from customerInfo

LOGIN_ID exists?

Yes

Check PPOE status

Check Radius status

Resolve final verification decision

Verified by PPOE or Radius?

Yes

UNIFI source + HSI/all-services-down?

Yes

Session online?

Yes

CTT already Cancel?

Yes

Unlink CTT from NTT

Set CTT status Closed

Resolve CTT if needed

No

No action
save audit: no login ID

Save unverified result
keep CTT open

Save verified result
keep CTT open

Save offline result
keep CTT open

Save audit + result

No

No

No

No