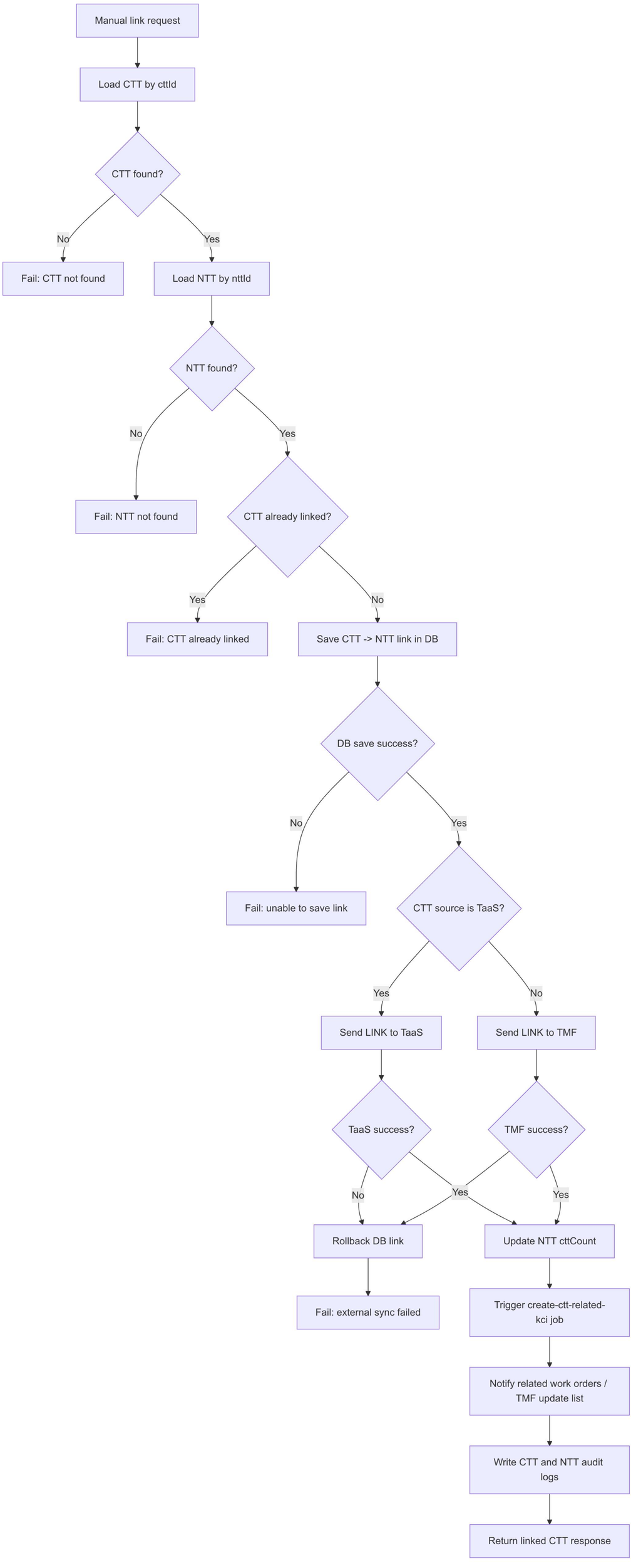
Manual link request
Load CTT by cttId
CTT found?
No
Yes
Fail: CTT not found
Load NTT by nttId
NTT found?
No
Yes
Fail: NTT not found
CTT already linked?
Yes
No
Fail: CTT already linked
Save CTT -> NTT link in DB
DB save success?
No
Yes
Fail: unable to save link
CTT source is TaaS?
Yes
No
Send LINK to TaaS
Send LINK to TMF
TaaS success?
TMF success?
No
Yes
Yes
Rollback DB link
Update NTT cttCount
Fail: external sync failed
Trigger create-ctt-related-kci job
Notify related work orders / TMF update list
Write CTT and NTT audit logs
Return linked CTT response