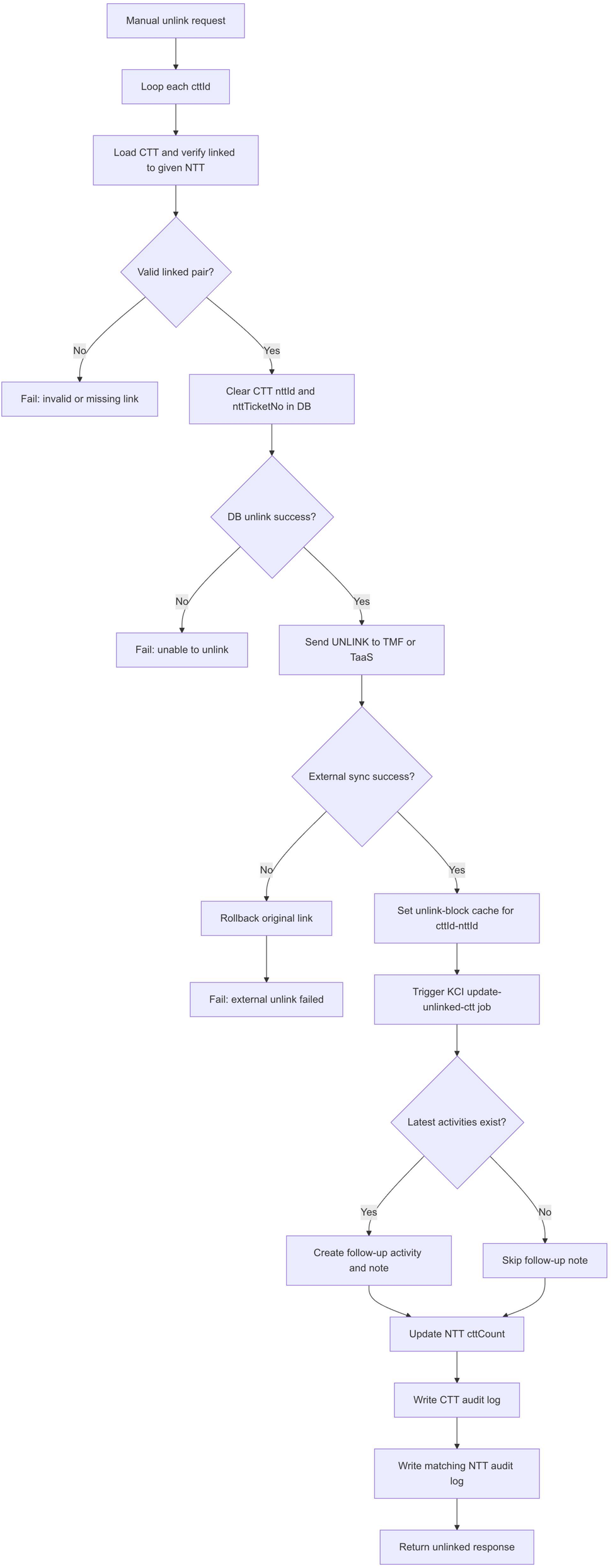
Manual unlink request
Loop each cttId
Load CTT and verify linked to given NTT
Valid linked pair?
No
Yes
Fail: invalid or missing link
Clear CTT nttId and nttTicketNo in DB
DB unlink success?
No
Yes
Fail: unable to unlink
Send UNLINK to TMF or TaaS
External sync success?
No
Yes
Rollback original link
Fail: external unlink failed
Set unlink-block cache for cttId-nttId
Trigger KCI update-unlinked-ctt job
Latest activities exist?
Yes
No
Create follow-up activity and note
Skip follow-up note
Update NTT cttCount
Write CTT audit log
Write matching NTT audit log
Return unlinked response