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GTT

API POLICY



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GTT API POLICY

GTT APIs provide an industry-standard REST interface enabling you to seamlessly integrate with GTT for ticketing and/or quoting, reducing manual workflow steps and improving response time.

INTEGRATION RESPONSIBILITY & DETAILED EXPECTATIONS

GTT Expectations (What GTT Will Provide)

- Provide API credentials for test and production environments, issued to your designated GTT contacts via your Service Manager or Customer Success Manager.
- Provide technical documentation describing authentication, endpoints, schemas, and webhook setup.
- Provide an API aligned to standard REST patterns, with versioning and predictable behavior.
- For Ticketing API – Test Cases and Postman Collections upon request through your CSM or Service Manager.
- System integrator options by request

Your Expectations (What You Must Do)

- Identify technical owner(s) responsible for designing, implementing, and operating the integration in your environment.
- Complete your own data mapping and transformation (e.g., category mapping, impact/priority mapping, service identifiers, contact routing) required to align your systems with GTT's API model.
- Build and host any required integration components (e.g., middleware, workflow engine configuration, webhook listener endpoint if using webhooks).
- Perform development and end-to-end testing in the test environment before requesting production credentials.
- Use the API within documented constraints and patterns (e.g., correct endpoint usage, required fields, and supported operations) and maintain compatibility as versions evolve.
- Proof of readiness:
 - API Developer (integrator options can be provided)
 - Subject Matter Expert (SME) on your current processes and platform
 - Technical contact to receive credentials
 - Test environment

Additional Assistance

If hands-on assistance is required, non-standard mappings, custom workflows, or specialized configurations beyond the standard API documentation, below are integrators for your consideration who have experience integrating with GTT platforms:

Alldus

Website: <https://alldus.com/>

Contacts:

- JP Valentine jp@alldus.com 857 4984732;
 - Rick Meese rick@alldus.com 832 3199719;
 - Nicol Prochnow nicol.prochnow@alldus-servicenow.com
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NexGen Tech Solutions

Website: [NexGen Tech Solutions](#)

Contacts: gttapisupport@nexgts.com

Stefanini Group

Website: <https://stefanini.com/en>

Contacts: Adrian Baron Adrian.Baron@stefanini.com +407 2053 2053

Note: All third-party system integrator engagements are to be executed directly between you and the integrators. Such arrangements are independent and do not enter GTT into any obligation or commercial commitment.

ADDITIONAL RESOURCES:

GTT Developer Hub – [GTT Developer Hub](#)

Carrier Wholesale Quoting API – [Carrier Wholesale Quoting API | GTT Developer Hub](#)

- [Offers | GTT Developer Hub](#)
- [Rate sheets | GTT Developer Hub](#)
- [Sites | GTT Developer Hub](#)

TSD Quoting API – [Partner Quoting API | GTT Developer Hub](#)

- [Offers | GTT Developer Hub](#)
- [Rate sheets | GTT Developer Hub](#)
- [Sites | GTT Developer Hub](#)

Service Assurance Ticketing API - [Service Assurance Ticketing API | GTT Developer Hub](#)

- [OAuth2 Token Endpoint | GTT Developer Hub](#)
- [Cases | GTT Developer Hub](#)
- [Webhooks | GTT Developer Hub](#)