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GTT CUSTOMER TICKETING API TECHNICAL REQUIREMENTS

The logo consists of the letters 'GTT' in a bold, green, sans-serif font. The 'G' is a simple, rounded shape. The first 'T' has a diagonal cutout in its upper left portion. The second 'T' is a solid, blocky shape.

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VERSION CONTROL

Version	Date	Author	Revision
1.0	13/03/2026	Radostina Ruskova	Document creation
2.0	4/08/2026	Monica Herzog	Document Update

OVERVIEW

This API provides third-party systems with programmatic access to the GTT Ticketing platform, enabling the creation, retrieval, and management of Incident and Request tickets – referred to in this document as “cases”. The interface is based on JSON over standard RESTful methods and is secured using token-based authentication.

In addition to synchronous API operations, the platform supports event-driven notifications for key case lifecycle events, such as case creation, updates, and closure. Our customers may choose between:

- A polling-based approach, which allows filtering cases that are updated since the last query.
- A push-based webhook mechanism, where notifications are delivered to a pre-defined endpoint using standard HTTP POST or PUT requests.

These notification mechanisms operate independently of existing email notifications and enable you to design and manage integrations according to your own architectural and operational requirements.

This document describes the API capabilities and integration options available for Incident and Request case management.

STEPS TO ACCESS GTT API

Access to the GTT Ticketing API is provided through a fully functional test environment that enables our customers to perform development activities and execute end-to-end testing scenarios.

To request access to the test environment, you must submit a request through your account representative and specify one or more email contacts authorized to receive API credentials. Test credentials are typically provisioned within a few business days following receipt of a complete request.

The test environment allows you to independently validate all supported API functions and workflows. Our customers are responsible for designing, implementing, and testing their integration in accordance with the specifications defined in this document.

Once testing has been completed and you are ready to move forward, access to the production environment can be requested. Production credentials will be issued following confirmation that the integration meets readiness requirements. A limited validation exercise may be conducted in the production environment to confirm successful connectivity and basic operation.

AUTHENTICATION

The API is secured using OAuth2 Token-based authentication. Access tokens are generated using a Client ID and Client Secret, which are issued during onboarding.

To obtain an access token, you must authenticate using your assigned Client ID and Client Secret against the token generation endpoint. Upon successful authentication, the system returns an access token that must be included with all subsequent API requests.

The access token uniquely identifies your numeric user id (namespace) and grants access to the API based on the permissions associated with that namespace. Tokens are time-bound and may expire, requests submitted without a valid token, or with an expired or invalid token, will be rejected

Method	POST
Endpoint Test	https://test.auth.gtt.services/realms/dx/protocol/openid-connect/token
Endpoint Production	To be provided after development and testing are complete.

Headers

Header	Value	Description
Content-Type	application/x-www-form-urlencoded	Required. Specifies the media type of the resource.
Authorization	Basic <TOKEN>	Required. Contains the Base64 encoded credentials. See "Authorization Construction" below.

Body Parameters (x-www-form-urlencoded)

Parameter	Type	Value	Description
grant_type	String	client_credentials	Required. Defines the OAuth2 flow being used. For server-to-server authentication, this must be set to client_credentials.

Authorization Construction

The Authorization header uses the Basic schema. The <TOKEN> placeholder in the curl command represents a Base64 encoded string of your Customer ID and Customer Secret joined by a colon.

Combine your credentials: *client_id:client_secret*

Base64 encode the resulting string.

Prepend *Basic* (with a space) to the encoded string.

Example: If Client ID is *app1* and Secret is *xyz123*:

- String: *app1:xyz123*
- Base64: *YXBwMTp4eXoxMjM=*
- Final Header: *Authorization: Basic YXBwMTp4eXoxMjM=*

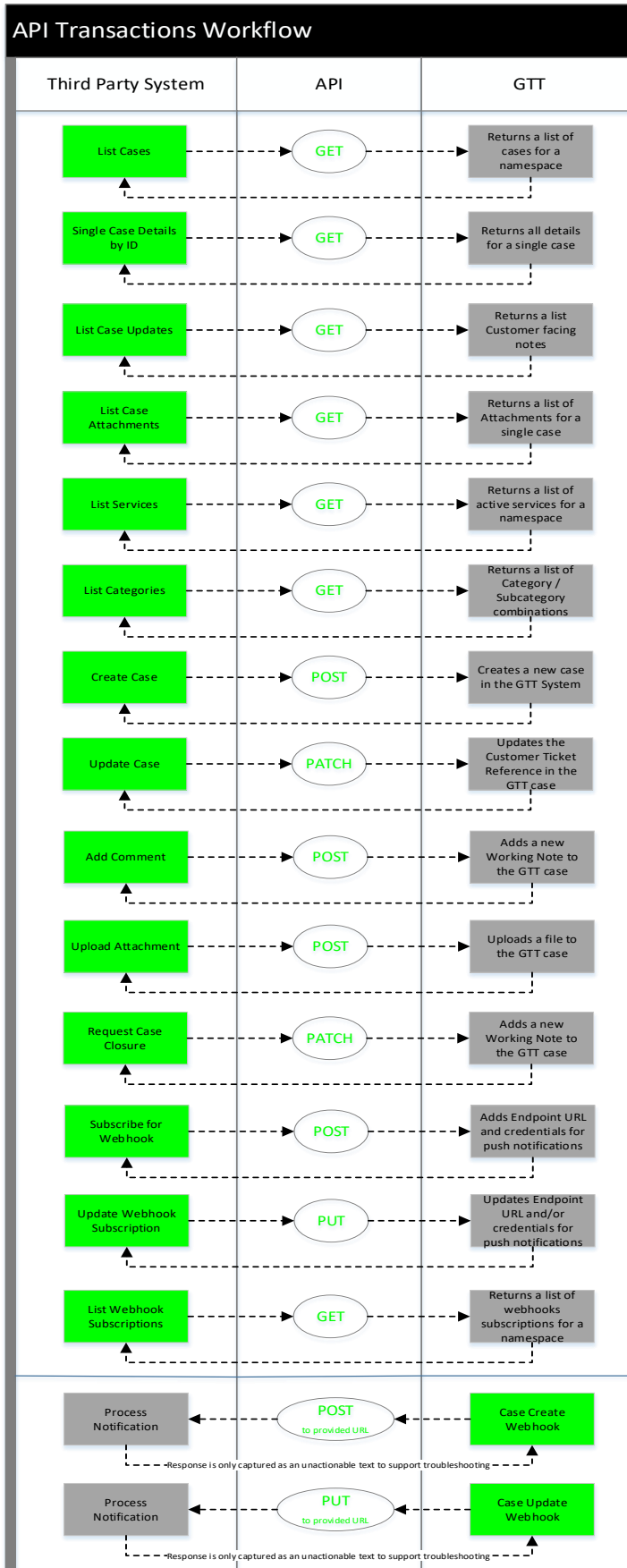
Example Request

```
curl --location --request POST
'https://test.auth.gtt.services/realms/dx/protocol/openid-connect/token' \
--header 'Content-Type: application/x-www-form-urlencoded' \
--header 'Authorization: Basic YXBwMTp4eXoxMjM=' \
--data-urlencode 'grant_type=client_credentials'
```

Example Response (Success)

```
{
  "access_token": "eyJhbGciOiJSUz...",
  "expires_in": 300,
  "refresh_expires_in": 1800,
  "token_type": "Bearer",
  "not-before-policy": 0,
  "scope": "email profile" }
```

TRANSACTIONS



TECHNICAL DETAILS

This section will introduce you to all the development details required to implement the API calls necessary to achieve a bond with the GTT ServiceNow Ticketing System.

MAIN URLS

The below main URL endpoints will be used for all API transactions, with different extensions, specified per API call.

Endpoint	
Test	https://test.api.gtt.services
Production	To be provided after development and testing are complete.

LIST ALL CASES

This transaction lists all cases with GTT, regardless of their status. This may take a long time if there are a lot of cases. By default, the API returns cases from the last 6 months (when no *from* date is provided). The requested timeframe cannot exceed 12 months.

Method	GET
Endpoint	/apis/v1alpha/namespaces/{namespace}/case

Path Parameters

Parameter	Type	Required	Description
namespace	String	Yes	The unique identifier for the namespace. (e.g., 7 in the example)

Headers

Header	Value	Required	Description
Authorization	Bearer <TOKEN>	Yes	A valid API Bearer token for authentication.

Query Parameters

Parameter	Required	Description
case_type	No	Filters the results to include only the specified type of case. Possible values: - incident - request
active	No	Filters the results to return only active cases. When set to <i>true</i> cases with the status <i>Closed</i> or <i>Cancelled</i> are excluded.
state	No	Filters the results to include only cases matching the specified state value. This parameter accepts a string containing a numeric value. Possible values: 1 - New 10 - In Progress 18 - Pending 199 - Monitoring

		6 - Resolved 3 - Closed 7 - Cancelled
from	No	Specifies the start date for filtering cases based on their case open date. Accepts dates in ISO or ServiceNow (SN) format. Default: current date minus 6 months (if not provided). Note: The timeframe between from and to cannot exceed 12 months Sample formats: • YYYY-MM-DD • YYYY-MM-DD HH:mm:ss • YYYY-MM-DDThh:mm:ssZ
to	No	Specifies the end date for filtering cases based on their case open date. Note: The timeframe between from and to cannot exceed 12 months Sample formats: • YYYY-MM-DD • YYYY-MM-DD HH:mm:ss • YYYY-MM-DDThh:mm:ssZ

Response

The API returns a JSON array where each item represents a single support case. The response will contain an array of Case IDs (name/number) with details.

Field	Type	Description
kind	String	The type of resource returned (e.g., "case").
version	String	The API version used (e.g., "v1alpha").
namespace	String	The ID of the namespace the case belongs to.
name	String	A unique system identifier for the case record.
metadata	Object	A key-value map for additional custom data (returns {} if empty).
spec	Object	The specification object contains detailed information.
case_id	String	A unique system identifier for the case record.
number	String	The human-readable case number (e.g., "CS0071728").
case_type	String	Is the case of type Incident or Request
state	String	The current lifecycle status of the case (e.g., "New", "Closed", "In Progress").
priority	String	The priority in which the case is handled (e.g., "1 - Critical") Table provided in the Appendix.
channel	String	The channel which initiated the case opening. Table provided in the Appendix.
account_name	String	The name of the customer account associated with the case.
category	String	The high-level category of the issue (e.g., "Secure Network"). Table provided in the Appendix.
subcategory	String	A specific classification of the issue (e.g., "Service Down"). Table provided in the Appendix.
gnid	String	The unique GTT Global Identifier for the service.
customer_ticket_reference	String	An optional reference ID provided by the customer for their internal tracking (can be null).
opened_at	String	Timestamp of when the case was created in UTC. (Format: YYYY-MM-DD HH:MM:SS).

updated_on	String	Timestamp of the last update to the case in UTC. (Format: YYYY-MM-DD HH:MM:SS).
work_start	String	Timestamp of when the issue occurred in UTC. (Format: YYYY-MM-DD HH:MM:SS). Can be blank.
work_end	String	Timestamp of when the issue was resolved in UTC. (Format: YYYY-MM-DD HH:MM:SS). Blank for not resolved cases.
short_description	String	Short Description of the issue.
description	String	A detailed description of the issue, often including error messages, Service IDs, or hostnames.

Example Request

```
curl --location --request GET
'https://test.api.gtt.services/apis/v1alpha/namespaces/7/case'\
--header 'Authorization: Bearer <YOUR_ACCESS_TOKEN>'
```

Example Response (Success)

```
[
  {
    "kind": "case",
    "version": "v1alpha",
    "namespace": "7",
    "name": "CS0071728",
    "metadata": {},
    "spec": {
      "case_id": "2017fa962fadfe505c9d814fafa4e30f",
      "number": "CS0071728",
      "case_type": "Incident",
      "state": "In Progress",
      "priority": "1 - Critical",
      "channel": "Monitoring",
      "account_name": "Sample Customer",
      "category": "Secure Network",
      "subcategory": "Service Down",
      "gnid": "1234567",
      "customer_ticket_reference": "",
      "opened_at": "2025-12-03 19:41:31",
      "updated_on": "2026-03-13 07:31:18",
      "work_start": "2025-11-24 07:31:12",
      "work_end": "",
      "short_description": "GTT proactively detected a service failure",
      "description": "GTT proactively detected a service
failure\nService ID: GTT/002080000\nAppliance XYZ is Down"
    }
  },
  {
    "kind": "case",
    "version": "v1alpha",
    "namespace": "7",
```

```

"name": "CS0071726",
"metadata": {},
"spec": {
  "case_id": "16415a4e932b3a1088aaf6c23603d60f",
  "number": "CS0071726",
  "case_type": "Incident",
  "state": "New",
  "priority": "2 - High",
  "channel": "Email",
  "account_name": "Sample Customer",
  "category": "Cloud Solutions",
  "subcategory": "Database Major Issue",
  "gnid": "7654321",
  "customer_ticket_reference": "IND056789",
  "opened_at": "2026-03-12 08:23:31",
  "updated_on": "2026-03-12 08:23:31",
  "work_start": "",
  "work_end": "",
  "short_description": "Customer site unreachable",
  "description": "Ping timeout to CE router"
}
} ]

```

SINGLE CASE DETAILS

This endpoint retrieves the specific details of a single support case identified by its unique Case ID (name/number).

Method	GET
Endpoint	/apis/v1alpha/namespaces/{namespace}/case/{case_name}

Path Parameters

Parameter	Type	Required	Description
namespace	String	Yes	The unique identifier for the namespace. (e.g., 7 in the example)
case_name	String	Yes	The unique system identifier for the specific case (e.g., CS0071740 in the example)

Headers

Header	Value	Required	Description
Authorization	Bearer <TOKEN>	Yes	A valid API Bearer token for authentication.

Response

The API returns a single JSON object representing the requested case.

Field	Type	Description
kind	String	The type of resource returned (e.g., "case").
version	String	The API version used (e.g., "v1alpha").

namespace	String	The ID of the namespace the case belongs to.
name	String	A unique system identifier for the case record.
metadata	Object	A key-value map for additional custom data (returns {} if empty).
spec	Object	The specification object contains detailed information.
case_id	String	A unique system identifier for the case record.
number	String	The human-readable case number
case_type	String	Is the case of type Incident or Request
state	String	The current lifecycle status of the case (e.g., "New", "Closed", "In Progress").
priority	String	The priority in which the case is handled (e.g., "1 - Critical") Table provided in the Appendix.
channel	String	The channel which initiated the case opening. Table provided in the Appendix.
account_name	String	The name of the customer account, associated with the case.
category	String	The high-level category of the issue (e.g., "Secure Network"). Table provided in the Appendix.
subcategory	String	A specific classification of the issue (e.g., "Service Down"). Table provided in the Appendix.
gnid	String	The unique GTT Global Identifier for the service.
customer_ticket_reference	String	An optional reference ID provided by the customer for their internal tracking (can be null).
opened_at	String	Timestamp of when the case was created in UTC. (Format: YYYY-MM-DD HH:MM:SS).
updated_on	String	Timestamp of the last update to the case in UTC. (Format: YYYY-MM-DD HH:MM:SS).
work_start	String	Timestamp of when the issue occurred in UTC. (Format: YYYY-MM-DD HH:MM:SS). Can be blank.
work_end	String	Timestamp of when the issue was resolved in UTC. (Format: YYYY-MM-DD HH:MM:SS). Blank for not resolved cases.
short_description	String	Short Description of the issue.
description	String	A detailed description of the issue, often including error messages, Service IDs, or hostnames.

Example Request

```
curl --location --request GET
'https://test.api.gtt.services/apis/v1alpha/namespaces/7/case/CS0071740' \
--header 'Authorization: Bearer <YOUR_ACCESS_TOKEN>'
```

Example Response (Success)

```
{
  "kind": "case",
  "version": "v1alpha",
  "namespace": "7",
  "name": "CS0071728",
  "metadata": {},
  "spec": {
    "case_id": "2017fa962fadfe505c9d814fafa4e30f",
    "number": "CS0071740",
```

```

    "case_type": "Open",
    "state": "Work in Progress",
    "priority": "1 - Critical",
    "channel": "Monitoring",
    "account_name": "Sample Customer",
    "category": "Secure Network",
    "subcategory": "Service Down",
    "gnid": "1234567",
    "customer_ticket_reference": "",
    "opened_at": "2025-12-03 19:41:31",
    "updated_on": "2026-03-13 07:31:18",
    "work_start": "2025-11-24 07:31:12",
    "work_end": "",
    "short_description": "GTT proactively detected a service failure",
    "description": "GTT proactively detected a service failure"
  }
}

```

LIST CASE UPDATES

This endpoint retrieves a chronological list of all comments, and work logs associated with a specific Case. It is essential for synchronizing conversation histories between GTT and external ticketing systems.

Method	GET
Endpoint	/apis/v1alpha/namespaces/{namespace}/case/{case_name}/note

Path Parameters

Parameter	Type	Required	Description
namespace	String	Yes	The unique identifier for the namespace. (e.g., 7 in the example)
case_name	String	Yes	The unique system identifier for the specific case (e.g., CS0074187 in the example)

Headers

Header	Value	Required	Description
Authorization	Bearer <TOKEN>	Yes	A valid API Bearer token for authentication.

Response

The response returns a JSON Array of note objects. Each object represents a single entry in the case's activity log. Notes are returned as discrete resources linked to a parent case. This structure supports a "thread" view where multiple updates can be tracked over the lifecycle of an incident.

By default, notes are returned in chronological order (oldest to newest), though it is recommended to sort by the *created_on* timestamp in your application logic to ensure accuracy.

If a case exists but has no notes, the API will return an empty array [] with a 200 OK status.

Field	Type	Description
kind	String	The type of resource returned (e.g., "note").

version	String	The API version used (e.g., "v1alpha").
namespace	String	The ID of the namespace the case belongs to.
name	String	A unique system identifier for the note record.
metadata	Object	A key-value map for additional custom data (returns {} if empty).
spec	Object	The specification object contains detailed information.
sys_id	String	A unique system identifier for the note record.
field	String	The internal field type (e.g., comments)
author	String	The username or system account that created the note.
note	String	The actual text content of the message.
created_on	String	Timestamp of when the note was posted in UTC. (Format: YYYY-MM-DD HH:MM:SS).

Example Request

```
curl --location --request GET
'https://test.api.gtt.services/apis/v1alpha/namespaces/7/case/CS0074187/note'
\
--header 'Authorization: Bearer <YOUR_ACCESS_TOKEN>'
```

Example Response (Success)

```
[
  {
    "kind": "note",
    "version": "v1alpha",
    "namespace": "7",
    "name": "4f1fa7992f9f72545c9d814fafa4e",
    "metadata": {},
    "spec": {
      "sys_id": "4f1fa7992f9f72545c9d814fafa4e",
      "field": "comments",
      "author": "gears.integration",
      "note": "GTT has opened this case to track an ongoing issue we
have detected on your service.\n",
      "created_on": "2026-02-25 21:02:17"
    }
  },
  {
    "kind": "note",
    "version": "v1alpha",
    "namespace": "7",
    "name": "7ac9e7e12f5776545c9d814fafa4e",
    "metadata": {},
    "spec": {
      "sys_id": "7ac9e7e12f5776545c9d814fafa4e",
      "field": "comments",
      "author": "engineer.test",
      "note": "GTT is working on fixing your issue",
      "created_on": "2026-02-26 15:17:33"
    }
  }
]
```

LIST CASE ATTACHMENTS

This endpoint returns a collection of all attachments associated with a specified case. The response includes detailed metadata for each attachment, such as file name, file size, file type, and additional relevant attributes.

Please note that this method provides metadata only and does not support binary file download via the API.

- Attachments initiated by GTT are delivered through supported operational channels, such as email notifications or the Envision platform.
- Attachments initiated by customers via the API can be accessed and downloaded through the Envision platform.

Method	GET
Endpoint	/apis/v1alpha/namespaces/{namespace}/case/{case_name}/attachment

Path Parameters

Parameter	Type	Required	Description
namespace	String	Yes	The unique identifier for the namespace. (e.g., 7 in the example)
case_name	String	Yes	The unique system identifier for the specific case (e.g., CS0074930 in the example)

Headers

Header	Value	Required	Description
Authorization	Bearer <TOKEN>	Yes	A valid API Bearer token for authentication.

Response

The response returns an Array of attachment objects. The attachment system acts as a bridge between the Case Management layer and the Binary Storage layer. When you query this endpoint, the API resolves the relationships as shown below:

Field	Type	Description
kind	String	The type of resource returned (e.g., "attachment").
version	String	The API version used (e.g., "v1alpha").
namespace	String	The ID of the namespace the case belongs to.
name	String	A unique system identifier for the attachment record.
metadata	Object	A key-value map for additional custom data (returns {} if empty).
spec	Object	The specification object contains detailed information.
sys_id	String	A unique system identifier for the attachment record.
file_name	String	The original name of the file (e.g., Test.png)
content_type	String	The MIME type of the file.
size_bytes	String	The total file size in bytes.
customer_safe	String	The flag that allows API visibility (e.g., true)
created_on	String	Timestamp of when the note was posted in UTC. (Format: YYYY-MM-DD HH:MM:SS).

Example Request

```
curl --location --request GET
'https://test.api.gtt.services/apis/v1alpha/namespaces/7/case/CS0074930/attachment'\
--header 'Authorization: Bearer <YOUR_ACCESS_TOKEN>'
```

Example Response (Success)

```
[
  {
    "kind": "attachment",
    "version": "v1alpha",
    "namespace": "7",
    "name": "5c2dcf572feb7a905c9d814fafa4e",
    "metadata": {},
    "spec": {
      "sys_id": "5c2dcf572feb7a905c9d814fafa4e",
      "file_name": "Test Attachment.txt",
      "content_type": "text/plain",
      "size_bytes": "4",
      "created_on": "2026-02-25 09:57:23",
      "customer_safe": "true"
    }
  },
  {
    "kind": "attachment",
    "version": "v1alpha",
    "namespace": "7",
    "name": "c4dc8b572feb7a905c9d814fafa4e",
    "metadata": {},
    "spec": {
      "sys_id": "c4dc8b572feb7a905c9d814fafa4e",
      "file_name": "4838856.png",
      "content_type": "image/png",
      "size_bytes": "25490",
      "created_on": "2026-02-25 09:56:00",
      "customer_safe": "true"
    }
  }
]
```

LIST SERVICES

This transaction will return a list of your active services with GTT, including the Generic Network ID (GNID) required to open a Case and other details to help you map to your service list. Each object represents one active service, related to your namespace in GTT's system.

Method	GET
Endpoint	/apis/v1alpha/namespaces/{namespace}/service

Path Parameters

Parameter	Type	Required	Description
namespace	String	Yes	The unique identifier for the namespace. (e.g., 7 in the example)

Headers

Header	Value	Required	Description
Authorization	Bearer <TOKEN>	Yes	A valid API Bearer token for authentication.

Response

Field	Type	Description
kind	String	The type of resource returned (e.g., "service").
version	String	The API version used (e.g., "v1alpha").
namespace	String	The ID of the namespace the service belongs to.
name	String	The unique identifier for this service.
metadata	Object	A key-value map for additional custom data (returns {} if empty).
spec	Object	The specification object contains detailed information.
gnid	String	GTT Generic Network ID (7-8 digit unique number), used with the Create Case call.
service_id	String	GTT unique Service ID.
service_type	String	What is the service (e.g., SD-WAN; MPLS; etc).
service_type_id	String	The numeric identifier for the Service Type, to be used with the List Categories call (/casecategory/{name}).
cpon	String	Customer reference for the service – can be set in EnvisionDX.
created_on	String	Date service was created (YYYY-MM-DD HH:MM;SS).
name	String	Customer name in GTT's system.
address	String	Service address in GTT's system.

Example Request

```
curl --location --request GET
'https://test.api.gtt.services/apis/v1alpha/namespaces/7/service' \
--header 'Authorization: Bearer <YOUR_ACCESS_TOKEN>'
```

Example Response (Success)

```
[
  {
    "kind": "service",
    "version": "v1alpha",
    "namespace": "7",
    "name": "1234567",
    "metadata": {},
    "spec": {
      "gnid": "1234567",
      "service_id": "GTT/002080000",
      "service_type": "SD-WAN",
      "service_type_id": "404",
      "cpon": "Test/483565",
```

```

        "created_on": "2024-02-28 09:37:58",
        "name": "Sample Customer",
        "address": "115G Tsarigradsko Shose Blvd Sofia 1784 Bulgaria"
    }
},
{
    "kind": "service",
    "version": "v1alpha",
    "namespace": "7",
    "name": "7654321",
    "metadata": {},
    "spec": {
        "gnid": "7654321",
        "service_id": "GTT/001070000",
        "service_type": "SD-WAN",
        "service_type_id": "404",
        "cpon": "Test/483632",
        "created_on": "2023-05-18 11:15:41",
        "name": "Sample Customer",
        "address": "115G Tsarigradsko Shose Blvd Sofia 1784 Bulgaria"
    }
},
{
    .... additional entries
}
]

```

LIST CATEGORY

This endpoint retrieves a comprehensive list of Case Categories associated with specific service types (e.g., “Voice”, “SD-WAN” etc.) within the GTT namespace. It provides a hierarchical structure—from service types down to specific subcategories—useful for classifying support incidents or service requests.

Method	GET
Endpoint	/apis/v1alpha/namespaces/gtt/casecategory

Headers

Header	Value	Required	Description
Authorization	Bearer <TOKEN>	Yes	A valid API Bearer token for authentication.

Response

Field	Type	Description
kind	String	The type of resource returned (e.g., "casecategory").
version	String	The API version used (e.g., "v1alpha").
namespace	String	The organizational scope (e.g., "gtt").
name	String	The unique identifier for this category set (often matches the "serviceType").

metadata	Object	Contains dateCreated and dateUpdated in Unix millisecond timestamps.
spec	Object	The specification object contains detailed information.
serviceType	String	The ID of the service, associated with these categories.
categories	Array	A list of category groupings.
caseType	String	The classification of the case (e.g., Incident).
name	String	The high-level category name (e.g., Cloud Solutions, Managed Networking).
subcategories	Array	Specific issues belonging to the category.
name	String	The label for the sub-issue (e.g., Latency, Backup Issue).

Example Request

```
curl --location --request GET
'https://test.api.gtt.services/apis/v1alpha/namespaces/gtt/casecategory' \
--header 'Authorization: Bearer <YOUR_ACCESS_TOKEN>'
```

Example Response (Success)

```
[
  {
    "kind": "casecategory",
    "version": "v1alpha",
    "namespace": "gtt",
    "name": "410",
    "metadata": {
      "dateCreated": 1771351955803,
      "dateUpdated": 1773261520730
    },
    "spec": {
      "serviceType": "410",
      "categories": [
        {
          "caseType": "Incident",
          "name": "Cloud Solutions",
          "subcategories": [
            {
              "name": "Application - Slow Response"
            },
            {
              "name": "Backup Issue"
            },
            {
              "name": "Configuration"
            },
            {
              "name": "Connectivity"
            },
            {
              "name": "Database Major Issue"
            }
          ]
        }
      ]
    }
  }
]
```

```

        {
            "name": "Database Minor Issue"
        },
        {
            "name": "Database Critical Issue"
        },
        {
            "name": "Disk Utilization"
        },
        {
            "name": "Environment"
        },
        {
            "name": "Host Down"
        },
        {
            "name": "Monitoring"
        },
        {
            "name": "Resources - Performance"
        },
        {
            "name": "Resources - Utilisation"
        },
        {
            "name": "Storage"
        }
    ]
}

]
},
{
    "kind": "casecategory",
    "version": "v1alpha",
    "namespace": "gtt",
    "name": "requests",
    "metadata": {
        "dateCreated": 1773261528426,
        "dateUpdated": 1773261528426
    },
    "spec": {
        "serviceType": "0",
        "categories": [
            {
                "caseType": "Request",
                "name": "Add Service Configuration",
                "subcategories": [
                    {
                        "name": "Add Static Route"
                    }
                ]
            }
        ]
    }
}

```

```

    {
      {
        "name": "Add SNMP Read Access"
      },
      {
        "name": "Other"
      }
    ]
  },
  {
    "caseType": "Request",
    "name": "Site Access",
    "subcategories": [
      {
        "name": "Access Request"
      },
      {
        "name": "Other"
      }
    ]
  }
]

```

List Category Detail

This endpoint extension returns the specific classification schema for a single Case Category. It is primarily used to fetch the hierarchical relationship between a Service Type, its parent Categories, and granular Subcategories - essential for building dynamic incident forms or automated routing logic.

Method	GET
Endpoint	/apis/v1alpha/namespaces/gtt/casecategory/{name}

Headers

Header	Value	Required	Description
Authorization	Bearer <TOKEN>	Yes	A valid API Bearer token for authentication.

Path Parameters

Parameter	Type	Required	Description
name	String	Yes	The unique identifier for the category resource (e.g., 218, request, etc.). This typically corresponds to a specific service ID, retrieved with the List Services call.

Response

The API returns a single JSON object representing the requested case.

Field	Type	Description
kind	String	The type of resource returned (e.g., "casecategory").

version	String	The API version used (e.g., "v1alpha").
namespace	String	The organizational scope (e.g., "gtt").
name	String	The unique identifier for this category set (often matches the "serviceType").
metadata	Object	Contains dateCreated and dateUpdated in Unix millisecond timestamps.
spec	Object	The specification object contains detailed information.
serviceType	String	The ID of the service, associated with these categories.
categories	Array	A list of category groupings.
caseType	String	The classification of the case (e.g., Incident).
name	String	The high-level category name (e.g., Cloud Solutions, Managed Networking).
subcategories	Array	Specific issues belonging to the category.
name	String	The label for the sub-issue (e.g., Latency, Backup Issue).

Example Request

```
curl --location --request GET
'https://test.api.gtt.services/apis/v1alpha/namespaces/gtt/casecategory/218' \
--header 'Authorization: Bearer <YOUR_ACCESS_TOKEN>'
```

Example Response (Success)

```
{
  "kind": "casecategory",
  "version": "v1alpha",
  "namespace": "gtt",
  "name": "189",
  "metadata": {
    "dateCreated": 1771351956887,
    "dateUpdated": 1773261521857
  },
  "spec": {
    "serviceType": "189",
    "categories": [
      {
        "caseType": "Incident",
        "name": "Managed Networking",
        "subcategories": [
          {
            "name": "Flaps | Instabilities"
          },
          {
            "name": "Latency"
          },
          {
            "name": "Line Speed Issue"
          },
          {
            "name": "Packet Loss"
          }
        ]
      }
    ]
  }
}
```

```

    {
      "name": "Routing Issue"
    },
    {
      "name": "Line Down"
    },
    {
      "name": "Monitoring Issue"
    },
    {
      "name": "Hardware Issue"
    }
  ]
}
]
}
}

```

Usage Implementation

When implementing this API in a frontend application, the response should be used to drive a nested selection UI.

Level 1: Identify the serviceType from the user's context.

Level 2: Map spec.categories[].name to a "Category" dropdown.

Level 3: Once a category is selected, populate a "Subcategory" dropdown using spec.categories[].subcategories[].name.

CREATE CASE

This endpoint allows users to create a new support Case (Incident or Request) within a specific namespace. It follows a resource-based structure similar to Kubernetes manifests, using *kind*, *version*, and *spec* fields.

Method	POST
Endpoint	/apis/v1alpha/namespaces/{namespace}/clientcase

Path Parameters

Parameter	Type	Required	Description
namespace	String	Yes	The unique identifier for the namespace. (e.g., 7 in the example)

Headers

Header	Value	Required	Description
Authorization	Bearer <TOKEN>	Yes	A valid API Bearer token for authentication.
Content-Type	application/json	Yes	Specifies the media type of the resource (standard for JSON APIs)

Request Body

The request body is divided into standard metadata and a *spec* object containing the case details.

Field	Type	Required	Description
kind	String	Yes	Set value "clientcase".
version	String	Yes	Set value "v1alpha".
namespace	String	Yes	Must match the <i>namespace</i> in the URL.
name	String	Yes	Your system identifier for the case record.
metadata	Object	Yes	Empty object {}
spec	Object	Yes	The specification object contains detailed information.
case_type	String	Yes	The type of case you would like to open - <i>Incident</i> or <i>Request</i>
category	String	Yes	The high-level category of the issue (e.g., "Secure Network"). Table also provided in the Appendix.
subcategory	String	Yes	A specific classification of the issue (e.g., "Service Down"). Table also provided in the Appendix.
gnid	String	Yes	The unique GTT Global Identifier for the service. Obtained via the List Services call.
customer_ticket_reference	String	No	An optional reference ID to the case in your system (can be empty).
contact_email	String	Yes	Email of the person to be contacted by GTT regarding the case. Email must exist in the GTT system.
short_description	String	No	A brief summary of the issue.
description	String	Yes	Detailed information regarding the case.

Response

The API returns a single JSON object representing the created case.

Field	Type	Description
kind	String	The type of resource returned (e.g., "clientcase").
version	String	The API version used (e.g., "v1alpha").
namespace	String	The ID of the namespace the case belongs to.
name	String	A unique system identifier for the case record.
metadata	Object	A key-value map for additional custom data (returns {} if empty).
spec	Object	The specification object contains detailed information.
case_id	String	A unique system identifier for the case record.
number	String	The human-readable case number
case_type	String	Is the case of type Incident or Request
state	String	The current lifecycle status of the case (e.g., "New" as a response from this call).
priority	String	The priority in which the case is handled (e.g., "1 - Critical") Table provided in the Appendix.
channel	String	The channel which initiated the case opening. (e.g., "API" as a response from this call).
account_name	String	The name of the customer account, associated with the case.
category	String	The high-level category of the issue (e.g., "Secure Network"). Table provided in the Appendix.

subcategory	String	A specific classification of the issue (e.g., "Service Down"). Table provided in the Appendix.
gnid	Integer	The unique GTT Global Identifier for the service.
customer_ticket_reference	String	An optional reference ID provided by the customer for their internal tracking (can be null).
opened_at	String	Timestamp of when the case was created in UTC. (Format: YYYY-MM-DD HH:MM:SS).
updated_on	String	Timestamp of the last update to the case in UTC. (Format: YYYY-MM-DD HH:MM:SS).
work_start	String	May be blank for newly created cases.
work_end	String	Will be blank for newly created cases.
short_description	String	Short Description of the issue.
description	String	A detailed description of the issue.

Example Request

```
curl --location --request POST
'https://test.api.gtt.services/apis/v1alpha/namespaces/7/clientcase' \
--header 'Content-Type: application/json' \
--header 'Authorization: Bearer <YOUR_ACCESS_TOKEN>'
--body
{
  "kind": "clientcase",
  "version": "v1alpha",
  "namespace": "7",
  "name": "test 1",
  "metadata": {},
  "spec": {
    "short_description": "POST API call",
    "description": "Site ABC unreachable",
    "case_type": "Incident",
    "customer_ticket_reference": "",
    "contact_email": "test.contact@test.net",
    "category": "Managed Networking",
    "subcategory": "Line Down",
    "gnid": 1234567
  }
}
```

Example Response (Success)

```
{
  "kind": "clientcase",
  "version": "v1alpha",
  "namespace": "7",
  "name": "CS0148474",
  "metadata": {},
  "spec": {
    "case_id": "1324af57936bba5088aaf6c23603d6bd",
    "number": "CS0148474",
    "case_type": "Incident",
    "state": "New",
  }
}
```

```

    "priority": "1 - Critical",
    "channel": "API",
    "account_name": "Sample Customer",
    "category": "Managed Networking",
    "subcategory": "Line Down",
    "gnid": "1234567",
    "customer_ticket_reference": "",
    "opened_at": "2026-03-16 11:38:04",
    "updated_on": "2026-03-16 11:38:04",
    "work_start": "",
    "work_end": "",
    "short_description": "POST API call",
    "description": "Site ABC unreachable"
  }
}

```

UPDATE CASE

This call will allow you to update your reference for a given Case directly in the GTT System - the Customer Case Reference ID.

Method	PATCH
Endpoint	/apis/v1alpha/namespaces/{namespace}/clientcase/{case_name}

Path Parameters

Parameter	Type	Required	Description
namespace	String	Yes	The unique identifier for the namespace. (e.g., 7 in the example)
case_name	String	Yes	The unique system identifier for the specific case (e.g., CS0148474 in the example)

Headers

Header	Value	Required	Description
Authorization	Bearer <TOKEN>	Yes	A valid API Bearer token for authentication.
Content-Type	application/json	Yes	Specifies the media type of the resource (standard for JSON APIs)

Request Body

Field	Type	Required	Description
op	String	Yes	Set value "replace"
path	String	Yes	Set value "/spec/customer_ticket_reference"
value	String	Yes	Your ID corresponding to the GTT Case

Response

Field	Type	Description
kind	String	The type of resource returned (e.g., "clientcase").
version	String	The API version used (e.g., "v1alpha").

namespace	String	The ID of the namespace the case belongs to.
name	String	A unique system identifier for the case record.
metadata	Object	A key-value map for additional custom data (returns {} if empty).
spec	Object	The specification object contains detailed information.
case_id	String	A unique system identifier for the case record.
number	String	The human-readable case number.
case_type	String	Is the case of type Incident or Request
state	String	The current lifecycle status of the case (e.g., "New", "In Progress").
priority	String	The priority in which the case is handled (e.g., "1 - Critical") Table provided in the Appendix.
channel	String	The channel which initiated the case opening. Table provided in the Appendix.
account_name	String	The name of the customer account, associated with the case.
category	String	The high-level category of the issue (e.g., "Secure Network"). Table provided in the Appendix.
subcategory	String	A specific classification of the issue (e.g., "Service Down"). Table provided in the Appendix.
gnid	Integer	The unique GTT Global Identifier for the service.
customer_ticket_reference	String	An optional reference ID provided by the customer for their internal tracking (can be null).
opened_at	String	Timestamp of when the case was created in UTC. (Format: YYYY-MM-DD HH:MM:SS).
updated_on	String	Timestamp of the last update to the case in UTC. (Format: YYYY-MM-DD HH:MM:SS).
work_start	String	Will be blank for newly created cases.
work_end	String	Will be blank for newly created cases.
short_description	String	Short Description of the issue.
description	String	A detailed description of the issue.

Example Request

```
curl --location --request PATCH
'https://test.api.gtt.services/apis/v1alpha/namespaces/7/clientcase/CS0148474 \
--header 'Content-Type: application/json' \
--header 'Authorization: Bearer <YOUR_ACCESS_TOKEN>'
--body
[
  {
    "op": "replace",
    "path": "/spec/customer_ticket_reference",
    "value": "Test777"
  }
]
```

Example Response (Success)

```
{
  "kind": "clientcase",
  "version": "v1alpha",
  "namespace": "7",
```

```

"name": "CS0148474",
"metadata": {},
"spec": {
  "case_id": "980623d193977e1488aaf6c23603d",
  "number": "CS0148474",
  "case_type": "Incident",
  "state": "In Progress",
  "priority": "1 - Critical",
  "channel": "API",
  "account_name": "Sample Customer",
  "category": "Secure Network",
  "subcategory": "Service Down",
  "gnid": "1234567",
  "customer_ticket_reference": "",
  "opened_at": "2026-02-25 20:22:31",
  "updated_on": "2026-03-18 07:59:27",
  "work_start": "2026-02-25 20:12:24",
  "work_end": "",
  "short_description": "POST API call",
  "description": "Site ABC unreachable"
}
}

```

ADD COMMENT

This endpoint allows users to append a comment to an existing Case. It is primarily used for communication between the requester and the support team without modifying the core attributes of the case (like priority or category).

Depending on the system configuration, adding a note may trigger automated email notifications to the *contact_email* associated with the case.

Method	POST
Endpoint	/apis/v1alpha/namespaces/{namespace}/case/{case_name}/note

Path Parameters

Parameter	Type	Required	Description
namespace	String	Yes	The unique identifier for the namespace. (e.g., 7 in the example)
case_name	String	Yes	The unique system identifier for the specific case (e.g., CS0148474 in the example)

Headers

Header	Value	Required	Description
Authorization	Bearer <TOKEN>	Yes	A valid API Bearer token for authentication.
Content-Type	application/json	Yes	Specifies the media type of the resource (standard for JSON APIs)

Request Body

The request body is divided into standard metadata and a *spec* object containing the note.

Field	Type	Description
kind	String	Set value "note".
version	String	Set value "v1alpha".
namespace	String	Must match the <i>namespace</i> in the URL.
name	String	Your system identifier for the case record.
metadata	Object	Empty object {}
spec	Object	The specification object contains detailed information.
comment	String	Your note to be passed.

Response

Field	Type	Description
kind	String	The type of resource returned (e.g., "note").
version	String	The API version used (e.g., "v1alpha").
namespace	String	The ID of the namespace the case belongs to.
name	String	A unique system identifier for the case record.
metadata	Object	A key-value map for additional custom data (returns {} if empty).
spec	Object	The specification object contains detailed information.
case_id	String	A unique system identifier for the case record.
number	String	The human-readable case number.
action	String	Confirms the operation performed (e.g., "add_comment").
state	String	The current lifecycle status of the case (e.g., "New", "In Progress").
message	String	A short status message (e.g., "Case updated").

Example Request

```
curl --location --request POST
'https://test.api.gtt.services/apis/v1alpha/namespaces/7/case/CS0148474/note' \
--header 'Content-Type: application/json' \
--header 'Authorization: Bearer <YOUR_ACCESS_TOKEN>'
--body
{
  "kind": "note",
  "version": "v1alpha",
  "namespace": "7",
  "name": "CS0148474",
  "metadata": {},
  "spec": {
    "comment": "New comment added via the API."
  }
}
```

Example Response (Success)

```
{
```

```

    "kind": "note",
    "version": "v1alpha",
    "namespace": "7",
    "name": "CS0148474",
    "metadata": {},
    "spec": {
      "case_id": "1324af57936bba5088aaf6c23603d",
      "number": "CS0148474",
      "action": "add_comment",
      "state": "In Progress",
      "message": "Case updated"
    }
  }
}

```

UPLOAD ATTACHMENT

This endpoint allows users to upload a file and associate it with a specific case record within a designated namespace. It is designed to handle *multipart/form-data* uploads, files are transmitted as binary data.

Allowed file formats are:

- Document formats - .pdf; .doc; .docx; .xls; .xlsx; .txt; .csv
- Image formats - .jpg; .jpeg; .png; .gif
- Compressed archives - .zip; .tar; .gz
- Video formats - .mp4; .mov; .webm

Maximum video file size allowed is 25 MB. This ensures reliable transmission, consistent performance, and alignment with common API gateway and infrastructure constraints. Larger video files should be submitted using external storage mechanisms, with only references provided via the API.

Method	POST
Endpoint	/apis/v1alpha/namespaces/{namespace}/case/{case_name}/attachment

Path Parameters

Parameter	Type	Required	Description
namespace	String	Yes	The unique identifier for the namespace. (e.g., 7 in the example)
case_name	String	Yes	The unique system identifier for the specific case (e.g., CS0148474 in the example)

Headers

Header	Value	Required	Description
Authorization	Bearer <TOKEN>	Yes	A valid API Bearer token for authentication.
Content-Type	multipart/form-data	Yes	Specifies the media type of the resource.

Request Parameters (Form-Data)

The request body is divided into standard metadata and a *spec* object containing the case details.

Field	Type	Description
files	File	The binary file data to be uploaded.

Response

The API returns a single JSON object representing the requested case.

Field	Type	Description
kind	String	The type of resource returned (e.g., "attachment").
version	String	The API version used (e.g., "v1alpha").
namespace	String	The ID of the namespace the case belongs to.
name	String	A unique system identifier for the attachment record.
metadata	Object	A key-value map for additional custom data (returns {} if empty).
spec	Object	The specification object contains detailed information.
size_bytes	String	The raw size of the file in bytes.
file_name	String	The original name of the uploaded file.
sys_mod_count	String	Attachment description details.
average_image_color	String	Attachment description details.
image_width	String	Attachment description details.
sys_updated_on	String	Timestamp of the upload in UTC. (Format: YYYY-MM-DD HH:MM:SS).
u_customer_safe	String	Attachment description details.
sys_tags	String	Attachment description details.
table_name	String	Attachment description details.
encryption_context	String	Attachment description details.
sys_id	String	A unique system identifier for the attachment record.
image_height	String	Attachment description details.
sys_updated_by	String	System that created the attachment.
download_link	String	The direct URL to retrieve the uploaded file.
content_type	String	The MIME type of the file (e.g., image/png).
sys_created_on	String	Timestamp of the upload in UTC. (Format: YYYY-MM-DD HH:MM:SS).
size_compressed	String	Attachment description details.
compressed	String	Attachment description details.
state	String	The current availability of the file (e.g., available).
table_sys_id	String	A unique system identifier for the table attachment record.
chunk_size_bytes	String	Attachment description details.
hash	String	Attachment description details.
sys_created_by	String	System that created the attachment.

Example Request

```
curl --location --request POST
'https://test.api.gtt.services/apis/v1alpha/namespaces/7/case/CS0148474/attachment' \
--header 'Authorization: Bearer <YOUR_ACCESS_TOKEN>' \
```

```
--from 'files=@"/path/to/your/4838856.png"'
```

Example Response (Success)

```
{
  "kind": "attachment",
  "version": "v1alpha",
  "namespace": "7",
  "name": "651f2b9f93abba5088aaf6c23603d",
  "metadata": {},
  "spec": {
    "size_bytes": "25490",
    "file_name": "4838856.png",
    "sys_mod_count": "2",
    "average_image_color": "",
    "image_width": "512",
    "sys_updated_on": "2026-03-16 12:25:45",
    "u_customer_safe": "true",
    "sys_tags": "",
    "table_name": "sn_customerservice_case",
    "encryption_context": "",
    "sys_id": "651f2b9f93abba5088aaf6c23603d",
    "image_height": "512",
    "sys_updated_by": "envision.integration_uat",
    "download_link": "https://gttuat.service-
now.com/api/now/attachment/651f2b9f93abba5088aaf6c23603d/file",
    "content_type": "image/png",
    "sys_created_on": "2026-03-16 12:25:45",
    "size_compressed": "24319",
    "compressed": "true",
    "state": "available",
    "table_sys_id": "1324af57936bba5088aaf6c23603d",
    "chunk_size_bytes": "700000",
    "hash": "6b6ef1bdb5c8f38cbf477624bfde1fba0cb5b8722f",
    "sys_created_by": "envision.integration_uat"
  }
}
```

REQUEST CASE CLOSURE

This transaction will indicate in the GTT system, that you would like to close a case.

Method	PATCH
Endpoint	/apis/v1alpha/namespaces/{namespace}/clientcase/{case_name}

Path Parameters

Parameter	Type	Required	Description
namespace	String	Yes	The unique identifier for the namespace. (e.g., 7 in the example)
case_name	String	Yes	The unique system identifier for the specific case (e.g., CS0148474 in the example)

Headers

Header	Value	Required	Description
Authorization	Bearer <TOKEN>	Yes	A valid API Bearer token for authentication.
Content-Type	application/json	Yes	Specifies the media type of the resource (standard for JSON APIs)

Request Body

Field	Type	Required	Description
op	String	Yes	Set value "add"
path	String	Yes	Set value "/spec/state"
value	String	Yes	Set value "request closure"

Response

Field	Type	Description
kind	String	The type of resource returned (e.g., "clientcase").
version	String	The API version used (e.g., "v1alpha").
namespace	String	The ID of the namespace the case belongs to.
name	String	A unique system identifier for the case record.
metadata	Object	A key-value map for additional custom data (returns {} if empty).
spec	Object	The specification object contains detailed information.
case_id	String	A unique system identifier for the case record.
number	String	The human-readable case number.
case_type	String	Is the case of type Incident or Request
state	String	The current lifecycle status of the case (e.g., "New", "In Progress").
priority	String	The priority in which the case is handled (e.g., "1 - Critical") Table provided in the Appendix.
account_name	String	The name of the customer account, associated with the case.
category	String	The high-level category of the issue (e.g., "Secure Network"). Table provided in the Appendix.
subcategory	String	A specific classification of the issue (e.g., "Service Down"). Table provided in the Appendix.
gnid	Integer	The unique GTT Global Identifier for the service.
customer_ticket_reference	String	An optional reference ID provided by the customer for their internal tracking (can be null).
opened_at	String	Timestamp of when the case was created in UTC. (Format: YYYY-MM-DD HH:MM:SS).
updated_on	String	Timestamp of the last update to the case in UTC. (Format: YYYY-MM-DD HH:MM:SS).
work_start	String	Will be blank for newly created cases.
work_end	String	Will be blank for newly created cases.
short_description	String	Short Description of the issue.
description	String	A detailed description of the issue.

Example Request

```
curl --location --request PATCH
'https://test.api.gtt.services/apis/v1alpha/namespaces/7/clientcase/CS0148474' \
--header 'Content-Type: application/json' \
--header 'Authorization: Bearer <YOUR_ACCESS_TOKEN>'
--body
[
  {
    "op": "add",
    "path": "/spec/state",
    "value": "request closure"
  }
]
```

Example Response (Success)

```
{
  "kind": "clientcase",
  "version": "v1alpha",
  "namespace": "7",
  "name": "CS0148474",
  "metadata": {},
  "spec": {
    "case_id": "980623d193977e1488aaf6c23603d",
    "number": "CS0148474",
    "case_type": "Incident",
    "state": "In Progress",
    "priority": "1 - Critical",
    "channel": "API",
    "account_name": "Sample Customer",
    "category": "Secure Network",
    "subcategory": "Service Down",
    "gnid": "1234567",
    "customer_ticket_reference": "",
    "opened_at": "2026-02-25 20:22:31",
    "updated_on": "2026-03-18 07:59:27",
    "work_start": "2026-02-25 20:12:24",
    "work_end": "",
    "short_description": "POST API call",
    "description": "Site ABC unreachable"
  }
}
```

PUSH NOTIFICATIONS (WEBHOOKS)

The Ticketing API supports push notifications through webhook subscriptions, enabling real-time delivery of case-related events to customer-defined endpoints.

You have full control over your webhook subscriptions, including the ability to subscribe exclusively to new case creation events, or subscribe to both case creation and subsequent case updates.

Webhook endpoints and associated authentication credentials can be configured, updated, and refreshed programmatically using the API methods described below. This allows for fully automated lifecycle management of webhook integrations, ensuring alignment with customer security, availability, and operational requirements.

Set up Subscription

This endpoint registers a new webhook subscription for a specific namespace. By creating a webhook, your system can receive real-time HTTP callbacks (POST or PUT requests) whenever a specific action occurs on a specific case within that namespace.

Method	POST
Endpoint	/apis/v1/namespaces/{namespace}/webhook

Path Parameters

Parameter	Type	Required	Description
namespace	String	Yes	The unique identifier for the namespace. (e.g., 7 in the example)

Headers

Header	Value	Required	Description
Authorization	Bearer <TOKEN>	Yes	A valid API Bearer token for authentication.
Content-Type	application/json	Yes	Specifies the media type of the resource (standard for JSON APIs)

Request Body

The request body is divided into standard metadata and a *spec* object containing the endpoint details. Please note that you can set different endpoints for actions "create" and "update", they need to be executed separately in any scenario. Action "delete" will unsubscribe you from the selected webhook subscription.

Field	Type	Required	Description
kind	String	Yes	Set value "webhook".
version	String	Yes	Set value "v1".
namespace	String	Yes	Must match the <i>namespace</i> in the URL.
name	String	Yes	A unique, user-defined name for this specific webhook configuration. Needs to be different for the different "action" values – create and update. Please store the "name" as you will need it to update the subscription when needed.
metadata	Object	Yes	Empty object {}
spec	Object	Yes	The specification object contains detailed information.
url	String	Yes	The destination URL (endpoint) where the event payload will be sent.
version	String	Yes	Set value "v1alpha".
kind	String	Yes	Set value "case".
action	String	Yes	The specific lifecycle event that triggers the webhook. Possible values: • create • update

credential	Object	Yes	Credentials associated with the endpoint.
type	String	Yes	Set value "basic".
secrets	Object	Yes	Basic authentication object.
type	String	Yes	Set value "plaintext".
values	Object	Yes	User and Password object.
value	String	Yes	Username that GTT will use for Basic authentication, associated with the URL.
name	String	Yes	Set value "username".
value	String	Yes	Password that GTT will use for Basic authentication, associated with the URL.
name	String	Yes	Set value " password".

Response Body

The response will mirror your subscription with filled "metadata" for the webhooks creation.

Field	Type	Description
kind	String	Set value "webhook".
version	String	Set value "v1".
namespace	String	The ID of the namespace the case belongs to.
name	String	The unique identifier you have given the webhook.
metadata	Object	A key-value map for additional custom data.
spec	Object	The specification object contains detailed information.
url	String	The destination URL (endpoint) where the event payload will be sent.
credential	Object	Credentials associated with the endpoint.
type	String	Set value "basic".
url	String	Set value "null". URL link to your credentials.
secrets	Object	Basic authentication object.
type	String	Set value "plaintext".
values	Object	User and Password object.
value	String	Username that GTT will use for Basic authentication, associated with the URL.
name	String	Set value "username".
value	String	Password that GTT will use for Basic authentication, associated with the URL.
name	String	Set value " password".
version	String	Set value "v1alpha".
kind	String	Set value "case".
action	String	The specific lifecycle event that you have subscriber for. Possible values: • create • update

Example Request

```
curl --location --request POST
'https://test.api.gtt.services/apis/v1/namespaces/7/webhook' \
--header 'Content-Type: application/json' \
--header 'Authorization: Bearer <YOUR_ACCESS_TOKEN>'
--body
{
  "kind": "webhook",
```

```

"version": "v1",
"namespace": "7",
"name": "case-v1alpha-create",
"metadata": {},
"spec": {
  "url": "https://testendpoint.net/create",
  "version": "v1alpha",
  "kind": "case",
  "action": "create",
  "credential": {
    "type": "basic",
    "secrets": {
      "type": "plaintext",
      "values": [
        {
          "value": "myusername",
          "name": "username"
        },
        {
          "value": "mypassword",
          "name": "password"
        }
      ]
    }
  }
}
}
}
}

```

Example Response (Success)

```

{
  "kind": "webhook",
  "version": "v1",
  "namespace": "7",
  "name": "case-v1alpha-create",
  "metadata": {
    "dateCreated": 1777016997284,
    "dateUpdated": 1777016997284
  },
  "spec": {
    "url": "https://testendpoint.net/create",
    "credential": {
      "type": "basic",
      "url": null,
      "secrets": {
        "type": "plaintext",
        "values": [
          {
            "value": "myusername",
            "name": "username"
          }
        ]
      }
    }
  }
}

```

```

        {
            "value": "mypassword",
            "name": "password"
        }
    ],
    "version": "v1alpha",
    "kind": "case",
    "action": "create"
}
}

```

Update Subscription

This action will allow you to change the URL and/or credentials to your webhook subscriptions. Please note that you will need the “name” of the subscription to execute an update.

Method	PUT
Endpoint	/apis/v1/namespaces/{namespace}/webhook/{name}

Path Parameters

Parameter	Type	Required	Description
namespace	String	Yes	The unique identifier for the namespace. (e.g., 7 in the example)
name	String	Yes	The unique “name” identifier you have given the webhook during subscription set up.

Headers

Header	Value	Required	Description
Authorization	Bearer <TOKEN>	Yes	A valid API Bearer token for authentication.
Content-Type	application/json	Yes	Specifies the media type of the resource (standard for JSON APIs)

Request Body

The request body is divided into standard metadata and a *spec* object containing the endpoint details. Please note that you can set different endpoints for actions “create” and “update”, they need to be executed separately in any scenario. Action “delete” will unsubscribe you from the selected webhook subscription.

Field	Type	Required	Description
kind	String	Yes	Set value “webhook”.
version	String	Yes	Set value “v1”.
namespace	String	Yes	Must match the <i>namespace</i> in the URL.
name	String	Yes	The unique “name” identifier you have given the webhook during subscription set up.
metadata	Object	Yes	Empty object {}
spec	Object	Yes	The specification object contains detailed information.

url	String	Yes	The destination URL (endpoint) where the event payload will be sent.
version	String	Yes	Set value "v1alpha".
kind	String	Yes	Set value "case".
action	String	Yes	The specific lifecycle event that triggers the webhook. Possible values: • create • update • delete
credential	Object	Yes	Credentials associated with the endpoint.
type	String	Yes	Set value "basic".
secrets	Object	Yes	Basic authentication object.
type	String	Yes	Set value "plaintext".
values	Object	Yes	User and Password object.
value	String	Yes	Username that GTT will use for Basic authentication, associated with the URL.
name	String	Yes	Set value "username".
value	String	Yes	Password that GTT will use for Basic authentication, associated with the URL.
name	String	Yes	Set value " password".

Response Body

The response will mirror your subscription update with filled "metadata" for the webhooks.

Field	Type	Description
kind	String	Set value "webhook".
version	String	Set value "v1".
namespace	String	The ID of the namespace the case belongs to.
name	String	The unique identifier you have given the webhook.
metadata	Object	A key-value map for additional custom data.
spec	Object	The specification object contains detailed information.
url	String	The destination URL (endpoint) where the event payload will be sent.
credential	Object	Credentials associated with the endpoint.
type	String	Set value "basic".
url	String	Set value "null". URL link to your credentials.
secrets	Object	Basic authentication object.
type	String	Set value "plaintext".
values	Object	User and Password object.
value	String	Username that GTT will use for Basic authentication, associated with the URL.
name	String	Set value "username".
value	String	Password that GTT will use for Basic authentication, associated with the URL.
name	String	Set value " password".
version	String	Set value "v1alpha".
kind	String	Set value "case".
action	String	The specific lifecycle event that you have subscriber for. Possible values: • create • update • delete

Example Request

```

curl --location --request PUT
'https://test.api.gtt.services/apis/v1/namespaces/7/webhook/case-v1alpha-
create' \
--header 'Content-Type: application/json' \
--header 'Authorization: Bearer <YOUR_ACCESS_TOKEN>'
--body
{
  "kind": "webhook",
  "version": "v1",
  "namespace": "7",
  "name": "case-v1alpha-create",
  "metadata": {},
  "spec": {
    "url": "https://testendpoint.net/create",
    "version": "v1alpha",
    "kind": "case",
    "action": "create",
    "credential": {
      "type": "basic",
      "secrets": {
        "type": "plaintext",
        "values": [
          {
            "value": "myusername2",
            "name": "username"
          },
          {
            "value": "mypassword2",
            "name": "password"
          }
        ]
      }
    }
  }
}

```

Example Response (Success)

```

{
  "kind": "webhook",
  "version": "v1",
  "namespace": "7",
  "name": "case-v1alpha-create",
  "metadata": {
    "dateCreated": 1777016997284,
    "dateUpdated": 1777016997284
  },
  "spec": {
    "url": "https://testendpoint.net/create",
    "credential": {
      "type": "basic",

```

```

    "url": null,
    "secrets": {
      "type": "plaintext",
      "values": [
        {
          "value": "myusername2",
          "name": "username"
        },
        {
          "value": "mypassword2",
          "name": "password"
        }
      ]
    },
    "version": "v1alpha",
    "kind": "case",
    "action": "create"
  }
}

```

List Webhook Subscriptions

This call will retrieve all your subscriptions for webhooks associated to a specific namespace.

Method	GET
Endpoint	/apis/v1/namespaces/{namespace}/webhook

Path Parameters

Parameter	Type	Required	Description
namespace	String	Yes	The unique identifier for the namespace. (e.g., 7 in the example)

Headers

Header	Value	Required	Description
Authorization	Bearer <TOKEN>	Yes	A valid API Bearer token for authentication.
Content-Type	application/json	Yes	Specifies the media type of the resource (standard for JSON APIs)

Response Body

Field	Type	Description
kind	String	Set value "webhook".
version	String	Set value "v1".
namespace	String	The ID of the namespace the case belongs to.
name	String	The unique identifier you have given the webhook.
metadata	Object	A key-value map for additional custom data.
spec	Object	The specification object contains detailed information.
url	String	The destination URL (endpoint) where the event payload will be sent.

credential	Object	Credentials associated with the endpoint.
type	String	Set value "basic".
url	String	Set value "null". URL link to your credentials.
secrets	Object	Basic authentication object.
type	String	Set value "plaintext".
values	Object	User and Password object.
value	String	Username that GTT will use for Basic authentication, associated with the URL.
name	String	Set value "username".
value	String	Password that GTT will use for Basic authentication, associated with the URL.
name	String	Set value "password".
version	String	Set value "v1alpha".
kind	String	Set value "case".
action	String	The specific lifecycle event that you have subscriber for. Possible values: • create • update

Example Request

```
curl --location --request GET
'https://test.api.gtt.services/apis/v1alpha/namespaces/7/webhook' \
--header 'Content-Type: application/json' \
--header 'Authorization: Bearer <YOUR_ACCESS_TOKEN>'
```

Example Response (Success)

```
[
  {
    "kind": "webhook",
    "version": "v1",
    "namespace": "7",
    "name": "case-v1alpha-create",
    "metadata": {
      "dateUpdated": 1777032490395
    },
    "spec": {
      "url": "https://testendpoint.net/create",
      "credential": {
        "type": "basic",
        "url": null,
        "secrets": {
          "type": "plaintext",
          "values": [
            {
              "value": "myusername",
              "name": "username"
            },
            {
              "value": "mypassword",
```

```

        "name": "password"
      }
    ]
  },
  "version": "v1alpha",
  "kind": "case",
  "action": "created"
}
},
{
  "kind": "webhook",
  "version": "v1",
  "namespace": "7",
  "name": "case-v1alpha-update",
  "metadata": {
    "dateUpdated": 1777032448975
  },
  "spec": {
    "url": "https://testendpoint.net/update",
    "credential": {
      "type": "basic",
      "url": null,
      "secrets": {
        "type": "plaintext",
        "values": [
          {
            "value": "myusername",
            "name": "username"
          },
          {
            "value": "mypassword",
            "name": "password"
          }
        ]
      }
    }
  }
},
  "version": "v1alpha",
  "kind": "case",
  "action": "update"
}
}
]

```

Case Create Webhook

When a new case is created within your namespace, the system automatically triggers a webhook notification to your customer-configured endpoint using a standard HTTP POST request.

The webhook payload exposes a defined set of case attributes that enable you to apply filtering, routing, or downstream processing logic based on business requirements. These attributes may be used to selectively process cases by characteristics such as:

- Case type (e.g., Incident or Request)
- Channel indicator, which allows you to distinguish cases generated by automated GTT monitoring systems from those created through other sources.

This capability enables you to control which cases are ingested, acted upon, or propagated within your own system.

Please note that cases created by you through the Ticketing API will NOT generate case creation webhook events. This behaviour is intentional to prevent event loops and duplicate processing within the integration.

Method	POST
Endpoint	Your specified endpoint

Webhook Body

Field	Type	Description
kind	String	Set value "case".
version	String	Set value "v1alpha".
namespace	String	Your <i>namespace</i> ID.
name	String	A unique system identifier for the case record.
metadata	Object	Empty object {}
spec	Object	The specification object contains detailed information.
number	String	The human-readable case number (e.g., "CS0071728").
state	String	The current lifecycle status of the case (e.g., "New").
case_type	String	Is the case of type Incident or Request.
channel	String	The channel which initiated the case opening. Table provided in the Appendix.
subcategory	String	A specific classification of the issue (e.g., "Service Down"). Table provided in the Appendix.
customer_ticket_reference	String	An optional reference ID provided by the customer for their internal tracking (can be null).
account_name	String	The name of the customer account associated with the case.
gnid	String	The unique GTT Global Identifier for the service.
opened_at	String	Timestamp of when the case was created in UTC. (Format: YYYY-MM-DD HH:MM:SS).
priority	String	The priority in which the case is handled (e.g., "1 - Critical") Table provided in the Appendix.
short_description	String	Short Description of the issue.
description	String	A detailed description of the issue, often including error messages, Service IDs, or hostnames.

Example POST

```
{
  "kind": "case",
  "version": "v1alpha",
  "namespace": "7",
  "name": "CS0148471",
  "metadata": {},
  "spec": {
    "number": "CS0148471",
    "state": "New",
    "case_type": "Incident",
```

```

    "channel": "Phone",
    "subcategory": "Service Down",
    "customer_ticket_reference": "",
    "account_name": "Sample Customer",
    "gnid": "1234567",
    "opened_at": "2026-04-02 11:50:40",
    "priority": "1 - Critical",
    "short_description": "Customer site unreachable",
    "description": "Ping timeout to CE router"
  }
}

```

Case Update Webhook

When an existing case is updated within your namespace, the system automatically triggers a webhook notification to your customer-configured endpoint using a standard HTTP PUT request.

The webhook payload exposes a defined set of case attributes including any work notes (comments) added to the case.

Please note that comments created by you through the Ticketing API will NOT generate case update webhook events. This behaviour is intentional to prevent event loops and duplicate processing within the integration.

There is different structure of the body of the webhooks depending on the state in which the GTT case is in.

- Payload when case is worked on. State can be = "New" or "In Progress" or "Pending" or "Force Majeure" or "Monitoring".
- Payload when case state is Resolved.
- Payload when case state is Closed.
- Payload when case state is Cancelled.

Case is worked on

The majority of notifications will come to you in this format, payload includes all fields that have a possibly of changing throughout the case life.

Method	PUT
Endpoint	Your specified endpoint

Webhook Body

Field	Type	Description
kind	String	Set value "case".
version	String	Set value " v1alpha".
namespace	String	Your <i>namespace</i> ID.
name	String	A unique system identifier for the case record.
metadata	Object	Empty object {}
spec	Object	The specification object contains detailed information.
number	String	The human-readable case number (e.g., "CS0071728").
state	String	The current lifecycle status of the case (e.g., "Pending").
subcategory	String	A specific classification of the issue (e.g., "Service Down").
customer_ticket_reference	String	An optional reference ID provided by the customer for their internal tracking (can be null).
gnid	String	The unique GTT Global Identifier for the service.

priority	String	The priority in which the case is handled (e.g., "1 - Critical") Table provided in the Appendix.
due_date	String	Timestamp of the next action date for the case update in UTC. (Format: YYYY-MM-DD HH:MM:SS).
escalation_level	String	The current escalation level that the case is in (e.g., "1"). Table provided in the Appendix.
additional_comment	String	Text of the posted update.
additional_comment_author	String	User that added the update.
additional_comment_date	String	Date and time update was created in UTC. (Format: YYYY-MM-DD HH:MM:SS).

Example PUT

```
{
  "kind": "case",
  "version": "v1alpha",
  "namespace": "7",
  "name": "CS0148471",
  "metadata": {},
  "spec": {
    "number": "CS0148471",
    "state": "Pending",
    "subcategory": "Service Down",
    "customer_ticket_reference": "XYZ1235",
    "gnid": "1234567",
    "priority": "1 - Critical",
    "due_date": "2026-04-03 13:00:00",
    "escalation_level": "None",
    "additional_comment": "Please provide picture of equipment...",
    "additional_comment_author": "gtt.test.user",
    "additional_comment_date": "2026-04-02 11:59:30"
  }
}
```

Case is Resolved

When your case is resolved by an engineer, you will receive a notification with "State = Resolved" and resolution details. In very specific cases it's possible to receive this notification more than once with different additional comments, but the same resolution.

Method	PUT
Endpoint	Your specified endpoint

Webhook Body

Field	Type	Description
kind	String	Set value "case".
version	String	Set value "v1alpha".
namespace	String	Your <i>namespace</i> ID.
name	String	A unique system identifier for the case record.
metadata	Object	Empty object {}
spec	Object	The specification object contains detailed information.
number	String	The human-readable case number (e.g., "CS0071728").

state	String	The current lifecycle status of the case (e.g., "Resolved").
customer_ticket_reference	String	An optional reference ID provided by the customer for their internal tracking (can be null).
work_end	String	Date and time in which the issue was resolved in UTC. (Format: YYYY-MM-DD HH:MM:SS). Time is in the past.
close_notes	String	Resolution summary.
resolved_by	String	User that provided the resolution.
resolution_code	String	Resolution categorization - provided only for cases of type Request (e.g., "Successful") Table provided in the Appendix.
additional_comment	String	Text of the posted additional comment. Can be blank.

Example PUT

```
{
  "kind": "case",
  "version": "v1alpha",
  "namespace": "7",
  "name": "CS0148471",
  "metadata": {},
  "spec": {
    "number": "CS0148471",
    "state": "Resolved",
    "customer_ticket_reference": "XYZ1235",
    "work_end": "2026-04-03 12:01:00",
    "close_notes": "Resolution details",
    "resolved_by": "gtt.test.user",
    "additional_comment": ""
  }
}
```

Case is Closed

After your case is resolved it will automatically close, within the time period outlined in the Case Statuses table in the Appendix. Once a case is closed it cannot be reopened or updated. You will receive this notification only once per case.

Method	PUT
Endpoint	Your specified endpoint

Webhook Body

Field	Type	Description
kind	String	Set value "case".
version	String	Set value " v1alpha".
namespace	String	Your <i>namespace</i> ID.
name	String	A unique system identifier for the case record.
metadata	Object	Empty object {}
spec	Object	The specification object contains detailed information.
number	String	The human-readable case number (e.g., "CS0071728").
state	String	The current lifecycle status of the case (e.g., "Closed").
customer_ticket_reference	String	An optional reference ID provided by the customer for their internal tracking (can be null).

work_end	String	Date and time in which the issue was resolved in UTC. (Format: YYYY-MM-DD HH:MM:SS). Time is in the past.
close_notes	String	Resolution summary.
resolution_code	String	Resolution categorization - provided only for cases of type Request (e.g., "Successful") Table provided in the Appendix.

Example PUT

```
{
  "kind": "case",
  "version": "v1alpha",
  "namespace": "7",
  "name": "CS0148471",
  "metadata": {},
  "spec": {
    "number": "CS0148471",
    "state": "Closed",
    "customer_ticket_reference": "XYZ1235",
    "work_end": "2026-04-03 12:01:00",
    "close_notes": "Resolution details"
  }
}
```

Case is Cancelled

If your case is cancelled, it cannot be reopened. Case cancellation really occurs, typically if the case is opened with the wrong type, or if it's a duplicate.

Method	PUT
Endpoint	Your specified endpoint

Webhook Body

Field	Type	Description
kind	String	Set value "case".
version	String	Set value "v1alpha".
namespace	String	Your <i>namespace</i> ID.
name	String	A unique system identifier for the case record.
metadata	Object	Empty object {}
spec	Object	The specification object contains detailed information.
number	String	The human-readable case number (e.g., "CS0071728").
state	String	The current lifecycle status of the case (e.g., "Cancelled").
customer_ticket_reference	String	An optional reference ID provided by the customer for their internal tracking (can be null).
close_notes	String	Cancellation reason. Can be blank.

Example PUT

```
{
  "kind": "case",
  "version": "v1alpha",
  "namespace": "7",
  "name": "CS0148472",
```

```

"metadata": {},
"spec": {
  "number": "CS0148472",
  "state": "Cancelled",
  "customer_ticket_reference": "",
  "close_notes": "Duplicated of case CS0148471"
}
}

```

API RESPONSES

ID	Code	Details
200	OK	Positive Response.
202	OK	Positive Response.
400	Bad Request	The case is closed and cannot be updated.
400	Bad Request	Missing or wrong formatted mandatory field.
401	Unauthorized	Missing or expired Bearer token.
403	Forbidden	You don't have permission to access this resource.
404	Not Found	The <i>case_name</i> does not exist within the specified <i>namespace</i> .
409	Conflict	The case is closed or cancelled and cannot be modified.
422	Unprocessable Entity	Missing required fields in the spec or validation failure.
500	Internal Server Error	A logical error on the server-side code occurred.

APPENDIX

**Please note that all documents referenced in this section can be downloaded from the GTT Developer Portal.*

COMPLETE POSTMAN COLLECTION

This Postman collection is the fastest way to begin working with the GTT Ticketing API. It includes prebuilt requests for commonly used endpoints, and environment variables to help you authenticate and start testing in minutes. Use it as a reference during development or as a foundation for building your own integrations with GTT ticketing services.



Get Started with GTT
Ticketing API.postman

CASE CATEGORY AND PRIORITY

This Excel file provides a complete mapping of Categories and their associated Subcategories used in the GTT Ticketing platform. As both fields are mandatory when creating a case, the document serves as a quick reference to help users select valid combinations. The same mapping can also be retrieved through the GTT Ticketing API "List Category" call.



Category -
Subcategory API Map

CASE STATUSES

State Label	Description
New	New Case Opened.
In Progress	GTT is acting for case resolution.
Pending	Your action is required.
Force Majeure	An unavoidable event has occurred that will interrupt the expected course of events.
Resolved	GTT case is resolved, the case will automatically close in 24 hours for Request cases and 48 hours for Incident cases, if there is no customer action.
Monitoring	Service is put under monitoring for a given period of time, if no fault occurs, case is resolved and closed as per standard procedure.
Closed	GTT case is closed.
Cancelled	GTT case is cancelled.

CASE CHANNEL

Channel Label	Description
Email	Customer requested case opening by contacting GTT NOC via email.
GTT	GTT engineer proactively opened the case.
Phone	Customer requested case opening by contacting GTT NOC via phone.
API	Customer opened the case via API integration.
Envision	Customer opened the case via the GTT EnvisionDX platform.
Monitoring	Case was opened automatically by the GTT monitoring system.

CASE ESCALATION

Escalation Label	Description
None	No escalation.
1	M1 - Shift Manager.
2	M2 - Senior Manager.
3	M3 - Director.
4	M4 - Vice President.
5	M5 - Senior Vice President.

REQUEST RESOLUTION CODE

Resolution Code	Description
Cancelled	The request was cancelled before any action was completed.
Duplicate	The request was already submitted earlier, and an existing case handled the same issue.
Failure	The request could not be completed due to a technical issue, system limitation, or external dependency.
Rejected	The request was reviewed but could not be accepted because it did not meet eligibility, policy, or validation requirements.
Successful	The request was completed fully and processed according to standard procedures.
Successful (Non Standard)	The request was completed successfully using an alternative or exceptional process outside standard procedures.

API TRANSACTIONS AND WORKFLOW

Process flow diagram illustrating the sequence of API calls involved in the creation of GTT incident and request cases. The document includes a comprehensive list of all API transactions and case workflows, detailing state transitions to ensure clarity and facilitate straightforward configuration.

GTT Incident and Request Case API transactions and workflow:



GTT Incident and
Request Case API tran

USEFUL TIPS AND EXPLANATIONS

Request Headers

- **Content-Type**
When submitting any request that includes a payload, the HTTP header “Content-Type: application/json” must be specified to ensure proper request processing by the API.

Case Lifecycle and Resolution Handling

- **Resolved State**
Once an issue has been remediated, the GTT Network Operations Center (NOC) will transition the case to the Resolved state.
 - While a case remains in the Resolved state, you may reject the resolution and request further investigation by adding a new comment via the Add Comment API method.
 - After 24 hours for Requests and 48 hours for Incidents the case will automatically transition to the Closed state. Once closed, the case can no longer be reopened. Should the issue persist or reoccur, a new case must be created.

Create Case API – Field Definitions and Usage

The following provides additional clarification for key fields required when invoking the Create Case API:

- **GNID**
The Generic Network ID (GNID) represents your order ID with GTT. GNIDs for all active services, along with relevant service details, can be retrieved using the List Services API call.
- **customer_ticket_reference**
An optional, client-defined reference ID for internal tracking purposes.
- **contact_email**
This field is mandatory and must contain a single email address that is already registered within the GTT system. All case-related email communications will be sent to this address.
- **description**
This is a critical field and should contain a clear and comprehensive description of the issue.

Customers are encouraged to include any troubleshooting steps already performed, observed symptoms, and any additional information relevant to expediting resolution.

- **category / subcategory**

These values are used to classify the service and the nature of the reported issue or request and assist in accurate routing and handling by the GTT NOC.

Case Priority

- The Priority attribute is assigned by GTT and is not customer modifiable.
- Priority information is included in case details returned by the API.
- Throughout the lifecycle of a case, priority changes are rare and may only be performed manually by GTT NOC Management under specific circumstances.

Escalations

- Escalation requests may be initiated by:
 - Adding a comment to the case via the Add Comment API method.
 - Contacting the GTT NOC through the official escalation channels published within the GTT EnvisionDX platform.

Handling API Error Responses

Best practice: Always log and expose API errors clearly in your system instead of suppressing or hiding them.

If a request to create or update a case returns an error, make sure to capture and store the error message in your system as a work note or additional comment on the case.

This is important because:

- It makes it immediately visible that the API call has failed.
- It preserves the exact error message returned by the API for troubleshooting.

In most cases, the error response is descriptive enough for your team to identify and fix the issue without further assistance.

If you do need support, simply share the recorded error message with GTT. Even non-technical users can initiate troubleshooting. Providing the exact error message allows us to quickly understand the problem and help resolve it faster.

Integration Options: Webhook Notifications vs. API Polling

You can choose between a polling model (GET API calls) and an event-driven model (Webhooks). GTT explicitly supports both approaches, allowing customers to either periodically query for updated cases or receive real-time push notifications for case creation and updates.

Area	Real-Time Webhooks	Pulling Data via GET APIs
Speed of Updates	Real-time notifications when cases are created or updated. No waiting for the next polling cycle.	Updates are only discovered during scheduled API polls, creating potential delays.
API Traffic	Significantly fewer API calls because GTT only sends data when an event occurs.	Higher API consumption due to frequent polling, even when no updates exist.

Infrastructure Load	Lower load on client applications and integration platforms because event delivery is on-demand.	Higher load from recurring queries, parsing responses, and maintaining polling schedules.
User Experience	Customer cases can be updated immediately with new comments, status changes, resolutions, and closures.	Support teams may see stale information until the next scheduled synchronization.
Operational Awareness	Immediate visibility of critical incidents, status changes, escalations, and resolution notifications.	Incidents may remain unnoticed until the subsequent poll interval.
Comment Synchronization	Case Update Webhooks include newly added comments, author information, and timestamps.	Requires separate calls to retrieve case details and notes to discover new comments.
Network Efficiency	Only meaningful data is transmitted when events occur.	Repeatedly transfers similar datasets even when unchanged.
Data Richness	Webhook payloads include operationally valuable fields such as escalation level, resolution details and closure/cancellation information depending on the case state. This provides immediate access to context needed for workflow automation and ticket updates.	Standard GET calls return case details and notes separately. Additional lifecycle information may require multiple API requests and correlation of data across endpoints before the client system can build a complete case history.
Implementation Complexity	Requires a reachable endpoint, webhook subscription management, authentication, and event processing logic.	Simpler implementation using standard REST GET requests.
Reliability During Endpoint Outages	Notifications depend on the availability of the client endpoint. Webhook processing must be monitored.	Client can recover missed updates by querying historical records using API filters.
Historical Data Retrieval	Optimized for event notification rather than bulk history retrieval.	Excellent for reporting, reconciliation, audits, and retrieving historical cases and updates.
Scalability	Better suited for large environments with many cases and frequent updates.	Polling frequency often needs to increase as ticket volume grows.

Executive Summary

Webhooks	GET APIs
✓ Real-time visibility	✓ Simpler integration
✓ Lower API consumption	✓ Easy firewall/security model
✓ Faster incident response	✓ Better for historical reporting
✓ Automatic synchronization	✓ Useful as a reconciliation mechanism

✗ Requires webhook endpoint management

✗ Delayed updates

✗ More integration setup effort

✗ Higher API and infrastructure load

To ensure a consistent, reliable experience for all customers, our API is provided *as documented*. While we continuously improve and expand our platform, we do not offer custom modifications or bespoke feature changes to the API on an individual basis.

We encourage you to build against the functionality described in this documentation, as it reflects the full and supported capabilities of the API. If you have suggestions for enhancements or new features, we're always happy to receive feedback and consider it for future releases.