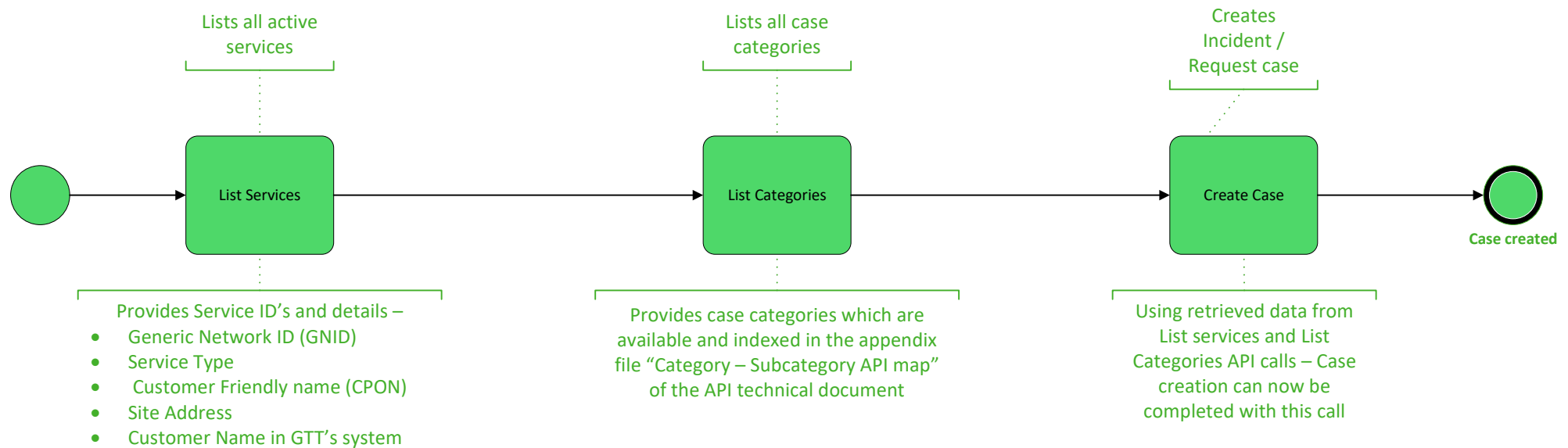


Document Title: GTT Ticket API Transaction and work flow
Document Classification:
Author Name: Josh Fowler & Radostina Ruskova



Version	Last Updated	Updated By	Details of Change
1	17.07.26	J. Fowler & R. Ruskova	Creation

GTT Case Creation API Call Flow



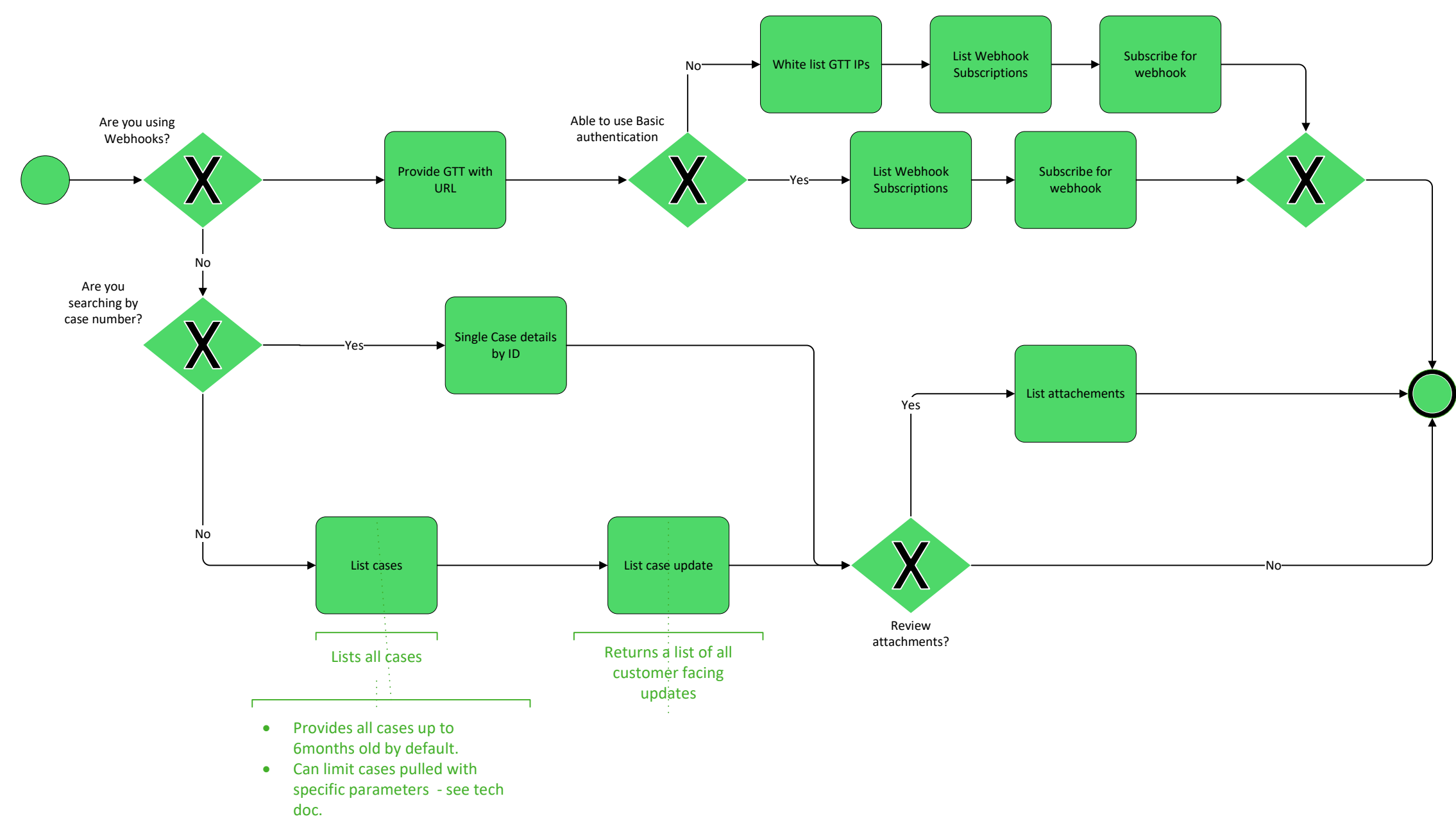
Important

Generic Network ID (GNID) is required for Case Creation and Service identification in GTT's back end systems

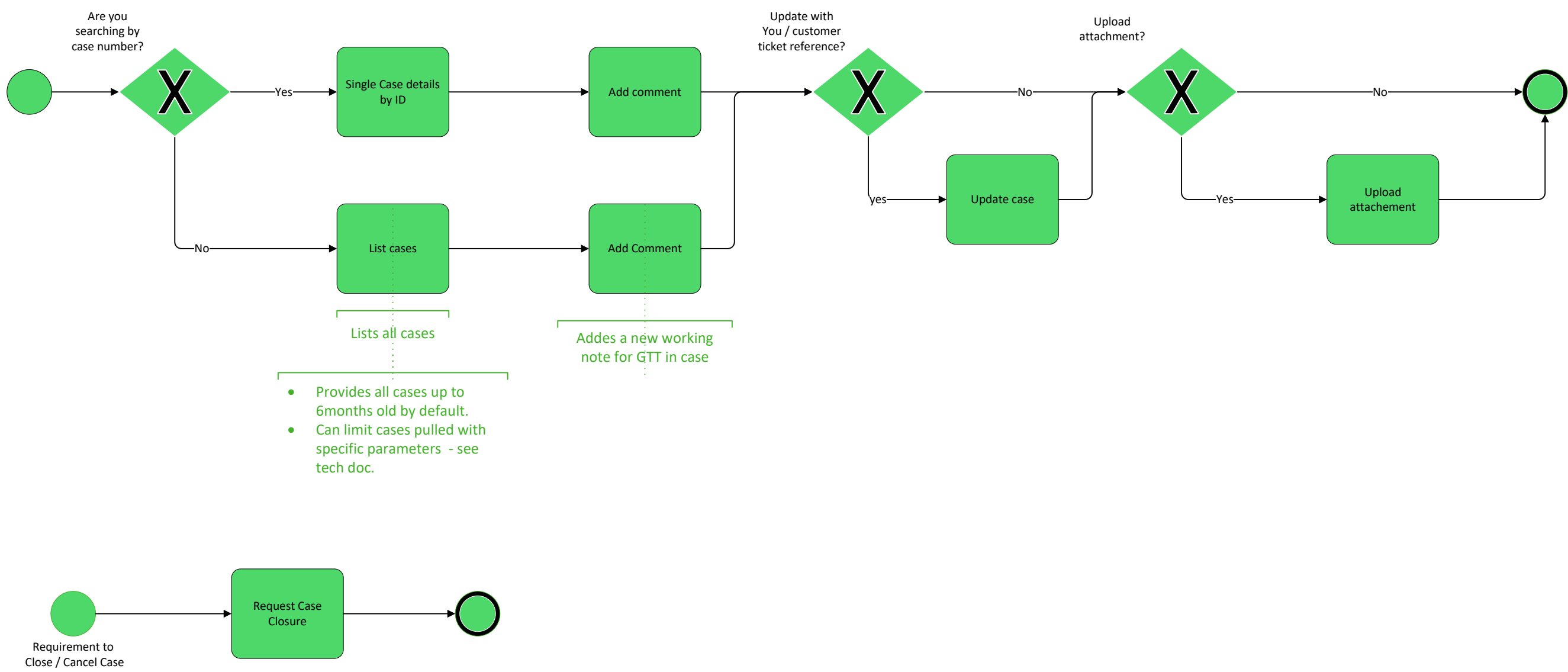
Note:

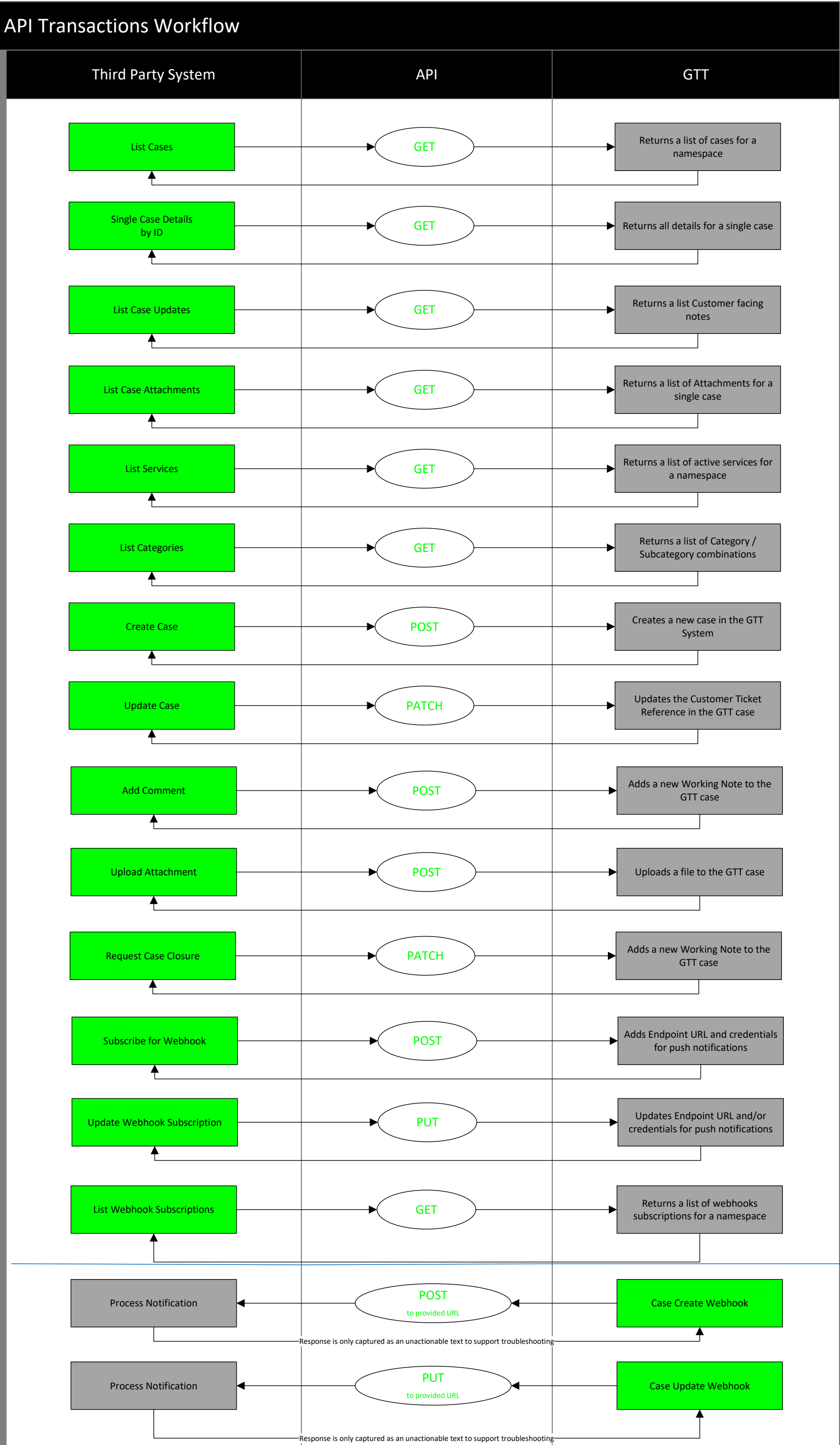
If you store Services and Categories in a configuration table, please remember to periodically run these calls to keep your tables updated.

GTT Case Update API Call Flow



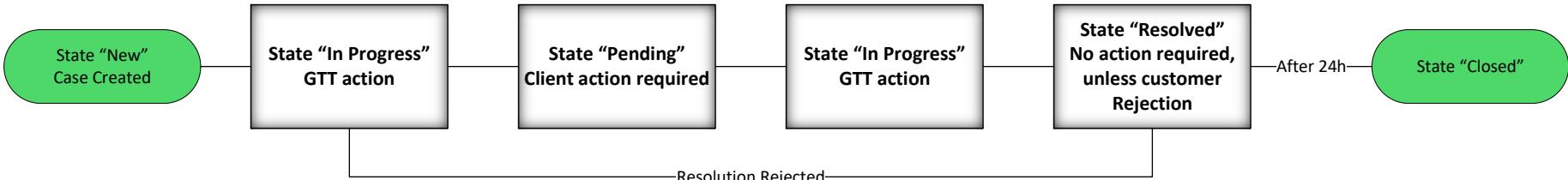
GTT Case Update API Call Flow



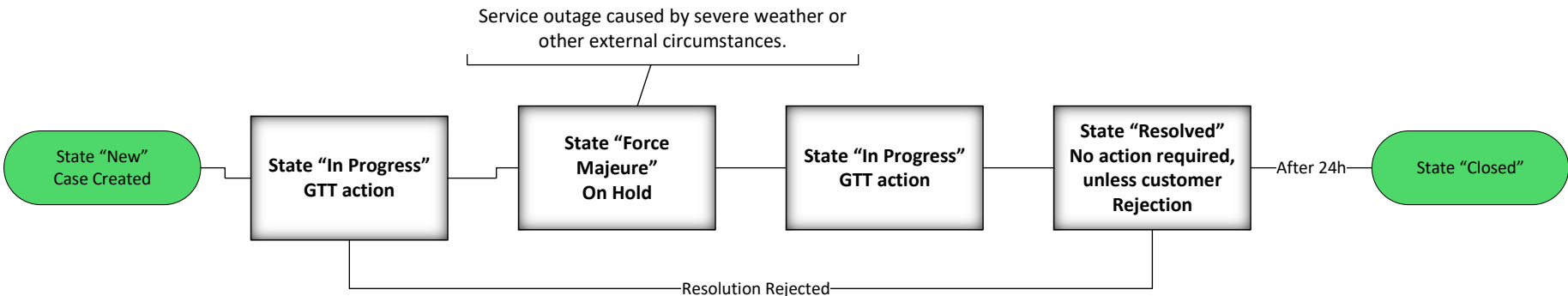


Cate Type Incident

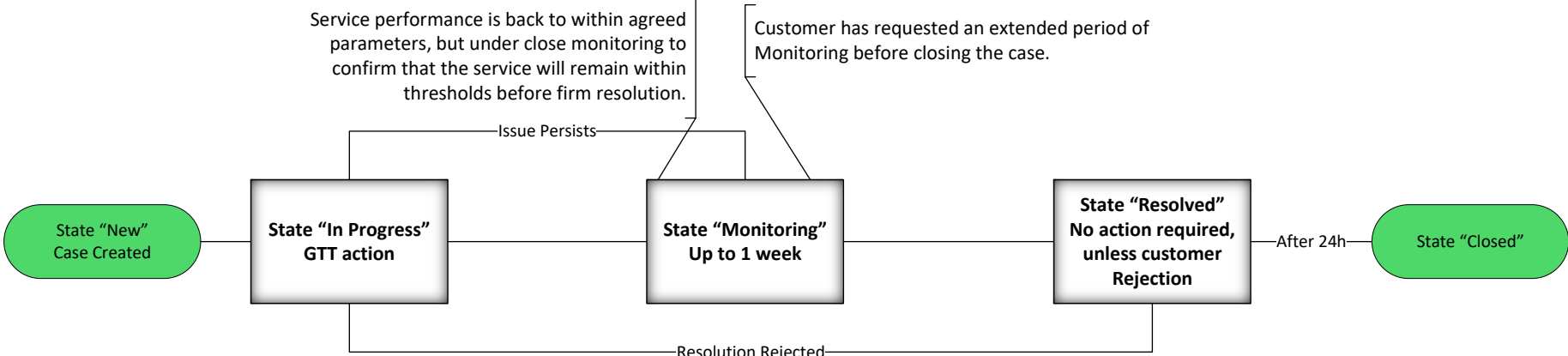
Standard Resolution



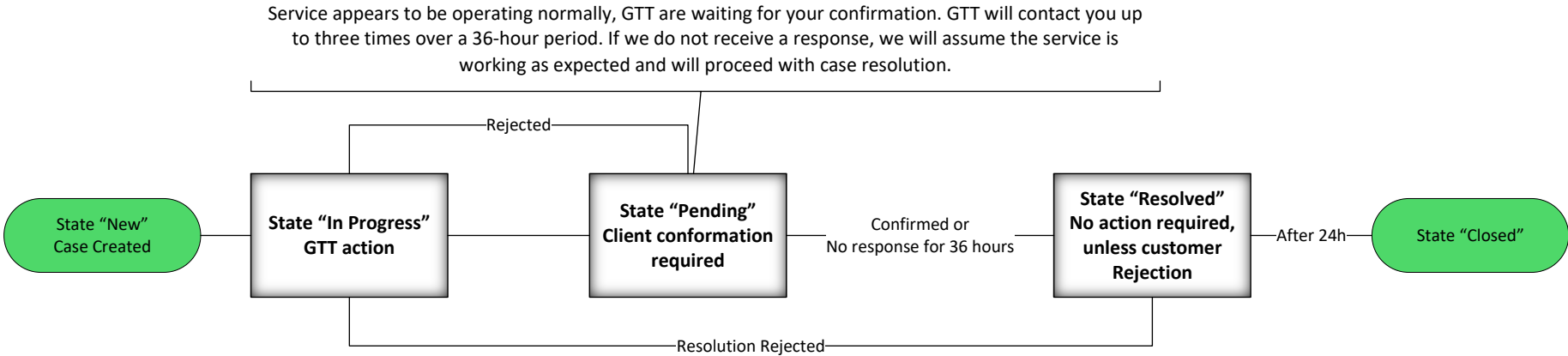
Force Majeure Event



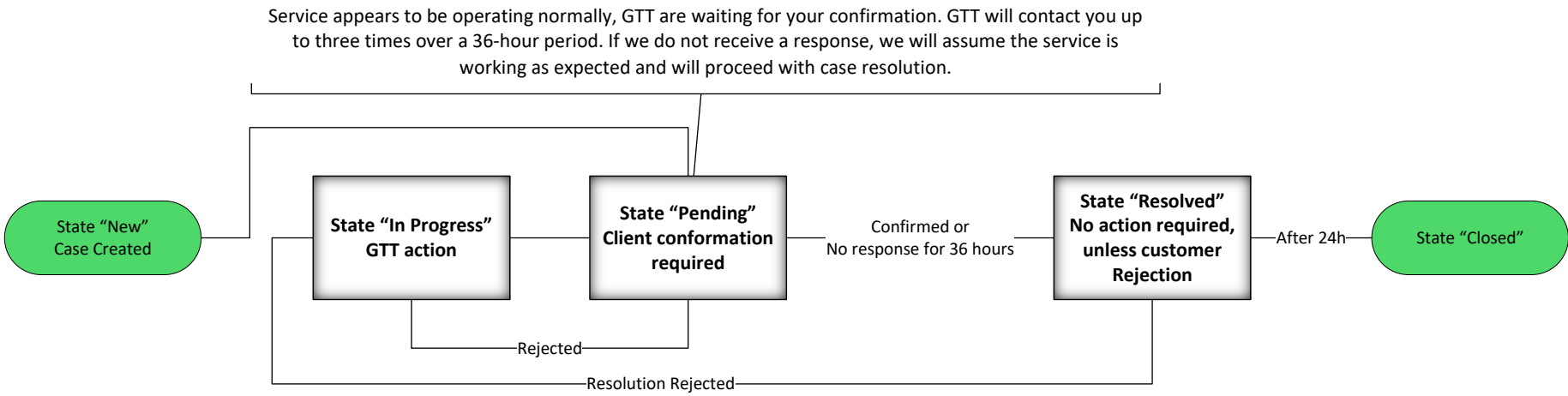
Monitoring After Restoration



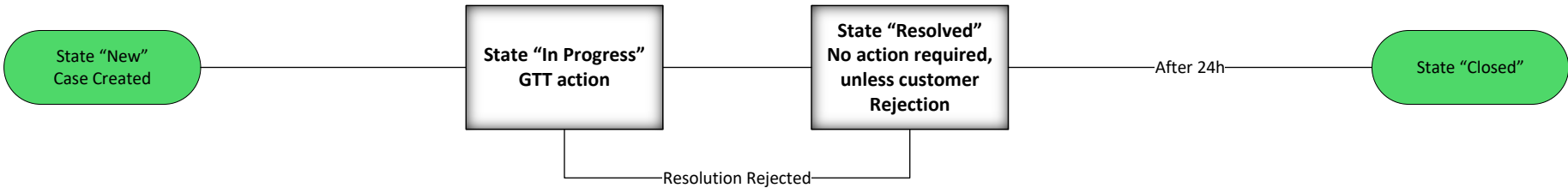
Requesting Conformation



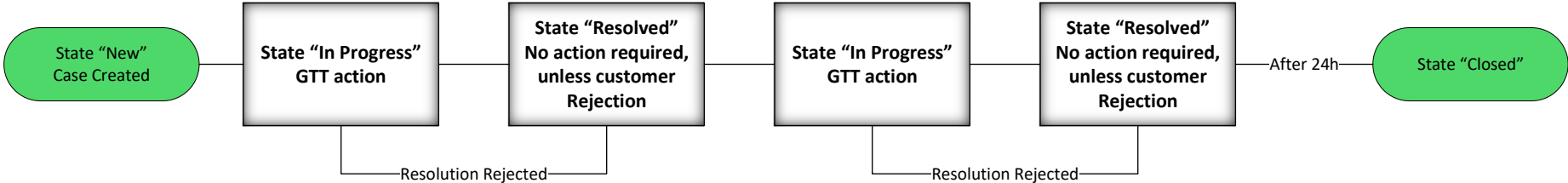
Requesting Conformation 2



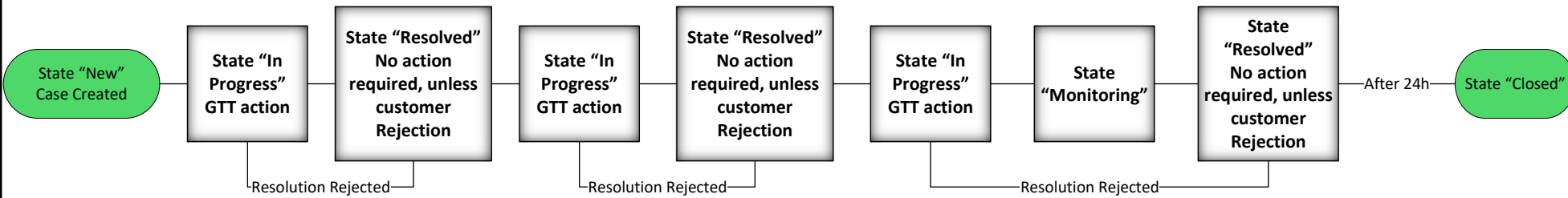
Proactive Alarm 1



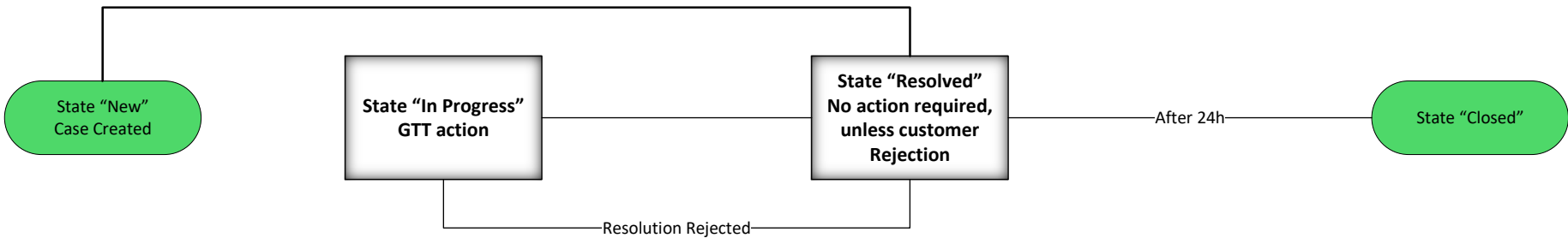
Proactive Alarm 2



Proactive Alarm 3

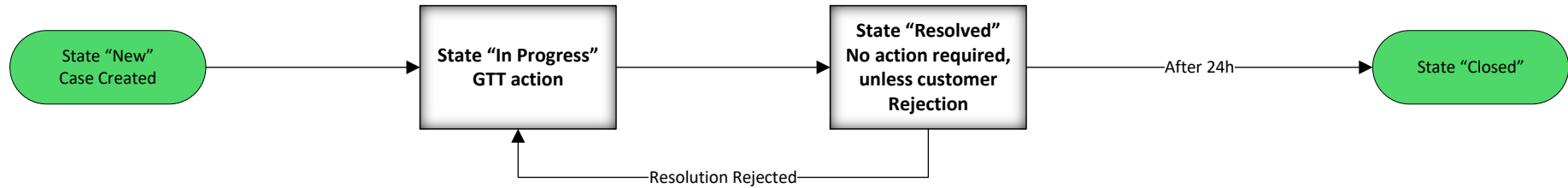


Proactive Alarm 4

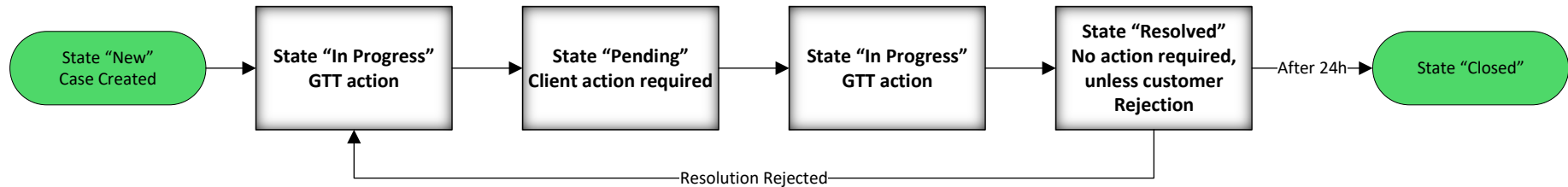


Case Type Request

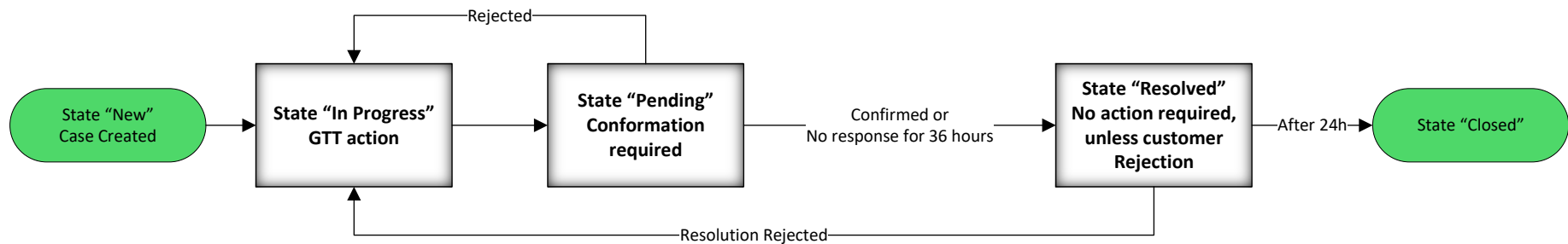
Standard Request
Fulfilment



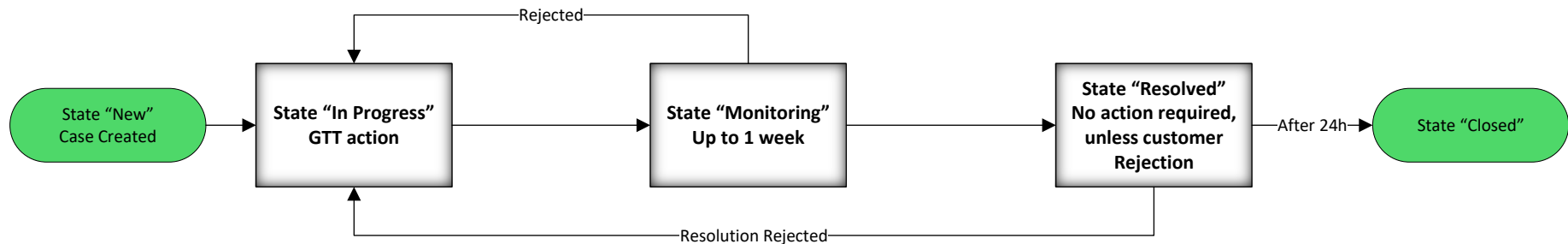
Customer Information
Needed



Requesting
Conformation



Monitoring Requested
Solution



State Transition Matrix

Case State	Current State	Most Probable Next State(s)
	New	In Progress Pending
	In Progress	Pending Monitoring Resolved
	Pending	In Progress Resolved
	Force Majeure	Pending Resolved
	Monitoring	Resolved In Progress
	Resolved	Closed In Progress
Case State	Closed Cancelled	None