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Composer Help

CTI Scenarios

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There are feature differences between the SIPS and CTIC scenarios. The following table gives a summary of the **CTI blocks**, and for each CTI block it lists the differences in behavior for the two CTI scenarios.

CTI Block Name	Supports CTIC Case?	Supports SIPS Case?	Comments
Interaction Data	Yes	Yes	<p>Supported operations in each scenario:</p> <p>CTIC:</p> <ul style="list-style-type: none"> • PUT • GET • DELETE • DELETEALL • REPLACE <p>SIPS:</p> <ul style="list-style-type: none"> • PUT • GET <p>Types of interaction data supported: CTIC:</p> <ul style="list-style-type: none"> • USERDATA <p>SIPS:</p> <ul style="list-style-type: none"> • USERDATA
Get access number	Yes	No	<p>Get access number block can only be used in the CTIC scenario.</p> <p>Types of interaction data supported: CTIC:</p> <ul style="list-style-type: none"> • USERDATA • EXTENSIONDATA
Statistics	Yes	No	<p>Statistics block can only be used in the CTIC scenario.</p>
Route Request	Yes	Yes	<p>Types of interaction data supported:</p> <p>CTIC:</p>

			<ul style="list-style-type: none"> • USERDATA • EXTENSIONDATA <p>SIPS:</p> <ul style="list-style-type: none"> • USERDATA <p>Types of transfers supported: CTIC:</p> <ul style="list-style-type: none"> • Blind • Bridge <p>SIPS:</p> <ul style="list-style-type: none"> • Consultation • Blind • bridge
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In case a CTI block or feature is used in a CTI scenario in which it is not supported, appropriate exceptions will be thrown at runtime indicating that the feature is not supported. The table below gives a list of all exceptions that can be thrown by CTI blocks and other possible CTI-related exceptions that can be thrown if errors are encountered at runtime.

Block(s)	Exception	Error Message	Description
Interaction Data Get access number Statistics	error.com.genesyslab.composer.InvalidKey	Missing <block name> key <key name>	This is the event error for handling an invalid key name.
Interaction Data Get access number Statistics Route Request	error.com.genesyslab.composer.OperationTimeout	Operation timed out	This exception will be thrown when a <receive> operation, executed in the context of a CTIC specific operation, times out.
Interaction Data Get access number Statistics Route Request	error.com.genesyslab.composer.receiveError	<Error string returned by CTIC>	If the <receive> fails and an error is reported by CTIC, this exception will be thrown.
Interaction Data	error.com.genesyslab.composer.UnsupportedOperation	Delete operation not supported using SIPServer.	If the user wants to do a userdata DELETE in the CTI using SIPS scenario.
Interaction Data	error.com.genesyslab.composer.UnsupportedOperation	DeleteAll operation not supported using SIPServer.	If the user wants to do a userdata DELETEALL in the CTI using SIPS scenario.
Interaction Data	error.com.genesyslab.composer.UnsupportedOperation	Replace operation not supported using SIPServer.	If the user wants to do a userdata REPLACE in the CTI using SIPS scenario.

<p>Get access number</p>	<p>error.com.genesyslab.composer.unsupported</p>	<p>AccessNumGet operation not supported in case of CTI using SIPServer.</p>	<p>If the user wants to do a AccessNumGet in the CTI using SIPS scenario.</p>
<p>Statistics</p>	<p>error.com.genesyslab.composer.unsupported</p>	<p>Statistics block not supported in case of CTI using SIPServer.</p>	<p>If the user wants to do a PeekStatReq or GetStatReq in the CTI using SIPS scenario.</p>
<p>Route Request</p>	<p>error.com.genesyslab.composer.unsupported</p>	<p>Consultation transfer is not supported in case of CTI using CTIConnector.</p>	<p>If user sets Transfer type to consultation in case of CTI using SIPS.</p>