CSTA Connector for BroadSoft BroadWorks Deployment Guide
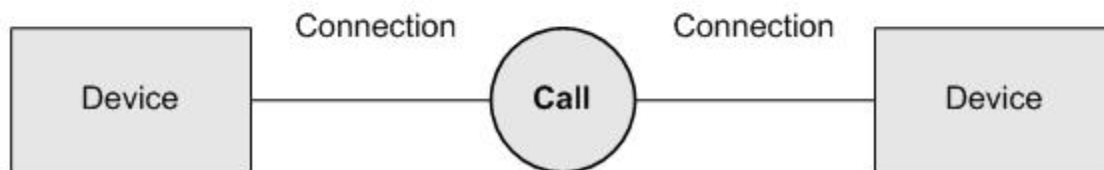
Call Models

12/19/2025

Call Models

BroadWorks Connector uses the CSTA call model for reporting. BroadWorks CTI uses a call model which is similar to the CSTA call model. Genesys BroadWorks Connector translates BroadWorks CTI objects to CSTA objects.

BroadWorks Model

CSTA Model

BroadWorks vs CSTA Call Model.

Note: The BroadWorks conference call model does not fit the CSTA call model. See, the BroadWorks Conference Model topic for more details.

Device

The Subscriber ID in BroadWorks uniquely identifies an addressable telephony system user – a subscriber. Subscribers are normally assigned E.164 number. For compatibility with CSTA Device Identifier, the E.164 phone number format is used for Subscriber ID in BroadWorks CTI and CSTA. Refer to ITU E.164 Numbering Plan, http://www.itu.int/rec/T-REC-E.164/en for further details.

BroadWorks Connector translates the Public Directory Number used by BroadWorks for identifying Subscribers into a Private Directory Number used in CSTA switching and computing functions. The CSTA Device Monitoring service is translated to a BroadWorks User Subscription on all available event packages for the specified device type.

Connector supports a subscription for the following BroadWorks resources:

- User - Translates to a virtual or real endpoint.

- Call Center - Translates to a CSTA ACD device.

- Routing Point - Translates to a CSTA Routing device.

Call

A call session in BroadWorks is identified by a BroadWorks External Tracking ID. An External Tracking ID is translated into a CSTA Call ID. All External Tracking ID changes are reflected in the appropriate CSTA event reporting.

Connection

A call in the BroadWorks CTI call model is a *logical connection between a subscriber and a call session* Therefore, a *BroadWorks call* is translated into a CSTA Connection. However, the BroadWorks Call ID is not equivalent to the CSTA Call ID because two or more parties on a call have different BroadWorks Call IDs. The BroadWorks Call ID is actually a party ID. The BroadWorks external tracking ID is equivalent to a CSTA Call ID. Due to this characteristic, the BroadWorks Call ID is mapped to a CSTA dynamic device ID element of the CSTA Connection ID.