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# T-Server for CSTA Connector Deployment Guide

Call Release Tracking

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# Call Release Tracking

T-Server now provides information about which party initiated the release of a call. This functionality is valuable for different applications to provide historical and real-time call reporting.

The following T-Library SDK call models can now be reported in this way:

- Normal call release.
- Abnormal call release.
- Call release from a conference.
- Rejection of an alerting call.
- Release for a failed or blocked call to a busy destination.

## DN-Based Reporting

In DN-based reporting, information about the call release initiator is reported in the `Extensions` attribute using the `ReleasingParty` key-value pair in the `EventReleased` and `EventAbandoned` events, when those events are distributed.

One of the following values is reported in the `ReleasingParty` key-value pair:

- 1 `Local`—The call is released because the `ThisDN` value in the `EventReleased` requested the release.
- 2 `Remote`—The call is released because the other party (which is remote to `ThisDN`) in the `EventReleased` or `EventAbandoned` events requested the release operation.
- 3 `Unknown`—The call is released, but T-Server cannot determine the release initiator.

## Call-Based Reporting

Independently of DN-based reporting, T-server provides the call release initiator in `AttributeCtrlParty` attribute for `EventCallPartyDeleted` and `EventCallDeleted` events. For scenarios where T-Server cannot provide the release initiator, the `AttributeCtrlParty` attribute does not appear in the event reporting.

T-Server provides reporting for the `AttributeCtrlParty` attribute (for the party that initiated the call release) either when:

- The call is released using a GCTI request and T-Server is aware of the result of the requested operation, or;
- The PBX CTI protocol provides reliable information about the identity of party that is released.