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CSTA Connector for BroadSoft BroadWorks Deployment Guide

Configuring PlayAnnouncement Treatments

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Currently, Interaction Routing Designer (IRD) can only pass integers when using the standard Treatment block. However, the BroadWorks switch must receive a string value in order to activate a treatment: to specify either a URL or the location of a file stored on the web server.

The BroadWorks Connector looks for the USER_ID value in the treatment request in order to provide the treatment details to the switch. Starting with release 8.1.2, Interaction Routing Designer supports this functionality within the standard Treatment block. However, for older versions of IRD, you must use one of the following two approaches to achieve this functionality:

1. the SendRequest Function
2. the Treatment Function

The following topics describe these approaches in more detail:

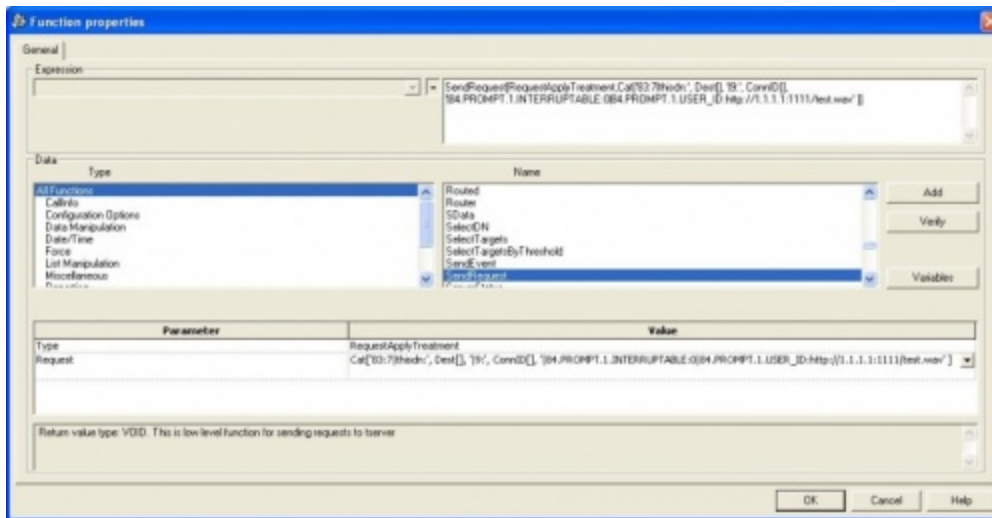
Using the SendRequest Function

Using the SendRequest Function

To use this approach, add a Function block to the routing strategy, select SendRequest and provide the following information:

```
SendRequest[RequestApplyTreatment,Cat['83:7|thisdn:', Dest[], '|9:',  
ConnID[], '|84.PROMPT.1.INTERRUPTABLE:0|84.PROMPT.1.USER_ID:http://1.1.1.1:111/  
test.wav' ]]
```

The clickable image below displays how to use the SendRequest function:



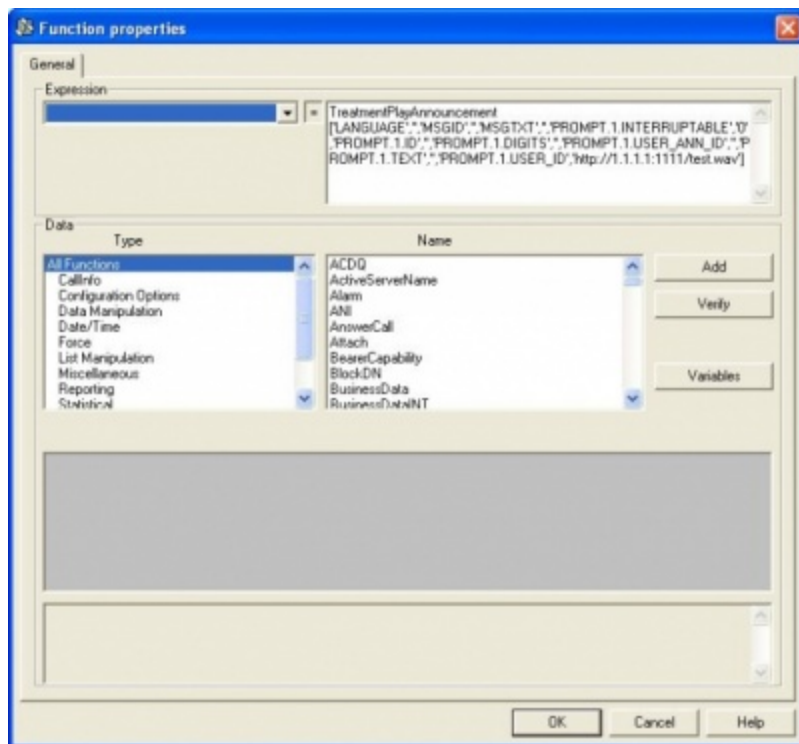
Using the Function Block

Using the Function Block

You can also enter the information typically provided by the Treatment block directly into a Function block. In the Function block, provide the following information:

```
TreatmentPlayAnnouncement['LANGUAGE', '', 'MSGID', '', 'MSGTXT', '', 'PROMPT.1.INTERRUPTABLE',  
'0', 'PROMPT.1.ID', '', 'PROMPT.1.DIGITS', '', 'PROMPT.1.USER_ANN_ID', '', 'PROMPT.1.TEXT', '',  
'PROMPT.1.USER_ID', 'http://1.1.1.1:1111/test.wav']
```

The clickable image below displays how to enter information directly into a Function block.:



Treatment Request Results

Treatment Request Results

Either of these methods result in the Universal Routing Server (URS) sending the following `TApplyTreatment` request:

```
message RequestApplyTreatment
  AttributeThisDN '54201'
  AttributeConnID 009a01fd7f522011
  AttributeTreatmentType 7 (TreatmentPlayAnnouncement)
  AttributeTreatmentParms [89] 00 01 03 00..
    'PROMPT'(list) '1'(list) 'INTERRUPTABLE' 0
    'USER_ID' 'http://1.1.1.1:1111/test.wav'
  AttributeReferenceID 12
```

From this request, the BroadWorks Connector takes the information provided by the `USER_ID` parameter and sends it to the switch in the `audioUrlList`:

```
12:30:55.704 +++ XMLToSwitch +++
12:30:55.704 <?xml version="1.0" encoding="UTF-8"?>
<xsp:request version="17.0" xmlns:xsp="http://schema.broadsoft.com/XspXMLInterface">
<requestId>2228</requestId>
  <sessionId>10</sessionId>
```

```
<credentials>UUFBUlRfRW52M19hZG1pbkBhchBzZXJ2MDE6YWRtaW4=
```

```
</credentials>
<xsp:RoutePointPlayTreatmentRequest>
  <uri>/com.broadsoft.cti-actions/v2.0/
routePoint/%routePointId%/calls/%callId%/playtreatment
```

```
</uri>
  <method>PUT
```

```
</method>
  <version>17.0
```

```
</version>
  <params>
    <routePointId>441290554201
```

```
</routePointId>
    <callId>callhalf-4258123:0
```

```
</callId>
  </params>
  <xsp:payload>
    <xsi:RoutePointPlayTreatment xmlns:xsi="http://schema.broadsoft.com/xsi">
      <xsi:audioUrlList>
        <xsi:uri>http://1.1.1.1:1111/test.wav
```

```
</xsi:uri>
      </xsi:audioUrlList>
      <xsi:numberOfPlay>1
```

```
</xsi:numberOfPlay>
    </xsi:RoutePointPlayTreatment>
  </xsp:payload>
</xsp:RoutePointPlayTreatmentRequest>
</xsp:request>
```