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

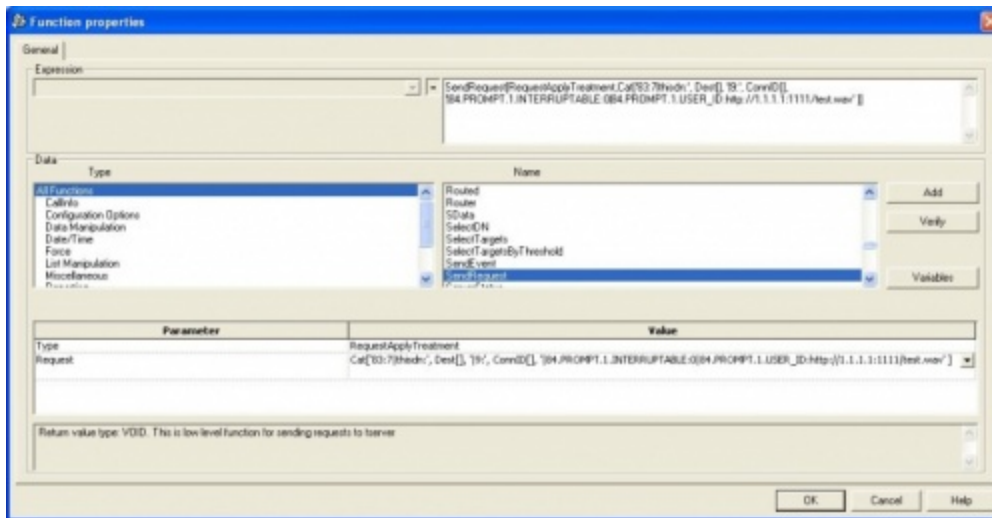The following topics describe these approaches in more detail:

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' ]]
```

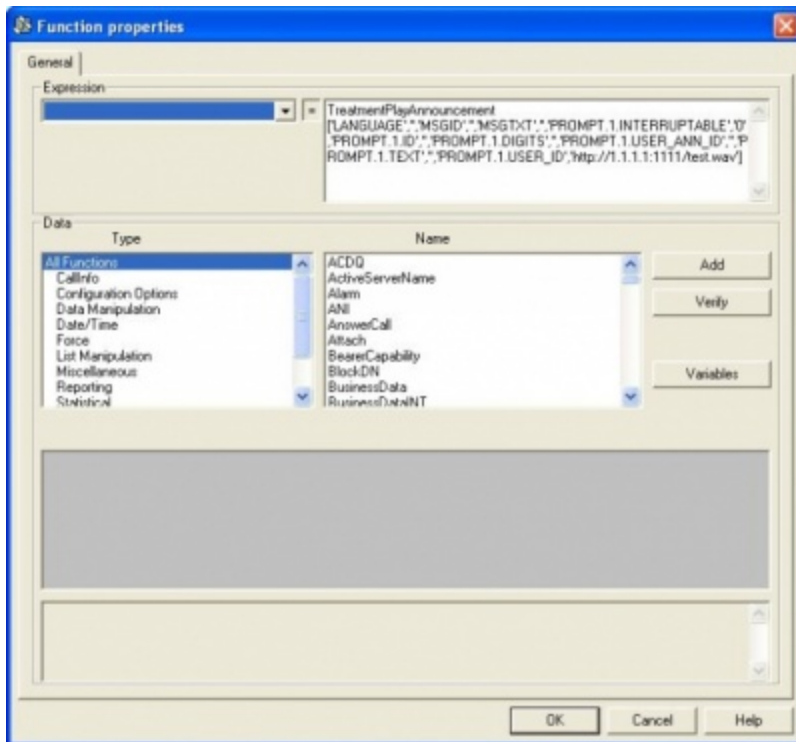The clickable image below displays how to use the SendRequest function:

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>
```