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CSTA Connector for BroadSoft BroadWorks Deployment Guide

Interoperability

12/17/2025

Interoperability

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Interoperability testing confirms that T-Server for CSTA Connector connects and communicates with the BroadWorks Connector.

The following section is a series of tables that presents the T-Library functionality supported by T-Server for CSTA Connector and provides the information on the compatibility of the T-Server for CSTA Connector with the BroadWorks Connector.

Note: Refer to the [T-Library Functionality](#) topic for the switch functionality supported by the T-Server for CSTA Connector.

The table entries use the following notations:

- **N**—Not supported
- **Y**—Supported
- **I**—Supported, but reserved for Genesys Engineering
- **E**—Event only supported

Supported Services

Call Control Services

Call Control Services

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
TAlternateCall	Alternate Call	TalkRequest	Y	
TAnswerCall	Answer Call	TalkRequest	Y	
TAttachUserData				Internal service, obsolete
TClearCall	Clear Call	ConferenceReleaseRequest		Applicable for conferences only.
		ConferenceStartRequest		
TCompleteConferenceCall	Conference Call	ConferenceAddParticipantRequest		Only applicable to the conference controller. (See, BroadSoft BroadWorks Conference Model)
TCompleteTransfer	Transfer Call	ConsultativeTransferRequest		
TDeleteAllUserData			Y	Internal service
TDeleteFromConference	Connection Cleared	ReleaseRequest	Y	The conference controller device can not be deleted

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
				from the conference. (See, BroadSoft BroadWorks Conference Model)
TDeleteUserData			Y	Internal service
THoldCall	Hold Call	HoldRequest	Y	
		ConferenceHoldRequest		Only applicable to the conference controller. (See, BroadSoft BroadWorks Conference Model)
TInitiateConferenceConsultation Call		DialRequest	Y	
TInitiateTransfer	Consultation Call	DialRequest	Y	
TListenDisconnect	Speaker Mute	ConferenceDeafRequest	Y	
TListenReconnect	Speaker Mute	ConferenceUnDeafRequest	Y	
TMakeCall	Make Call	DialRequest	Y	
TMakePredictiveCall	Make Predictive Call	RoutePointOutgoingDialRequest		Available from BroadWorks Route Point only
TMergeCalls,			Y	
—MergeForTransfer		Join Call	N	
—MergeForConference		Transfer Call	N	
TMuteTransfer	Single Step Transfer	MuteTransferRequest	Y	Private extension, MuteTransfer, in CSTA requests.
TQueryAddress,				Internal service
AddressInfo				
—AddressStatus			Y	
AddressInfo			Y	
—MessageWaiting Status			Y	
—AddressInfoQueue Status			N	
—AddressInfo AssociationStatus				
AddressInfo				
—CallForwardingStatus			Y	
AddressInfo				

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
—AgentStatus			Y	
AddressInfo				
—NumberOfAgentsIn Queue			Y	
AddressInfo				
—NumberOfAvailable Agents			Y	
InQueue,			Y	
AddressInfo				
—NumberOfCallsIn Queue			Y	
AddressInfo				
—AddressType			Y	
AddressInfo				
—CallsQuery			Y	
AddressInfo				
—SendAllCallsStatus			N	
AddressInfo				
—QueueLoginAudit			Y	
AddressInfo				
—NumberOfIdleTrunks			N	
AddressInfo				
—NumberOfTrunksInUse			N	
AddressInfo				
—DatabaseValue			N	
AddressInfo				
—DNStatus			Y	
TQueryCall,	Snapshot Call		Y	
—CallInfoPartiesQuery			Y	Internal Service
—CallInfoStatusQuery			Y	
TReconnectCall	Reconnect Call	ReconnectRequest	Y	
TRedirectCall	Deflect Call	BlindTransferRequest	Y	
TReleaseCall	Connection Cleared	ReleaseRequest	Y	

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
TRetrieveCall	RetrieveCall	TalkRequest	Y	
		ConferenceRetrieveRequest		Only applicable to the conference controller. (See, BroadSoft BroadWorks Conference Model)
TSendDTMF	Generate Digits	TransmitDTMFRequest	Y	
TSetCallAttributes			Y	Internal service
TSingleStepConference	Single Step Conference	MonitorCallRequest	Y	
TSingleStepTransfer	Single Step Transfer	BlindTransferRequest	Y	
TUpdateUserData			Y	Internal service
TMonitorNextCall	MonitorStart (call)	MonitorNextCallRequest	Y	
TCancelMonitoring	MonitorStop (call)	ReleaseRequest	Y	

Capability Exchange Services

Capability Exchange Services

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
TQueryServer			Y	Internal service
TSwitchQuery			N	

Private and Special Services

Private and Special Services

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
Set Account Code	Escape Service		Y	Where supported by CSTA Connector
Associate Guest with host	Escape Service		Y	Where supported by CSTA Connector
Disassociate Guest with host	Escape Service		Y	Where supported by CSTA Connector

Registration Services

Registration Services

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
TRegisterAddress	Monitor Start	AddUserSubscriptionRequest		Multiple subscriptions may be created for single subscriber
TRegisterAll			Y	Internal service, restricted
TSetInputMask			Y	Internal service, restricted
TUnregisterAddress	Monitor Stop	DeleteUserSubscriptionRequest		Multiple subscriptions may be deleted for single subscriber
TUnregisterAll			Y	Internal service, restricted

Routing and Treatment Services

Routing and Treatment Services

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
TRouteCall,				
—RouteTypeUnknown	Route Select service	RoutePointDistributeCallRequest, RoutePointBlindTransferRequest	Y	
—RouteTypeDefault	Route End service	RoutePointFailCall	Y	
—RouteTypeLabel	Route Select service	RoutePointDistributeCallRequest, RoutePointBlindTransferRequest	Y	Processed as unknown
—RouteTypeOverwriteDNIS	Route Select service	RoutePointDistributeCallRequest, RoutePointBlindTransferRequest	Y	
—RouteTypeDDD	Route Select service	RoutePointDistributeCallRequest, RoutePointBlindTransferRequest	Y	Processed as unknown
—RouteTypeIDDD	Route Select service	RoutePointDistributeCallRequest, RoutePointBlindTransferRequest	Y	Processed as unknown
—RouteTypeDirect	Route Select service	RoutePointDistributeCallRequest, RoutePointBlindTransferRequest	Y	Processed as unknown

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
—RouteTypeReject	Route End	RoutePointReleaseCallRequest	Y	
—RouteTypeAnnouncement	Route Select service	RoutePointDistributeCallRequest, RoutePointBlindTransferRequest	Y	Processed as unknown
—RouteTypePostFeature	Route Select service	RoutePointDistributeCallRequest, RoutePointBlindTransferRequest	Y	Processed as unknown
—RouteTypeDirectAgent	Route Select service	RoutePointDistributeCallRequest, RoutePointBlindTransferRequest	Y	Processed as unknown
—RouteTypePriority	Route Select service	RoutePointDistributeCallRequest, RoutePointBlindTransferRequest	Y	Processed as unknown
—RouteTypeDirectPriority	Route Select service	RoutePointDistributeCallRequest, RoutePointBlindTransferRequest	Y	Processed as unknown
—RouteTypeAgentID	Route Select service	RoutePointDistributeCallRequest, RoutePointBlindTransferRequest	Y	Processed as unknown
—RouteTypeCallDisconnect	Route Reject	RoutePointReleaseCallRequest	Y	
TGiveMusicTreatment	Play Message	PlayTreatmentRequest	Y	
TGiveSilenceTreatment	GenerateTelephonyTones	PlaySilenceRequest	Y	
TGiveRingBackTreatment	GenerateTelephonyTones	PlayRingbackRequest	Y	
TApplyTreatment,				
—TreatmentUnknown			N	
—TreatmentIVR			N	
—TreatmentMusic	Play Message	PlayMusicOnHoldRequest	Y	
—TreatmentRingBack	GenerateTelephonyTones	PlayRingbackRequest	Y	
—TreatmentSilence	GenerateTelephonyTones	PlaySilenceRequest	Y	
—TreatmentBusy	GenerateTelephonyTones	PlayBusyRequest	Y	
—TreatmentCollectDigits	Start Data Collection	PlaySilenceRequest	Y	Collect digits added to record
—Treatment	GenerateTelephonyTones	PlayTreatmentRequest	Y	
PlayAnnouncement,				
—Treatment	Play Message	PlayTreatmentRequest	Y	
PlayAnnouncementAndDigits,				
—TreatmentVerifyDigits	Start Data Collection		Y	
—Treatment	Start Data Collection		Y	
RecordUserAnnouncement,			N	
—Treatment			N	
DeleteUserAnnouncement,			N	
—TreatmentCancelCall	Route End Service	ReleaseCallRequest	Y	

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
—TreatmentPlayApplication			N	
—TreatmentSetDefaultRoute			N	
—TreatmentTextToSpeech			N	
TextToSpeechAndDigits,			N	
—TreatmentFastBusy			N	
—TreatmentRAN			N	

Set Feature Services

Set Feature Services

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
TSetMessageWaitingOn	Set Message Warning		N	
TSetMessageWaitingOff	Set Message Warning		N	
TSetDNDOOn	Set Do Not Disturb	ModifyDoNotDisturb	Y	
TSetDNDOff	Set Do Not Disturb	ModifyDoNotDisturb	Y	
TCallSetForwardOn,				
—ForwardModeNone	Set Forwarding	ModifyCallForwardingAlways		Processed as unconditional
—ForwardMode	Set Forwarding	ModifyCallForwardingAlways		
Unconditional,				
—ForwardMode	Set Forwarding	ModifyCallForwardingBusy		
OnBusy,				
—ForwardMode	Set Forwarding	ModifyCallForwardingNoAnswer		
OnNoAnswer,				
—ForwardMode			N	
OnBusyAndNoAnswer,				
—ForwardMode			N	
SendAllCalls				
TCallCancelForward,				
—ForwardModeNone	Set Forwarding	ModifyCallForwardingAlways		Processed as unconditional
—ForwardMode	Set Forwarding	ModifyCallForwardingAlways		

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
Unconditional,				
—ForwardModeOnBusy	Set Forwarding	ModifyCallForwardingBusy		
—ForwardMode	Set Forwarding	ModifyCallForwardingNoAnswer		
OnNoAnswer,				
—ForwardMode			N	
OnBusyAndNoAnswer,				
—ForwardMode			N	
SendAllCalls				
TAgentLogin,				
—AgentWorkMode Unknown	Set Agent State	SetAgentStateRequest(Sign-In),		Full support for emulated agents only, used for hoteling functionality with guest subscribers
—AgentManualIn	Set Agent State	SetAgentStateRequest(Sign-In),		
—AgentAutoIn	Set Agent State	SetAgentStateRequest(Sign-In),		
—AgentAfterCallWork			N	
—AgentAuxWork			N	
—AgentNoCall Disconnect			N	
TAgentLogout	Set Agent State	SetAgentStateRequest(Sign-Out)		Full support for emulated agents only, used for hoteling functionality with guest subscribers
		ModifyHotelingGuest		
TAgentSetReady	Set Agent State	SetAgentStateRequest(Available)		
TAgentSetNotReady,				
—AgentWorkMode Unknown	Set Agent State	SetAgentStateRequest(Unavailable)		
—AgentManualIn	Set Agent State	SetAgentStateRequest(Unavailable)		
—AgentAutoIn	Set Agent State	SetAgentStateRequest(Unavailable)		
—AgentAfterCallWork	Set Agent State	SetAgentStateRequest(Wrap-Up)		
—AgentAuxWork	Set Agent State	SetAgentStateRequest(Unavailable)		
—AgentNoCall Disconnect			N	
TAgentSetIdleReason			N	
TSetMuteOff			N	

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
TSetMuteOn			N	
TListenDisconnect			N	
TListenReconnect			N	

Voice Unit Services

Voice Unit Services

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
TPlayVoiceFile			N	
TLoginMailBox			N	
TLogoutMailBox			N	
TOpenVoiceFile			N	
TCloseVoiceFile			N	
TCollectDigits			N	

Supported Events

Call Control Events

Call Control Events

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
EventAbandoned,	Connection Cleared	CallReleased,	Y	
		ACDCallAbandoned,		
		RoutePointCallAbandoned		
EventAgentIdleReasonSet			N	
EventAgentLogin,				
EventAgentLogout	Agent Logged Off	AgentState	Y	
EventAgentNotReady	Agent Logged Off	AgentState	Y	
—AgentWorkMode Unknown	Agent Logged On	AgentState	Y	

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
—AgentManualIn	Agent Logged On	AgentState	Y	
—AgentAutoIn	Agent Logged On	AgentState	Y	
—AgentAfterCallWork			N	
—AgentAuxWork			N	
—AgentNoCallDisconnect			N	
EventAgentReady		AgentState	Y	
EventDestinationBusy	Failed	CallReleasingEvent	Y	
EventDialing	Originated, Delivered	CallOriginated	Y	
EventDiverted,	Diverted	RoutePointCallForwarded,		
		RoutePointCallFailed,		
		RoutePointCallAnsweredByAgent.,		
		ACDCallForwarded,		
		ACDCallAnsweredByAgent,		
		ACDCallBounced (when “redirect” attribute present)		
EventEstablished	Established	CallAnswered	Y	
EventHeld,	Held	CallHeld,	Y	
		ConferenceHeld		
EventNetworkReached	NetworkReached	CallUpdated	Y	
EventOffHook	ServiceInitiated	CallOriginating	Y	
EventOnHook	ConnectionCleared	CallReleased	Y	
EventPartyAdded	Conferenced	ConferenceStarted	Y	
EventPartyChanged,	Transferred,	CallTransferred	Y	
	Conferenced			
EventPartyDeleted	ConnectionCleared	CallReleased	Y	
EventQueued,	Queued,	ACDCallAdded,	Y	
	Delivered	RoutePointCallAdded		
EventRegistered	Response on Monitor Start Request	Initial Subscription Event	Y	Internal T-Server event for subsequent registrations
EventReleased	ConnectionCleared	CallReleased		
EventRetrieved,	Retrieved	CallRetrieved,	Y	
		ConferenceRetrieved		
EventRinging	Delivered	CallReceived	Y	

Capability Exchange/Query Event

Capability Exchange/Query Events

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
EventAddressInfo			Y	Internal T-Server event
EventPartyInfo			Y	Internal T-Server Event
EventServerInfo			Y	Internal T-Server Event
EventSwitchInfo			N	

Feature and DN Events

Feature and DN Events

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
EventDNDOff	Do Not Disturb	DoNotDisturb	Y	
EventDNDOOn	Do Not Disturb	DoNotDisturb	Y	
EventDNBackInService			TBD	
EventDNOOutOfService			TBD	
EventDTMFSent	Digits Generated	Response on TransmitDTMFRequest	Y	Response on Request
EventForwardCancel	Forwarding	CallForwardingAlways,	Y	
		CallForwardingNoAnswer,		
		CallForwardingBusy		
EventForwardSet	Forwarding	CallForwardingAlways,	Y	
		CallForwardingNoAnswer,		
		CallForwardingBusy		
EventListenDisconnected		ConferenceCallMadeDeaf	Y	
EventListenReconnected		ConferenceCallMadeUndeaf	Y	
EventMessageWaitingOff			N	
EventMessageWaitingOn			N	

General Events

General Events

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
EventLinkConnected			Y	Internal T-Server event
EventLinkDisconnected			Y	Internal T-Server event
Event Server Connected			Y	Internal T-Server Event
Event Server Disconnected			Y	Internal T-Server Event

ISCC Events

ISCC Events

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
EventRemoteConnectionFailed			Y	Internal T-Server Event
EventRemoteConnectionSuccess			Y	Internal T-Server Event

Miscellaneous Events

Miscellaneous Events

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
EventAttachedData Changed			Y	Internal T-Server Event
EventError			Y	Negative response on request
EventHardwareError			N	
EventResourceAllocated			N	
EventResourceFreed			N	
EventCallInfoChanged			Y	Internal T-Server Event

Private Events

Private Events

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
EventPrivateInfo			Y	

Registration Events

Registration Events

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
EventRegistered	Response on Monitor Start Request	Initial Subscription Event	Y	Internal T-Server event for subsequent registrations
EventRegisteredAll			Y	Internal T-Server Event
Event Unregistered		SubscriptionTerminated	Y	
Event Unregistered All			Y	Internal T-Server Event

Routing and Treatment Events

Routing and Treatment Events

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
EventDigitsCollected,	Stop Event (with collectDigits extension)	RoutePointTreatmentCompleted,		Distributed when collected data is available
		RoutePointMOHCompleted,		
		RoutePointRingbackCompleted,		
		RoutePointBusyCompleted,		
		RoutePointSilenceCompleted		
EventRouteRequest		RoutePointCallAdded	Y	

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
EventRouteUsed,		RoutePointCallOfferedToAgent,		
		RoutePointCallAnsweredByAgent		
EventTreatmentApplied,		RoutePointTreatmentStarted,		
		RoutePointMOHStarted,		
		RoutePointRingbackStarted,		
		RoutePointBusyStarted,		
		RoutePointSilenceStarted		
EventTreatmentNotApplied		Error Response	Y	
EventTreatmentEnd,		RoutePointTreatmentCompleted,		
		RoutePointMOHCompleted,		
		RoutePointRingbackCompleted,		
		RoutePointBusyCompleted,		
		RoutePointSilenceCompleted		
EventTreatmentRequired			N	

Voice Mail Events

Voice Mail Events

T-Library	CSTA	BroadWorks CTI	T-Server	Comments
EventMailBoxLogin			N	
EventMailBoxLogout			N	
EventVoiceFileClosed			N	
EventVoiceFileEndPlay			N	
EventVoiceFileOpened			N	