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Composer Help

CTI Scenarios

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There are feature differences between the SIPS and CTIC scenarios. The following table gives a summary of the **CTI blocks**, and for each CTI block it lists the differences in behavior for the two CTI scenarios.

CTI Block Name	Supports CTIC Case?	Supports SIPS Case?	Comments
Interaction Data	Yes	Yes	Supported operations in each scenario: CTIC: <ul style="list-style-type: none">• PUT• GET• DELETE• DELETEALL• REPLACE SIPS: <ul style="list-style-type: none">• PUT• GET Types of interaction data supported: CTIC: <ul style="list-style-type: none">• USERDATA SIPS: <ul style="list-style-type: none">• USERDATA
Get access number	Yes	No	Get access number block can only be used in the CTIC scenario. Types of interaction data supported: CTIC: <ul style="list-style-type: none">• USERDATA• EXTENSIONDATA
Statistics	Yes	No	Statistics block can only be used in the CTIC scenario.
Route Request	Yes	Yes	Types of interaction data supported: CTIC:

			<ul style="list-style-type: none"> • USERDATA • EXTENSIONDATA <p>SIPS:</p> <ul style="list-style-type: none"> • USERDATA <p>Types of transfers supported: CTIC:</p> <ul style="list-style-type: none"> • Blind • Bridge <p>SIPS:</p> <ul style="list-style-type: none"> • Consultation • Blind • bridge
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In case a CTI block or feature is used in a CTI scenario in which it is not supported, appropriate exceptions will be thrown at runtime indicating that the feature is not supported. The table below gives a list of all exceptions that can be thrown by CTI blocks and other possible CTI-related exceptions that can be thrown if errors are encountered at runtime.

Block(s)	Exception	Error Message	Description
Interaction Data Get access number Statistics	error.com.genesyslab.composer.InvalidKey	Missing <block name> key <key name>	This is the event error for handling an invalid key name.
Interaction Data Get access number Statistics Route Request	error.com.genesyslab.composer.OperationTimeout	Operation timed out	This exception will be thrown when a <receive> operation, executed in the context of a CTIC specific operation, times out.
Interaction Data Get access number Statistics Route Request	error.com.genesyslab.composer.receiveError	<Error string returned by CTIC>	If the <receive> fails and an error is reported by CTIC, this exception will be thrown.
Interaction Data	error.com.genesyslab.composer.UnsupportedCTI	Delete operation not supported of CTI using SIPServer.	If the user wants to do a userdata DELETE in the CTI using SIPS scenario.
Interaction Data	error.com.genesyslab.composer.UnsupportedCTI	DeleteAll operation not supported of CTI using SIPServer.	If the user wants to do a userdata DELETEALL in the CTI using SIPS scenario.
Interaction Data	error.com.genesyslab.composer.UnsupportedCTI	Replace operation not supported of CTI using SIPServer.	If the user wants to do a userdata REPLACE in the CTI using SIPS scenario.

Get access number	error.com.genesyslab.composer.unsupported	AccessNumGet operation not supported in case of CTI using SIPServer.	If the user wants to do a AccessNumGet in the CTI using SIPS scenario.
Statistics	error.com.genesyslab.composer.unsupported	Statistics block not supported in case of CTI using SIPServer.	If the user wants to do a PeekStatReq or GetStatReq in the CTI using SIPS scenario.
Route Request	error.com.genesyslab.composer.unsupported	Consultation transfer is not supported in case of CTI using CTIConnector.	If user sets Transfer type to consultation in case of CTI using SIPS.