# CSTA Connector for BroadSoft BroadWorks Deployment Guide

## BroadWorks Events

12/19/2025

# BroadWorks Events

The following tables represent the supported BroadWorks events:

## Call Events

### Call Events

| BroadWorks CTI | CSTA | Comments |
|---|---|---|
| ACDCallAbandonedEvent | Connection Cleared | |
| ACDCallAddedEvent | Queued | |
| ACDCallAnsweredByAgentEvent | Diverted | |
| ACDCallBouncedEvent | Delivered; Diverted | Translated to a diverted event, if the redirect field is provided. |
| ACDCallEscapedEvent | Connection Cleared | |
| ACDCallForwardedEvent | Diverted | |
| ACDCallOfferedToAgentEvent | Delivered | |
| ACDCallOverflowedEvent | Diverted | |

| BroadWorks CTI | CSTA | Comments |
|---|---|---|
| `ACDCallPromotedEvent` | Call Information | |
| `ACDCallReleasedEvent` | Connection Cleared | |
| `ACDCallReorderedEvent` | Call Information | |
| `ACDCallStrandedEvent` | Connection Cleared | |
| `ACDCallTransferredEvent` | Diverted | |
| `ACDCallUpdatedEvent` | Transferred | |
| `ACDHolidayPolicyAppliedEvent` | Diverted | |
| `ACDNightPolicyAppliedEvent` | Diverted | |
| `ACDSubscriptionEvent` | N/A | The internal CSTA Connector functionality |
| `CallAnsweredEvent` | Established | |
| `CallBargedInEvent` | Conferenced | |
| `CallCollectingEvent` | Service Initiated | With private data |

| BroadWorks CTI | CSTA | Comments |
|---|---|---|
| CallForwardedEvent | Diverted | |
| CallHeldEvent | Held | |
| CallMonitoredEvent | Conferenced | |
| CallOriginatedEvent | Originated | |
| CallOriginatingEvent | Service Initiated | |
| CallParkRetrievedEvent | Retrieved | |
| CallPicked-UpEvent | Diverted | |
| CallReceivedEvent | Delivered | |
| CallRecordEvent | Record | |
| CallRedirectedEvent | Diverted | |
| CallReleasedEvent | Connection Cleared | |
| CallReleasingEvent | Failed; Connection Cleared | |

| BroadWorks CTI | CSTA | Comments |
| --- | --- | --- |
| CallRetrievedEvent | Retrieved | |
| CallSubscriptionEvent | --- | The event may be translated into various computer-supported telecommunications applications (CSTA) events. |
| CallTransferredEvent | Transferred | |
| CallUpdatedEvent | --- | Depends on call topology. |
| ConferenceHeldEvent | Held | |
| ConferenceReleasedEvent | Connection Cleared | |
| ConferenceRetrievedEvent | Retrieved | |
| ConferenceStartedEvent | Conferenced | Depends on call topology |
| ConferenceUpdatedEvent | Conferenced | |
| Not Available | Stop | The CSTA Stop event is distributed when the call is disconnected from the |

| BroadWorks CTI | CSTA | Comments |
|---|---|---|
| | | device that requested the recording. |
| RoutePointCallAbandonedEvent | Connection Cleared | The Route End event is sent if the Routing dialog is opened. |
| RoutePointCallAddedEvent | Queued; Routing Request | |
| RoutePointCallAnsweredByAgentEvent | Diverted; Route End | |
| RoutePointCallBouncedEvent | Queued; Routing Request | |
| RoutePointCallFailedEvent | Diverted; Route End | The Route End event is sent if the Routing dialog is opened. |
| RoutePointCallForwardedEvent | Diverted; Route End | The Route End event is sent if the Routing dialog is opened. |
| RoutePointCallOfferedToAgentEvent | Route Event | |
| RoutePointCallOverflowedEvent | Diverted; Route End | The Route End event is sent if the Routing dialog is opened. |

| BroadWorks CTI | CSTA | Comments |
|---|---|---|
| RoutePointCallReleasedEvent | Connection Cleared, Route End | The Route End event is sent if the Routing dialog is opened. |
| RoutePointCallTransferredEvent | Diverted; Route End | |
| RoutePointCallUpdatedEvent | Transferred | |
| RoutePointFailedEvent | Connection Cleared; Route End | The Route End event is sent if the Routing dialog is opened. |
| RoutePointHolidayPolicyAppliedEvent | Connection Cleared; Route End | The Route End event is sent if the Routing dialog is opened. |
| RoutePointNightPolicyAppliedEvent | Connection Cleared; Route End | The Route End event is sent if the Routing dialog is opened. |
| RoutePointOutgoingCallAnsweredEvent | Queued; Routing Request | |
| RoutePointOutgoingCallOriginatedEvent | Originated, Delivered | |
| RoutePointRecoveredEvent | Routing Mode | |
| RoutePointSubscriptionEvent | N/A | The internal CSTA |

| BroadWorks CTI | CSTA | Comments |
|---|---|---|
|  |  | Connector functionality |
| RoutePointWhisperStartedEvent | N/A |  |

## Device Events

Device Events

| BroadWorks CTI | CSTA | Comments |
|---|---|---|
| ACDAgentJoinUpdateEvent | • Agent Logged On<br>• Agent Logged Off |  |
| AgentSubscriptionEvent | Agent (varies) | A combination of agent events to provide the matching target agent state. |
| AgentDispositionCodeAddedEvent | Call Information |  |
| AgentStateEvent | Agent (varies) | An appropriate CSTA event to provide the matching target agent state. |
| CallForwardingAlwaysEvent | Forwarding |  |
| CallForwardingBusyEvent | Forwarding |  |

| BroadWorks CTI | CSTA | Comments |
|---|---|---|
| `CallForwardingNoAnswerEvent` Forwarding | | |
| `DoNotDisturbEvent` | Do Not Disturb | |
| `HotelingGuestEvent` | • Agent Logged On<br>• Agent Logged Off<br>• Private Event | Distinguished from `ACDAgentJoinUpdateEvent` by the omission of the ACD Queue group. |

## Media Events

Media Events

| BroadWorks CTI | CSTA |
|---|---|
| `RoutePointBusyCompletedEvent` | Stop |
| `RoutePointBusyStartedEvent` | TelephonyTones generated |
| `RoutePointMOHCompletedEvent` | Stop |
| `RoutePointMOHStartedEvent` | TelephonyTones generated |
| `RoutePointRingbackCompletedEvent` | Stop |
| `RoutePointRingbackStartedEvent` | TelephonyTones generated |

| BroadWorks CTI | CSTA |
|---|---|
| RoutePointSilenceCompletedEvent | Stop |
| RoutePointSilenceStartedEvent | TelephonyTones generated |
| RoutePointTreatmentCompletedEvent | Stop |
| RoutePointTreatmentStartedEvent | TelephonyTones generated |

## System Events

System Events

| BroadWorks CTI | CSTA | Comments |
|---|---|---|
| ChannelTerminatedEvent | System Status, Monitor Stop | Monitor Stop sent for all subscriptions created over the terminated channel. |
| SubscriptionTerminatedEvent | Monitor Stop | |