GENESYS™

CSTA Connector for BroadSoft BroadWorks Deployment Guide

BroadWorks Requests

12/16/2025

BroadWorks Requests

The following tables represent the supported BroadWorks requests:

Call Requests

Call Requests

BroadWorks CTI	CSTA	Comments
BlindTransferRequest	Single Step Transfer Call	
CallRecordRequest	Record Message	Initiates On Demand Call recording.
ConferenceAddParticipantRequest	Conference Call	
ConferenceHoldRequest	Hold Call	
ConferenceReleaseRequest	Clear Call	
ConferenceRetrieveRequest	Retrieve Call	
ConferenceStartRequest	Conference Call	
ConsultativeTransferRequest	Transfer Call	

BroadWorks CTI	CSTA	Comments
DialRequest	Make Call, Consultation Call	
DirectedCallPickupRequest	Directed PickUp Call	
DirectedCallPickupWithBargeInRequest	Join Call	With the BargeIn Extensions attribute.
EscalateToSupervisorRequest	Consultation Call	Agent request
EmergencyCallToSupervisorRequest	Single Step Conference Call	Agent request
GetACDRequest	Snapshot Device	ACD request
GetRoutePointRequest	Snapshot Device	Routing Point request
GetRoutePointStateRequest	GetRoutingMode	Routing Point request
HoldRequest	Hold Call	
ModifyRoutePointStateRequest	SetRoutingMode	Routing Point request
MonitorCallRequest	Join Call	
MonitorNextCallRequest	Make Connection	

BroadWorks CTI	CSTA	Comments
MuteTransferRequest	Consultation Call	Private MuteTransfer Extensions attribute in request.
ReconnectRequest	Reconnect Call	
ReleaseRequest	Clear Connection	
RetrieveCallIdInfoListRequest	Snapshot Device	
RoutePointBounceCallRequest	Route Reject / Re-Route	Routing Point request
RoutePointBlindTransferRequest	Route Select	Routing Point request
RoutePointDistributeCallRequest	Route Select	Routing Point request (CSTA Extensions attribute)
RoutePointFailCallRequest	Route End	Routing Point request
RoutePointOutgoingDialRequest	Make Predictive Call	Routing Point request
RoutePointReleaseCallRequest	Route Reject	Routing Point request
TalkRequest	Answer Call, Retrieve Call, Alternate Call	

BroadWorks CTI	CSTA	Comments
TransmitDTMFRequest	Generate Digits	

Device Requests

Device Requests

BroadWorks CTI	CSTA	Comments
GetCallForwardingAlwaysRequest	Get Forwarding	
GetCallForwardingBusyRequest	Get Forwarding	
GetCallForwardingNoAnswerRequest	Get Forwarding	
GetDoNotDisturbRequest	Get Do Not Disturb (DND)	
GetHotelingGuestRequest	Escape service	
GetHotelingHostListRequest	N/A	Internal Connector service
ModifyCallForwardingAlwaysRequest	Set Forwarding	
ModifyCallForwardingBusyRequest	Set Forwarding	

BroadWorks CTI	CSTA	Comments
ModifyCallForwardingNoAnswerRequest	Set Forwarding	
ModifyDoNotDisturbRequest	Set Do Not Disturb (DND)	
ModifyHotelingGuestRequest	Set Agent State or Escape Service	
SetAgentStateRequest	Set Agent State	
TagDispositionCodeRequest	Escape service	
TagDispositionCodeToCallRequest	Escape Service	

Media Requests

Media Requests

BroadWorks CTI	CSTA
RoutePointPlayBusyRequest	Play Message
RoutePointPlayMOHRequest	Play Message
RoutePointPlayRingbackRequest	Play Message

BroadWorks CTI	CSTA
RoutePointPlaySilenceRequest	Play Message, StartDataCollection
RoutePointPlayTreatmentRequest	Play Message, StartDataCollection

System Requests

System Requests

BroadWorks CTI	CSTA	Comments
AddChannelRequest	Not required	Internal Connector service
AddEnterpriseGroupSubscriptionRequest	Not required	
AddEnterpriseSubscriptionRequest	Not required	
AddServiceProviderGroupSubscriptionRequest	Not required	
AddServiceProviderSubscriptionRequest	Not required	
AddSystemSubscriptionRequest	Not set	
AddUserSubscriptionRequest	Start Monitor	
DeleteChannelRequest	Not required	Internal Connector

BroadWorks CTI	CSTA	Comments
		service
DeleteSubscriptionRequest	Stop Monitor	Internal Connector service
GetApplicationControllerStateRequest	Not required	Internal Connector KPL service
GetChannelSetRequest	Not required	Internal Connector service
GetSingleSubscriptionRequest	Not required	Internal Connector service
GetSubscriptionsRequest	Not required	Internal Connector service
SetApplicationControllerStateRequest	Route Register	
UpdateChannelRequest	Not required	Internal Connector service
UpdateSubscriptionRequest	Not required	Internal Connector service