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CSTA Connector for BroadSoft BroadWorks Deployment Guide

Call Recording

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Call Recording

Call recording provides the functionality to digitally record calls on a requested connection.

CSTA Connector supports the CSTA RecordMessage request that can be invoked on the behalf of the BroadWorks user. For a successful service invocation, Call Recording On Demand should be enabled for the BroadWorks user. If a recording request is successful, CSTA Connector distributes the CSTA Record event. The CSTA Stop event is generated when the device with the active recording leaves the call.

If a conference call recording is requested, CSTA Connector internally initiates a call recording for all BroadWorks calls that are included in the conference call —usually the number of parties in the conference call minus one.

See, [BroadWorks Events](#) for more information on the Record and Stop events.

Known Limitations:

- CSTA Connector for BroadSoft BroadWorks does not support the stop operation for Call Recording.
- CSTA Connector for BroadSoft BroadWorks does not report the unconditional recording for users when Call Recording Always is provisioned.
- CSTA Connector for BroadSoft BroadWorks does not support the Query Call Recording functionality on startup.