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CSTA Connector for BroadSoft BroadWorks Deployment Guide

Configuring CSTA Connector

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Configuring CSTA Connector

With the 8.1 Management Layer, an application should be configured as type CSTA Connector, and with a pre 8.1 Management Layer, an application should be configured as type High Availability Proxy.

T-Server Specific Connection Configuration

T-Server for Connector initiates a session with a Connector as follows:

- If there is at least one application with the CSTA Connector type in the list of Connections, T-Server reads the Connector's connectivity options (including secure port information) and Connector is handled as a server with normal connectivity options.
- T-Server looks for CSTA Connector or HA Proxy application types (a pre-8.1 Management layer cannot be used with a CSTA Connector type).
- If there is no CSTA Connector application object in the list of Connections, T-Server uses the normal link section configuration.

Device Configuration in the Configuration Layer

The following table displays the device configuration in the Configuration Layer:

Switch Device Type	DN Type	Switch-Specific Type	Association
End Point	Extension	Not applicable	Not applicable
Call Center	ACD Queue	Not applicable	Not applicable
Route Point	<ul style="list-style-type: none">• Routing Point• Routing Queue• External Routing Point	<ul style="list-style-type: none">• Not applicable• Not applicable• Not applicable	<ul style="list-style-type: none">• Not applicable• Not applicable• Not applicable

Switch Terminology

The following table compares the relevant switch terminology with the Genesys terminology:

Genesys Term	Switch Term
ACD Queue	Call Center
Agent ID	User
Extension	End Point
Routing Point	Route Point
Logon	Sign In
Logoff	Sign Out
Ready	Available
NotReady	Unavailable
AfterCallWork	ACD Wrap-up Timer
Account Code	Call Disposition Code
Reason Code	Agent Unavailable Code