GENESYS™

CSTA Connector for BroadSoft BroadWorks Deployment Guide

Feature Configuration

12/21/2025

Feature Configuration

Supported Features

The following is a summary of the functionality supported by CSTA Connector for BroadSoft BroadWorks:

- AS Failover
- Call Distribution Model
- Call Models
- Call Recording
- Configuring the CSTA Connector
- Conference Model
- CTI Connection
- Hiding Data in Logs
- Hot Desking
- Interoperability
- Keep-Alive Feature
- Messaging
- Hot Standby Redundancy Support
- Supported BroadWorks Requests and Events
- Web Application Path