

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

CSTA Connector for BroadSoft BroadWorks Deployment Guide

Call Distribution Model

Call Distribution Model

The types of call distribution are as follows:

- Automatic (ACD Queue): ACD and the Agent Model
- Host Controlled (Routing Point): CSTA Routing Profile