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CSTA Connector for BroadSoft BroadWorks Deployment Guide

Terminating a Hoteling Guest/Host Association

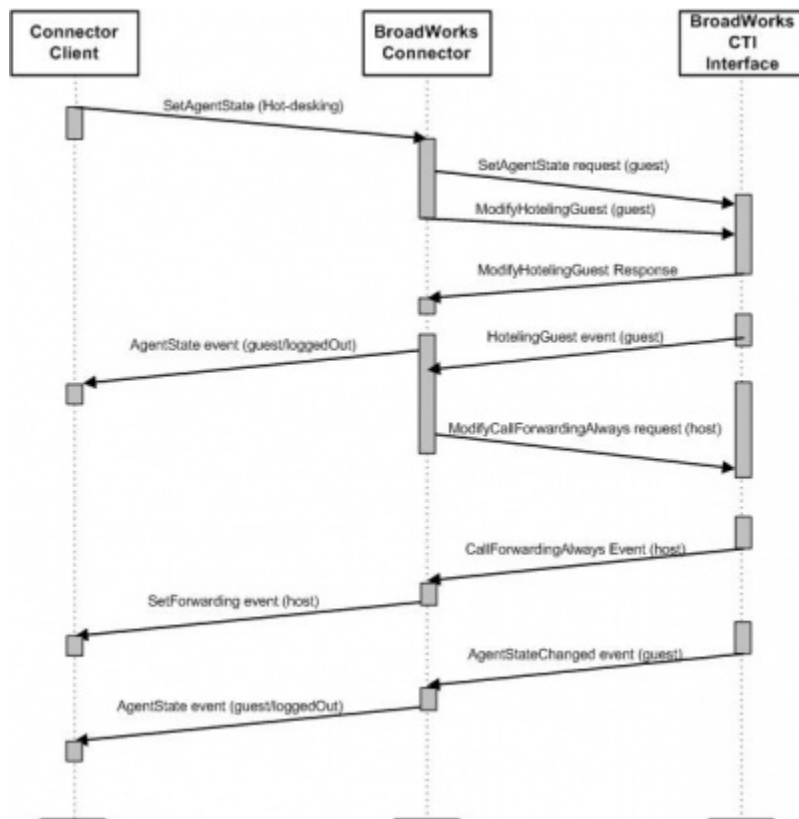
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Terminating a Hoteling Guest/Host Association

The BroadWorks Connector performs the following actions when it terminates a hoteling association:

1. Sends a request to the BroadWorks XSP server to set the guest subscriber's agent status to signed out;
2. Sends a request to the BroadWorks XSP server to cancel unconditional call-forward on the host's subscriber id;
3. Sends a request to the BroadWorks XSP server to end the hoteling guest/host association.

The following diagram and table shows the sequence of requests and events that are passed between BroadWorks Connector and the BroadWorks XSP server:



Requests and Events Passed Between BroadWorks Connector and BroadWorks XSP Server During Termination

CSTA	BroadWorks CTI	Comments
SetAgentState request: <ul style="list-style-type: none"> • device: host subscriber id • agent state: logged out • agent ID: guest subscriber id • group: n/a 	SetAgentState request: <ul style="list-style-type: none"> • subscriberId: guest subscriber id • state: signed out ModifyCallForwardingAlways request: <ul style="list-style-type: none"> • subscriberId: host subscriber id • address: guest subscriber address • active: false ModifyHotelingGuest request <ul style="list-style-type: none"> • subscriberId: guest subscriber id • hotelingGuest: see notes • hotelingGuest.isActive: false • hotelingGuest.hostSubscriberId: 	<ul style="list-style-type: none"> • The ModifyHotelingGuest request is sent by BroadWorks Connector to the XSP server in response to receiving a SetAgentState request from Connector's client application. • The HotelingGuest information is provided in the Hoteling Guest event(s).
AgentState event: <ul style="list-style-type: none"> • device: guest subscriber id • agent ID: guest subscriber id • logged on state: false • acd group: n/a • agent state: logged out 	HotelingGuest event <ul style="list-style-type: none"> • subscriberId: guest subscriber id • hotelingGuest: from event • hotelingGuest.isActive: false • hotelingGuest.hostSubscriberId: 	<ul style="list-style-type: none"> • BroadWorks Connector may also receive a HotelGuest event when an external application modifies the hoteling guest association of a monitored subscriber id. • BroadWorks Connector sends the AgentState event to the Connector client to indicate that the hoteling guest/host association has ended. <p>Note: The CSTA AgentState event uses the guest subscriber id as it has no information about the former host subscriber.</p>
AgentState event: <ul style="list-style-type: none"> • device: subscriber id • agent ID: subscriber id 	AgentStateChanged event: <ul style="list-style-type: none"> • subscriberId: guest subscriber id • agentACDState: agent_state 	<ul style="list-style-type: none"> • BroadWorks Connector's handling of AgentStateChanged events is independent of whether the request was sent as part of

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<ul style="list-style-type: none"> logged on state: true acd group: n/a agent state: logged in 		<p>the terminating hoteling sequence, or in response to any subsequent CSTA SetAgentState requests.</p> <ul style="list-style-type: none"> BroadWorks Connector sends the AgentState event to the T-Server in response to receiving the AgentStateChanged event.
<p>SetForwarding event</p> <ul style="list-style-type: none"> device: host subscriber id type: immediate activate: false forwardDN: guest subscriber id 	<p>CallForwardingAlways event</p> <ul style="list-style-type: none"> subscriberId: host subscriber id address: guest subscriber address active: true 	<ul style="list-style-type: none"> BroadWorks Connector's handling of CallForwardingAlways events is independent of whether the request was sent as part of the initial hoteling sequence, or in response to any other CSTA SetForwarding request. BroadWorks Connector sends the SetForwarding event to the Connector client in response to receiving the CallForwardingAlways event.