GENESYS™

CSTA Connector for BroadSoft BroadWorks Deployment Guide

Selecting a Routing Type

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CSTA Connector provides the following two types of routing functionality:

- Non-supervised routing in CSTA Connector always invokes the BroadWorks `RoutePointBlindTransferRequest` request for routing from BroadWorks Routing Points.

- Supervised routing uses the `RoutePointDistributeCallRequest` request for BroadWorks agents as routing targets.

The `RoutePointDistribute` request offers additional switch functionality for routed calls and customer requests to enable the use of `RoutePointDistributeCallRequest` requests for non-supervised routing.