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CSTA Connector for BroadSoft BroadWorks Deployment Guide

Treatments

12/19/2025

Treatments

The CSTA Play Message request is mapped into a BroadWorks Treatment request as described in the following table:

Mapping of the BroadWorks Treatment Request to the CSTA PlayMessage Request

BroadWorks Request	Parameters	CSTA PlayMessage Parameter
RoutePointPlayBusyRequest		Message ID = 0 (zero)
	duration	Duration
	busyPattern	Extension busyPattern
RoutePointPlayMOHRequest		Message ID = 1
	duration	Duration
	digitMap	Extension collectDigits
RoutePointPlayRingbackRequest		Message ID = 2
	duration	Duration
	digitMap	Extension collectDigits
RoutePointPlaySilenceRequest		Message ID = 3
	duration	Duration
	digitMap	Extension collectDigits
RoutePointPlayTreatmentRequest		Message ID = 4
	duration	Duration

BroadWorks Request	Parameters	CSTA PlayMessage Parameter
	digitMap	Extension collectDigits
	audioUrlList	Extension audioUrl
	videoUrlList	Extension videoUrl