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CSTA Connector for BroadSoft BroadWorks Deployment Guide

Web Application Path

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Web Application Path

Broadsoft BroadWorks uses vendor-supplied WEB applications to support both CTI request processing and CTI event reporting.

Subscription-Related Requests

Subscription-related requests use the following format:

```
/<xsi_event_context>/v2.0/request_specific_parameters",
```

where:

<xsi_event_context>—represents the application context of the Xsi-Events web application.

Call, Device, and Feature-Related Requests

Call, device, and feature-related requests use the following format:

```
/<xsi_action_context>/v2.0/request_specific_parameters",
```

where:

<xsi_action_context>—represents the application context of the Xsi-Actions web application.

Prior to BroadSoft BroadWorks version 17.sp4, these applications used the following predefined contexts: /com.broadsoft.cti-events and /com.broadsoft.cti-actions respectively.

Starting with BroadSoft BroadWorks version 17.sp4, the BroadWorks event WEB reporting application can be deployed into any path, therefore any application context can be used.