



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.

T-Server for CSTA Connector Deployment Guide

Call Release Tracking

12/18/2025

Call Release Tracking

T-Server now provides information about which party initiated the release of a call. This functionality is valuable for different applications to provide historical and real-time call reporting.

The following T-Library SDK call models can now be reported in this way:

- Normal call release.
- Abnormal call release.
- Call release from a conference.
- Rejection of an alerting call.
- Release for a failed or blocked call to a busy destination.

DN-Based Reporting

In DN-based reporting, information about the call release initiator is reported in the Extensions attribute using the ReleasingParty key-value pair in the EventReleased and EventAbandoned events, when those events are distributed.

One of the following values is reported in the ReleasingParty key-value pair:

- 1 Local—The call is released because the ThisDN value in the EventReleased requested the release.
- 2 Remote—The call is released because the other party (which is remote to ThisDN) in the EventReleased or EventAbandoned events requested the release operation.
- 3 Unknown—The call is released, but T-Server cannot determine the release initiator.

Call-Based Reporting

Independently of DN-based reporting, T-server provides the call release initiator in AttributeCtrlParty attribute for EventCallPartyDeleted and EventCallDeleted events. For scenarios where T-Server cannot provide the release initiator, the AttributeCtrlParty attribute does not appear in the event reporting.

T-Server provides reporting for the AttributeCtrlParty attribute (for the party that initiated the call release) either when:

- The call is released using a GCTI request and T-Server is aware of the result of the requested operation, or;
- The PBX CTI protocol provides reliable information about the identity of party that is released.