T-Server for CSTA Connector Deployment Guide

Hot Desking

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Hot Desking

Hot-desking provides the capability of sharing a workspace. In a telephony context, hot-desking is a feature where a telephone device and/or address can be shared and/or re-used. See, the Hot Desking topic in the *CSTA Connector for BroadSoft BroadWorks Deployment Guide* for more information.

T-Server for CSTA Connector is able to support hot-desking reporting when used with a specific CSTA Connector, if the following conditions apply:

- The host device must be monitored as a device with the type `Extension` with the CSTA Connector.

- The guest device must be monitored as a device with the type `Extension` with the CSTAConnector.

Note: The guest devices must be either configured in the configuration environment or registered as a device that is not configured in Configuration Manager with the type `Extension`. It is not necessary to register the host device.

Guest/Host Association Before Startup

T-Server performs an internal query when a device of type `Extension` is registered with the switch. If the query returns that the `Extension` is associated with the host, T-Server reports the `Extension` attribute key, `HOST_DN` in the `EventRegistered` and `EventAddressInfo` events that correspond to the guest device. The value of the `Extension` attribute key denotes a host device number that is associated with the current device. See the Private Services and Events topic for more information about the the `Initiate hot-desking` and `Cancel hot-desking` Private Services.

Guest/Host Association After Startup

T-Server receives a notification if the association is after T-Server start-up. See, the Private Services and Events topic for more information about the the `Hot-desking established` and `Hot-desking cancelled` Private Events.