GENESYS™

T-Server for CSTA Connector Deployment Guide

Smart OtherDN Handling

12/17/2025

Smart OtherDN Handling

For T-Server clients that provide the `Agent ID` value as the `OtherDN` attribute in requests to T-Server, T-Server can convert this `OtherDN` value using its knowledge of the association between the `Agent ID` and the DN to ensure the correct execution of the request by the switch. For switches expecting an `Agent ID` in the place of a DN for a particular operation, T-Server can convert the `OtherDN` value supplied by client to the `Agent ID` value that the switch expects.

Note: The `Extensions` attribute key, `ConvertOtherDN`, is also provided to enable this feature to be applied on a call-by-call basis.

Supported Requests

The following table shows the requests that assume the use of the `OtherDN` value as a switch directory number, and can therefore support the Smart OtherDN Handling feature.

Requests That Support Smart OtherDN Handling

TRequest	Meaning of OtherDN Attribute	AgentID-to-DN Conversion	Reserved DN Conversion
TMakeCall	Call destination	Yes	Yes
TMakePredictiveCall <ref>TMakePredictiveCall assumes that the directory number should be outside the switch; however, this request could also support Smart OtherDN Handling.</ref>	Call destination	Yes	Yes
TRedirectCall	New destination for call	Yes	Yes
TInitiateTransfer	Call destination	Yes	Yes
TMuteTransfer	Call destination	Yes	Yes
TSingleStepTransfer	New destination	No	No
TInitiateConference	Call destination	Yes	Yes
TSingleStepConference	New destination for call	Yes	Yes

TRequest	Meaning of OtherDN Attribute	AgentID-to-DN Conversion	Reserved DN Conversion
TDeleteFromConference	Conference member to be deleted	Yes	Yes
TListenDisconnect	Request target	Yes	Yes
TListenReconnect	Request target	Yes	Yes
TCallSetForward	Request target	Yes	Yes
TGetAccessNumber <ref>T-Server cannot intercept these requests.</ref>	DN for which Access Number is requested	No	No
TSetCallAttributes <ref name="OtherDN">Only the listed route types are applicable for OtherDN conversion.</ref>	Not specified	No	No
TReserveAgentAndGetAccessNumber <ref name="OtherDN" />	DN for which Access Number is requested	No	No
TMonitorNextCall	Agent DN to be monitored	Yes	Not applicable
TCancelMonitoring	Agent DN that was monitored	Yes	Not applicable
TRouteCall <ref name="OtherDN" />			
* RouteTypeUnknown		Yes	Yes
* RouteTypeDefault	New destination for call	Yes	Yes
* RouteTypeOverwriteDNIS		Yes	Yes
* RouteTypeAgentID		Yes	Yes