GENESYS™

T-Server for CSTA Connector Deployment Guide

Private Services and Events

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Private Services and Events

The following tables represent describe the private services and events for different supported features:

Account Codes

Account Codes

Service	Attribute	Value	Description
Set Account Code	Event Number	501	The account code set on the device.
	ThisDN	This device.	
	ConnID	Connection ID of the call.	
	PrivateID	0 (zero)	
	Extensions attribute	Must have a key name defined by the accode-name option.	

Call Recording

Call Recording

Private Services

Service	Attribute	Value	Description
Initiate a call recording	Service Number	3013	Initiates a call recording (CSTA Record)
	ThisDN	Device requested to start the call recording	
	Connection ID	Connection ID of the call to be recorded	
	Extensions attribute key	None	
Stop a call recording	Service Number	3014	Stops a call recording when the call recording is active on the DN (CSTA Stop)
	ThisDN	Device requested to stop the call recording	

Service	Attribute	Value	Description
	Connection ID	Connection ID of the recorded call	
	Extensions attribute key	None	
Suspend a call recording	Service Number	3015	Suspend a call recording when the call recording is active on a DN (CSTA Suspend)
	ThisDN	Device requested to suspend the call recording	
	Connection ID	Connection ID of the recorded call	
	Extensions attribute key	None	
Resume a call recording	Service Number	3016	Resumes a call recording when the call recording is suspended on a DN (CSTA Resume)
	ThisDN	Device requested to resume the call	

Service	Attribute	Value	Description
		recording	
	Connection ID	Connection ID of the recorded call	
	Extensions attribute key	None	

Private Events

Service	Attribute	Value	Description
Start a private event call recording	Event Number	3013	Private event call record started
	ThisDN	Monitored DN	
	Connection ID	Connection ID of the call that finished recording	
	Extensions attribute key	None	
Stop a private event call recording	Service Number	3014	Private event call recording stopped

Service	Attribute	Value	Description
	ThisDN	Monitored DN	
	Connection ID	Connection ID of the call that finished recording	
	Extensions attribute key	None	
Suspend a private event call recording	Service Number	3015	Private event call recording suspended
	ThisDN	Monitored DN	
	Connection ID	Connection ID of the recorded call	
	Extensions attribute key	None	
Resume a private event call recording	Service Number	3016	Private event call recording suspended
	ThisDN	Monitored DN	
	Connection ID	Connection ID of	

Service	Attribute	Value	Description
		the recorded call	
	Extensions attribute key	None	

Hot Desking

Hot Desking

Private Services

Service	Attribute	Value	Description
Initiate hot-desking	Service Number	1	Specifies the host device number as an HOST_DN Extensions attribute. T-Server sends a corresponding EventPrivateInfo message when the association is successfully performed. If the association is already present, or cannot be performed, T-Server distributes an EventError message instead.

Service	Attribute	Value	Description
	ThisDN	guest extension	
	Extension Attribute Key	HOST_DN	A string value that identifies the host DN. Associates the guest extension with a host device.
	Connector Function	escapeService / guestAssociatedExtension	CSTA Genesys specific private service
Cancel hot-desking	Service Number	2	T-Server sends the corresponding EventPrivateInfo event when the de-association is successfully performed. If an association is not present, or the de-association cannot be performed, T-Server distributes an EventError message.
	ThisDN	guest extension	De-associates the guest extension with the host device.

Service	Attribute	Value	Description
	Connector Function	escapeService / guestAssociatedExtension	CSTA Genesys specific private event.

Private Events

Event	Attribute	Value	Description
Hot-desking established	Event Number	1	Successful association between guest and host device was established. T-Server sends corresponding EventPrivateInfo when de-association occurs.
	ThisDN	guest extension	
	OtherDN	host extension	Host associated with the guest extension
	AttributePrivateMsgID	1	
	Connector Function	privateEvent / guestAssociatedEvent	CSTA Genesys specific private event

Event	Attribute	Value	Description
Hot-desking cancelled	Event Number	2	Association between guest and host device was terminated.
	`ThisDN`	guest extension	
	`OtherDN`	host extension	Host (if known) that was associated with the guest extension.
	`AttributePrivateMsgID`	2	
	Connector Function	`privateEvent / guestAssociatedEvent`	CSTA Genesys specific private event.