



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

T-Library Functionality

5/11/2025

# T-Library Functionality

The following table presents T-Library functionality supported in T-Server for Connector. The table entries use these notations:

- N—Not supported
- Y—Supported
- I—Supported, but reserved for Genesys Engineering
- E—Event only supported

This table reflects only the switch functionality used by Genesys software and might not include the complete set of events offered by the switch.

**Note:** Refer to the BroadWorks Connector [Interoperability](#) topic for the switch functionality supported by T-Server for CSTA Connector.

When a set of events is sent in response to a single request, the events are listed in an arbitrary order. An asterisk (\*) indicates the event that contains the same Reference ID as the request. For more information, refer to the *Genesys Events and Models Reference Manual* and the *Platform SDK 8 .NET (or Java) API Reference*.

Certain requests in the table are reserved for Genesys Engineering and are listed here merely for completeness of information.

Notes describing specific functionality appear at the end of the table.

## Supported T-Library Functionality

| Feature Request  | Request Subtype | Corresponding Event(s)  | Supported |
|------------------|-----------------|-------------------------|-----------|
| General Requests |                 |                         |           |
| TOpenServer      |                 | EventServerConnected    | Y         |
| TOpenServerEx    |                 | EventServerConnected    | Y         |
| TCloseServer     |                 | EventServerDisconnected | Y         |
| TSetInputMask    |                 | EventACK                | Y         |
| TDispatch        |                 | Not Applicable          | Y         |

| Feature Request                                                                                                                                                                                                                                                                                                                                          | Request Subtype  | Corresponding Event(s) | Supported |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------------|-----------|
| TScanServer                                                                                                                                                                                                                                                                                                                                              |                  | Not Applicable         | Y         |
| TScanServerEx                                                                                                                                                                                                                                                                                                                                            |                  | Not Applicable         | Y         |
| <b>Registration Requests</b>                                                                                                                                                                                                                                                                                                                             |                  |                        |           |
| TRegisterAddress<br><ref>Every configured device is monitored as soon as the connection with the switch is established. Extensions are monitored by using the MonitorDeviceCalls (telephony events) and MonitorACDFeatures (agent states) functionality. Routing Points are monitored by using MonitorDevice and ACD Queues by using MonitorQueue.</ref> |                  | EventRegistered        | Y         |
| TUnregisterAddress                                                                                                                                                                                                                                                                                                                                       |                  | EventUnregistered      | Y         |
| <b>Call-Handling Requests</b>                                                                                                                                                                                                                                                                                                                            |                  |                        |           |
| TMakeCall <ref>Functions on digital phones without any human intervention.</ref>                                                                                                                                                                                                                                                                         | Regular          | EventDialing           | Y         |
|                                                                                                                                                                                                                                                                                                                                                          | DirectAgent      |                        | N         |
|                                                                                                                                                                                                                                                                                                                                                          | SupervisorAssist |                        | N         |
|                                                                                                                                                                                                                                                                                                                                                          | Priority         |                        | N         |
|                                                                                                                                                                                                                                                                                                                                                          | DirectPriority   |                        | N         |
| TAnswerCall <ref>This function is not available for analog phones (Extension type 2).</ref>                                                                                                                                                                                                                                                              |                  | EventEstablished       | Y         |
| TReleaseCall                                                                                                                                                                                                                                                                                                                                             |                  | EventReleased          | Y         |
| TClearCall                                                                                                                                                                                                                                                                                                                                               |                  | EventReleased          | Y         |

| Feature Request                                                                     | Request Subtype | Corresponding Event(s)                                                      | Supported |
|-------------------------------------------------------------------------------------|-----------------|-----------------------------------------------------------------------------|-----------|
| THoldCall                                                                           |                 | EventHeld                                                                   | Y         |
| TRetrieveCall                                                                       |                 | EventRetrieved                                                              | Y         |
| TRedirectCall                                                                       |                 | EventReleased                                                               | Y         |
| TMakePredictiveCall                                                                 |                 | EventDialing*, EventQueued                                                  | Y         |
| <b>Transfer/Conference Requests</b>                                                 |                 |                                                                             |           |
| TInitiateTransfer                                                                   |                 | EventHeld, EventDialing*                                                    | Y         |
| TCompleteTransfer                                                                   |                 | EventReleased*,<br>EventReleased                                            | Y         |
| TInitiateConference                                                                 |                 | EventHeld, EventDialing*                                                    | Y         |
| TCompleteConference<br><ref>Only three-party<br>conferences are<br>supported.</ref> |                 | EventReleased*,<br>EventRetrieved,<br>EventPartyAdded                       | Y         |
| TDeleteFromConference                                                               |                 | EventPartyDeleted*,<br>EventReleased                                        | Y         |
| TReconnectCall                                                                      |                 | EventReleased,<br>EventRetrieved*                                           | Y         |
| TAlternateCall                                                                      |                 | EventHeld*, EventRetrieved                                                  | Y         |
| TMergeCalls                                                                         | ForTransfer     | EventReleased*,<br>EventPartyChanged                                        | N         |
|                                                                                     | ForConference   | EventReleased*,<br>EventRetrieved,<br>EventPartyChanged,<br>EventPartyAdded | N         |
| TMuteTransfer                                                                       |                 | EventHeld, EventDialing*,<br>EventReleased,<br>EventReleased                | Y         |
| TSingleStepTransfer                                                                 |                 | EventReleased*,                                                             | Y         |

| Feature Request               | Request Subtype | Corresponding Event(s)             | Supported |
|-------------------------------|-----------------|------------------------------------|-----------|
|                               |                 | EventPartyChanged                  |           |
| TSingleStepConference         |                 | EventRinging*,<br>EventEstablished | N         |
| <b>Call-Routing Requests</b>  |                 |                                    |           |
| TRouteCall                    | Unknown         | EventRouteUsed                     | Y         |
|                               | Default         |                                    | Y         |
|                               | Label           |                                    | N         |
|                               | OverwriteDNIS   |                                    | Y         |
|                               | DDD             |                                    | Y         |
|                               | IDDD            |                                    | Y         |
|                               | Direct          |                                    | N         |
|                               | Reject          |                                    | Y         |
|                               | Announcement    |                                    | N         |
|                               | PostFeature     |                                    | N         |
|                               | DirectAgent     |                                    | N         |
|                               | Priority        |                                    | N         |
|                               | DirectPriority  |                                    | N         |
|                               | AgentID         |                                    | N         |
|                               | CallDisconnect  |                                    | Y         |
| <b>Call-Treatment Request</b> |                 |                                    |           |

| Feature Request | Request Subtype           | Corresponding Event(s)                                               | Supported |
|-----------------|---------------------------|----------------------------------------------------------------------|-----------|
| TApplyTreatment | Unknown                   | (EventTreatmentApplied + EventTreatmentEnd)/EventTreatmentNotApplied | N         |
|                 | IVR                       |                                                                      | N         |
|                 | Music                     |                                                                      | Y         |
|                 | RingBack                  |                                                                      | Y         |
|                 | Silence                   |                                                                      | Y         |
|                 | Busy                      |                                                                      | Y         |
|                 | CollectDigits             |                                                                      | Y         |
|                 | PlayAnnouncement          |                                                                      | Y         |
|                 | PlayAnnouncementAndDigits |                                                                      | Y         |
|                 | VerifyDigits              |                                                                      | N         |
|                 | RecordUserAnnouncement    |                                                                      | N         |
|                 | DeleteUserAnnouncement    |                                                                      | N         |
|                 | CancelCall                |                                                                      | Y         |
|                 | PlayApplication           |                                                                      | N         |
|                 | SetDefaultRoute           |                                                                      | N         |
|                 | TextToSpeech              |                                                                      | N         |
|                 | TextToSpeechAndDigits     |                                                                      | N         |
|                 | FastBusy                  |                                                                      | N         |
|                 | RAN                       |                                                                      | N         |

| Feature Request                                 | Request Subtype                                                                                                                                                       | Corresponding Event(s) | Supported |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----------|
| TGiveMusicTreatment                             |                                                                                                                                                                       | EventTreatmentApplied  | Y         |
| TGiveRingBackTreatment                          |                                                                                                                                                                       | EventTreatmentApplied  | Y         |
| TGiveSilenceTreatment                           |                                                                                                                                                                       | EventTreatmentApplied  | Y         |
| <b>DTMF (Dual-Tone Multifrequency) Requests</b> |                                                                                                                                                                       |                        |           |
| TCollectDigits                                  |                                                                                                                                                                       | EventDigitsCollected   | Y         |
| TSendDTMF                                       |                                                                                                                                                                       | EventDTMFSent          | Y         |
| <b>Voice-Mail Requests</b>                      |                                                                                                                                                                       |                        |           |
| TOpenVoiceFile                                  |                                                                                                                                                                       | EventVoiceFileOpened   | N         |
| TCloseVoiceFile                                 |                                                                                                                                                                       | EventVoiceFileClosed   | N         |
| TLoginMailBox                                   |                                                                                                                                                                       | EventMailBoxLogin      | N         |
| TLogoutMailBox                                  |                                                                                                                                                                       | EventMailBoxLogout     | N         |
| TPlayVoice                                      |                                                                                                                                                                       | EventVoiceFileEndPlay  | N         |
| <b>Agent &amp; DN Feature Requests</b>          |                                                                                                                                                                       |                        |           |
| TAgentLogin                                     | WorkModeUnknown                                                                                                                                                       | EventAgentLogin        | Y         |
|                                                 | ManualIn <ref>If a queue is configured with the WK (work mode) parameter, the agent state is NotReady after login.</ref>                                              |                        | Y         |
|                                                 | AutoIn <ref>If a queue is configured with the WK (work mode) parameter, the agent state is Ready after login. However, you can set the agent state to NotReady.</ref> |                        | Y         |

| Feature Request                                                                                           | Request Subtype                                                                                         | Corresponding Event(s)  | Supported |
|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-------------------------|-----------|
|                                                                                                           | AfterCallWork <ref>After an ACD call, an agent is automatically put into the AfterCallWork state.</ref> |                         | Y         |
|                                                                                                           | AuxWork                                                                                                 |                         | Y         |
|                                                                                                           | WalkAway                                                                                                |                         | Y         |
|                                                                                                           | ReturnBack                                                                                              |                         | Y         |
|                                                                                                           | NoCallDisconnect                                                                                        |                         | Y         |
| TAgentLogout                                                                                              |                                                                                                         | EventAgentLogout        | Y         |
| TAgentSetIdleReason                                                                                       |                                                                                                         | EventAgentIdleReasonSet | N         |
| TAgentSetReady<br><ref>Functions only if the queue is configured with the WK (work mode) parameter.</ref> |                                                                                                         | EventAgentReady         | Y         |
| TAgentSetNotReady                                                                                         | WorkModeUnknown                                                                                         | EventAgentNotReady      | Y         |
|                                                                                                           | ManualIn                                                                                                |                         | Y         |
|                                                                                                           | AutoIn                                                                                                  |                         | Y         |
|                                                                                                           | AfterCallWork                                                                                           |                         | Y         |
|                                                                                                           | AuxWork                                                                                                 |                         | Y         |
|                                                                                                           | WalkAway                                                                                                |                         | Y         |
|                                                                                                           | ReturnBack                                                                                              |                         | Y         |
|                                                                                                           | NoCallDisconnect                                                                                        |                         | Y         |
| TMonitorNextCall                                                                                          | OneCall                                                                                                 | EventMonitoringNextCall | Y         |

| Feature Request    | Request Subtype   | Corresponding Event(s)  | Supported |
|--------------------|-------------------|-------------------------|-----------|
|                    | AllCalls          |                         | Y         |
| TCancelMonitoring  |                   | EventMonitoringCanceled | Y         |
| TCallSetForward    | None              | EventForwardSet         | Y         |
|                    | Unconditional     |                         | Y         |
|                    | OnBusy            |                         | Y         |
|                    | OnNoAnswer        |                         | Y         |
|                    | OnBusyAndNoAnswer |                         | N         |
|                    | SendAllCalls      |                         | N         |
| TCallCancelForward | None              | EventForwardCancel      | Y         |
|                    | Unconditional     |                         | Y         |
|                    | OnBusy            |                         | Y         |
|                    | OnNoAnswer        |                         | Y         |
|                    | OnBusyAndNoAnswer |                         | N         |
|                    | SendAllCalls      |                         | N         |
| TSetMuteOff        |                   | EventMuteOff            | N         |
| TSetMuteOn         |                   | EventMuteOn             | N         |
| TListenDisconnect  |                   | EventListenDisconnected | N         |
| TListenReconnect   |                   | EventListenReconnected  | N         |
| TSetDNDOn          |                   | EventDNDOn              | Y         |

| Feature Request       | Request Subtype                                                                                             | Corresponding Event(s) | Supported |
|-----------------------|-------------------------------------------------------------------------------------------------------------|------------------------|-----------|
| TSetDNDOff            |                                                                                                             | EventDNDOff            | Y         |
| TSetMessageWaitingOn  |                                                                                                             | EventMessageWaitingOn  | N         |
| TSetMessageWaitingOff |                                                                                                             | EventMessageWaitingOff | N         |
| Query Requests        |                                                                                                             |                        |           |
| TQuerySwitch          | DateTime                                                                                                    | EventSwitchInfo        | N         |
|                       | ClassifierStat                                                                                              |                        | N         |
| TQueryCall            | PartiesQuery                                                                                                | EventPartyInfo         | Y         |
|                       | StatusQuery                                                                                                 |                        | N         |
| TQueryAddress         | AddressStatus                                                                                               | EventAddressInfo       | Y         |
|                       | MessageWaitingStatus                                                                                        |                        | N         |
|                       | AssociationStatus                                                                                           |                        | N         |
|                       | CallForwardingStatus                                                                                        |                        | Y         |
|                       | AgentStatus                                                                                                 |                        | Y         |
|                       | NumberOfAgentsInQueue<br><ref>Only on the Agent Group, not the queue.</ref>                                 |                        | Y         |
|                       | NumberOfAvailableAgentsInQueue<br><ref>Only on the Agent Group, not the queue. Ready/ Not Ready only.</ref> |                        | Y         |
|                       | NumberOfCallsInQueue<br><ref>Only on the queue, not on the Agent Group.</ref>                               |                        | Y         |
|                       | AddressType                                                                                                 |                        | Y         |

| Feature Request           | Request Subtype             | Corresponding Event(s)   | Supported |
|---------------------------|-----------------------------|--------------------------|-----------|
|                           | CallsQuery                  |                          | Y         |
|                           | SendAllCallsStatus          |                          | N         |
|                           | QueueLoginAudit             |                          | Y         |
|                           | NumberOfIdleTrunks          |                          | N         |
|                           | NumberOfTrunksInUse         |                          | N         |
|                           | DatabaseValue               |                          | N         |
|                           | DNStatus                    |                          | Y         |
|                           | QueueStatus                 |                          | Y         |
| TQueryLocation            | AllLocations                | EventLocationInfo        | I         |
|                           | LocationData                |                          | I         |
|                           | MonitorLocation             |                          | I         |
|                           | CancelMonitorLocation       |                          | I         |
|                           | MonitorAllLocations         |                          | I         |
|                           | CancelMonitorAllLocations   |                          | I         |
|                           | LocationMonitorCanceled     |                          | I         |
|                           | AllLocationsMonitorCanceled |                          | I         |
| TQueryServer              |                             | EventServerInfo          | Y         |
| <b>User-Data Requests</b> |                             |                          |           |
| TAttachUserData           |                             | EventAttachedDataChanged | Y         |

| Feature Request                                  | Request Subtype | Corresponding Event(s)           | Supported |
|--------------------------------------------------|-----------------|----------------------------------|-----------|
| TUpdateUserData                                  |                 | EventAttachedDataChanged         | Y         |
| TDeleteUserData                                  |                 | EventAttachedDataChanged         | Y         |
| TDeleteAllUserData                               |                 | EventAttachedDataChanged         | Y         |
| <b>ISCC (Inter Server Call Control) Requests</b> |                 |                                  |           |
| TGetAccessNumber                                 |                 | EventAnswerAccessNumber          | Y         |
| TCancelReqGetAccessNumber                        |                 | EventReqGetAccessNumberCancelled | Y         |
| <b>Special Requests</b>                          |                 |                                  |           |
| TReserveAgent                                    |                 | EventAgentReserved               | I         |
| TSendEvent                                       |                 | EventACK                         | I         |
| TSendEventEx                                     |                 | EventACK                         | I         |
| TSetCallAttributes                               |                 | EventCallInfoChanged             | Y         |
| TSendUserEvent                                   |                 | EventACK                         | Y         |
| TPrivateService                                  |                 | EventPrivateInfo                 | Y         |
| <b>Network Requests</b>                          |                 |                                  |           |
| TNetworkConsult                                  |                 | EventNetworkCallStatus           | N         |
| TNetworkAlternate                                |                 | EventNetworkCallStatus           | N         |
| TNetworkTransfer                                 |                 | EventNetworkCallStatus           | N         |
| TNetworkMerge                                    |                 | EventNetworkCallStatus           | N         |
| TNetworkReconnect                                |                 | EventNetworkCallStatus           | N         |

| Feature Request            | Request Subtype | Corresponding Event(s)  | Supported |
|----------------------------|-----------------|-------------------------|-----------|
| TNetworkSingleStepTransfer |                 | EventNetworkCallStatus  | N         |
| TNetworkPrivateService     |                 | EventNetworkPrivateInfo | N         |

<references/>

**Note:** The footnote functionality is not working properly.