ISO/IEC TR 18057:2004-02 (E)

Information technology - Telecommunications and information exchange between systems - Using ECMA-323 (CSTA XML) in a Voice Browser Environment

Contents

Page

Foreword v

Introduction vi

1 Scope 1

2 Normative references 1

3 Brief Overview of ECMA-323 2

4 Fundamental Concepts 2
4.1 CSTA Connection 2
4.2 CSTA Connection State Model 2
4.3 Connection State Transitions for CSTA Calls 3
4.3.1 Incoming Call 3
4.3.2 Outgoing Call 3

5 CSTA Profiles 4
5.1 Level 1a Voice Browser Profile 4
5.1.1 Services 4
5.1.2 Events 5
5.2 Level 1b Voice Browser Profile 5
5.2.1 Services 5
5.2.2 Events 5
5.3 Level 2 Voice Browser Profile 6
5.3.1 Services 6
5.3.2 Events 6
5.4 Basic Telephony Profile 7
5.4.1 Services 7
5.4.2 Events 7
5.5 Other Features 7

6 ECMA-323 Illustrative Examples 8
6.1 Discovering the Capabilities of a Telephony Platform 8
6.2 Starting a Monitor (i.e. listening for incoming calls) 8
6.2.1 Monitor Start - Service Request example 8
6.2.2 Monitor Start - Service Response example 9
6.3 Notification of an Inbound Call 9
6.3.1 Delivered Event example 9
6.4 Answering an Inbound Call 10
6.4.1 Answer Call - Service Request example 10
6.4.2 Answer Call - Service Response example 11
6.5 Notification of a Connected Call 11
6.5.1 Established Event example 11
6.6 Clearing a Connection 12
6.6.1 Clear Connection- Service Request example 12
6.6.2 Clear Connection - Service Response example 12
6.7 Notification of a Cleared Connection 12
6.7.1 Connection Cleared Event example 12
6.8 Initiating an Outbound Call 13
6.8.1 Make Call - Service Request example (refer to Profile) 13

6.8.2 Make Call - Service Response example 13
6.9 Outbound Call Event Sequence 14
6.9.1 Originated Event Example 14
6.9.2 Network Reached Event 14
6.9.3 Delivered Event 15
6.9.4 Established Event 16
6.10 Single Step Transfer 17
6.10.1 Single Step Transfer - Service Request example 17
6.10.2 Single Step Transfer - Service Response example 17
6.11 Notification of a Transferred Connection 17
6.11.1 Transferred Event example 17
6.12 Deflect 18
6.12.1 Deflect - Service Request example 18
6.12.2 Deflect - Service Response example 19
6.13 Notification of a Diverted Connection 19
6.13.1 Diverted Event example 19
6.14 Single Step Conference 20
6.14.1 Single Step Conference - Service Request example 20
6.14.2 Single Step Conference - Service Response example 20
6.15 Notification of an Party Added to a call 21
6.15.1 Conferenced Event example 21
6.16 Failure Response example 22

7 SALT/CSTA XML Programming Example 22

8 CCXML/CSTA XML Programming Example 26

9 CSTA Call Control Features 28
9.1 Services 29
9.2 Events 30