

ECMA/TC32-TG11/2003/11

SIEMENS

Information
and Communication
Networks

CSTA Enhancements – ECMA 12/2002

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Siemens

Topics

- Enhancements in new CSTA editions
- CSTA and Voice Browsers
- Current CSTA Standardization Topics

New CSTA Standards – Approved by ECMA 12/2002

- ECMA-269, 5th edition – CSTA Services
- ECMA-323, 2nd edition – CSTA XML Schema
- TR/85 – Using ECMA-323 (CSTA XML) for Voice Browsers

New Enhancements - Major Theme Areas

- **Enhance ability to support non-voice media interactions**
 - **Email**
 - **Chat**
 - **Messaging**
- **Enhance ability for CSTA applications to utilize SIP based features supported by underlying protocol layers**
 - **3PCC SIP call control signalling**
- **Enhance ability to leverage CSTA for Voice Browser (speech) applications**
 - **Three new profiles**
- **Misc. Improvements**
 - **Built in extension mechanism for CSTA data types (private data, correlator data, user data)**

Enhancements for non-Voice Media

- CSTA call model applicable to non-voice media (Email, Chat, IM, etc.). CSTA “call” and “connection” objects are media independent
 - chat modeled as an interactive “text call”
 - Email modeled as an non-interactive “text call”
 - IM modeled as “one party call”
- Additional parameters in CSTA messages:
 - Message info – contains message contents
 - subject of call – subject/intent of call
 - priority, security of calls, etc.
 - Language preferences
- Send Message Service
 - Creates a message “call” – sends IM, SMS, to one or more destinations

Enhancements for SIP Support

- Features to improve control of media (connection information), support of SIP 3PCC, etc.
- Support for SIP header information
 - Pass-through mechanism for SIP headers
- Change Connection Information service
 - Allows more control of SDP information
 - Media flow direction

Enhancements for Voice Browsers

- Three new profiles for voice browsers
 - Less CSTA features to support for conformance
 - Lowers effort to provide a CSTA solution
- Voice Browsers and CSTA (additional slides)

New CSTA Voice Browser Profiles

- Level 1a Voice Browser Profile (inbound calls)
 - Services: Answer Call, Clear Connection, Single Step Transfer, Monitor Start, Monitor Stop
 - Events: Connection Cleared, Delivered, Established, Failed, Transferred
- Level 1b Voice Browser Profile (inbound calls)
 - Same as 1a but uses Deflect model for transfers
- Level 2 Voice Browser Profile – features in Level 1a or 1b plus (outbound calls)
 - Addition of Make Call service
 - Addition of Network Reached, Originated events

Misc. Enhancements

- Device Identifiers
 - SIP URI examples
 - Typing deviceId as “restricted” (blocked)
- Open content for CSTA data types (user data, correlator data, private data)
 - Users can define their own structure for the data
- Removed max length constraints for CSTA data types (user data, correlator data, etc.)
- Device History parameter – provides list of all devices that the call encountered

Detailed Enhancements

- Enhancements for CSTA Services
- Enhancements for CSTA XML
- More Information at:

<http://www.ecma-international.org/activities/Communications/TG11/cstall.htm>

Current CSTA Standards Topics

- Advanced Conferencing/Collaboration Features
- CSTA as Web Service (WSDL CSTA Standard)
- Mobility Enhancements (physical location info “GPS” in CSTA events)
- CSTA/SIP Interworking