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
- 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/cstaIII.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