

**Open Service Access (OSA);  
Parlay X Web Services;  
Part 10: Call Handling  
(Parlay X 3)**



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**ETSI**

650 Route des Lucioles  
F-06921 Sophia Antipolis Cedex - FRANCE

Tel.: +33 4 92 94 42 00 Fax: +33 4 93 65 47 16

Siret N° 348 623 562 00017 - NAF 742 C  
Association à but non lucratif enregistrée à la  
Sous-Préfecture de Grasse (06) N° 7803/88

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## Foreword

This ETSI Standard (ES) has been produced by ETSI Technical Committee Telecommunications and Internet converged Services and Protocols for Advanced Networking (TISPAN), and is now submitted for the ETSI standards Membership Approval Procedure.

The present document is part 10 of a multi-part deliverable covering Open Service Access (OSA); Parlay X Web Services, as identified below:

- Part 1: "Common";
- Part 2: "Third Party Call";
- Part 3: "Call Notification";
- Part 4: "Short Messaging";
- Part 5: "Multimedia Messaging";
- Part 6: "Payment";
- Part 7: "Account Management";
- Part 8: "Terminal Status";
- Part 9: "Terminal Location";
- Part 10: "Call Handling";**
- Part 11: "Audio Call";
- Part 12: "Multimedia Conference";
- Part 13: "Address List Management";
- Part 14: "Presence";
- Part 15: "Message Broadcast";
- Part 16: "Geocoding";
- Part 17: "Application-driven Quality of Service (QoS)";
- Part 18: "Device Capabilities and Configuration";
- Part 19: "Multimedia Streaming Control";
- Part 20: "Multimedia Multicast Session Management".

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The present document has been defined jointly between ETSI, The Parlay Group (<http://www.parlay.org>) and the 3GPP.

**The present document forms part of the Parlay X 3.0 set of specifications.**

**The present document is equivalent to 3GPP TS 29.199-10 V7.0.2 (Release 7).**

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## 1 Scope

The present document is part 10 of the Stage 3 Parlay X 3 Web Services specification for Open Service Access (OSA).

The OSA specifications define an architecture that enables application developers to make use of network functionality through an open standardized interface, i.e. the OSA APIs.

The present document specifies the Call Handling Web Service. The following are defined here:

- Name spaces.
- Sequence diagrams.
- Data definitions.
- Interface specification plus detailed method descriptions.
- Fault definitions.
- Service Policies.
- WSDL Description of the interfaces.

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## 2 References

References are either specific (identified by date of publication and/or edition number or version number) or non-specific.

- For a specific reference, subsequent revisions do not apply.
- Non-specific reference may be made only to a complete document or a part thereof and only in the following cases:
  - if it is accepted that it will be possible to use all future changes of the referenced document for the purposes of the referring document;
  - for informative references.

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NOTE: While any hyperlinks included in this clause were valid at the time of publication ETSI cannot guarantee their long term validity.

## 2.1 Normative references

The following referenced documents are indispensable for the application of the present document. For dated references, only the edition cited applies. For non-specific references, the latest edition of the referenced document (including any amendments) applies.

[1] W3C Recommendation (2 May 2001): "XML Schema Part 2: Datatypes".

NOTE: Available at <http://www.w3.org/TR/2001/REC-xmlschema-2-20010502/>.

[2] ETSI ES 202 504-1: "Open Service Access (OSA); Parlay X Web Services; Part 1: Common (Parlay X 3)".

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## 3 Definitions and abbreviations

### 3.1 Definitions

For the purposes of the present document, the terms and definitions given in ES 202 504-1 [2] apply.

### 3.2 Abbreviations

For the purposes of the present document, the abbreviations given in ES 202 504-1 [2] apply.

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## 4 Detailed service description

The Call Handling Web Service provides a mechanism for an application to specify how calls are to be handled for a specific number. Call handling includes commonly utilized actions:

- Call accepting - only accepting calls from a list of numbers.
- Call blocking - blocking calls if they are on a blocking list.
- Conditional call forwarding - changing the destination of a call to another number for a specific calling number.
- Unconditional call forwarding - changing the destination of a call to another number.
- Play audio - initiate audio with the caller (e.g. an announcement or menu).

The set of rules are provided to the Web Service which is responsible for establishing the call handling function. Only one action is taken for a call, and once this action is started the rules will stop being processed.

There is a specific order in which these rules are processed, providing a predictable call handling expectation for rules provided. The processing is done as follows:

- 1) Call accepting determines if the call is accepted or rejected. If the caller is not on the accept list, the call is rejected and rule processing ends.
- 2) Call blocking determines if the call is rejected. If the caller is on the block list, the call is rejected and rule processing ends.
- 3) Conditional call forwarding - each calling number that has a specific forwarding instruction is checked, and the call is forwarded on a match, and rule processing ends.
- 4) Unconditional call forwarding - the called number is changed to the call forwarding number and rule processing ends.

- 5) Play audio - the call is handled by a voice system, which handles all further processing of the call. Rule processing ends when the call is handed off.
- 6) Continue processing call, to complete call to the original called number.

If no rules are specified in a particular area, then that step is skipped. If the rule processing ends without any action being indicated, then the call will continue to the called number.

Call Handling provides its function without further interaction with the Application. This is in contrast to the Call Notification interfaces which provide notifications to the Application for processing.

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## 5 Namespaces

The Call Handling interface uses the namespace:

[http://www.csapi.org/wsdl/parlayx/call\\_handling/v3\\_0](http://www.csapi.org/wsdl/parlayx/call_handling/v3_0)

The data types are defined in the namespace:

[http://www.csapi.org/schema/parlayx/call\\_handling/v3\\_0](http://www.csapi.org/schema/parlayx/call_handling/v3_0)

The "xsd" namespace is used in the present document to refer to the XML Schema data types defined in XML Schema [1]. The use of the name "xsd" is not semantically significant.

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## 6 Sequence diagrams

### 6.1 Setup call handling, query and clear rules

Pattern: Request / Response.

This sequence shows the application setting up Call Handling with rules to be processed, querying those rules and clearing them.

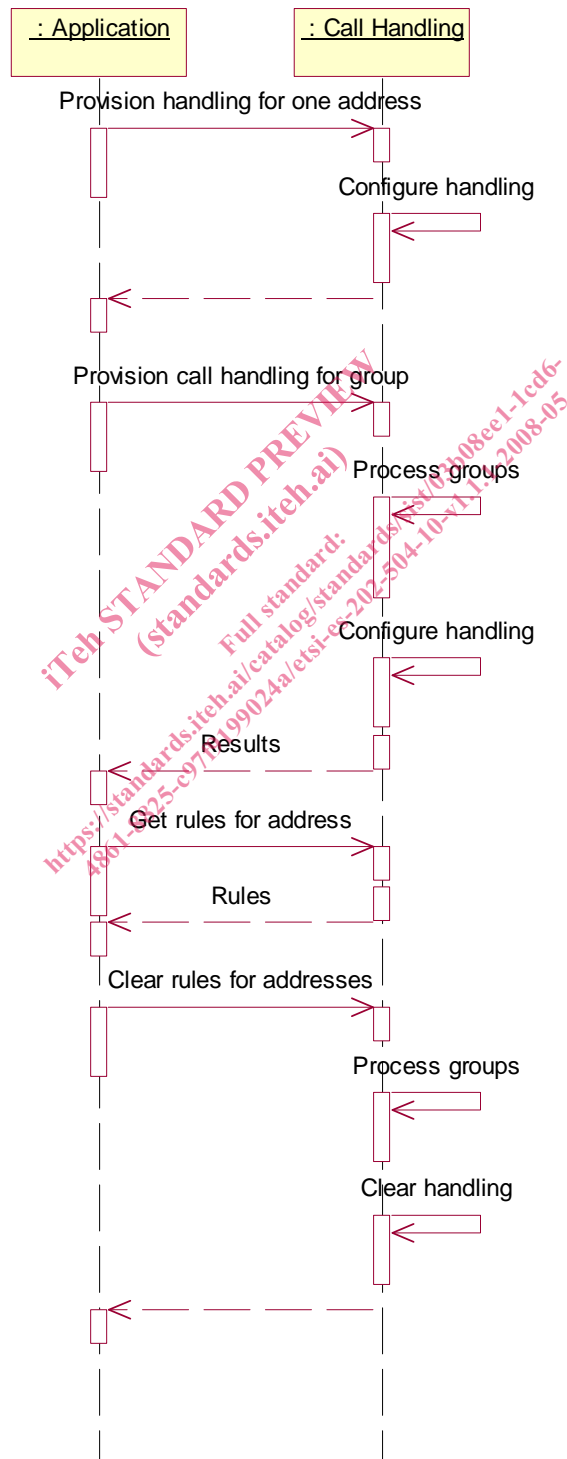


Figure 1



## 7 XML Schema data type definition

### 7.1 ConditionalForward structure

Information on handling of forwarding for specific calling numbers.

Element name	Element type	Optional	Description
callingAddress	xsd:anyURI	No	Address that call is placed from
forwardingAddress	xsd:anyURI	No	Address to forward call to
onBusyAddress	xsd:anyURI	No	If line is busy at forwarding address, forward to this address
onNoAnswerAddress	xsd:anyURI	No	If no answer at forwarding address, forward to this address

### 7.2 UnconditionalForward structure

Information for handling of forwarding unconditionally.

Element name	Element type	Optional	Description
forwardingAddress	xsd:anyURI	No	Address to forward call to
onBusyAddress	xsd:anyURI	No	If line is busy at forwarding address, forward to this address
onNoAnswerAddress	xsd:anyURI	No	If no answer at forwarding address, forward to this address

### 7.3 InteractionContent enumeration

The following are the types of content that may be used for user interaction.

Enumeration value	Description
TextInfo	Text to be processed by a Text-To-Speech engine
VoiceXml	VoiceXML to be processed by a VoiceXML browser
Audio	Audio file to be played by an audio processor

### 7.4 TextInteraction structure

Information for processing by a text to speech engine.

Element name	Element type	Optional	Description
text	xsd:string	No	Text to play through a Text-To-Speech engine
language	xsd:string	No	Language of text

### 7.5 VoiceInteraction union

For a call that is to be handled by an interactive voice system, the information to provide to that system.

Element name	Element type	Optional	Description
UnionElement	InteractionContent	No	Type of content provided (one of the following)
TextInfo	TextInteraction	Yes	Announcement to play through a Text-To-Speech engine
VoiceXml	xsd:anyURI	Yes	Location of VoiceXML to use in a VoiceXML browser
Audio	xsd:anyURI	Yes	Location of audio content (WAV or MP3 file)