
**Information technology —
Telecommunications and information
exchange between systems — Services
for Computer Supported
Telecommunications Applications (CSTA)
Phase III**

iTeh STANDARD PREVIEW

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*Technologies de l'information — Télécommunications et échange
d'information entre systèmes — Services pour applications en
télécommunications assistées par ordinateur (CSTA) en phase III*
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Published in Switzerland

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International Standard ISO/IEC 18051 was prepared by Ecma International (as ECMA-269) and was adopted, under a special “fast-track procedure”, by Joint Technical Committee ISO/IEC JTC 1, *Information technology, Subcommittee SC 6, Telecommunications and information exchange between systems*, in parallel with its approval by national bodies of ISO and IEC.

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This second edition cancels and replaces the first edition (ISO/IEC 18051:2000), which has been technically revised.

Introduction

This Standard defines Phase III of Services for Computer Supported Telecommunications Applications (CSTA). This Standard is part of a Suite of Standards and Technical Reports for Phase III of CSTA. All of the Standards and Technical Reports in the Suite are based on practical experience of Ecma member companies and each one represents a pragmatic and widely-based consensus.

Phase III of CSTA extends the previous Phase I and Phase II Standards in major theme directions as well as numerous details. This incorporates technology based upon the *versit* CTI Encyclopedia (Version 1.0), which was contributed to Ecma by *versit*.

This edition adds features that:

- enhance the ability to support non-voice media interactions such as Email, Instant Messaging, and Chat.
- enhance the ability for CSTA applications to utilize SIP based features supported by underlying protocol layers.
- enhance the ability to leverage CSTA Standards for Voice Browser applications by the addition of three new profiles.

iTeh STANDARD PREVIEW (standards.iteh.ai)

[ISO/IEC 18051:2004](https://standards.iteh.ai/catalog/standards/sist/64279900-c5bb-4424-9c07-b6e9f5199c9d/iso-iec-18051-2004)

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