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

iTeh STANDARD PREVIEW

*Technologies de l'information — Télécommunications et échange  
d'information entre systèmes — Protocole XML pour applications en  
télécommunications assistées par ordinateur (CSTA) en phase III*  
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## Contents

<b>1</b>	<b>Scope</b>	<b>1</b>
<b>2</b>	<b>Conformance</b>	<b>1</b>
2.1	Static Requirements	1
2.2	Dynamic Requirements	1
2.3	PICS Requirement	1
<b>3</b>	<b>Normative references</b>	<b>1</b>
3.1	ISO Standards and Technical Reports	2
3.2	World Wide Web Consortium Specifications	2
<b>4</b>	<b>Terms and definitions</b>	<b>2</b>
<b>5</b>	<b>CSTA Service Definition Model</b>	<b>2</b>
5.1	Request/Response Interactions	2
5.2	Request/Response Protocol Requirements	2
5.3	Cross Referencing of Event Reports	2
5.4	Handling of Private Data	3
<b>6</b>	<b>Interconnection service boundary</b>	<b>3</b>
<b>7</b>	<b>Association Management</b>	<b>3</b>
7.1	Implicit association	3
7.2	Explicit association	3
<b>8</b>	<b>XML Template Description</b>	<b>3</b>
<b>9</b>	<b>CSTA parameter types</b>	<b>5</b>
9.1	Switching function objects	5
9.2	Device Identifiers	6
9.3	Call and connection identifiers	9
9.4	Connection states	11
9.5	Status reporting	12
9.6	Device and feature types and other parameters	16
9.7	Security	24
9.8	Common extensions	25
9.9	Call control	26
9.10	Capability Exchange	31
9.11	Call Detail Record	91
9.12	Charge information	94
9.13	Data call types	96

9.14	Escape types	97
9.15	Media services	98
9.16	Physical device features	101
9.17	Data Collection	104
9.18	Event Cause	105
9.19	Error Value	107
9.20	Empty (null element)	112
<b>10</b>	<b>Top level schema</b>	<b>113</b>
<b>11</b>	<b>Capability exchange services</b>	<b>118</b>
11.1	Services	118
11.1.1	Get logical device information	118
11.1.2	Get physical device information	120
11.1.3	Get switching function capabilities	121
11.1.4	Get switching function devices	125
11.1.5	Switching function devices	126
<b>12</b>	<b>System services</b>	<b>127</b>
12.1	Registration services	127
12.1.1	Change system status filter	127
12.1.2	System register	128
12.1.3	System register abort	129
12.1.4	System register cancel	130
12.2	Services	131
12.2.1	Request system status	131
12.2.2	System status	132
12.2.3	Switching function capabilities changed	133
12.2.4	Switching function devices changed	134
<b>13</b>	<b>Monitoring services</b>	<b>135</b>
13.1	Services	135
13.1.1	Change monitor filter	135
13.1.2	Monitor start	136
13.1.3	Monitor stop	137
<b>14</b>	<b>Snapshot services</b>	<b>138</b>
14.1	Services	138
14.1.1	Snapshot call	138
14.1.2	Snapshot device	139
14.1.3	Snapshot calldata	140
14.1.4	Snapshot devicedata	141

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<b>15</b>	<b>Call control services and events</b>	<b>142</b>
15.1	Services	142
15.1.1	Accept call	142
15.1.2	Alternate call	143
15.1.3	Answer call	144
15.1.4	Call back call-related	145
15.1.5	Call back message call-related	146
15.1.6	Camp on call	147
15.1.7	Clear call	148
15.1.8	Clear Connection	149
15.1.9	Conference call	150
15.1.10	Consultation call	151
15.1.11	Deflect call	152
15.1.12	Dial digits	153
15.1.13	Directed pickup call	154
15.1.14	Group pickup call	155
15.1.15	Hold call	156
15.1.16	Intrude call	157
15.1.17	Join call	158
15.1.18	Make call	159
15.1.19	Make predictive call	160
15.1.20	Park call	162
15.1.21	Reconnect call	163
15.1.22	Retrieve call	164
15.1.23	Send Message	165
15.1.24	Single step conference call	166
15.1.25	Single step transfer call	167
15.1.26	Transfer call	168
15.2	Events	169
15.2.1	Bridged	169
15.2.2	Call cleared	170
15.2.3	Conferenced	171
15.2.4	Connection cleared	172
15.2.5	Delivered	173
15.2.6	Digits dialed	174
15.2.7	Diverted	175
15.2.8	Established	176
15.2.9	Failed	177
15.2.10	Held	178
15.2.11	Network capabilities changed	179
15.2.12	Network reached	180
15.2.13	Offered	181
15.2.14	Originated	182
15.2.15	Queued	183
15.2.16	Retrieved	184

15.2.17	Service initiated	185
15.2.18	Transferred	186
<b>16</b>	<b>Call associated features</b>	<b>187</b>
16.1	Services	187
16.1.1	Associate data	187
16.1.2	Cancel telephony tones	188
16.1.3	Change connection information	189
16.1.4	Generate digits	190
16.1.5	Generate telephony tones	191
16.1.6	Send user information	192
16.2	Events	193
16.2.1	Call information	193
16.2.2	Charging	194
16.2.3	Digits generated	195
16.2.4	Telephony tones generated	196
16.2.5	Service completion failure	197
<b>17</b>	<b>Media attachment services and events</b>	<b>198</b>
17.1	Services	198
17.1.1	Attach media service	198
17.1.2	Detach media service	199
17.2	Events	200
17.2.1	Media attached	200
17.2.2	Media detached	201
<b>18</b>	<b>Routeing services</b>	<b>202</b>
18.1	Registration services	202
18.1.1	Route register	202
18.1.2	Route register abort	203
18.1.3	Route register cancel	204
18.2	Services	205
18.2.1	Re-Route	205
18.2.2	Route end	206
18.2.3	Route reject	207
18.2.4	Route request	208
18.2.5	Route select	209
18.2.6	Route used	210
<b>19</b>	<b>Physical device features</b>	<b>211</b>
19.1	Services	211
19.1.1	Button press	211
19.1.2	Get auditory apparatus information	212
19.1.3	Get button information	213
19.1.4	Get display	214

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19.1.5	Get hookswitch status	215
19.1.6	Get lamp information	216
19.1.7	Get lamp mode	217
19.1.8	Get message waiting indicator	218
19.1.9	Get microphone gain	219
19.1.10	Get microphone mute	220
19.1.11	Get ringer status	221
19.1.12	Get speaker mute	222
19.1.13	Get speaker volume	223
19.1.14	Set button information	224
19.1.15	Set display	225
19.1.16	Set hookswitch status	226
19.1.17	Set lamp mode	227
19.1.18	Set message waiting indicator	228
19.1.19	Set microphone gain	229
19.1.20	Set microphone mute	230
19.1.21	Set ringer status	231
19.1.22	Set speaker mute	232
19.1.23	Set speaker volume	233
19.2	Events	234
19.2.1	Button information	234
19.2.2	Button press	235
19.2.3	Display updated	236
19.2.4	Hookswitch	237
19.2.5	Lamp mode	238
19.2.6	Message waiting	239
19.2.7	Microphone gain	240
19.2.8	Microphone mute	241
19.2.9	Ringer status	242
19.2.10	Speaker mute	243
19.2.11	Speaker volume	244
<b>20</b>	<b>Logical device features</b>	<b>245</b>
20.1	Services	245
20.1.1	Call back non-call-related	245
20.1.2	Call back message non-call-related	246
20.1.3	Cancel call back	247
20.1.4	Cancel call back message	248
20.1.5	Get agent state	249
20.1.6	Get auto answer	251
20.1.7	Get auto work mode	252
20.1.8	Get caller id status	253
20.1.9	Get do not disturb	254
20.1.10	Get forwarding	255
20.1.11	Get last number dialed	256

20.1.12	Get routing mode	257
20.1.13	Set agent state	258
20.1.14	Set auto answer	259
20.1.15	Set auto work mode	260
20.1.16	Set caller id status	261
20.1.17	Set do not disturb	262
20.1.18	Set forwarding	263
20.1.19	Set routeing mode	264
20.2	Events	265
20.2.1	Agent busy	265
20.2.2	Agent logged off	266
20.2.3	Agent logged on	267
20.2.4	Agent not ready	268
20.2.5	Agent ready	269
20.2.6	Agent working after call	270
20.2.7	Auto answer	271
20.2.8	Auto work mode	272
20.2.9	Call back	273
20.2.10	Call back message	274
20.2.11	Caller id status	275
20.2.12	Do not disturb	276
20.2.13	Forwarding	277
20.2.14	Routeing mode	278
<b>21</b>	<b>Device maintenance events</b>	<b>279</b>
21.1	Events	279
21.1.1	Back in service	279
21.1.2	Device capabilities changed	280
21.1.3	Out of service	281
<b>22</b>	<b>I/O services</b>	<b>282</b>
22.1	Registration services	282
22.1.1	I/O register	282
22.1.2	I/O register abort	283
22.1.3	I/O register cancel	284
22.2	Services	285
22.2.1	Data path resumed	285
22.2.2	Data path suspended	286
22.2.3	Fast data	287
22.2.4	Resume data path	288
22.2.5	Send broadcast data	289
22.2.6	Send data	290
22.2.7	Send multicast data	291
22.2.8	Start data path	292
22.2.9	Stop data path	293

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 ISO/IEC 18056:2004



22.2.10	Suspend data path	294
<b>23</b>	<b>Data Collection Services</b>	<b>295</b>
23.1	Services	295
23.1.1	Data Collected	295
23.1.2	Data Collection Resumed	297
23.1.3	Data Collection Suspended	298
23.1.4	Resume Data Collection	299
23.1.5	Start Data Collection	300
23.1.6	Stop Data Collection	301
23.1.7	Suspend Data Collection	302
<b>24</b>	<b>Voice unit services and events</b>	<b>303</b>
24.1	Services	303
24.1.1	Concatenate message	303
24.1.2	Delete message	304
24.1.3	Play message	305
24.1.4	Query voice attribute	306
24.1.5	Record message	307
24.1.6	Reposition	308
24.1.7	Resume	309
24.1.8	Review	310
24.1.9	Set voice attribute	311
24.1.10	Stop	312
24.1.11	Suspend	313
24.1.12	Synthesize message	314
24.2	Events	315
24.2.1	Play	315
24.2.2	Record	316
24.2.3	Review	317
24.2.4	Stop	318
24.2.5	Suspend play	319
24.2.6	Suspend record	320
24.2.7	Voice attribute changed	321
<b>25</b>	<b>Call detail record services</b>	<b>322</b>
25.1	Services	322
25.1.1	Call detail records notification	322
25.1.2	Call detail records report	323
25.1.3	Send stored call detail records	324
25.1.4	Start call detail records transmission	325
25.1.5	Stop call detail records transmission	326
<b>26</b>	<b>Vendor specific extensions services and events</b>	<b>327</b>
26.1	Registration services	327

26.1.1	Escape register	327
26.1.2	Escape register abort	328
26.1.3	Escape register cancel	329
26.2	Services	330
26.2.1	Escape	330
26.2.2	Private data version selection	331
26.3	Events	332
26.3.1	Private event	332
<b>Annex A - Protocol Implementation Conformance Statement (PICS) Proforma</b>		<b>333</b>
A.1	Introduction	333
A.2	Conformance	333
A.3	Instructions for completing the PICS proforma	333
A.4	Implementation identification	334
A.5	PICS proforma	334
<b>Annex B - Examples of Device Identifier Encodings</b>		<b>436</b>
B.1	Simple DeviceID (no attributes)	436
B.2	DeviceID typed as a dialing number	436
B.3	DeviceID typed as a device number	436
B.4	DeviceID typed as a explicit national number	436
B.5	DeviceID typed as other type of numbering plan	436
B.6	DeviceID media characteristics	436
B.7	DeviceID including all attributes	436
<b>Annex C - Examples of Connection Identifier Encodings</b>		<b>437</b>
C.1	Fully Specified Connection ID	437
C.2	CallID only ConnectionID	437
C.3	DeviceID only ConnectionID	437
<b>Annex D - Examples of CSTA-specific XML</b>		<b>438</b>
D.1	Make Call service request - with only mandatory elements	438
D.2	Make Call service request - with optional elements	438
D.3	Make Call - Positive Acknowledgement	439
D.4	Make Call - Negative Acknowledgement	439
D.5	Delivered Event	439

<b>Annex E - CSTA XML with SOAP</b>	<b>440</b>
E.1 CSTA service request	440
E.2 CSTA service response (positive acknowledgement)	440
E.3 CSTA service response (negative acknowledgement)	441
E.4 Delivered Event	441
<b>Annex F - CSTA XML with SOAP with HTTP</b>	<b>443</b>
F.1 CSTA service request	443
F.2 CSTA service response (positive acknowledgement)	443
F.3 CSTA service response (negative acknowledgement)	444
F.4 Delivered Event	444
<b>Annex G - CSTA XML Over TCP</b>	<b>446</b>
G.1 Message Format	446
G.2 TCP without SOAP	446
G.3 TCP with SOAP	447
<b>Annex H - Summary of changes</b>	<b>448</b>
<a href="https://standards.iteh.ai/catalog/standards/sist/7c02b98a-6d87-44bf-bb44-4d61bf9a0430/iso-iec-18056-2004">ISO/IEC 18056:2004</a> <a href="https://standards.iteh.ai/catalog/standards/sist/7c02b98a-6d87-44bf-bb44-4d61bf9a0430/iso-iec-18056-2004">https://standards.iteh.ai/catalog/standards/sist/7c02b98a-6d87-44bf-bb44-4d61bf9a0430/iso-iec-18056-2004</a>	

## Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

International Standard ISO/IEC 18056 was prepared by Ecma International (as ECMA-323) and was adopted, under a special "fast-track procedure", by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, in parallel with its approval by national bodies of ISO and IEC.

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## Introduction

This International Standard defines an XML protocol for Phase III of 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 of Phase III XML Protocol for CSTA adds the ability to:

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

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# Information technology - Telecommunications and information exchange between systems - XML Protocol for Computer Supported Telecommunications Applications (CSTA) Phase III

## 1 Scope

This International Standard specifies an XML protocol for the services described in ISO/IEC 18051, Services for Computer Supported Telecommunications Applications (CSTA) Phase III.

This International Standard provides an alternative protocol to the ASN.1 based protocol specified in ISO/IEC 18052.

Clause 5 to clause 8 inclusive describes the concepts underlying the request/response model, application association, notation and service, and a description of the template used in this Standard.

Clause 9 to clause 26 inclusive contains CSTA-specific protocol details and forms the main part of this Standard.

Annex A specifies the PICS for this Standard.

Examples of CSTA XML encodings are provided in annex B through annex G.

## 2 Conformance

A manufacturer may select any part of the CSTA protocol, as specified in this International Standard, for implementation on a system as long as it satisfies the minimum conformance requirements as specified in clause 2 of ISO/IEC 18051.

A Protocol Implementation Conformance Statement (PICS) shall be used to specify the operations which are provided by a particular implementation. A PICS shall also specify the parameter options which are used.

### 2.1 Static Requirements

To conform to this International Standard, a system shall support the syntax as defined by the XML 1.0 specification and the structures and data types as defined in the XML Schema Structure and XML Schema Data Types specifications for the purpose of generating and interpreting CSTA protocol information for the operations supported.

### 2.2 Dynamic Requirements

To conform to this Standard, a system shall:

- a. follow the procedures as specified in this Standard, and ISO/IEC 18051, relevant to each CSTA operation that the system claims to implement; and
- b. satisfy the definitions, as specified in ISO/IEC 18051, relevant to each CSTA service that the system claims to implement.

### 2.3 PICS Requirement

To conform to this International Standard, the following shall be stated by the implementer when defining a PICS corresponding to an application or implementation:

- a. which CSTA operations, as defined in ISO/IEC 18051, are supported by the system for the particular implementation; and
- b. which optional parameters are supported by each supported operations.

A PICS proforma is specified in annex A of this Standard.

## 3 Normative references

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