INTERNATIONAL STANDARD

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

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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ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

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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.

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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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.