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

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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.

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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*, 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 18056:2004), which has been technically revised.

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Introduction

This 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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