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

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*Technologies de l'information — Téléinformatique — Services pour
applications en télécommunications supportées par ordinateur (CSTA)
en phase III*

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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.

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*, in parallel with its approval by the national bodies of ISO and IEC.

This sixth edition cancels and replaces the fifth edition (ISO/IEC 18051:2010), which has been technically revised. It includes the following changes:

- new features to establish and control the presence state of logical devices;
- new call control features to detect call linkage information with service results;
- new cause values to indicate call interception.

Introduction

This International Standard defines Phase III of Services for Computer Supported Telecommunications Applications (CSTA). This International 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*.

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

1 Scope

This International Standard specifies the Services and Event Reports for Computer-Supported Telecommunications Applications, Phase III (CSTA).

This International Standard is focused on providing application service interfaces to a Switching Function, Computing Function and a Special Resource Function. A CSTA application interface is disassociated from the various user-network interfaces and network-network interfaces CSTA applications may serve, observe or manipulate. Because CSTA operates with existing telecommunications interfaces indirectly, it operates generically, so that differences among various existing interfaces are hidden from CSTA applications. Support of user-to-network interfaces is outside the scope of CSTA.

Although most terminal equipment (TE) are suitable for use with CSTA there will be instances of TE that will not be suitable in certain circumstances. Examples are:

- FAX terminals and modems that are unable to adjust their transmission modes to prevent carrier conflict when both parties are alerted via CSTA during call establishment;
- Functional terminals that perform telecommunication functions outside the control of the Switching Function.

Services defined in this International Standard allow functional integration between a computing network and a telecommunications network. Computing platforms (i.e., Application Programming Interfaces - APIs) that support such functionally-integrated applications are outside the scope of this International Standard.

Communication between the computing and switching (i.e., telecommunications) networks may take place via intervening networks ranging from simple point-to-point connections to local- or wide-area telecommunications networks.

This International Standard is part of a suite of CSTA Standards and Technical Reports that provide a comprehensive description of the architectural and practical issues involved in applying, implementing, and utilizing CSTA-based CTI applications.

2 Conformance

This Clause specifies the conformance requirements for a Switching Function, Special Resource Function, and a Computing Function.

Conformance requirements specify the parts of this International Standard that a CSTA conformant implementation shall support.

This International Standard specifies an operational model (Clause 6, "CSTA Operational Model" and 9) that defines a collection of objects (e.g. domains and sub-domains, logical and physical elements, calls) and the relationships between these objects.

The behaviours of CSTA-conformant services, features, and event reports are determined by this model.

2.1 Switching Function

In order to conform to this International Standard a switching function shall support the following as a minimum:

1. the requirements pertaining to CSTA features as specified in 6.
2. the requirements as specified in 9.