Computer supported telecommunications applications (CSTA Phase 1), CS

OPERATIONAL DIRECTIONS

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TRADEMARKS

1 GENERAL

Computer Supported Telecommunications Applications (CSTA) is an application protocol that allows the interfacing of a computer domain with a telephony domain. It supports applications or services normally provided by one domain to be available to the other domain that normally does not support such application without major enhancement or redesign.

The purpose of this functionality is to support a Computer Telephony Integration (CTI) protocol, for example, ECMA-CSTA, between a telephony domain (MX-ONE Service Node and the protocol converter) and a computing domain (host computer with CTI application).

The rest of this document will refer to the protocol converter as the ApplicationLink.

The main type of application for this implementation of CSTA is call centers, where agents handling incoming calls can get synchronized screen updates with the telephone call.

When a call arrives at an agent position, a message is sent from the exchange to the computer, informing the computer of the event. The message will contain information about the call, like:

- Which agent received the call?
- Who is calling (A-number)?
- What number was dialed (could be an internal group hunting group number)?

The computer will typically take this information and do a data base search to update the computer screen of the agent with the caller's profile.

Normally, the agent would handle the telephony traffic from the computer terminal, causing CSTA requests to be sent from the computer to the exchange. It is possible for the agents to wear head-sets, and use the computer terminal as a telephone.

Other types of applications could be for outbound call center traffic, like tele-marketing or debt collection. Dedicated 'virtual SIP extensions' are needed for the outbound calls.

The CSTA application in the MX-ONE Service Node functions as a server to support the ApplicationLink clients.

An ApplicationLink is logically connected between the MX-ONE Service Node and the host computer running the CTI application. It is used to convert the Mitel proprietary signaling format to some sort of standard CTI protocol (for example, ECMA CSTA). The CSTA application in the MX-ONE Service Node, together with the ApplicationLink, supports the CTI application via the following functions:

- Generating CSTA events for monitored objects, that is, the status of the object or the queue status of the object.
- Performing telephony functions that are requested from the CTI application, for example, to make calls.

A monitored object can be an analogue extension, a CAS extension, a DTS, a DECT phone, an IP extension, a remote extension and an ACD/CTI group.

Outbound call center traffic is supported, and if wanted, one or several virtual SIP extensions should be initiated, to be used as temporary origins of the outbound calls. One virtual SIP extension can only handle one active call, so depending of the intended call intensity the number of virtual SIP extensions must be dimensioned. Once the sought destination answers, the call will be deflected by the Call Center application to an agent terminal, and the virtual SIP extension will be free.

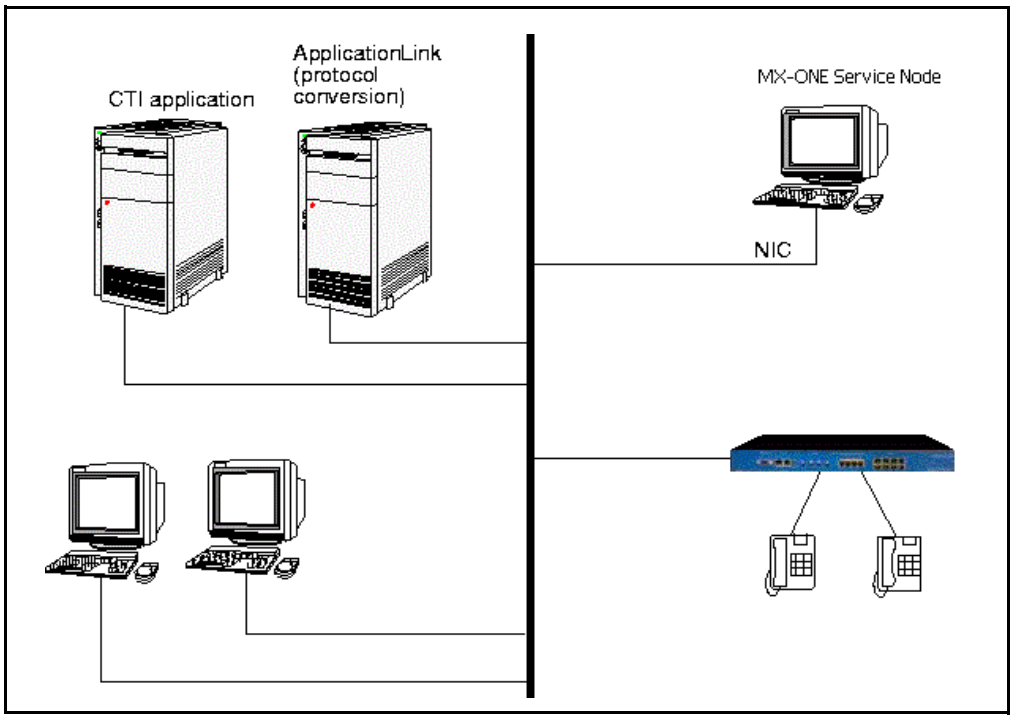

Figure 1: General configuration

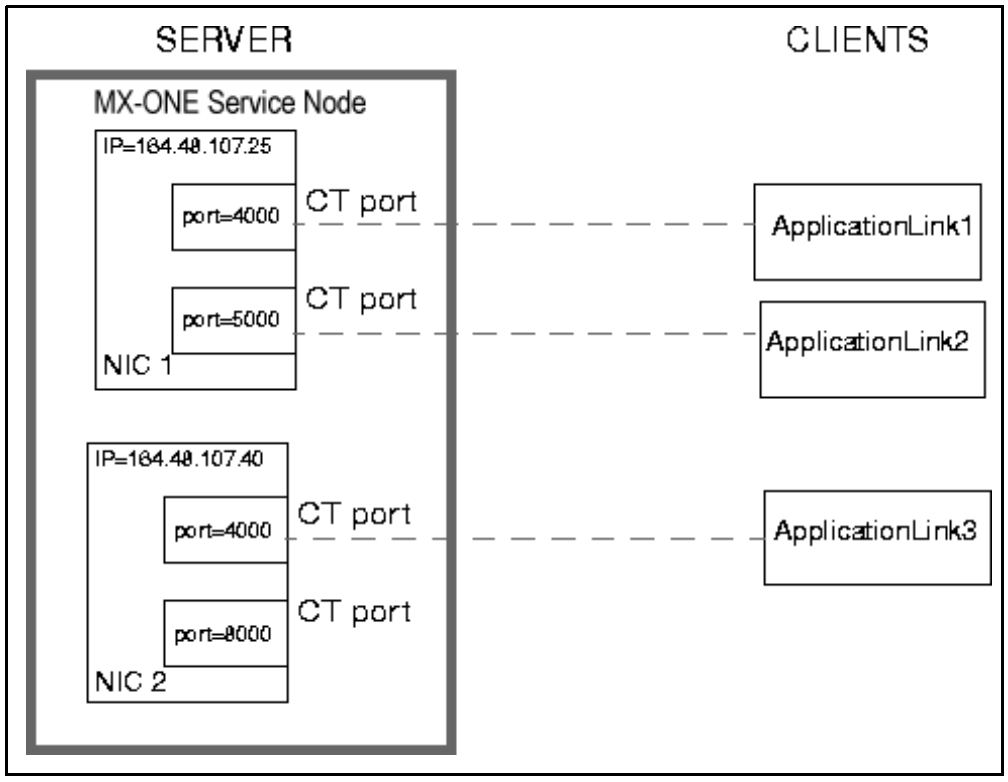

Figure 2: An example of a link configuration

2 PREREQUISITES

ApplicationLink is installed. For further information please consult the corresponding installation instructions for ApplicationLink.

Note: If peripheral ApplicationLink equipment is placed in the MX-ONE Service Node room, the earthing will be obtained from the MX-ONE Service Node earthing. Otherwise it is earthed to the main earthing line in the building to which the MX-ONE Service Node shall be earthed also.

3 AIDS

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4 PROCEDURE

The following procedure is recommended for initiation of the CSTA functionality:

1. Initiate the CSTA links
2. Initiate virtual SIP extensions, if outbound call center traffic is to be used

5 EXECUTION

5.1 CSTA LINK GROUP

5.1.1 INITIATE CSTA LINK FOR A LINK GROUP

General

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Prerequisites

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Execution

1. Initiate a CSTA link by keying the command *CSTLI*.
2. Verify the result by keying the command *CSTLP*.

5.1.2 REMOVE CSTA LINK FOR A LINK GROUP

1. Remove a CSTA link by keying the command *CSTLE*.
2. Verify the result by keying the command *CSTLP*.

5.1.3 PRINT CSTA LINK GROUP DATA

Print data about the CSTA link groups by keying the command *CSTLP*.

5.2 OUTBOUND CALL CENTER CALLS (OPTIONAL)

5.2.1 INITIATE VIRTUAL SIP EXTENSION FOR OUTBOUND CALL CENTER TRAFFIC

General

If outbound call center traffic is wanted, one or several virtual SIP extensions should be initiated, to be used as temporary origins of the outbound calls. Once the sought destination answers, the call will be deflected by the Call Center application to an agent terminal, and the virtual SIP extension will be free.

Prerequisites

The application must support outbound call center calls, and appropriate licenses be available. One virtual SIP extension can only handle one active call, so depending of the intended call intensity the number of virtual SIP extensions must be dimensioned.

Execution

1. Initiate a virtual SIP extension according to the operational directions for *IP EXTENSION*.
2. Verify the result, see the operational directions for *IP EXTENSION*.

5.2.2 REMOVAL OF VIRTUAL SIP EXTENSION

1. Remove the virtual SIP extension, see operational directions for *IP EXTENSION*.
2. Verify the result, see the operational directions for *IP EXTENSION*.

5.2.3 PRINT VIRTUAL SIP EXTENSION DATA

Print data about the virtual SIP extension, see the operational directions for *IP EXTENSION*.

6 TERMINATION

If exchange data have been altered a dump to backup media must be performed.