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OSV CSTA-SDK v1.5.7

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Overview

The OpenScape Voice Server CSTA-SDK provides a set of APIs to help simplify the development of Java based desktop applications which want to control the OpenScape Voice Server Call Control capabilities through the use of CSTA. It provides simpler API's to connect and manage the CSTA Features, hiding some of the complexity of the CSTA Object model.

The OSV Server CSTA-SDK connects directly to the OpenScape Voice server via raw TCP connection. HTTP/SOAP connection support is added since V1.2.0. TLS connection support is added since V1.3.0.

Release Notes

v1.5.7

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What 's New?

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T00LS-1049: FRN10395: CSTA SDK - Multiline keyset support for CSTA.

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What 's New?

T00LS-562: FRN9813 - Support OSMO OND for CSTA Consultation and compound services.

Bug Fixes

T00LS-558: Exception in SnapshotCall.

Interface Changes

The following interface is updated to reflect the changes introduced with FRN9813:

GetConfigurationDataResponse

The supportedOSMOFeatureList can now contain the "consultationCall" element.

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## Bug Fixes

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T00LS-503: CSTA-SDK backwards compatibility issue with "privateData".

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What's New?

T00LS-394: Support DeviceCapsChangedEvent in CSTA-SDK.

Bug Fixes

T00LS-392: MonitorStop Event is not received properly.

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Bug Fixes

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TOOLS-287: Added missing getter for "newDestination" from DivertedEvent.

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What's New?

TOOLS-266: FRN9965 - CSTA SDK Support for FRN9962 CSTA monitoring and Release or Deflec

Interface Changes

The following new interfaces are introduced to the CstaConnection class to support the

AssociateData

AssociateData(String altDestination)

AssociateData(CstaDeviceIdentifier deviceInfo, String altDestination)

The new AssociateData interfaces are only used in the FRN9965 scenarios, where the

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What's New?

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CQ00332579: FRN9896 - CSTA SDK Support for FRN9855 Busy on busy for ONS incoming call.

Bug Fixes

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CQ00332748: Fixed exception in thread "EventsDispatcher".

Interface Changes

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The following new interface is introduced to the CstaConnection class to support the abc

ClearConnection

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ClearConnection(CstaReason reason)

This in a new ClearConnection interface that is used to when a call is made to a device  
In this case, the new calling device must be cleared using this interface.

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What's New?

CQ00332244: FRN8616 - CSTA SDK enhanced to support FRN8556 Do Not Disturb with Snooze 0

CQ00332245: FRN8613 - CSTA SDK enhanced to support FRN8181 Call Log Services and Events.

Interface Changes

The following new interfaces are introduced to the CstaProvider class to support the abc

CstaGetConfigurationData

CstaGetConfigurationDataResponse CstaGetConfigurationData(String ons, String cellDev

Support for the GetConfigurationData in order to get the appropriate data, providing and OSMO device. Also, the new snoozeDND is supported as part of the supportedOSMOFe in the GetConfigurationData Response.

The following new interfaces are introduced to the CstaLogicalDevice class to support th

SetDoNotDisturb

boolean SetDoNotDisturb(boolean doNotDisturbOn, int DNDResume)

This is a new SetDoNotDisturb interface in order to enable the DND Snooze functionality remain active for the period in minutes specified (DNDResume).

GetDoNotDisturbData

CstaDoNotDisturbData GetDoNotDisturbData()

Get the current status of the Do Not Disturb feature for the device (true if DND is and the time in minutes remaining till the DND is deactivated when the DND snooze f

The following new interfaces are introduced to the CstaDevice class to support the above

CallLogSnapshot

CstaCallLogResponseWithErrorCode CallLogSnapshot()

Given a specified CSTA monitored device, a Call Log Snapshot is requested. The request is validated with the arrival of a Call Log Snapshot Response. Every modification of the device's Call Log is received as a result. The request success is validated with the arrival of a Call Log Event message with the updated Call Log.

In case of an error during the processing of Call Log Snapshot, a CSTA Internal Service Error is received as a result.

CallLogDelete

CstaCallLogResponseWithErrorCode CallLogDelete(CstaCallLogDeleteList recordList)

Given a specified CSTA monitored device and a list of call records, a deletion of the specified call records is requested. The request success is validated with the arrival of a Call Log Delete Response. A Call Log Event message with the updated Call Log is received as a result.

In case of an error during the processing of Call Log Delete, a CSTA Internal Service Error is received as a result.

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## What's New?

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CQ00288521: Support for GetSwitchingFunctionDevices and GetLogicalDeviceInformation.

CQ00283448: Support Application Session.

CQ00285193: Support for event filtering in Monitor Start Requests.

CQ00286729: Support for event filtering in Monitor Start Responses.

CQ00283593: Allow multiple CSTA links through the CstaSystem class.

CQ00285201: Faster method to detect link failure/closed sockets through the event listener.

Bug Fixes

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CQ00283347: Fix invokeID overflow when invokeID reaches 9998 (max value set at 9999).

CQ00285928: Changes to stabilize the read and send message functions in high volume traffic situations.

CQ00286047: Prevent out of memory and overload conditions in volume traffic situations by limiting the number of active connections.

Interface Changes

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The following new interfaces are introduced to the CstaProvider class to support the above changes:

CstaGetSwitchingFunctionDevices

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boolean CstaGetSwitchingFunctionDevices(CstaDeviceCategory category)

boolean CstaGetSwitchingFunctionDevices(CstaDeviceID deviceId, CstaDeviceCategory category)

If only the category is specified, then a list of all devices of that category are returned in a (potentially multiple) CstaSwitchingFunctionDevices event(s).

If a deviceId is specified, and that deviceId is an MLHG Pilot, a list of agents of that pilot are returned in a (potentially multiple) CstaSwitchingFunctionDevices event(s).

If a deviceId is specified, and that deviceId is an MLHG agent, a list of pilots the agent belongs to are returned in a (potentially multiple) CstaSwitchingFunctionDevice

## CstaGetLogicalDeviceInformation

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CstaGetLogicalDeviceInformationResponse CstaGetLogicalDeviceInformation(CstaDeviceID  
CstaGetLogicalDeviceInformationResponse CstaGetLogicalDeviceInformationNID(CstaDeviceID

Note: The information returned is defined in the CSTA interface spec; note that if then the appearanceList data contains appearances for each related keyset line. If then the associatedGroupList contains deviceIds for each member agent.

## Monitor Event Filtering

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CstaMonitor MonitorStart(CstaDevice device, boolean silmTag, boolean NID, CstaFilter

The full interface for MonitorStart is extended to allow a CstaFilterEventList filter can be created and populated with the events that you do NOT wish to see. These events are monitored under this monitor point.

## Application Session

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The following interfaces are provided for Application Session support:



```
CstaApplicationSession StartApplicationSession(int sessionDuration)
CstaApplicationSession StartApplicationSession(String applicationID, String protocol
CstaApplicationSession StartApplicationSession(String applicationID, String protocol
CstaApplicationSession getApplicationSession()
int ResetApplicationSessionTimer(int requestedSessionDuration)
int ResetApplicationSessionTimer(int requestedSessionDuration, int heartBeatTimer)
void StopApplicationSession(String definedEndReason, String appEndReason)
```

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What's New?

CQ00275056: Enhancement to support appCallbackID and appCallbackName
in the privateData for Make Call requests

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What's New?

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CQ00242438: FRN4844 - SIP URI support

CQ00240730: Support AssociatedCallingDevice and AssociatedCalledDevice

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What's New?

CQ00233503: CSTA-SDK: Support TLS connection for FRN4181

Bug Fixes

CQ00221692: Null pointer when handling a basic Held/Retrieved event

CQ00222319: XML Parse error for element "restricted" and "acdCall"

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## What's New?

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CQ00214198: CSTA-SDK: Support HTTP/SOAP connection

CQ00157701: Support Message Waiting Indicator Physical Device service

CQ00170233: Add suport for FRN4464 Support for Xpressions SAP phone with  
ASC active voice recording (Heidelberger Cement)

CQ00157718: Support Routing Service for Telefonica Step 2

CQ00157473: Support CompoundCallState in SnapshotDevice response

CQ00159062: CSTA-SDK: Support of services permitted

CQ00159066: CSTA-SDK: Provide local CstaConnection object in the CstaEventObject

CQ00200594: FRN4208 CSTA-SDK support for Continuous Silent Monitoring for Voice  
without Verint, ASC, and OpenScape Contact Center

CQ00193909: FRN4242 CSTA-SDK support for CSTA Application external device name  
via CSTA Network Interface Device (NID) service

CQ00213840: FRN5670: Rebrand OSV - CSTA-SDK.

## Bug Fixes

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CQ00158981: autoOriginate option in CSTA MakeCall and JoinCall request  
should be a enum type instead of String

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What's New?

CQ00145625: Updated Javadoc to include a brief description for
CstaException including all the CSTA Requests.

CQ00146946: Improved DeviceID / DeviceIdentifier String parsing.

CQ00146986: Improved ForwardingEvent to support optional tags such as
"forwardTo", "ringCount", and "ringDuration".

CQ00147181: Allow multiple MonitorStarts after a failed attempt.

CQ00157462: Added Application interface access to object "cstaEventObject"
and "CstaEventType". Allowing easy access to the type of
the currentObject and the ability to caste the object.

Example:

```
if(cstaEventObject.evtType == CstaEventType.DELIVERED)
{
```

```

        CstaDeliveredEvent deliveredXml = (CstaDeliveredEvent) cstaEventObject.current
        CstaDeviceIdentifier deviceIdentifier = new CstaDeviceIdentifier(deliveredX
    }

```

CQ00157464: Allows Application to be notified if there is a network failure to the heart beat. Next heart beat will fail and a CstaEvent with type="CstaException" and indicator="HeartbeatFailure" will be sent to the EventListener.

CQ00157469 Added ArrayList<CstaConnection> to the CstaCall object, which returns a snapshot object.

Note:

Application can only use this snapshot CstaCall object to check CallIDs, and is not able to send a request such as connection.HoldCall().

CQ00157704: Added Custom XML support for CSTA SDK Browser

CQ00157741: Allows incoming MonitorStop requests to remove SDK monitor objects, related connections, and to notify the application.

CQ00158008: Added Application interface enabling the application to specify an external inbound name in the AcceptCall.

Example:

```

CstaConnection.AcceptCallWithNameProvider(string)

```

CQ00158976: Extra handling for "restricted" tag as one of the CstaDevice elements. Thereby setting the device's FQDN to "restricted" if it is "restricted" in message.

Bug Fixes

CQ00147199: Fixed NullPointerException issues when calling method
CstaProvider.registerEventListener().

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Implemented basic functionality to the CSTA-SDK.

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