TECHNICAL REPORT

# ISO/IEC TR 18053

First edition
2000-07-15

# Information technology — Telecommunications and information exchange between systems — Glossary of definitions and terminology for Computer Supported Telecommunications Applications (CSTA) Phase III

*Technologies de l'information — Télécommunications et échange d'information entre systèmes — Glossaire de définition et terminologie pour applications en télécommunications supportées par ordinateur (CSTA) en phase III*

Reference number
ISO/IEC TR 18053:2000(E)

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## Foreword

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Technical Report ISO/IEC 18053 was prepared by ECMA (as Technical Report ECMA TR/72) 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.


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## Introduction

This Technical Report provides definitions and terminology for Standard ECMA-269 (International Standard ISO/IEC 18051), *Services for Computer Supported Telecommunications Applications (CSTA) Phase III*, Fourth Edition, published by ECMA in 2000. It is part of a suite of Standards and Technical Reports for Phase III of CSTA. These Standards and Technical Reports reflect agreements of ECMA member companies on Phase III of CSTA. All of the Standards and Technical Reports in the suite are based on the practical experience of ECMA member companies and each one represents a pragmatic and widely-based consensus.

This Technical Report was created from glossary material originally appearing in CSTA Phase II (ECMA-217), from the *versit* CTI Encyclopedia (Version 1.0), which was contributed to ECMA by *versit*. Additional definitions and acronyms were contributed by ECMA member companies.

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# Information technology - Telecommunications and information exchange between systems - Glossary of definitions and terminology for Computer Supported Telecommunications Applications (CSTA) Phase III

## 1 Scope

This Technical Report contains definitions of technical terms and acronyms used throughout the suite of publications comprising CSTA Phase III.

## 2 Normative reference

The following normative document contains provisions which, through reference in this text, constitute provisions of this Technical Report. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. However, parties to agreements based on this Technical Report are encouraged to investigate the possibility of applying the most recent edition of the normative document indicated below. For undated references, the latest edition of the normative document referred to applies. Members of IEC and ISO maintain registers of currently valid International Standards.

ISO/IEC 18051:2000, *Information technology - Telecommunications and information exchange between systems - Services for Computer Supported Telecommunications Applications (CSTA) Phase III.*

## 3 Definitions and Acronyms

### 3.1 Account Code

A computing sub-domain specific code applied to a call for accounting purposes. Also called account information or account info.

### 3.2 ACD

Automatic Call Distributor, Automatic Call Distribution. See *Automatic Call Distributor*.

### 3.3 ACD Group

See *ACD Group Device*.

### 3.4 ACD Group Device

A group device that has a ACD and which represents an explicit association between the ACD and the distributed-to devices.

### 3.5 Acknowledgement

An acknowledgement is a message that is sent from the switching function to the computing function and visa-versa, and that informs the requesting computing or switching function whether an earlier request was accepted or rejected.

### 3.6 Acknowledgement Model

The model by which a service provides a response (acknowledgement) to a requesting function (or client). Each individual service specifies the acknowledgement model it supports. See *Atomic Acknowledgement Model* and *Multi-Step Acknowledgement Model*.

### 3.7 ACSE

Association Control Service Element. See *Association Control Service Element*.

### 3.8 Active Call

With respect to a particular device, an active call is a call whose connection with the device is in the Connected connection state.

### 3.9 Active Participation

This feature is typically used to allow intrusion with the ability to speak and listen by a supervisor into an *ACD Call*.

### 3.10 Addressibility

The property of an appearance of having an identifier associated with it.

### 3.11 Addressable Appearance

An appearance that can be referenced by the switching function via a *device identifier*.

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### 3.12 Addressable Device

A device with an associated device identifier. See *Device, CSTA Device, Device Identifier*.

### 3.13 Agent

A CSTA user associated with one or more ACD devices or ACD groups and authorised to act on behalf of the provider of the CSTA application.

### 3.14 Agent Group Association

An association of an ACD group with an agent.

### 3.15 Agent Identifier

An identifier by which an agent can be observed and/or controlled within the switching function.

### 3.16 Agent Logging State

The state of the agent with respect to a particular ACD System. Its possible values are NULL and LOGGED ON.

### 3.17 Agent Password

A data element used to authenticate an agent associated with a device with an ACD device or ACD group.

### 3.18 Agent State

A state that an agent may take in relation to an ACD device or ACD group and the calls associated with the ACD device or ACD group.

### 3.19 Agent State Model

The model by which the switching function maintains agent states for the ACDs and ACD groups associated with an agent.

### 3.20 Alerting

A call with a connection in the Alerting connection state is said to be *alerting* the subject device of that connection.

### 3.21 Alerting Call

A call for which the subject connection is in the Alerting state. This usually implies that the telephone instrument is ringing.

### 3.22 Alerting Connection State

A connection state in which a device is alerting (e.g., ringing) or is being presented (offered) to a device. This indicates an attempt to connect a call to a device. The device may be a device such as a telephone station. The device may also be a routeing or distribution type of device.

### 3.23 Allocation Condition

For the Make Predictive Call service, an indication of whether a calling device (e.g., the agent to which the call is to be connected) has been allocated for the call.

### 3.24 Analogue

Analogue transmission (such as POTS signals) consists of sound travelling over lines as variations in a electrical current. Analogue signals are very vulnerable to interference and noise on the line. They are also limited to the bandwidth of amplifiers, analogue-to-digital converters, and other network equipment.

### 3.25 Analogue Line

A POTS telephone line that utilises analogue transmission. Signals on an analogue line use a set of standard in-band tones for call progress and DTMF signalling.

### 3.26 ANI

Automatic Number Identification. See *Automatic Number Identification*.

### 3.27 API

Application Programming Interface.

### 3.28 Appearance

A component of a device's logical element at which a connection to a call is permitted. A single logical element may have multiple appearances. Also called *call appearance*.


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### 3.29 Appearance Type

An attribute whose value is a categorisation of appearances in terms of their interaction with other appearances. Possible values include selected-standard, basic-standard, basic-bridged, exclusive-bridged, shared-bridged, Independent-shared-bridged, Interdependent-shared-bridged.

### 3.30 Application Association

A cooperative relationship between two application entity invocations that provides the necessary frame of reference between them in order that they may interwork effectively.

### 3.31 Application Context

An explicitly identified set of application service elements, related options and any other necessary information for the interworking of application entities on an application association.

### 3.32 Application Domain

The union of one switching sub-domain and one computing sub-domain.

### 3.33 Application Entity

An active element, within an application process, embodying a set of capabilities which is pertinent to OSI and which is defined for the Application Layer, that corresponds to a specific application entity type (without any extra capabilities being used).

### 3.34 Application Entity Type

A description of a class of application service elements in terms of a set of capabilities defined for the Application Layer.

### 3.35 Application Service Element

A set of application functions that provides a capability for the interworking of application entity invocations for a specific purpose.

### 3.36 Application Working Domain

The subset of devices (and the calls and connections associated with those devices) inside a switching sub-domain that are controllable and/or monitorable over a Service Boundary.

### 3.37 ASE

Application Service Element. See *Application Service Element*.

### 3.38 ASN

Abstract Syntax Notation.

### 3.39 Association Control Service Element

An element of an application process whose primary purpose is to establish and release an application association between two application entity instances and to determine the application context of that association.

### 3.40 Asynchronous

A method of invoking a function such that the process which is doing the invoking continues in parallel with the invoked function. See *Synchronous*.

### 3.41 ATM

Asynchronous Transfer Mode.

### 3.42 Atomic Acknowledgement Model

An acknowledgement model supported by a service in which the positive acknowledgement of a request is accomplished in a single step. Receipt of an acknowledgement from such a service guarantees that all parameters supplied in the request are correct and that the service was successfully completed. See *Acknowledgement Model* and *Multi-Step Acknowledgement Model*.

### 3.43 Auditory Apparatus

A component used to convert electronic signals into voice/speech and/or vice/versa.

### 3.44 Auditory Apparatus Identifier

An identifier by which an auditory apparatus in a physical element (in a device) can be observed and/or controlled.

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### 3.45 Auditory Apparatus Type

An attribute subcategorising the *auditory apparatus* physical component. Possible values include handset, headset, speakerphone, speaker-only phone, microphone-only, and other.

### 3.46 Authorisation Code

A code provided to the switching function that is used to check if a computing function user is authorised to perform a given service.

### 3.47 Auto-Answer

A feature of a device allowing it to automatically answer a call.

### 3.48 Auto Work Mode

A feature of an ACD implementation that causes an agent state to automatically transition to the WorkingAfterCall agent state after an ACD agent completes a call

### 3.49 Automatic Call Distributor

A device that distributes calls presented to it to other devices. An Automatic Call Distributor may be associated with the devices to which calls are distributed, but itself consists only of the distribution mechanism.

### 3.50 Automatic Number Identification

A service provided by the telephone network that provides the billing directory number associated with a calling device. The number provided by ANI will not always be the same as the number of the calling device. Outside of North America, this service is called *Calling Line Identification* (CLID).

### 3.51 B Channel

A 56 or 64 Kbps channel on an ISDN or proprietary PBX line that can carry voice or data.

### 3.52 Bandwidth

The information carrying potential of a physical or logical connection. For analogue connections it is the range of frequencies that a circuit can handle. With POTS, for example, the bandwidth is very narrow. The broader the range of frequencies, the more information the line can handle. The typical POTS circuit has a bandwidth of 3100 Hz centred between 300 Hz and 3400 Hz. For digital connections, the bandwidth is the data rate of the circuit or channel.

### 3.53 Bearer Mode

The type of coding, or compression that the telephone network is permitted to perform on the bit stream carried on the bearer channel. In POTS, the bearer mode will always be 3.1 kHz voice. The “speech” bearer mode is the most compressible, “voice” less so, and so on. A data bearer mode implies that the data stream will not be compressed by the network (the connection is “clear channel”).

### 3.54 Bearer Services

Telephone Network Services designed to transfer information from point A to point B.

### 3.55 Bit Rate

A media call characteristic, indicating whether the media stream of the call has a constant data rate (i.e., is isochronous) or a variable bit rate.

### 3.56 BRI

Basic Rate Interface.

### 3.57 Bridging

A directory number is assigned to more than one device such that when an incoming call is targeted for the directory number, all devices are prompted for the call. The devices in question are said to have bridged device configurations of various kinds. See *Device Configuration.*

### 3.58 BRI-ISDN

An ITU-T-defined “Basic-Rate Interface” ISDN connection consisting of two B channels of 64 Kbps each for voice or data, and one D channel of 16 Kbps for control (2B+D). See *PRI-ISDN*.

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### 3.59 Button

A button is a physical (i.e., represented by hardware) or logical (i.e., represented by switching function software) component of a device that controls a certain function or action assigned to the button.

### 3.60 Button Associated Number

A device identifier in diallable digits format associated with the feature or service assigned to a button.

### 3.61 Button Association

An attribute of a lamp that identifies a button to which the lamp is associated.

### 3.62 Button Function

The feature or service that is performed in response to activating (e.g., pressing) a button. The button function may be assigned to the button by the switching function.

### 3.63 Button Identifier

An identifier associated with a button used to observe and control it through the Service Boundary. It is used in combination with the Device Identifier of the device of which it is a component.

### 3.64 Button Label

A character string representing the label by which a user refers to a button.

### 3.65 Call

A switching function communications relationship (generally) between two or more devices. During some circumstances, including set-up and release, there may be only one device.

### 3.66 Call Appearance

See *Appearance*.

### 3.67 Call Associated Event

Events related to the Call Associated Features Services.

### 3.68 Call Associated Feature

A collection of features (including DTMF digit generation and collection, telephony tone generation and collection, and user information transmission) controlled by the Call Associated Feature Services.

### 3.69 Call Control Event

An event that reports changes to information related to calls.

### 3.70 Call Control Information Element

An information type that denotes the type of call control information available in a sub- domain. Possible values include ISDN, ATM (B-ISDN), ISO-Ethernet, RSVP, Other (switching sub-domain specific).

### 3.71 Call Detail Record

An information element describing information about a call relevant to charging for the call or tracking its progress through a call centre. Call Detail Records are transmitted from a switching function to a computing function via an event report.

### 3.72 Call Event Report

Messages that indicate a change in state of one or more connections in the switching sub-domain.

### 3.73 Call Identifier

A Call Identifier is a reference associated with a call whereby the call can be known to, and identified by, the switching, computing and special resource functions through the call's life.

### 3.74 Call Linkage

A set of information elements associated with a call that identify the global call to which the call belongs, and the call thread to which the call belongs.

### 3.75 Call Qualification Data

A collection of data (e.g., wrap code, walk away codes, hold reasons, consult reasons, transfer reasons) that describes how a call is being handled or was handled by a user.

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### 3.76 Call Related Information

Additional information associated with a call, including account information and authorisation codes.

### 3.77 Call State

A list of the connection states of all of the devices involved in a call (also called the *Compound Call State*). See also *Simple Call State*.

### 3.78 Call Thread

A set of calls that are related to each other because they are part of same telephony process.

### 3.79 Callback

This telephony feature allows a device to request that the originally called (e.g., busy) device return the call when the originally called device becomes available.

### 3.80 CallBack Call

A call that is automatically established by the switching function in response to a prior service request or feature when the target device is in an appropriate state to accept the call.

### 3.81 Called Line Identity

A service supplied by the public telephone network to identify a logical called device. For example, two 1-800 numbers might both be translated to a single real number. the Called Line Identity information distinguishes which of the two numbers was originally dialled.

In North America this service is called *Dialled Number Identification Service* (DNIS).

### 3.82 CallID Only Connection ID

A connectionID format in which only a call identifier appears. ConnectionID parameters of this type can be used only with certain services.

### 3.83 Calling Line Identification

A service provided by the telephone network that provides the billing directory number associated with a calling device. The number provided by CLID will not always be the same as the number of the calling device.

In North America this service is called *Automatic Number Identification*.

### 3.84 Call-Type Monitor

A monitor that tracks behaviour of a call, providing notifications of events for the call and for all devices associated with the call.

### 3.85 Capabilities Exchange

A set of services by which a computing function discovers the devices, elements, and associated attributes, features, or services of a switching sub-domain.

### 3.86 CCIE

Call Control Information Element. See *Call Control Information Element*.

### 3.87 CDR

Call Detail Record. See *Call Detail Record*.

### 3.88 Central Office (CO) Line

A network interface device in a central office (CO) switch to a subscriber station (e.g., a telephone).

### 3.89 Central Office (CO) Switch

A telephone switching system that resides in the telephone service provider’s network. There are different types of central office switches, depending upon the role of the switch within the telephone network. Commonly, a central office switch connects customer lines to other customer lines, customer lines to trunks, or customer PBXs to trunks, and is the point at which local subscriber lines terminate for switching to other lines or trunks.

### 3.90 Channel

A logical communications path between devices in a network. A channel is associated with a connection, and transmits or receives media streams between devices related by the connection.


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### 3.91 Character Set

For a display, an attribute denoting the character set used to represent characters in the display.

### 3.92 Classifier

A switching function resource that classifies predictive calls as answered, ringing, sent to Special Indicator Tone, or other vendor specific classifications.

### 3.93 CODEC

COder/DECoder.

### 3.94 Complete Connection ID

A connection ID format which contains both the call ID and the device ID of the call and device associated by the connection.

### 3.95 Compound Call State

See *Call State*.

### 3.96 Computing Domain

The set of computers and their objects that may be reached directly or indirectly by a CSTA application from a switching domain.

### 3.97 Computing Function

The part of the domain needed to support CSTA applications that is also within a Computing or Special Resource sub-domain.

### 3.98 Computing Sub-Domain

Any configuration of inter-connected computers that presents the appearance and functionality of a single computer to the switching and special resource domains.

### 3.99 Conference Call

A telephone call consisting of three or more connected devices.

### 3.100 Connected State

A connection state in which a device is actively participating in a call. This state includes logical participation in a call as well as physical participation (i.e., a Connected device cannot be on Hold).

### 3.101 Connection

A relationship between a call participant (device) and a call. A device's connection represents that device's participation in a telephone call. A connection can also be thought of as a "leg" of a particular call that connects a device with a specific call within the switching sub-domain.

### 3.102 Connection Identifier

An identifier used to identify a relationship between a specific call and a specific device. The Connection Identifier comprises a Call Identifier and a Device Identifier. Together, these identifiers specify a unique CSTAObject in the context of a CSTA Association.

### 3.103 Connection Mode

The means by which a media stream channel of a connection is attached to the media stream channel of a media service instance.

### 3.104 Connection Rate

A media call characteristic, indicating whether the media stream of a call is digital, and if so, indicating its bit rate.

### 3.105 Connection State

One attribute of a connection with respect to the existence and operation of a call to which the connection connects a device. The possible values of a connection state are represented in a connection state transition graph, which defines the permissible transitions between connection states. See also *State*.

### 3.106 Connection State Transition

The process by which the value of a connection state changes, either in response to an external occurrence or because of a request sent to the switching function. The connection states to which a given connection state may transition are specified by the CSTA standard, and represented by a *connection state transition graph*.

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### 3.107 Connection State Transition Graph

A representation of the permissible transitions from one connection state to another, as defined by the CSTA Standard.

### 3.108 Consultation Call

The compound action of placing an active call on hold at a device and issuing a second call from the same device.

### 3.109 Correlator Data

Computing domain-specific data associated with a call and used to track a call as it is controlled and monitored by the computing function. See also *Null Correlator Data*.

### 3.110 CSTA

Computer Supported Telecommunications Applications.

### 3.111 CSTA Application

A cooperative process between a Switching Function performed within a switching network and a Computing Function performed within a computing network.

### 3.112 CSTA Client

In CSTA, a client is a local communication component of the Switching, Computing, or Special Resource Functions that requests a particular service of another function through a service boundary.

### 3.113 CSTA Device

A device that is visible and/or controllable via CSTA. See also *Device*.

### 3.114 CSTA Domain

The set of accessible Computing, Switching and Special Resource Functions from which an application might receive service.

### 3.115 CSTA Object

A conceptual entity in the CSTA model. Calls, connections, devices, elements, appearances are all CSTA objects.

### 3.116 CTI

Computer Telecommunications Integration. This is an updated definition of the acronym "Computer Telephony Integration", reflecting changes in technology current with this version of the Standard.

### 3.117 D Channel

A channel on an ISDN line that can carry signalling information and low-speed packet data.

### 3.118 Data Call

A call on which the media type of the media stream transmitted between devices is other than voice (e.g., fax, data).

### 3.119 Data Connection

A connection whose capabilities support data channels, i.e., channels that carry media stream types other than voice.

### 3.120 Data Path

A logical object in the switching function that allows the exchange of data between a telephony device and a switching function component for a given application association.

### 3.121 Data Path State

A state in which an I/O-services dialogue between a telephony device and a switching function may find itself.

### 3.122 Data Rate

The capacity of a channel to carry data, measured in bits per second. The rate at which data is transmitted on a channel, measured in bits per second.

### 3.123 DD

Diallable Digits.

### 3.124 Default Value

A value that is automatically supplied or assumed by the server when no value is supplied by the client.


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### 3.125 Defined Parameter Type

A parameter type describing information elements specific to CSTA, e.g., auditory device lists, correlator lists. The parameter type describes the meaning, format, and interpretation rules of the information elements.

### 3.126 Delay Tolerance

A media call characteristic, indicating the maximum tolerable variability of the bit rate of a media call.

### 3.127 Device

A physical (e.g., buttons, lines, trunks, stations) or logical (e.g., groups of physical devices, pilot numbers, ACD groups) entity that is used to access telecommunications services. See also *CSTA Device*.

### 3.128 Device Capabilities

Information elements describing the services, features, and attributes of a device.

### 3.129 Device Category

A device attribute that provides a generic indication of the device's behaviour and configuration. Possible values include Station Device Category, Network Interface Device Category, ACD Device Category, ACD Group Device Category, Hunt Group Device Category, Park Device Category, Pick Group Device Category.

### 3.130 Device Configuration

A device attribute describing the arrangement of the various elements and appearances associated with the device. Multiple device configurations may be formed from different combinations of physical elements, logical elements, and appearance types.

### 3.131 Device Element

The attributes, features and services that determine the device's physical interface and the control and observation of calls. Device elements are subcategorised into *physical elements* and *logical elements*.

### 3.132 Device Element Combination

A categorisation of device in terms of the combination of physical and logical elements comprising it. Possible values include *Logical Element Only*, *Physical Element Only*, *Logical and Physical Element.*

### 3.133 Device Feature

A service provided by a device that can be invoked by a computing function or by a manual activity. Raising or lowering the speaker volume is an example of a device feature, as is activating call forwarding on the device.

### 3.134 Device Identifier

An identifier by which a CSTA device is referenced across a Service Boundary. A Device Identifier may be static or dynamic. A Device Identifier may refer to multiple devices distinguished by their MediaCallCharacteristics.

### 3.135 Device Identifier Format

A format by which a device identifier may be expressed in an information element. Possible values include *diallable digit format, switching function representation format, device number format*.

### 3.136 Device Identifier Status

An attribute of a parameter representing a device identifier, indicating if the device identifier is present in the parameter, or the reason why the device identifier is not provided in the parameter.

### 3.137 Device Media Characteristics

A collection of device attributes that specify its media features, including *media class*, *media stream information*, and protocol information. These are used in Call Control Services to select devices for a call, and in Call Control Events to report media characteristics associated with devices.

### 3.138 Device Only Connection ID

A connection ID format in which only a device ID appears.

### 3.139 Device State

The collection of states of the elements, components, and calls associated with a device. These include the *connection state*, the physical device features, and the logical device features.

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### 3.140 Device Type

A device attribute denoting a generic indication of the device's behaviour and configuration. Possible values of this attribute include station device, network interface device, ACD device, Button, Button Group, Conference Bridge, Line, Line Group, Operator, Operator Group, Parking Device, Station, Station Group, Trunk, Trunk Group, Other, Other Group.

### 3.141 Device-Type Monitor

A monitor that tracks behaviour of a device, providing notifications of events for the device and for all calls associated with the device.

### 3.142 Dialled Number Identification Service

A service supplied by the public telephone network to identify a logical called device. For example, two 1-800 numbers might both be translated to a single real number. The DNIS information distinguishes which of the two 1- 800 numbers was originally dialled.

### 3.143 Digital Line

A digital station line on a PBX or digital-key system. Signalling on a digital line usually uses a vendor-specific (proprietary) protocol or ISDN protocol to exchange messages between the switch and the telephone. A digital line typically requires a "matched" telephone set.

### 3.144 Directory Number

A logical concept that translates to a device. It is typically associated with a line (extension) circuit.

### 3.145 Display

A physical or virtual component which presents a two dimensional array of characters associated with the physical element.

### 3.146 Display ID

An identifier associated with a display used to observe and control it through the Service Boundary. It is used in combination with the Device Identifier of the device of which it is a component.

### 3.147 DND

Do Not Disturb. See *Do Not Disturb*.

### 3.148 DNIS

Dialled Number Identification Service. See *Dialled Number Identification Service*.

### 3.149 Do Not Disturb

A switch feature that temporarily blocks incoming calls to a telephone. The incoming calls are routed to another (typically switch-defined) destination or, if no alternate destination is defined, may be related as if the called line were busy or ringing. The target telephone is not alerted.

### 3.150 Domain

The union of the switching domain, computing domain, and special resource domain.

### 3.151 DTMF

Dual Tone Multiple Frequency. See *Dual Tone Multiple Frequency*.

### 3.152 Dual Tone Multiple Frequency

Pressing a button on the keypad of a Touch tone telephone generates a pair of tones of specified frequency. The network or the equipment at the end of the connection (such as remote control for a telephone answering machine) detects and interprets these tones.

### 3.153 Dynamic Device Identifier

A device ID created by the switching function for a device when it enters into a call. A dynamic device identifier remains constant for the life of the device's participation in the call.

### 3.154 Dynamic Feature Availability

A capability that can be supported by a switching function whereby the switching function returns an enumeration of the services available at a connection at a given instant. The enumeration is returned in appropriate events as the value of a special ServicesPermitted parameter.


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### 3.155 Encoding Algorithm

An algorithm used to translate an audio or video signal into a bit-stream or byte-stream representation. Examples of encoding algorithms are ADPCM, mu-law or a-law.

### 3.156 End-to-End

For the Generate Digits service, digits that are sent from a source device to a destination device, rather than digits that are used to specify a device address.

### 3.157 Entering Distribution

In this mode of the Alerting connection state, a call is being presented to a distribution device in order to be distributed. This mode is indicated by a Delivered event with a cause code of Entering Distribution.

### 3.158 Error Value

An enumerated value describing an error and returned with a negative acknowledgement. Error values form a hierarchy, with the root of the hierarchy representing a generic error, and a child node representing an elaboration of the error condition described by its parent.

### 3.159 Event

A message provided by the switching function to the computing function to indicate a change of the state of a CSTA object. Events are subcategorised into Call Control, Call Associated, Media Stream, Physical Device, Logical Device, Media Attachment, Voice Unit, Maintenance, and Private events.

### 3.160 Event Cause

An enumerated value describing the cause of an event.

### 3.161 Event Report

Synonymous with *Event*.

### 3.162 Event Template

A convention for the documentation of an CSTA event report, consisting of a textual description, a table documenting the parameters in the event, the cause codes associated with the event, and additional functional requirements associated with the event.

### 3.163 Extension

A telephone number that is local to the switch; a telephone station served by a PBX (Private Branch Exchange).

### 3.164 Flow Direction

A ConnectionInformation information element indicating the direction in which a media stream flows. Possible values are Transmit, Receive, and Unknown.

### 3.165 Forwarding

A switch feature that temporarily redirects incoming calls. The incoming calls are redirected from the forwarding telephone to another destination by the party associated with the telephone or by the computing function. The other destination has previously been defined to the switch by the device associated with the telephone.

### 3.166 Forwarding Condition

A specification of the behaviour that should occur with respect to call redirection when a call arrives at a device. Possible forwarding conditions include *Immediate*, *Busy*, *No Answer*, *Do Not Disturb*, *Type of Call Origination*, and user-specified conditions.

### 3.167 Gain

A microphone attribute, indicating the level at which the microphone is generating its output electronic signal.

### 3.168 Global Call

A set of calls that are related to each other because the users on the calls are in a communications relationship with one another. The related calls may be in the same switching sub-domain or may span multiple switching sub-domains. The global call represnets an end-to-end relationship between all of the users on the related calls.

### 3.169 Global Call ID

A unique identifier associated with a global call.

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### 3.170 Group Device

A device category modelling CSTA devices that share a common device identifier.

### 3.171 Held Call

A call for which the subject Connection is in the Hold state. When a call is in the Hold connection state at a specific device, communication between that device and other devices on the call is temporarily suspended.

### 3.172 Hold

A situation in which a call, consisting of two or more devices, is temporarily suspended by one of the devices in the call (that is, by the holding device). The held call and the holding device continue to have a logical, but not a physical association during the suspension of the call.

### 3.173 Hold Connection State

A state in which a device is inactively participating in a call. This state includes logical participation in a call while physical participation is suspended.

### 3.174 Holding Device

The device for which its connection to the call is placed on hold.

### 3.175 Hookswitch

The component that connects or disconnects the device from the telephone line. On a telephone station, for example, this is the component that is automatically activated when a user lifts the handset from the cradle to receive dial tone (alternatively it can be activated by selecting a hands-free mode on the telephone). It can also be an integrated microphone and speaker or headset. When a hookswitch is off-hook, it enables an auditory apparatus to transmit and receive electronic signals associated with sound, and when it is on-hook, this capability is disabled. Synonymous with *Switchhook*.

### 3.176 Hookswitch Association

An auditory apparatus attribute identifying the hookswitch used to activate it, and indicating whether the hookswitch can be controlled and observed.

### 3.177 Hunt Group

A group device that has the capability to queue and distribute calls to the member devices (of the group) according to different selection modes (e.g., cyclical, sequential, longest idle time).

### 3.178 ID

Identifier.

### 3.179 Identifier Parameter Type

A parameter type whose data describes a particular switching sub-domain object, together with its role. Possible parameter types include AssociatedCalledDeviceID, AssociatedCallingDeviceID, CallingDeviceID, CalledDeviceID, DeviceID, RedirectionDeviceID, SubjectDeviceID.

### 3.180 Inband

Transmitted within the channel. Examples are POTS uses DTMF for inband dialling instructions and tones for inband notification that the remote device is busy or alerting.

### 3.181 Inbound Call

Synonymous with *Incoming Call.*

### 3.182 Incoming Call

A telephone call that is directed toward a device in the switching sub-domain, from the point of view of that device. Synonymous with *Inbound Call*. Contrast with *Outgoing Call* or *Outbound Call.*

### 3.183 Integrated Services Digital Network

A set of standards that govern access to digital transmission networks. Two standard interfaces have been defined. One is called the *Basic Rate Interface (*BRI-ISDN**)**, and provides for two 64 Kbps channels (“B” channels) that can carry either data or digital voice, and a 16 Kbps “D” channel for signalling and management. The other interface is called the *Primary Rate Interface (*PRI-ISDN**)**, and consists of twenty-three 64 Kbps “B” channels (30 in Europe) that can carry either data or digital voice plus a 64 Kbps “D” Channel for signalling and management.


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### 3.184 Intrude

A service/feature which allows a device to either add itself to an existing call (i.e., conference) or place an existing call on hold and create a new call with a device in the existing call (i.e., alternate) after the device has unsuccessfully tried to initiate a call to a device in the existing call. See *Join.*

### 3.185 I/O Cross Reference Identifier

An identifier used to uniquely identify the requests and responses of an I/O Service dialogue.

### 3.186 I/O Services

Services that allows a computing function to send a data stream to or receive a data stream from a device in a switching sub-domain.

### 3.187 ISDN

Integrated Services Digital Network. See *Integrated Services Digital Network.*

### 3.188 ISO

International Organisation for Standardisation.

### 3.189 ITU-T

International Telecommunications Union – Telecommunications (formerly CCITT).

### 3.190 Join

A service/feature which allows a computing function to request, on behalf of a device, that the device be added into an existing call.

### 3.191 KBPS

Kilo Bits Per Second.

### 3.192 Lamp

A physical component that represents by means of a physically-observable attribute (e.g., light emitted by a piece of hardware) the status of a feature or service, another physical component, logical device element, or other CSTA device.

### 3.193 Lamp Colour

An attribute denoting the colour of a lamp. The values of this attribute are enumerated in the specification of the *LampColor* parameter.

### 3.194 Lamp Identifier

An identifier by which a lamp can be observed and/or controlled within the switching function.

### 3.195 Lamp Label

A character string representing the label by which a user refers to a lamp.

### 3.196 Lamp Mode

The output of a lamp that indicates the status of a feature, service, etc. The output values denote the various ways that light can be produced by a lamp, and are enumerated in the specification of the *LampMode* parameter.

### 3.197 LAN

Local Area Network.

### 3.198 Last Redirection Device

The last device from which a call was routed, as known by the switching function.

### 3.199 Line

A an interface to a station set from the switching function. The exact definition of line is switching function specific.

### 3.200 Logical Device Event

An event that reports changes to feature settings associated with a device's logical element(s).

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### 3.201 Logical Device Features

A collection of features and associated services and events supported by logical devices. These include *callback*, *agent status*, *auto answer*, *caller ID status*, *do not disturb*, *forwarding status*, *routeing mode*.

### 3.202 Logical Display

For a display, the two-dimensional array of characters into which characters can be deposited.

### 3.203 Logical Element

The set of attributes, features, and services associated with the control and observation of a call at a CSTA device.

### 3.204 MAD

Media Access Device.

### 3.205 Maintenance Event

An event that reports changes regarding maintenance.

### 3.206 Manual Mode

Refers to manual telephone activity at the device (such as button pressing) to provide call control.

### 3.207 Media

The media is whatever takes place on a line, usually on a 3.1 kHz audio bearer channel.

### 3.208 Media Access Device

A device through which the media stream channel of a connection can be attached to the media stream of an external media service instance.

### 3.209 Media Call Characteristics

See *Device Media Characteristics*.

### 3.210 Media Class

A CSTA device attribute whose value is a set of categories representing media features. Possible category values include *audio*, *data*, *image*, *voice*, *other*.

### 3.211 Media Service

A technology through which an application can transmit a media stream to and receive a media stream from a connection.

### 3.212 Media Service Instance

A particular instance of a Media Service.

### 3.213 Media Service Type

A data element identifying a particular media service.

### 3.214 Media Stream

The stream of data transmitted by a media stream channel.

### 3.215 Media Stream Channel

An object associated with a call that transmits data between devices on the call.

### 3.216 Media Stream Event

An event that reports changes associated with the attachment of a call to a media device.

### 3.217 Media Stream ID

A data element identifying a media stream channel in a media stream instance to which a connection's media stream channel is attached.

### 3.218 Media Stream Information

A collection of CSTA device attributes denoting characteristics of the media stream associated with the device. Possible values include connection rate, bit rate, and delay tolerance.

### 3.219 Media Type

A call's media type describes what type of information the call is carrying, such as data or voice.


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### 3.220 Message

A block of voice stream data created and manipulated by a voice unit.

### 3.221 Message Identifier

An identifier by which a computing function may refer to a message manipulated by a voice unit.

### 3.222 Meta Parameter Type

A parameter type that contains a composition of other parameter types. Meta parameter types include bitmaps, enumerations, structures, and lists.

### 3.223 Microphone

An auditory apparatus that converts speech into an electronic signal.

### 3.224 Monitor Type

An indication of the operational behaviour of a monitor. Possible values are Call-type Monitor and Device-Type Monitor.

### 3.225 Monitoring Services

The services provided by the switching function by which the computing function may receive notification of changes in the switching function. The computing function indicates interest in certain switching function changes, and thereafter receives notifications of those changes via events.

### 3.226 Multi-Stage Dialling

“multi-stage” or “incremental” dialling occurs when the device needs to break the dialling sequence up into a number of stages in order to complete dialling. This type of dialling is needed in cases where the switching function prompts the device for more digits (by sending dialtone again or some other tone).

### 3.227 Multi-Step Acknowledgement Model

An acknowledgement model supported by a service in which the positive acknowledgement of a request is accomplished in multiple steps. Receipt of an acknowledgement from such a service guarantees only that all parameters supplied in the request are correct, not necessarily that the service has completed or will complete successfully. See *Acknowledgement Model* and *Atomic Acknowledgement Model*.

### 3.228 Mute

A microphone and speaker capability, allowing its operation to be temporarily disabled.

### 3.229 Named Device Type

A switching function implementation-defined characterisation of devices. Possible named device types include ACD, ACD Group, Button, Button Group, Conference Bridge, Line, Line Group, Operator, Operator Group, Parking Device, Station, Station Group, Trunk, Trunk Group, Other, Other Group.

### 3.230 Network Interface Device

A type of device which is both part of a switching sub-domain and is connected to an external telephone network. A given switching sub-domain is therefore interconnected to external telephone network(s) through one or more network interface devices. A network interface device is typically referred to as a “trunk”. Note that trunks may exist within the switching sub-domain but in this case they will not be visible to CSTA.

### 3.231 NID

Network Interface Device. See *Network Interface Device*.

### 3.232 Null Connection State

A connection state in which there is no relationship between a call and device.

### 3.233 Null Correlator Data

A string of zero length provided as the value of Correlator Data. This is different than the *absence* of correlator data.

### 3.234 ODP

Open Distributed Processing.

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### 3.235 Offered Mode

A mode of the Alerting connection state that applies for a call offered to a device with no ringing or ringback. In this state and mode, the call can be accepted, deflected, rejected (cleared) or manipulated with other services (e.g., Answer Call).This mode is indicated through an Offered event.

### 3.236 Off-Hook

Activated (in regard to a telephone set). A telephone in use is said to be off-hook when its bearer is connected to the switching function. Contrast with *On-Hook*.

### 3.237 On-Hook

Deactivated (in regard to a telephone set). A telephone that is not in use is said to be On-hook and its bearer is not connected to the switching function. Contrast with *Off-Hook*.

### 3.238 Operator Device

A named device type indicating that a device is associated with an operator.

### 3.239 Operator Group Device

A named device type indicating that a device is associated with an operator group.

### 3.240 OSI

Open Systems Interconnection.

### 3.241 Other Device

A device category with switching function-specific attributes; a named device type with switching function-specific interpretation.

### 3.242 Other Group Device

A group device category with switching function-specific attributes. See also *ACD Group*, *Hunt Group*, *Pick Group*; a named device type with switching function-specific interpretation.

### 3.243 Outband (Out of Band)

Transmitted over a separate signalling channel. For example, for the media stream on the B channel, ISDN uses protocol messages on the D channel to indicate call states such as dialtone, ringback, and busy, and for signalling dialling instructions to the switch. See *Inband.*

### 3.244 Outbound Call

Synonymous with *Outgoing Call*.

### 3.245 Outgoing Call

A telephone call that has been originated by a device, from the point of view of that device. See *Outbound Call*. Contrast with *Incoming Call.*

### 3.246 PAC

Privilege Attribute Certificate.

### 3.247 Parameter Type

A categorisation of parameters by function and the type of information they describe. There are five parameter types defined in CSTA: basic, meta, defined, identifier, and capability bitmap.

### 3.248 Parameter Type Template

A convention for the documentation of the parameters occurring in a service request or event, consisting of the parameter name, its type, its format, and various additional functional requirements governing its use.

### 3.249 Park

The act of parking is moving a call away from a specific device and queueing the call at another device.

### 3.250 Park Device

A device used exclusively by the switching function to park calls on behalf of other devices in the switching sub-domain.


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**3.251 Party**

An entity (typically a person) outside the Switching Function that has the ability to use the Switching Function.

**3.252 PBX**

Private Branch Exchange.

**3.253 PDU**

Protocol Data Unit.

**3.254 Physical Base**

For a display, the location of the first character of the physical display represented as the tuple (LogicalRowNumber.LogicalColumnNumber).

**3.255 Physical Component**

A microphone, speaker, (physical) button, switchhook, or other mechanical/electrical part that can be manipulated by a user.

**3.256 Physical Device Event**

An event that reports changes to the components of a device's physical elements.

**3.257 Physical Device Features**

A collection of features, along with associated services and events, associated with the physical element of a device. These features include button information, hookswitch status, lamp information, microphone information, ringer status.

**3.258 Physical Display**

For a display, the two-dimensional array of characters (a subset of the *logical display*) that can be observed by a user at one time (without manipulating the relative positions of the physical and logical displays).

**3.259 Physical Element**

The set of attributes, features, and services associated with a physical component of a device, which make up its physical interface.

**3.260 Pick**

A situation where one of the following occurs: An incoming call may be answered by a device that is different from the device being alerted; A held call may be retrieved from hold by a device that is different from the device at which the call is being held; A parked call may be retrieved from a device that is different from the one that it is parked at. This term is also commonly referred to as "pickup".

**3.261 Pick Group**

A group device representing a collection of devices that can be addressed using the group pickup feature.

**3.262 PICS**

See *Protocol Implementation Conformance Statement*.

**3.263 PICS Proforma**

A questionnaire supplied with a protocol which, when completed by an implementor with information relevant to an implementation, becomes the PICS for that implementation.

**3.264 PISN**

Private Integrated Services Network.

**3.265 Plain Old Telephone Service**

Basic single-line telephone service for the general switched telephone network (GSTN). With some exceptions, POTS only supports making and receiving calls, and POTS lines can handle only one conversation at a time. POTS is based on analogue lines.

**3.266 Position Pointer**

For the Voice Unit services, a conceptual information element indicating the current position in a message, measured in milliseconds from the beginning of the message.

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### 3.267 POTS

Plain Old Telephone Service. See *Plain Old Telephone Service*.

### 3.268 Pre-Delivery

State of a call at a device prior to a ringing indication or delivering ringback.

### 3.269 Predictive Dial Call

A call made in the course of *predictive dialling*.

### 3.270 Predictive Dialling

A process in which a switching function establishes a call to a called party, and subsequently connects the calling party to the call when certain conditions are met. Those conditions can include reaching a certain connection state on the connection to the called party, or detecting a certain media type. CSTA supports this process via the Make Predictive Call service.

### 3.271 PRI-ISDN

A Primary Rate Interface ISDN connection, which in the U.S., Canada, and Japan consists of 23 64 Kbps B channels and one 64 Kbps D channel (23B+D). In Europe, PRI provides for 30 B channels and two D channels (30B+2D). See *BRI-ISDN*.

### 3.272 Primary Call

The primary call is the first call at a device (for a two step transfer or conference, it is the active call placed on hold at the time of the consultation).

### 3.273 Private Event

An event that carries implementation-specific information.

### 3.274 Profile

A collection of CSTA services and events. A CSTA implementation may conform to a profile by supporting the services and events specified in the profile.

### 3.275 Prompting

Informing the user of a device that it is to be placed in an off-hook condition.

### 3.276 Protocol Information Conformance Statement

A statement of which capabilities and options have been implemented for a given OSI protocol

### 3.277 Protocol Specific Information

A collection of CSTA device attributes whose values denote device features and behaviour not standardised by CSTA, but which CSTA allows an application to access. These attributes include various call control information elements (e.g., ISDN), protocol specific information elements (e.g., ISDN Bearer Capability, Subaddress).

### 3.278 PSTN

Public Switched Telephone Network.

### 3.279 PTN

Private Telecommunications Network.

### 3.280 Queue

A mechanism in which telephone calls wait to be serviced by a system resource.

### 3.281 Queued Call

A call that is waiting in a queue of telephone calls to be serviced.

### 3.282 Recall

A feature that is automatically associated with a call after a call control feature has been executed. When the recall feature is triggered, it redirects or presents the call either back to the device on whose behalf the call control feature was executed, or to a switching function administrated destination associated with the specific call control feature.

### 3.283 Redirection Device

See *Last Redirection Device*.


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### 3.284 Remote Operations

Remote operations (ROS) is a paradigm for interactive communication between objects, used in the design and specification of distributed applications. The basic interaction involved is the invocation of an operation by one object (the invoker), its performance by another (the performer), possibly followed by a report of the outcome of the operation being returned to the invoker.

### 3.285 Reorder Condition

An indication (via an inband signal, such as a reorder tone, or an outband message) that all trunks of a trunk group are busy.

### 3.286 Reporting Criteria

For the Start Data Collection service, the conditions which result in a report of DTMF/pulse digits and/or telephony tones being sent to the requestor.

### 3.287 Request

See *Service Request*.

### 3.288 Response

See *Acknowledgement.*

### 3.289 Ring Count

A ringer attribute denoting the number of ring cycles that the ringer has completed.

### 3.290 Ring Cycle

One unit of a ring pattern. Also called ringing cycle.

### 3.291 Ring Mode

A ringer attribute indicating whether the ringer is engaged in a ringing cycle.

### 3.292 Ring Pattern

A ringer attribute associating one of an enumerated set of user-observable ringing patterns with the ringer. It is an instance of a ring cycle

### 3.293 Ringback Tone

The tone heard by a calling device when, at the called-device’s end, the telephone is ringing, being offered or the system is otherwise being alerted of the incoming call.

### 3.294 Ringer

A physical component that indicates, via a mechanism providing perceptible output (e.g., sound, light, vibration), that a device is ringing.

### 3.295 Ringer Identifier

An identifier through which a ringer is observed and/or controlled within the switching function.

### 3.296 Ringing Mode

In this mode of the Alerting connection state, the call is being presented for the purpose of having the device connect to the call. This mode is indicated through a Delivered event (with a cause code other than Entering Distribution. The device may provide ringing (this is indicated separately through Physical Device Feature events.)

### 3.297 ROSE

Remote Operation Service Element.

### 3.298 Routeing Cross Reference Identifier

An identifier used to uniquely identify the requests and responses of a routeing dialogue.

### 3.299 Routeing Device

A device from which calls are routed, and for which a computing function may register to be a routeing server.

### 3.300 Routeing Dialogue

An interaction between the switching function and computing function through which the computing function provides one or more destination devices to the switching function.

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### 3.301 Routeing Registration Identifier

An identifier denoting a unique registration of a routeing server (in the computing function) with the switching function. Routeing requests of the routeing server will be identified via this identifier.

### 3.302 Routeing Server

An object in the computing domain that processes routeing requests from the switching function.

### 3.303 RSVP

ReSerVation Protocol.

### 3.304 Secondary Call

The secondary call is the second call at the device (for a two step transfer or conference, it is the consultation call).

### 3.305 Service

A benefit provided by one CSTA application process to another.

### 3.306 Service Boundary

The abstract Service Boundary within a system which separates the various components (Switching Function, Computing Function, Special Resource Function) of CSTA. The interface operates across the Service Boundary to allow one component to act as a CSTA server to another component.

### 3.307 Service Request

The formatted information that is sent to the switching function as a result of a computing function issuing a service across the service boundary.

### 3.308 Service Response

See *Acknowledgement*.

### 3.309 Service Template

A convention for the documentation of a CSTA service, consisting of a textual description, an optional figure depicting starting and ending conditions, tables documenting the parameters in the service request and response, and an operational model of the service.

### 3.310 Signalling Capability

The signalling capabilities (e.g., analogue, ISDN) available on a connection. The signalling capabilities of a connection typically change when a network boundary has been reached.

### 3.311 Silent Intrusion

Synonymous with *Silent Participation*.

### 3.312 Silent Monitoring

Synonymous with *Silent Participation*.

### 3.313 Silent Participation

A feature of services such as Join Call, Call Intrude and other services that allows a device to participate in a call “silently” – without the awareness of other participants.

### 3.314 Simple Call State

A simplified encoding of the state of a call, derived from the composition of connection states of all of the connections associated with a call. Possible values include callNull, callPending, callOriginated, callDelivered, callDeliveredHeld, callReceived, callEstablished, callEstablishedHeld, callReceivedOnHold, callEstablishedOnHold, callQueued, callQueuedHeld, callFailed, callFailedHeld, callBlocked. See also *Call State*.

### 3.315 Snapshot Services

A collection of services used by the computing function to determine information about a call or device.

### 3.316 Speaker

An auditory apparatus that converts an electronic signal into an acoustic signal.


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### 3.317 Special Resource

A device that is a member of a special resources sub-domain and supports any of the special resources services or events (e.g., play message, record message).

### 3.318 Special Resource Domain

The set of special resources and their objects that may be reached directly or indirectly by a CSTA application from a computing or switching domain.

### 3.319 Special Resource Function

That part of the domain needed to support CSTA applications implemented within a special resource sub-domain.

### 3.320 Special Resource Sub-Domain

Any configuration of inter-connected special resources that presents the external appearance and functionality of a single special resource to the computing or switching domain.

### 3.321 Speech

A media type for which human speech coding and compression algorithms are valid.

### 3.322 SRF

Special Resource Function. See *Special Resource Function*.

### 3.323 State

See *Call State*, *Connection State*.

### 3.324 Static Device Identifier

A Device ID created by the switching function that remains stable over time, and constant and unique between calls.

### 3.325 Station

A peripheral device of the switch, a station is any piece of equipment connected to a switch over a telephone line. Examples are telephone sets, fax machines, computers with add-in telephony cards, and answering machines.

### 3.326 Status Filter

A mechanism provided by Status Reporting Services by which an application can specify status information to be passed to the application.

### 3.327 Status Reporting Services

Services through which system and other status information is passed between the Switching Function and the Computing Function.

### 3.328 Switching Domain

The set of switches and their objects that may be reached directly or indirectly by a CSTA application from a computing or special resource sub- domain.

### 3.329 Switching Function

The part of the domain needed to support CSTA applications that is implemented within a switching sub-domain.

### 3.330 Switching Function Capabilities

Properties of the switching function that elaborate behavioural details of the switching function or of switching sub-domain devices. These properties can be accessed via the Capabilities Exchange services.

### 3.331 Switching Function Service

A service provided by the switch that can be invoked by a computing function or by manual telephone activity.

### 3.332 Switching Sub-Domain

Any configuration of inter-connected switches that presents the functionality of a single switch to the computing or special resource sub-domain.

### 3.333 Switching Sub-Domain Name

A string that uniquely identifies a switching sub-domain for all of the CSTA applications to which it is associated.

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### 3.334 System Status Registration Identifier

An identifier that uniquely identifies a system status registration of the computing function with the switching function. After registration has occurred, system status requests sent to the computing function will contain this identifier as a parameter.

### 3.335 System Status Services

A set of services through which the overall status of a switching, computing, or special resource function can be set or queried.

### 3.336 TE

Terminal Equipment.

### 3.337 Telephony Process

A process in which calls are created and manipulated (e.g., transferred, conferenced, cleared) over time by one or more users. An example of a telephony process is a call center scenario in which a call is created, other users are conferenced into the call, still others are cleared from the call, and eventually the call is cleared.

### 3.338 Telephony Service

A service provided by a switching function.

### 3.339 Telephony Tone

Audible tone generated by the network that provides call progress indications to the user.

### 3.340 Template

See *Service Template, Event Template*.

### 3.341 TON

Type of Number.

### 3.342 Trunk

A type of network interface device which is used to link a switching sub-domain to a telephone network. See *Network Interface Device*.

### 3.343 User

A person, process, or piece of equipment that receives direct benefit (e.g., added functionality, improved performance) from the Services provided by a CSTA application.

### 3.344 User Data

Data passed between objects in the computing function through messages sent to and from the switching domain. The interpretation of user data is application-specific.

### 3.345 User-User Information Element

An information element defined by ISDN and available through an ISDN network connection, through which CSTA defines a method of encoding correlator data, user data, or both.

### 3.346 UUIE

User-User Information Element. See *User-User Information Element*.

### 3.347 Voice

A media type in which the media stream is a signal that can be carried on a 3.1 kHz bandwidth channel with no information loss. Examples of such media streams are voiceband-modulated data or facsimile signals or human speech. See *Speech*.

### 3.348 Voice Attribute

A property pertaining to the voice data stream recorded in a message, including encoding algorithm, sampling rate, duration, position, speed, level, and voice unit state.

### 3.349 Voice Call

A call for which the media type is voice. See *Voice*.


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### 3.350 Voice Response Unit

Hardware or software, or both, that responds to incoming calls by playing one or more pre-recorded messages. The messages may require the caller to provide additional information by pressing buttons on a touch-tone telephone keypad. The sequence of messages played may be determined dynamically by this additional input.

### 3.351 Voice Stream Data

Media Stream Data whose media type is *voice*.

### 3.352 Voice Unit

A special resource function that allows messages consisting of voice stream data to be created, manipulated, played to a connection, or recorded to a connection.

### 3.353 Voice Unit State

A state which a voice unit may take in relating a call with a message, expressed in terms of playing, recording, pausing, suspending, or reviewing.

### 3.354 VRU

Voice Response Unit. See *Voice Response Unit.*

## 4 Terms defined elsewhere

The following terms, defined in other publications, are used in CSTA Phase III:

| | |
|---|---|
| ISO 7498 | Application-Entity |
| | Application-Entity-Title |
| | Application Layer |
| | Application Process |
| | Application-Service-Element |
| ISO 8649 | Application Association |
| | Application Context |
| | Application Control Service Element |
| ISO/IEC 9072 | Remote Operations |
| ISO/IEC 10031-1 | Client |
| | Server |
| ISO/IEC 11572 | Bearer Capability |
| | High Layer Compatibility |
| | Information Element |
| | Low Layer Compatibility |
| | SetUp |
| | SubAddress |

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