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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**

*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*

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## Contents

Foreword	x
Introduction	xi
<b>1</b> Scope	<b>1</b>
<b>2</b> Normative references	<b>1</b>
<b>3</b> Definitions and Acronyms	<b>1</b>
3.1 Account Code	1
3.2 ACD	1
3.3 ACD Group	1
3.4 ACD Group Device	1
3.5 Acknowledgement	1
3.6 Acknowledgement Model	1
3.7 ACSE	1
3.8 Active Call	1
3.9 Active Participation	1
3.10 Addressability	1
3.11 Addressable Appearance	1
3.12 Addressable Device	2
3.13 Agent	2
3.14 Agent Group Association	2
3.15 Agent Identifier	2
3.16 Agent Logging State	2
3.17 Agent Password	2
3.18 Agent State	2
3.19 Agent State Model	2
3.20 Alerting	2
3.21 Alerting Call	2
3.22 Alerting Connection State	2
3.23 Allocation Condition	2
3.24 Analogue	2
3.25 Analogue Line	2
3.26 ANI	2
3.27 API	2
3.28 Appearance	2
3.29 Appearance Type	3
3.30 Application Association	3
3.31 Application Context	3
3.32 Application Domain	3
3.33 Application Entity	3
3.34 Application Entity Type	3
3.35 Application Service Element	3
3.36 Application Working Domain	3
3.37 ASE	3
3.38 ASN	3
3.39 Association Control Service Element	3
3.40 Asynchronous	3
3.41 ATM	3
3.42 Atomic Acknowledgement Model	3
3.43 Auditory Apparatus	3
3.44 Auditory Apparatus Identifier	3
3.45 Auditory Apparatus Type	4
3.46 Authorisation Code	4
3.47 Auto-Answer	4
3.48 Auto Work Mode	4

<b>3.49</b>	Automatic Call Distributor <sup>4</sup>	
<b>3.50</b>	Automatic Number Identification	4
<b>3.51</b>	B Channel	4
<b>3.52</b>	Bandwidth	4
<b>3.53</b>	Bearer Mode	4
<b>3.54</b>	Bearer Services	4
<b>3.55</b>	Bit Rate	4
<b>3.56</b>	BRI	4
<b>3.57</b>	Bridging	4
<b>3.58</b>	BRI-ISDN	4
<b>3.59</b>	Button	5
<b>3.60</b>	Button Associated Number	5
<b>3.61</b>	Button Association	5
<b>3.62</b>	Button Function	5
<b>3.63</b>	Button Identifier	5
<b>3.64</b>	Button Label	5
<b>3.65</b>	Call	5
<b>3.66</b>	Call Appearance	5
<b>3.67</b>	Call Associated Event	5
<b>3.68</b>	Call Associated Feature	5
<b>3.69</b>	Call Control Event	5
<b>3.70</b>	Call Control Information Element	5
<b>3.71</b>	Call Detail Record	5
<b>3.72</b>	Call Event Report	5
<b>3.73</b>	Call Identifier	5
<b>3.74</b>	Call Linkage	5
<b>3.75</b>	Call Qualification Data	5
<b>3.76</b>	Call Related Information	6
<b>3.77</b>	Call State	6
<b>3.78</b>	Call Thread	6
<b>3.79</b>	Callback	6
<b>3.80</b>	CallBack Call	6
<b>3.81</b>	Called Line Identity	6
<b>3.82</b>	CallID Only Connection ID	6
<b>3.83</b>	Calling Line Identification	6
<b>3.84</b>	Call-Type Monitor	6
<b>3.85</b>	Capabilities Exchange	6
<b>3.86</b>	CCIE	6
<b>3.87</b>	CDR	6
<b>3.88</b>	Central Office (CO) Line	6
<b>3.89</b>	Central Office (CO) Switch	6
<b>3.90</b>	Channel	6
<b>3.91</b>	Character Set	7
<b>3.92</b>	Classifier	7
<b>3.93</b>	CODEC	7
<b>3.94</b>	Complete Connection ID	7
<b>3.95</b>	Compound Call State	7
<b>3.96</b>	Computing Domain	7
<b>3.97</b>	Computing Function	7
<b>3.98</b>	Computing Sub-Domain	7
<b>3.99</b>	Conference Call	7
<b>3.100</b>	Connected State	7
<b>3.101</b>	Connection	7
<b>3.102</b>	Connection Identifier	7
<b>3.103</b>	Connection Mode	7
<b>3.104</b>	Connection Rate	7
<b>3.105</b>	Connection State	7
<b>3.106</b>	Connection State Transition	7

3.107	Connection State Transition Graph	8
3.108	Consultation Call	8
3.109	Correlator Data	8
3.110	CSTA	8
3.111	CSTA Application	8
3.112	CSTA Client	8
3.113	CSTA Device	8
3.114	CSTA Domain	8
3.115	CSTA Object	8
3.116	CTI	8
3.117	D Channel	8
3.118	Data Call	8
3.119	Data Connection	8
3.120	Data Path	8
3.121	Data Path State	8
3.122	Data Rate	8
3.123	DD	8
3.124	Default Value	8
3.125	Defined Parameter Type	9
3.126	Delay Tolerance	9
3.127	Device	9
3.128	Device Capabilities	9
3.129	Device Category	9
3.130	Device Configuration	9
3.131	Device Element	9
3.132	Device Element Combination	9
3.133	Device Feature	9
3.134	Device Identifier	9
3.135	Device Identifier Format	9
3.136	Device Identifier Status	9
3.137	Device Media Characteristics	9
3.138	Device Only Connection ID	9
3.139	Device State	9
3.140	Device Type	10
3.141	Device-Type Monitor	10
3.142	Dialled Number Identification Service	10
3.143	Digital Line	10
3.144	Directory Number	10
3.145	Display	10
3.146	Display ID	10
3.147	DND	10
3.148	DNIS	10
3.149	Do Not Disturb	10
3.150	Domain	10
3.151	DTMF	10
3.152	Dual Tone Multiple Frequency	10
3.153	Dynamic Device Identifier	10
3.154	Dynamic Feature Availability	10
3.155	Encoding Algorithm	11
3.156	End-to-End	11
3.157	Entering Distribution	11
3.158	Error Value	11
3.159	Event	11
3.160	Event Cause	11
3.161	Event Report	11
3.162	Event Template	11
3.163	Extension	11
3.164	Flow Direction	11

3.165	Forwarding	11
3.166	Forwarding Condition	11
3.167	Gain	11
3.168	Global Call	11
3.169	Global Call ID	11
3.170	Group Device	12
3.171	Held Call	12
3.172	Hold	12
3.173	Hold Connection State	12
3.174	Holding Device	12
3.175	Hookswitch	12
3.176	Hookswitch Association	12
3.177	Hunt Group	12
3.178	ID	12
3.179	Identifier Parameter Type	12
3.180	Inband	12
3.181	Inbound Call	12
3.182	Incoming Call	12
3.183	Integrated Services Digital Network	12
3.184	Intrude	13
3.185	I/O Cross Reference Identifier	13
3.186	I/O Services	13
3.187	ISDN	13
3.188	ISO	13
3.189	ITU-T	13
3.190	Join	13
3.191	KBPS	13
3.192	Lamp	13
3.193	Lamp Colour	13
3.194	Lamp Identifier	13
3.195	Lamp Label	13
3.196	Lamp Mode	13
3.197	LAN	13
3.198	Last Redirection Device	13
3.199	Line	13
3.200	Logical Device Event	13
3.201	Logical Device Features	14
3.202	Logical Display	14
3.203	Logical Element	14
3.204	MAD	14
3.205	Maintenance Event	14
3.206	Manual Mode	14
3.207	Media	14
3.208	Media Access Device	14
3.209	Media Call Characteristics	14
3.210	Media Class	14
3.211	Media Service	14
3.212	Media Service Instance	14
3.213	Media Service Type	14
3.214	Media Stream	14
3.215	Media Stream Channel	14
3.216	Media Stream Event	14
3.217	Media Stream ID	14
3.218	Media Stream Information	14
3.219	Media Type	14
3.220	Message	15
3.221	Message Identifier	15
3.222	Meta Parameter Type	15

3.223	Microphone	15
3.224	Monitor Type	15
3.225	Monitoring Services	15
3.226	Multi-Stage Dialling	15
3.227	Multi-Step Acknowledgement Model	15
3.228	Mute	15
3.229	Named Device Type	15
3.230	Network Interface Device	15
3.231	NID	15
3.232	Null Connection State	15
3.233	Null Correlator Data	15
3.234	ODP	15
3.235	Offered Mode	16
3.236	Off-Hook	16
3.237	On-Hook	16
3.238	Operator Device	16
3.239	Operator Group Device	16
3.240	OSI	16
3.241	Other Device	16
3.242	Other Group Device	16
3.243	Outband (Out of Band)	16
3.244	Outbound Call	16
3.245	Outgoing Call	16
3.246	PAC	16
3.247	Parameter Type	16
3.248	Parameter Type Template	16
3.249	Park	16
3.250	Park Device	16
3.251	Party	17
3.252	PBX	17
3.253	PDU	17
3.254	Physical Base	17
3.255	Physical Component	17
3.256	Physical Device Event	17
3.257	Physical Device Features	17
3.258	Physical Display	17
3.259	Physical Element	17
3.260	Pick	17
3.261	Pick Group	17
3.262	PICS	17
3.263	PICS Proforma	17
3.264	PISN	17
3.265	Plain Old Telephone Service	17
3.266	Position Pointer	17
3.267	POTS	18
3.268	Pre-Delivery	18
3.269	Predictive Dial Call	18
3.270	Predictive Dialling	18
3.271	PRI-ISDN	18
3.272	Primary Call	18
3.273	Private Event	18
3.274	Profile	18
3.275	Prompting	18
3.276	Protocol Information Conformance Statement	18
3.277	Protocol Specific Information	18
3.278	PSTN	18
3.279	PTN	18
3.280	Queue	18

3.281	Queued Call	18
3.282	Recall	18
3.283	Redirection Device	18
3.284	Remote Operations	19
3.285	Reorder Condition	19
3.286	Reporting Criteria	19
3.287	Request	19
3.288	Response	19
3.289	Ring Count	19
3.290	Ring Cycle	19
3.291	Ring Mode	19
3.292	Ring Pattern	19
3.293	Ringback Tone	19
3.294	Ringer	19
3.295	Ringer Identifier	19
3.296	Ringing Mode	19
3.297	ROSE	19
3.298	Routeing Cross Reference Identifier	19
3.299	Routeing Device	19
3.300	Routeing Dialogue	19
3.301	Routeing Registration Identifier	20
3.302	Routeing Server	20
3.303	RSVP	20
3.304	Secondary Call	20
3.305	Service	20
3.306	Service Boundary	20
3.307	Service Request	20
3.308	Service Response	20
3.309	Service Template	20
3.310	Signalling Capability	20
3.311	Silent Intrusion	20
3.312	Silent Monitoring	20
3.313	Silent Participation	20
3.314	Simple Call State	20
3.315	Snapshot Services	20
3.316	Speaker	20
3.317	Special Resource	21
3.318	Special Resource Domain	21
3.319	Special Resource Function	21
3.320	Special Resource Sub-Domain	21
3.321	Speech	21
3.322	SRF	21
3.323	State	21
3.324	Static Device Identifier	21
3.325	Station	21
3.326	Status Filter	21
3.327	Status Reporting Services	21
3.328	Switching Domain	21
3.329	Switching Function	21
3.330	Switching Function Capabilities	21
3.331	Switching Function Service	21
3.332	Switching Sub-Domain	21
3.333	Switching Sub-Domain Name	21
3.334	System Status Registration Identifier	22
3.335	System Status Services	22
3.336	TE	22
3.337	Telephony Process	22
3.338	Telephony Service	22



3.339	Telephony Tone	22
3.340	Template	22
3.341	TON	22
3.342	Trunk	22
3.343	User	22
3.344	User Data	22
3.345	User-User Information Element	22
3.346	UUIE	22
3.347	Voice	22
3.348	Voice Attribute	22
3.349	Voice Call	22
3.350	Voice Response Unit	23
3.351	Voice Stream Data	23
3.352	Voice Unit	23
3.353	Voice Unit State	23
3.354	VRU	23
4	Terms defined elsewhere	23

## 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.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 3.

In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

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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.

## 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 Addressability

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*.