

TC32-TG11 - Computer Supported Telecommunications Applications (CSTA)

Scope:

To develop and refine a standardized Computer-Telecommunications Interface (CTI) to provide third party interactions between computer applications and the telecommunications network. This standard, known as Computer Supported Telecommunications Applications (CSTA), is specified in a number of documents available from ECMA. The specification has focussed on the needs of private telephony networks but also takes into account the requirements of other public and private networks.

Programme of work:

1. To study aspects of CSTA, with special emphasis on:
 - application descriptions and scenarios;

- functional requirements for integrated telephony;
 - protocol architecture appropriate for the defined scenarios;
 - implications for system security and integrity;
 - functional requirements for integrated data access, accounting, data input/output and other applications;
 - the management of CSTA objects;
 - support for PISNs/CNs and other ISDNs.
2. To produce Technical Reports outlining enhanced architecture and additional services of CSTA.
 3. To produce OSI Application Layer based Standards specifying the services, functional

entities and protocols required to enable CSTA operation in a variety of environments.

4. To liaise with standards organisations studying similar topics including groups working within

ITU-T and ISO/IEC JTC 1/SC6, to promote unified international standards.

Convenor:

Dr. J.L. Knight (Avaya)

Vice-Convenor:

Mr. K. Wehrhahn (Tenovis)

Secretary:

Mr. J. van den Beld (S.G. ECMA)

Active Companies:

The following companies, members of ECMA, have nominated representatives to TC32-TG11:

Alcatel, Avaya, Callscan, Dialogic, ECI Telecom, Ericsson, IBM, ISLinkup, Philips, Siemens, Tenovis.