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## About This Software

This CD contains the following products:

- CSTA Connector for BroadSoft BroadWorks
- T-Server for CSTA Connector

### CSTA Connector for BroadSoft BroadWorks

CSTA Connector for BroadSoft BroadWorks is an application designed to provide a CSTA Phase III interface used by T-Server for CSTA Connector. Connector is installed between the BroadWorks XSI Interface and T-Server to allow the translation of CSTA requests and events into BroadWorks XSI requests and events.

CSTA Connector for BroadSoft BroadWorks is also responsible for authentication, session management, and data type translation between the BroadWorks XSI interface and the CSTA Phase III Interface.

### T-Server for CSTA Connector

T-Server for CSTA Connector belongs to Framework Media Layer which enables Genesys solutions to communicate across media, including traditional telephony systems, voice over IP, e-mail, and the Web. This layer also provides the mechanism for attached data distribution within and across solutions.

This T-Server depends on CSTA Connector for providing switch CTI translations to Genesys standard CSTA.

## Features in Release 8.1.x

The following new features were introduced in the 8.1.1 release of CSTA Connector for BroadSoft BroadWorks:

- Support for muting and unmuting of all conference participants (including the conference controller).
- Support on Red Hat Enterprise Linux 7, 64-bit native.
- Support for an application-specific LMS file.
- Polling from BroadWorks Connector to XSP.
- Support for the new Broadsoft AS Switchover functionality.
- Support on Red Hat Enterprise Linux 6 32- and 64-bit platforms.
- Limited display of sensitive information: New options enable sensitive data in logs to be marked for post-processing by the user, such as deletion,

- replacement, or hiding.
- Compliance with FIPS: TLS as implemented by Genesys meets the Federal Information Processing Standards (FIPS).
- Improved performance through re-use of session identifiers in communication with BroadWorks XSP Server.
- Provide further environment flexibility with XSP link configuration.

The following new features were introduced in the 8.1.1 release of T-Server for CSTA Connector:

- Support for muting and unmuting of all conference participants (including the conference controller).
- Support on Red Hat Enterprise Linux 7, 64-bit native.
- Support for the new Broadsoft Release 17 SP4 feature: Call Recording.
- Multiple connections from CSTA T-Server to BroadWorks Connector.
- Support on Red Hat Enterprise Linux 6 32- and 64-bit platforms.
- Limited display of sensitive information: New options enable sensitive data in logs to be marked for post-processing by the user, such as deletion, replacement, or hiding.
- Compliance with FIPS: TLS as implemented by Genesys meets the Federal Information Processing Standards (FIPS).

## Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

media\_layer

Contains product-specific software.

templates

Contains the application templates used for installation.

## Documentation

Product documentation is provided on the [Genesys Documentation Website](#), and the Documentation Library DVD that is shipped on request with your software.

In addition to an updated library of product documentation, the Genesys Customer Care website also contains product advisories that describe recently discovered issues related to Genesys products.

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## Technical Support

### Contacting

Genesys provides technical support to customers worldwide with through Customer Care Centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web. For complete information on how and when to contact Customer Care, read the [Genesys Care Support Guide for On-Premises](#). Please tell the Customer Care representative that you are a Framework Inbound Voice with Broadsoft BroadWorks 8.1 customer.

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order. For complete information on obtaining licenses, refer to the [Genesys Licensing Guide](#) on the Genesys Documentation website and the licensing section of the [Genesys Migration Guide](#).

## Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys documentation website in the following documents:

- [Genesys Supported Operating Environment Reference Guide](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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