

Does a UCCX CTI Protocol Bridge Mode...



Rita Dearing 5 posts since May 13, 2014

Does a UCCX CTI Protocol Bridge Mode client application work on UCCE and PCCE? Apr 8, 2015 12:02 PM

Hello,

We developed a Bridge Mode client application using the UCCX CTI protocol to obtain a call's CSQID.

The UCCX CTI protocol appears to be similar to CTI Server protocol (Cisco GED-188).

Can we use this application with UCCE and PCCE?

If not, which API should we use for UCCE and PCCE to obtain a call's queue/skill?

Thank you.



Ravee Kishore 1 posts since Jul 1, 2014

Re: Does a UCCX CTI Protocol Bridge Mode client application work on UCCE and PCCE? Apr 30, 2015 1:38 AM

From CCX : praveesi@cisco.com

We follow the Ged 188 as well and we support v16. There are documentation on what all is supported. Will it work with CCE etc., .

From CCE: hemajosh@cisco.com

UCCE CTI server is following GED 188 protocol where Communication between the CTI client and the CTI Server is accomplished by the exchange of messages.

Cisco's CTI Server message set is modeled after the **Computer-Supported Telecommunications Applications (CSTA)** messaging conventions defined by the European Computer Manufacturers Association. CTI Server messages, in general, follow **CSTA** naming convention.

Although I do saw list of similar event messages like BEGIN CALL, END CALL, CALL ESTABLISHED, CALL DELIVERED etc in both the UCCX CTI protocol and UCCE GED-188 guide but I am not sure if UCCX CTI is also following the same CSTA convention for message parsing.

If they are also following the same Protocol then I think we are good to use this application with UCCE as well.