



- About This Software
- Directories on This CD
- Documentation
- Technical Support
- Legal Notices

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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 8.0.x

8.0.1 CSTA Connector for BroadSoft BroadWorks

- This is the first release of the product.

8.0.1 T-Server for CSTA Connector

- This is the first release of the product.

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 manuals and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

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

[Return to Top](#)

Technical Support

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Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are a Framework Inbound Voice with Broadsoft Broadworks 8.0 customer.

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the [Genesys Licensing Guide](#) on the Technical Support website.

Supported Operating Environment Information

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

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

[Return to Top](#)

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[Return to Top](#)