



## Contact Center Technology Acronyms

ACD	Automatic Call Distributor/Distribution
ACW	After-Call Work
AHT	Average Handling Time
ANI	Automatic Number Identification
API	Applications Programming Interface
ASA	Average Speed of Answer
ASP	Active Server Pages
ASP	Application Service Provider
ASR	Automatic Speech Recognition
ATB	All Trunks Busy
ATM	Asynchronous Transfer Mode
BI	Business Intelligence
BIC	Best In Class
BCP	Business Continuity Planning
BPO	Business Process Optimization
BRI	Basic Rate Interface
CC	Call Center/Contact Center
CCXML	Call Control eXtensible Markup Language
CDA	Consolidated Desktop Application
CEBP	Communications Enabled Business Processes
CED	Caller Entered Digits
CGI	Common Gateway Interface
CIO	Chief Information Officer
CIS	Customer Information System (also Customer Interaction Software)
CLEC	Competitive Local Exchange Carrier
CLI	Calling Line Identification (used outside North America)
CLID	Calling Line Identification
CO	Central Office
COM	Component Object Model
CoS	Class of Service
CORBA	Common Object Request Broker Architecture
CPE	Customer Premises Equipment
CPU	Central Processing Unit
CRM	Customer Relationship Management
CSR	Customer Service Representative
CSTA	Computer Supported Telecommunications Applications
CTI	Computer Telephony Integration
DAT	Digital Audio Tape
DCOM	Distributed Component Object Model
DDE	Dynamic Data Exchange
DID	Direct Inward Dialing
DNIS	Dialed Number Identification Service



DRP	Disaster Recovery Plan
DSL	Digital Subscriber Line
DTMF	Dual-Tone Multi-Frequency
EAI	Enterprise Application Integration
ECMA	European Computer Manufacturer's Association
ERMS	Email Response Management System
ERP	Enterprise Resource Planning
EWT	Expected Wait Time
FCR	First Call Resolution
FCRR	First Call Resolution Rate
FIFO	First In, First Out
FMC	Fixed Mobile Convergence
FTE	Full-Time Equivalent
GUI	Graphical User Interface
HTML	Hyper-Text Markup Language
HTTP	Hyper-Text Transport Protocol
HW	Hardware
ICR	Intelligent Character Recognition
IEEE	Institute of Electrical and Electronics Engineers
IETF	Internet Engineering Task Force
II	Information Indicator
IM	Instant Messaging
IP	Internet Protocol
IS	Information Systems
ISDN	Integrated Services Digital Network
ISO	International Standards Organization
ISP	Internet Service Provider
IT	Information Technology
ITU	International Telecommunication Union
IVR	Interactive Voice Response
IWR	Interactive Web Response
IXC	Interexchange Carrier
J2EE	Java 2 Enterprise Edition
JTAPI	Java Telephony Application Programming Interface
KB	Knowledge Base
KCS	Knowledge Centered Support
KM	Knowledge Management
KPI	Key Performance Indicator
LAN	Local Area Network
LEC	Local Exchange Carrier



LED	Light Emitting Diode
LOA	Least Occupied Agent
M&A	Merger and Acquisition
MCU	Multipoint Control Unit
MGCP	Media Gateway Control Protocol
MIA	Most Idle Agent
MIS	Management Information System
MM	Multi-Media
MMR	Multi-Media Routing
MOS	Mean Opinion Score
MPLS	Multiprotocol Label Switching
MRCP	Media Resource Control Protocol
NFAS	Non-Facility Associated Signaling
NIC	Network Interface Card
NOC	Network Operations Center
NSP	Network Service Provider
OA&M	Operations, Administration and Maintenance
OCR	Optical Character Recognition
ODBC	Open Database Connectivity
OLAP	Online Analytical Processing
OLE	Object Linking and Embedding
OLTP	Online Transaction Processing
OMG	Object Management Group
ORB	Object Request Broker
OSI	Open System Interconnection
PABX	Private Automatic Branch Exchange
PBX	Private Branch Exchange
PCM	Pulse-Code Modulation
PDA	Personal Digital Assistant
PM	Performance Management
PO	Performance Optimization
POP3	Post Office Protocol 3
PRI	Primary Rate Interface
PSTN	Public-Switched Telephone Network
PTT	Postal Telephone & Telegraph
QM	Quality Monitoring
QoS	Quality of Service
RBOC	Regional Bell Operating Company
RFC	Request For Comment
RFI	Request for Information
RFP	Request for Proposal
RFQ	Request for Quote

RNA	Ring No Answer
ROI	Return on Investment
RPC	Remote Procedure Call
RSF	Rostered Staff Factor
RSVP	Resource Reservation Protocol
RTP	Real-Time Transport Protocol
SA	Speech Analytics
SBR	Skills Based Routing
SCP	Signal Control Point
SFA	Sales Force Automation
SGML	Standard Generalized Markup Language
SIP	Session Initiation Protocol
SL	Service Level
SLA	Service Level Agreement
SME	Subject Matter Expert
SMS	Short Message Service
SMTP	Simple Mail Transfer Protocol
SNA	Systems Network Architecture
SNMP	Simplified Network Management Protocol
SOA	Service Oriented Architecture
SOHO	Small Office Home Office
SQL	Structured Query Language
SRGS	Speech Recognition Grammar Syntax
SS7	Signaling System 7
SSML	Speech Synthesis Markup Language
STP	Signal Transfer Point
SW	Software
TAPI	Telephony Applications Programming Interface
TCO	Total Cost of Ownership
TCP	Transmission Control Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
TDM	Time-Division Multiplexing
TLA	Three-Letter Acronym
TSAPI	Telephony Services Application Programming Interface
TSR	Telephone Service Representative
TTS	Text-to-Speech
UC	Unified Communications
UDP	User Datagram Protocol
URL	Uniform Resource Locator
USB	Universal Serial Bus
UUI	User-to-User Information
VLAN	Virtual Local Area Network
VoIP	Voice Over Internet Protocol
VPN	Virtual Private Network



VRU	Voice Response Unit
VXML	Voice eXtensible Markup Language
WAN	Wide Area Network
WAP	Wireless Application Protocol
WFMS	Workforce Management System
WFO	Workforce Optimization
WWW	World Wide Web
XML	eXtensible Markup Language
XHMI	eXtensible Human Machine Interface