Contact Center Technology Acronyms

Quick Reference

A	
ACD	Automatic Call Distributor
ACW	After-Call Work
AHT	Average Handle 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
ATA	Average Time to Abandonment
ATB	All Trunks Busy
ATM	Asynchronous Transfer Mode

B	
BA	Business Analyst
BC/DR	Business Continuity/Disaster Recovery
BCP	Business Continuity Planning
BI	Business Intelligence
BIC	Best-in-Class
BPO	Business Process Optimization
BRI	Basic Rate Interface
BU	Business Unit

C	
CC	Call Center/Contact Center
CCR	Customer-Controlled Routing
CCS	Centum (100) Call Seconds
CCXML	Call Control Extensible Markup Language
CDA	Consolidated Desktop Application
CDR	Call Detail Recording
CEBP	Communications Enabled Business Processes
CED	Caller Entered Digits
CGI	Common Gateway Interface
CIS	Customer Information System/Customer Interaction Software
CLEC	Competitive Local Exchange Carrier
CLI	Calling Line Identification (used outside North America)

C	
CLID	Calling Line Identification
CMS	Call Management System
CO	Central Office
COM/DCOM	Component Object Model/Distributed Component Object Module
CORBA	Common Object Request Broker Architecture
CoS	Class of Service
CPE	Customer Premises Equipment
CPU	Central Processing Unit
CRM	Customer Relationship Management
CSat (of cSat)	Customer Satisfaction
CSR	Customer Service Representative
CSTA	Computer Supported Telecommunications Applications
CTI	Computer Telephony Integration
CxO	Chief x Officer (x = Executive, Marketing, Operations, Financial, etc.)

D	
DAT	Digital Audio Tape
DB	Database
DCOM	Distributed Component Object Model
DDE	Dynamic Data Exchange
DID	Direct Inward Dialing
DN	Dialed Number
DNIS	Dialed Number Identification Service
DRP	Disaster Recovery Plan
DSL	Digital Subscriber Line
DTMF	Dual Tone Multi-Frequency (Touch Tone)

E	
EAI	Enterprise Application Integration
ECMA	European Computer Manufacturer's Association
ERMS	Email Response Management System
ERP	Enterprise Resource Planning
EWT	Expected Wait Time

F	
FCR	First Call/Contact Resolution
FCRR	First Call/Contact Resolution Rate
FIFO	First In, First Out
FMC	Fixed Mobile Convergence
FTE	Full-Time Equivalent
FX	Foreign Exchange Line

G	
GOS	Grade of Service
GUI	Graphical User Interface

H	
HR	Human Resources
HTML	Hypertext Markup Language
HTTP	Hypertext Transport Protocol
HW	Hardware

I	
ICR	Intelligent Character Recognition
IEEE	Institute of Electrical and Electronics Engineers
IETF	Internet Engineering Task Force
II	Information Indicator
IM	Instant Message
IP	Internet Protocol
IS	Information Systems
ISDN	Integrated Services Digital Network
ISO	International Standards Organization
ISP	Internet Service Provider
IT	Information Technology
ITIL	Information Technology Infrastructure Library
ITSP	Internet Telephony Service Provider
ITU	International Telecommunication Union
IVR	Interactive Voice Response
IWR	Interactive Web Response
IXC	Interexchange Carrier

J	
J2EE	Java 2 Enterprise Edition
JTAPI	Java Telephony Application Programming Interface

K	
KB	Knowledge Base
Kbps	Kilobits per second
KCS	Knowledge Centered Support
KM	Knowledge Management
KPI	Key Performance Indicator

L	
LAN	Local Area Network
LEC	Local Exchange Carrier
LED	Light Emitting Diode
LOA	Least Occupied Agent
LWOP	Leave Without Pay

M	
M&A	Merger and Acquisition
Mbps	Megabits per second
MCU	Multipoint Control Unit

M	
MGCP	Media Gateway Control Protocol
MIA	Most Idle Agent
MIS	Management Information System
MM	Multimedia
MMR	Multi-Media Routing
MOS	Mean Opinion Score
MPLS	Multiprotocol Label Switching
MRCP	Media Resource Control Protocol

N	
NCC	Network Control Center
NFAS	Non-Facility Associated Signaling
NIC	Network Interface Card
NOC	Network Operations Center
NPA	Numbering Plan Area
NSP	Network Service Provider

O	
OA&M	Operations, Administration, and Maintenance
OCR	Optical Character Recognition
ODBC	Open Database Connectivity
OJT	On-the-Job Training
OLAP	Online Analytical Processing
OLE/DDE	Object Linking and Embedding/Dynamic Data Exchange
OLTP	Online Transaction Processing
OMG	Object Management Group
OPA	Off-Phone Activity
OPX	Off Premises Extension
ORB	Object Request Broker
OSI	Open System Interconnection

P	
PABX	Private Automatic Branch Exchange
PBX	Private Branch Exchange
PCM	Pulse-Code Modulation
PCP	Post-Call Processing
PDA	Personal Digital Assistant
PM	Performance Management
PO	Performance Optimization
POP3	Post Office Protocol 3
PRI	Primary Rate Interface
PSN	Public Switched Network
PSTN	Public Switched Telephone Network
PTT	Postal Telephone & Telegraph

Q	

Q	
QA	Quality Assurance
QM	Quality Management
QoS	Quality of Service

R	
RACI	Responsible, Accountable, Consulted, Informed
RBOC	Regional Bell Operating Company
RFC	Request for Comment/Change
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
RSS	Really Simple Syndication
RSVP	Resource Reservation Protocol
RTP	Real-Time Transport Protocol

S	
SA	Speech Analytics
SaaS	Software as a Service
SBR	Skills Based Routing
SCP	Signal Control Point
SFA	Sales Force Automation
SIP	Session Initiation Protocol
SIT	System Integration Testing
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

T	
TAPI	Telephony Applications Programming Interface
TCO	Total Cost of Ownership

T	
TCP	Transmission Control Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
TDM	Time-Division Multiplexing
TLA	Three-Letter Acronym
TQM	Total Quality Management
TSAPI	Telephony Services Application Programming Interface
TSF	Telephone Service Factor
TSR	Telephone Service Representative
TTS	Text-to-Speech

U	
UAT	User Acceptance Testing
UC	Unified Communications
UCD	Uniform Call Distributor
UDP	User Datagram Protocol
URL	Uniform Resource Locator
USB	Universal Serial Bus
UUI	User-to-User Information

V	
VDT	Video Display Terminal
VLAN	Virtual Local Area Network
Vmail	Voicemail
VoC	Voice of the Customer
VoIP	Voice Over Internet Protocol
VPN	Virtual Private Network
VRU	Voice Response Unit
VXML	Voice Extensible Markup Language

W	
WAN	Wide Area Network
WAP	Wireless Application Protocol
WFM	Workforce Management
WFMS	Workforce Management System
WFO	Workforce Optimization
WWW	World Wide Web

X	
XHMI	Extensible Human Machine Interface
XHTML	Extensible Hypertext Markup Language
XML	Extensible Markup Language

Updated April 2014