

GLOSSARY

AA

Automated Attendant. A device which answers callers with a digital recording, and allows callers to route themselves to an extension

Abandoned Call

A call that is answered, but disconnected before any conversation happens; a call which has been offered to a telephone system, but which is terminated by the person originating the call before it is answered by the person being called.

Access Code

A series of digits or characters which must be dialed, typed or entered in some way to gain use of something such as programming of a telephone system, a long distance company, an electronic mail service, a private corporate network, a mainframe computer, or a local area network

ACD

Automated Call Distribution is used to handle high volumes of incoming calls by spreading the workload equally among available agents. May be a stand-alone system or integrated into a PBX or CENTREX

Activation

The process of entering specific mobile phone information into a cellular network's database. For a cellular phone to work, the system must be informed of the combination of telephone number and Electronic Serial Number.

Active Line

A voice or data communications channel currently in use.

Adapter

A device used to connect a terminal to some circuit or channel so it will be compatible with the system to which it is attached. An adapter converts one type of jack or plug to another.

Add-on (Add-on conference)

A telephone system feature which allows connecting a third telephone to an existing conversation. This "add-on" feature is initiated by the originator of the call. The feature is also known as "Three-Way Calling."

Airwave

Airwave systems are transmission systems that use the “airwaves,” rather than conductors, to transmit information, sending information across “space,” rather than through conductors

Amplified Handset

A handset used to increase the volume of incoming calls

Analog Technology

The traditional method of modulating radio signals so that they can carry information. AM (amplitude modulation) and FM (frequency modulation) are the two most common methods of analog modulation. Voice messages are electronically replicated and amplified as they are carried from the transmitting antenna to the receiving antenna. A problem with this technology is that the amplification procedure tends to pick up “noise” sometimes making message difficult to hear.

Antenna

Any system of wires, poles, rods, reflecting discs, or similar devices used for the transmission or reception of electromagnetic waves.

ARS

Automatic Route Selection also called Least Cost Routing. A way that your phone system automatically chooses the least expensive way of making the call that is presented

Attendant Console

An attendant console is the larger, specialized telephone set used by the operator or attendant to answer the calls and send those calls to the proper extensions.

Attenuation

The loss of the strength of a signal as it traverses the transmission path

Automated Attendant

Also referred to as “Call Processors”, are designed to take repetitious or redundant work away from a live operator by letting incoming callers “route” their own calls typically by inputting touch tone signals or speaking commands into the phone following guidance by recorded voice prompts

Audit

To conduct an independent review and examination of system records and activities in order to test the adequacy, effectiveness, and data integrity, and to recommend any necessary changes.

Band

A clearly defined range of radio frequencies dedicated to a particular purpose. A specific bandwidth is a relative range of frequencies that can carry a signal without distortion on a transmission medium

Binding Posts

The physical connectors where distribution cable wire pairs are terminated on the customer side of the Cross-box and where each pair of wires from the Feeder Cables are terminated on the Central Office side of the box.

Broadcast Message

A message from one user sent to all users. On voice mail systems, broadcast messages are important announcement messages from the system administrator that provide information and instructions regarding the voice processing system. Broadcast messages play before standard Voice Mail or Automated Attendant messages

Call Block

A feature that allows the calling party to prevent the calling number from being transmitted and displayed on the Caller ID equipment of the called party. You can invoke Call Block on a call-by-call basis by pressing *67 before placing an outgoing call.

Call forwarding

A service available which allows an incoming call to be sent elsewhere. There are many variations on call forwarding: CFB Call forwarding busy. CFDA Call forwarding don't answer. CFA Call forward all calls.

Call Trace

A name for local telephone company service which permits the tracing of the last call received and holds the results for later use by an authorized law enforcement agency.

Call Path

IBM's telephone system link to IBM's computers. Call Coordinator is IBM's integrated call management application that uses Call Path Services API's (application programming) to integrate data processing applications with telephone systems

Capability Sets

Standards for Intelligent Networks that include the following services: number translation, alternate billing, call screening (based on source or destination number), automatic callback, conference calling, call logging, mass calling, televoting, VPN (virtual private network), voice services over the internet, mobility services, broadband services, etc.

Cell

The basic geographic unit of a cellular system. A city or county is divided into smaller “cells”, each of which is equipped with a low-powered radio transmitter/receiver. The cells can vary in size depending upon terrain, capacity demands, etc. By controlling the transmission power, the radio frequencies assigned to one cell can be limited to the boundaries of that cell.

Cellular

A wireless communications architecture that organizes service areas into various sized, relatively small (compared to the original high powered single transmitter approach of early mobile telephone service) geographic areas known as “cells”, each containing a relatively low powered transmitter/receiver.

Central Office

(CO) A telephone company building where subscribers’ lines are joined to switching equipment for connecting subscribers to each other, locally and long distance. A central office can be a wire center in which there might be several switching exchanges.

Centrex

Centrex is a business telephone service offered by a local telephone company from a local central office (also called a public exchange). Centrex is leased to businesses by a phone company as a substitute for that business buying or leasing its own on-premises telephone system

Channel

A path of communication, either electrical or electromagnetic, between two or more points. Also called a circuit, facility, line, link or path.

Channel Unit

Equipment which creates multiple paths (channels) for transmission of information, a process called multiplexing.

Circuit

The physical connection (or path) of channels, conductors, and equipment between two given points through which an electric current may be established—includes both sending and receiving capabilities.

Class of Service (COS)

A different collection of privileges and features assigned to a line, such as access to long distance, international calls, 900 area code calls, etc.

Conference Bridge

A telecommunications facility or service which permits callers from several diverse locations to be connected together for a conference call (a call connecting three or more people into one conversation)

Cordless telephone

A telephone with no cord between handset and base. Each piece contains a radio transmitter, receiver and antenna. The handset contains a rechargeable battery; the base must be plugged into an AC outlet. Radio frequency and environmental conditions affect the distance range between handset and base.

Cross Box

Feeder cable is terminated in this protected location to provide cross-connections to Distribution Cable. See: Binding Posts

Crosstalk

Cross-pair interference, occurring when noise from one cable pair is coupled (direct contact), or radiated (induced from electrical field) onto an adjacent cable

Demarc

Demarcation point, serves as the dividing line between the local exchange company and the end user; most common is the RJ11C equipment.

Digital Technology

Data (including voice messages) are converted into digital signals (a series of “1” and “0”) that represent sound intensities to transmit information. The reconstructed signal is a “cleaner” transmission than the analog transmission, the electronic circuitry is more powerful, and it lends itself to the technical breakthroughs of recent years.

Dropped Call

A call terminated by other than the calling or called party. Dropped calls can happen for a cellular customer when the radio link between the customer and the cell site is broken for reasons including terrain, equipment problems, atmospheric interference, and traveling out of range.

DSL

Digital Subscriber Line; ITU (International Telecommunication Union) standards for various high speed digital services in the local loop. DSL requires twisted pair copper connection.

Electromagnetic Interference

Interference in signal transmission or reception caused by any electrical or electromagnetic phenomenon, manmade or natural, that results in unintentional and undesirable responses from, performance degradation or malfunction of, electronic equipment. The interference in a telephone signal can result from a cell phone charging near a phone set or foreign equipment being plugged into or near the phone

Enhanced 911

An advanced form of 911 service. With E-911, the telephone number of the caller is transmitted to the Public Safety Answering Point where it is cross-referenced with an address database to determine the caller's location.

Facilities

Refers to the connections between different CO's, the CO's and customer locations, but may refer to any equipment, inside or outside, which is used to provide service

FCC

Federal Communications Commission, the federal government agency that licenses most radio services and has primary regulatory control over telecommunications facilities through its power to control interstate commerce.

Fiber Optic

Fiber is made of very pure glass. Digital signals in the form of modulated light travel on strands of fiber for long distances. The advantage of fiber over copper wire is that it can carry far more information over much longer distances

Forward

A switch feature that temporarily redirects incoming calls. The incoming calls are redirected from the forwarding telephone to another destination previously been defined to the switch by the person associated with the telephone or by the computing domain.

Frame

A metal framework which is used to place semi permanent wire cross connections to permanent equipment, found in telephone rooms and central offices.

FX

Foreign Exchange. A Central Office trunk which has access to a distant central office. Dial tone is returned from that distant Central Office, and a location can be reached in the area of the foreign Central Office by dialing a local number, providing easier access for users.

Ground

A problem that exists when a circuit is accidentally crossed with a grounded conductor

House Cable

Communication cable within a building or a complex of buildings and owned by the local phone company. House cable comes from the terminal box in the basement or the nearby outside pedestal box and goes straight to the building.

Hunt Group

A series of telephone lines organized in such a way that if the first line is busy the next line is hunted and so on until a free line is found.

I3

Interactive Intelligence Client Call Center – a desktop interaction and communications manager used to manage electronic communications and interactions including phone calls, conference and chat interactions, voicemail, and email.

Infrastructure

A collection of those telecommunications components, excluding equipment, that together provides the basic support for the distribution of all information within a building or campus.

Interactive Voice Response

IVR voice response acts as a “voice computer” using remote touchtone telephones. A prerecorded human voice is stored on a hard drive used for reading back information.

Intercept

Calls which cannot reach their destination may be intercepted and diverted to a station attendant, a recording or some other place.

Intercom

Intercommunication. An internal communication system which allows you to dial another phone within your intercom group in your building or office complex.

ISDN

Integrated Services Digital Network designed for telephone switches, computer telephony, voice processing system, video conferencing and faster data communications.

Jumper Wires

The copper wires that “cross connect” the assigned feeder pairs to corresponding distribution pairs between the two sides of the Cross Box.

KSU

Key Service Unit . The main cabinet containing all the equipment, switching and electronics necessary to run a key telephone system

Line Cord

The connecting cord between the phone and the jack in the wall, also called a mounting cord

Local Loop

Local Subscriber Loop. The connection between the serving CO and the customer's premise; the continuous run of a customer's assigned cable pair(s) from the CO to the customer's location/equipment

MAC Address

Medium Access Control Address, an identifier number which is unique to each Local Area Network, Network Interface Card. The Mac Address is programmed into the card and is location independent—that is, it stays with the card, which fits inside the device (as in a VOIP phone)

MDF

Main Distribution Frame, where the customer's service wire pairs (local loop pairs) are cross connected to the dial tone equipment pairs from the central office switch.

Meet-Me Conference

A teleconferencing term, an arrangement by which you can dial a specific, predetermined telephone number and security access code to join a conference with other participants, automatically connecting to the conference through a conference bridge

Modem

Modulate/Demodulate – a device (both dial up and private line) for converting digital signals to analog signals for transmission over analog facilities

MS

Mobile Station is the wireless/cellular mobile telephone unit which connects via radio transmission through the Base Transceiver Station (BTS), allows mobility so that calls may be placed locally or in another geographic region

Multi-Line Hunt

The ability of switching equipment to connect calls to another phone in the group when other numbers in the group are busy

Multiplexing

The transmitting/combining of many signals over a single channel

Network Interface

The point of interconnection between Telephone Company communications facilities and terminal equipment, protective apparatus or wiring at a subscriber's premises

Noise

Unwanted electrical signals introduced into telephone lines by circuit components or natural disturbances which degrade the performance of the line

NT1

A device that converts two wire digital CO loops into a four wire customer premises loop that is compatible with the customer's ISDN equipment

Off-Premise Extension

An actual telephone line located in a different office or building from the main phone line

PBX

Private Branch Exchange – customer premises telephone switching system

PIN

Personal Identification Number

POP

Point-Of-Presence, where the long distance provider resides in the CO, the place where the long distance carrier terminates your long distance lines just before those lines are connected to your local phone company's lines or to your own direct hookup

POTs

Plain Old Telephone Service, dial analog service

PRI

Primary Rate Interface – ISDN service with 24 channels for 24 digital trunks to provide voice, data and video capabilities for compatible customer equipment

Programmable

In telephony, the ability to change a feature or a function or the extension assigned to a telephone without rewiring

Prompt

An audible or visible signal to the system user that some process is complete or some user action is required; also signifies a need for further input and/or location of needed input

Queue

A stream of tasks waiting to be executed, or a series of calls, messages, or packets awaiting the availability of a network resource. Queuing is the act of "stacking" or holding calls to be handled by a specific person, trunk or trunk group.

Radio Paging Access

Provides attendant and phone user dial access to customer-owned radio paging equipment to selectively tone-alert, or voice-page individuals carrying pocket radio receivers

RJ

Registered Jacks, telephone and data plugs registered with the FCC

Routing

The process of selecting the correct circuit path for a message. A route is the particular trunk group or interconnected trunk groups between two reference points used to establish a path for a call.

Satellite Relay

An active or passive repeater in geosynchronous earth orbit that amplifies the signal it receives, often shifting the radio frequency as well, before retransmitting it back to earth; these functions are performed aboard the satellite in a device called a transponder

SATPhone

Satellite phone, a telephone that works directly off a satellite. It comes with a small parabolic antenna which you aim at the satellite

Speed Dialing

Permits fast dialing of frequently used numbers. A repertory of numbers may be stored in the instrument and/or in the telephone switch. Usually a button or one, two or three digits are dialed to activate speed dialing

SPID

Service Profile Identifier. On an ISDN line, the telephone company issues a SPID for every terminal device you have connected to an ISDN line for circuit-switched network access. The SPID can be the 10-digit directory number. Once programmed into the customer equipment, the SPID provides the appropriate services and features for each device communicating over the ISDN line and B channel

Standards

Agreed principles of protocol. Standards are set by committees working under various trade and international organizations

Switched Network

This network was designed to connect lines and trunks together to form a communications path between two or more stations. It uses a combination of switching and transmissions systems

Switchhook

Also referred to as hook switch. The electric hook on land-line telephones sets that signals the disconnect of a call; also signals to CO the use of available CO features

T1

Trunk Level 1; digital transmission with a transmission bit of 1.544 Mbps (million bits per second, typically supports 24 channels)

TA (Terminal Adaptor)

A device that allows non-ISDN compatible equipment to be connected to an ISDN line through an NT1

Telecommunications Closet

A closet which houses telecommunications wiring and telecom wiring equipment, may also contain Network Demarcation. The telecommunications closet is used to connect up telecom wiring.

Telephony

The science of transmitting voice, data, video or image signals over a distance

Telephone Server

A telephone server is a computer whose major function is to control, add intelligence, store, forward and manipulate the various voice, data, fax and e-mail calls flowing into and out of a computer telephony system.

Three-Way Calling

A local phone company feature that allows a phone user to add another user to an existing conversation and have a three party conference call

Tie Lines

A dedicated circuit linking two points without having to dial the normal phone number

Time Division Multiple Access

A method of digital wireless communications transmission that divides available bandwidth in a digital cell into time increments, each used by a separate mobile telephone conversation in that cell, allowing a large number of users to access a single radio frequency channel

Trunk

A communication line between two switching systems. A trunk group is a group of essentially like trunks that go between the same two geographical points, have similar electrical characteristics, and perform the same function as a single trunk, except that they carry multiple conversations

TTY/TDD

A unique telecommunication device for the deaf, using TTY (TeleTYpewriter) principles for communicating alphanumeric information over telecom networks.

Twisted Pair (TP)

Two insulated copper wires are twisted around each other to compensate for (and cancel) the effects of cross-pair interference, or cross talk. This wire is pervasive today in telephone cable; several sets of twisted pair wires may be enclosed in a single cable.

Underground

Cable placed in conduit under the ground

Video Conference

Real-time communication between two or more people using video and audio software and hardware to see and hear each other

Virtual Private Network (VPN)

Uses intelligent network software controls and common channel signaling to make the Public Switched telephone Network function as if it were a Private Network for an individual customer subscribing to a VPN services

Voice Activated Dialing

A feature that permits you to dial a number by calling that number out to your cellular phone instead of punching it in yourself

Voice Mail

Voice mail allows you to receive, edit and forward and store messages to one or more voice mailboxes electronically

VoIP

The technology used to transmit voice conversations over a data network using the Internet packet technology

Wireless

Without wires, has come to mean wire-less systems that work within a building. Wireless phones transmit conversations and data using radio waves rather than copper wires. Wireless Local Area Networks (LAN's) provide wireless connections using low microwave frequencies for devices such as portable computers and personal digital assistants to other devices and to databases.

Workgroup

Members of a workgroup may belong to the same or different departments, but share the same local area network and share the same telephone system

Workstation

A workstation is a computer and a telephone on a desk, and both attached to a telecom outlet on the wall

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