

# Mitel MiContact Center Enterprise

GLOSSARY OF TERMS AND ACRONYMS

Release 9.5 SP2



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Glossary of Terms and Acronyms  
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# GLOSSARY

This document defines the acronyms and terms used when describing MiCC Enterprise and the Open Application Server.

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**A-Law PCM**

Voice compression method primarily used in Europe

**ACD**

Automatic Call Distribution

**ADN**

Additional Directory Number

**ADPCM**

Adaptive Differential Pulse Code Modulation

**AL**

ApplicationLink

**ALS**

Alarm Service

**AMP**

Application and Management development Process

**ANI**

Automatic Number Identification

**API**

Applications Programming Interface

**ASR**

Automatic Speech Recognition

**ATS**

Analog Telephone Set

**AWT**

Actual Waiting Time. Indicates the time that a session has been waiting in the service group queue.

**BAPI**

Business Application Programming Interface

**BCB**

Business Communication Broker

**BVD**

Basic Virtual Device

**CAS**

Channel Associated Signaling

**CC**

Call Characteristics

**CCS**

Call Channel Service

**CM**

Configuration Manager

**COM**

Component Object Model

**Container**

CTMS term for a directory in which data objects are grouped

**CR**

Call Requirements

**CRM**

Customer Relationship Management

**CSTA**

Computer-Supported Telephony Applications (ECMA-179 Services for Computer Supported Telecommunications Applications)

**CTI**

Computer Telephony Integration

**CTIS**

Computer Telephony Integration Server

**CTI Server**

Computer Telephony Integration Server

**CTP**

Call Termination Point

**CXN**

Cordless Extension

**Data Object**

CTMS term for a media file such as a voice file

or fax file

**DDE**

Dynamic Data Exchange

**DP**

Dial Pulse

**DPD**

Dial Pulse Detection

**DSP**

Digital Signal Processor

**DTMF**

Dual Tone Multi-Frequency

**DTS**

Digital Telephone Set

**EC**

Event Channel

**ECMA**

European Computer Manufacturer Association

**ECS**

Event Channel Service

**ECTF**

Enterprise Computer Telephony Forum

**ELM**

Enterprise License Manager

**EWI**

Estimated Waiting Time. Indicates the amount of time the session is expected to wait based on the calculated wait time for the service group.

**FAX**

Facsimile

**Firewall**

The means by which your intranet remains secure, by preventing customers' access.

**G.711**

ITU-T standard to represent 8 bit compressed pulse code modulation (PCM) samples for signals of voice frequencies.

**GUI**

Graphical User Interface

**ICD**

Inter-Application Communication Device

**ID**

Identifier

**IP**

Internet Protocol

**IPMS**

IP Media Server

**ISDN**

Integrated Services Digital Network

**ITU**

International Telecommunication Union

**ITU-T**

ITU Telecommunication Standardization Sector

**IVR**

Interactive Voice Response

**Keywords**

Words that, along with the question type, define a question pattern, which can be used to match a customer's question with one or more question patterns in the knowledge base.

**Knowledge Base**

A database of information allowing the system to match keywords with responses in order to automatically identify an answer to return in response to a customer's question.

**LAN**

Local Area Network

**MMC**

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Microsoft Management Console

**MMT**

Media Message Tool

**MS**

Media Server

**Mu-Law PCM**

Voice compression method primarily used in North America and Japan

**MX-ONE**

Mitel's product name for the Call Manager with product number ASP 113 01

**NIU**

Network Interface Unit

**NOC**

Network Operations Center

**NRM**

Network Resource Manager

**OAS**

Open Application Server

**OCS**

OAS Configuration Service

**OLM**

OAS Log Monitor

**OMT**

OAS Maintenance Tool

**OTS**

OAS Trace Service

**Parameters**

Parameters can be the date or a period of time that the report will cover.

**PBX**

Private Branch Exchange

**PDC**

Performance Data Collector

**PDM**

Performance Data Manager

**PIN**

Personal Identification Number

**PPM**

Performance Presentation Manager

**PRI**

Primary Rate Interface

**RA**

Resource Allocation

**RAA**

Resource Allocation Algorithm

**RAS**

Registration Admission Status

**RFC**

Remote Function Call

**SDK**

Software Development Kit

**SIP**

Session Initiation Protocol

**SQL**

Standard Query Language

**SSS**

Start Stop Service

**Supervisor**

A person who has supervisor access, allowing them to maintain and delete customers and operators.

**System administrator**

A user who has system administrator rights.

**TCP**

Transmission Control Protocol

**TSAPI**

Telephony Services API (Novell Netware  
Telephony Services API)

**TTS**

Text to Speech

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**UDP**

User Datagram Protocol

**UI**

User Interface

**UNC**

Uniform Naming Convention



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