



A MITEL
PRODUCT
GUIDE

MiContact Center Enterprise

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.

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

EWT

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

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

UDP

User Datagram Protocol

UI

User Interface

UNC

Uniform Naming Convention

