



Glossary

ACD	Automated Call Distributor—distributes incoming calls, typically to the next available agent.
Automated response systems	Automated response systems and auto-attendants are systems that automatically reply to incoming contacts, typically as part of IVR and Contact Routing systems.
Circuit-switched	Traditional telephone networks are circuit-switched: phone conversations take place over a two-way 64-kbps connection dedicated used solely to handle that one conversation. This is in contrast to packet-switched networks, as used by VoIP.
Contact routing system	A system for routing incoming contacts, such as an ACD, for phone calls, or a more robust routing system that applies complex rules to send calls to the most appropriate agent, based on skills, waiting time, etc. Or the universal queuing system that prioritizes and routes contacts of all sorts.
CRM	Customer Relationship Management systems, like Siebel, SugarCRM, Salesforce.com, typically centralize information about any given customer and may present it to the contact center agent (“screen-pop”) so the agent understands the full context of the company’s relationship with the customer.
Dialer	A dialer or auto-dialer makes automated outbound calls from a list and delivers each call to an agent when the call is answered.
E-Learning	E-Learning refers to systems which deliver training to the agents workstation, sometimes on the basis of agent performance or in coordination with agents’ schedules.
Hosted service	A hosted service behaves like a utility, typically providing pay-as-you-go service, over the internet, avoiding the need for the customer to invest in hardware infrastructure. ISC provides workforce management –scheduling for contract centers- as a hosted service.
HTML-	Hypertext Markup Language - is a simple standard for formatting text and images to be displayed as web pages.
IP address	An IP address uniquely identifies any device connected to an IP network, such as the internet. An IP address is a sequence of four octets, separated by “dots” each having a value of 255 or less, like this: 209.73.231.10
Internet Protocol	Internet Protocol- is the networking protocol of the internet.
IVR	Interactive Voice Response—IVR systems are touch-tone or voice-recognition menu systems, typically used to perform routine customer service transactions or to route customers to an appropriate human.
KM	Knowledge Management systems deliver sales, product, and support-related facts to support agents.
Packet-switched	Packet-switched networks, like the internet, disassemble transmissions into packets, which are then routed by whichever path is most convenient, and reassembled at the receiving end. This is in contrast to circuit-switched.



POTS	Plain Old Telephone Service—the traditional circuit-switched phone service network. Also called PSTN.
PSTN	Public Switched Telephone Network—the traditional circuit-switched phone service network. Also called POTS.
QM	A new group of users, a new office or center on the other side of the country or the other side of
Global presence	Quality Management systems typically record calls and distribute sampled contacts to coaches and QA monitors.
SOA	Service Oriented Architecture—a way of organizing software characterized by simple, modular, interoperable, network-based software systems, connected by standards-based internet protocols such as HTML, XML, and SOAP.
Universal queuing system	A universal queuing system—typically can route voice, e-mail, FAX, and other kinds of communications into a single universal in-box or queue, to be handled by an agent.
Speech recognition	Speech recognition software attempts to recognize human speech, often as a natural way for customers to make menu selections in an IVR system. Speech recognition software is rapidly improving, and is now widely used in telephone banking systems, directory assistance offices, and other high volume, strictly routine environments.
VoIP	Voice over IP—is a way of sending voice over a packet-switched IP network, like the internet. This is in contrast to traditional voice transmission over circuit-switched networks, or POTS.
Web Service	A Web Service is a network hosted software service accessible by standard protocols such as SOAP or REST.
WFM	Workforce Management –uses data from the contact routing system to predict how much work will need to be done at each interval of the day, schedules agents so that the right number are always available, and delivers updated information on workloads and workforce to support ongoing management of the process. ISC provides workforce management as a hosted service.
XML	Extensible Markup Language is a standard, interoperable, markup language for documents containing structured information such as database records.

