



**A Glossary for  
“Unified Communications”**

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## Purpose of Document

Unified Communications is a highly misunderstood field of communications services. The term Unified Communications, or "UC" as it is commonly referred, is widely used by organisations but in many different contexts.

This document has been produced by 3D Networks to detail and explain the significant list of buzzwords and acronyms that have been introduced into our language since the inception and evolution of IP Telephony and Unified Communications.

This document is targeted at users of communications solutions who do not understand the multitude of acronyms that technical people verbalise on a daily basis.

Designed to be quick and easy to read, this document is best used in conjunction with "3D Networks Unified Communications Introductory Guide".

This document is predominantly a glossary of terms and explains the many acronyms associated with UC, it is NOT a basic user guide to UC.

## About 3D Networks

3D Networks is a leading Applications and Systems Integration organisation. With offices spanning the Asia Pacific region, 3D Networks is a leading supplier of Advanced Unified Communications solutions.

3D Networks provides consultancy, professional services, application development, application integration, deployment, maintenance and managed services for UC, Voice, Data, Storage and Security networks.

3D Networks is part of the Singapore-based Planet One Pte Ltd. Planet One offers leading-edge solutions and services through its regional network of technology companies – 3D Networks, FCS Computer Systems and Net ProActive Services. We combine the expertise of our group companies with our broad geographic reach and strong partnerships to offer multi-skilled, business-critical technology solutions to enterprises.

Find us at [www.3dnetworks.com](http://www.3dnetworks.com) and [www.planet1world.com](http://www.planet1world.com)

## What is Unified Communications?

Unified Communications (UC) is a commonly misused term.

It is used to describe IP Telephony networks, web conferencing solutions, IM solutions, video conferencing solutions and a raft of other solutions.

UC is used by every major vendor from traditional voice vendors like Nortel, Avaya, NEC, Ericsson and Siemens, to data and pure IP Telephony vendors like Cisco, and more recently by software and web based application vendors like Microsoft, Google and IBM. So if every vendor across hardware, software and voice solutions are now saying they have a UC solution, what are they talking about?

The UC concept involves breaking down barriers so that people using different modes of communication, different media, and different devices can still communicate to anyone, anywhere, at anytime.

Quite simply UC is the combining of a range of "communications" solutions into one single user experience. It is correctly defined as the ability to seamlessly move between a variety of communication media without "dropping" or "stopping" the interaction.

An example of this is being able to have an IM session and launch into a call without having to change from one media to another (i.e. the PC to a phone), or have the IM client "control" the phone.

Unified Communications is predominantly about bringing together communications types, such as telephone calls, instant messaging, presence, video conferencing, web conferencing, application sharing, calendar mining, electronic whiteboarding and intelligent contact routing with multiple devices (both fixed, wireless, hardware and software based) and organisational information.

The above is what we can do today, the future promises new technologies like speech recognition, location based services, "number for life" style contact addressing, RSS style communication content (rather than fixed text), just to name a few.

Let's provide a common example experienced by many office workers by exploring one element of UC being "presence". Imagine sitting at your PC and wanting to contact Fred.

Today you would:

- Call him at his desk, get voicemail and leave a message
- Then call him on his mobile, get voicemail and leave a message
- Then email to say you called and could he call you back
- Fred calls you back and you are on the phone, he leaves you a message
- You call Fred back and he is now on the phone and you leave another message

If we assume 1 minute for each of the above actions, that is 5 minutes playing phone tag and wasting productive time. Let's now equate time to money and reveal a hidden cost of doing business.

Imagine the following:

- 5 minutes of phone tag with 2 people every day, for 5 days per week
- 44 working weeks per year
- This equates to 36 hours per year of wasted productivity.
- At an average wage of \$20 per hour + \$20 per hour for associated on costs and overheads that alone equals \$1,440 in lost productivity per person per annum.

In an organisation with:

- 50 people that is \$72,000 per annum in lost productivity
- 100 people that is \$144,000 p.a in lost productivity
- 500 people that is \$720,000 p.a in lost productivity
- 1000 people that is \$1.4 million p.a in lost productivity.

You can clearly see no matter what size the organisation, the hidden cost of ineffective communications is dramatic.

Now imagine if you could see Fred's "presence". That is, you could see if he was away from his desk, on the phone, in a meeting (and when he would be back) or what device he was currently available on be it PC, desk phone, mobile phone or some other device. This is what UC offers. Knowing someone's presence can dramatically improve the proactive decision making of how one should communicate with another person.

Once you establish a contact, you can then jump between all the various types of communications to ensure a productive interaction. Let's explore this a bit further.

This time the interaction proceeds as follows:

- I launch my UC client and see that Fred is in a meeting, I tag Fred and ask the UC client to notify me when he is free
- 25 minutes later the UC client alerts me and tells me Fred is now free. With one mouse click on the UC Client my phone launches a call to Fred
- Fred answers the call and we discuss business. During the call he says, it would be great if we could review the latest presentation. Normally he would have emailed it to me, we would wait for the email delay, maybe even hang up and call back (only to end up in voicemail tag again), but with UC that doesn't happen. Fred launches the presentation and it appears in my UC client, as he goes through it we make changes together. I can also edit the document during the discussion and we complete the presentation.

In this example we have used the UC environment to work on a document together without the delay of send, review, resend, review again, resend etc. We review and modify at the same time all while on a call together. We could have even done this over a video call right from our desks if we both had webcams.

The UC solutions also extend to mobile phone and smart phone devices, obviously they can't do everything that you can from a PC, but they still enable presence and other communication forms for proactive interaction.

Quite simply UC unifies a range of communication methods but it can only truly be UC if you can proactively and seamlessly move between each method without "stopping" the interaction. If not then they are stand alone communications methods, not unified.

## Analyst Definitions

### International Engineering Consortium

Unified communications encompasses all forms of call and multimedia/cross-media message-management functions controlled by an individual user for both business and social purposes. This includes any enterprise informational or transactional application process that emulates a human user and uses a single, content-independent personal messaging channel (mailbox) for contact access.

### UCStrategies.com

Communications integrated to optimise business processes.

UC integrates real-time and non-real time communications with business processes and requirements based on presence capabilities, presenting a consistent unified user interface and experience across multiple devices and media types.

UC manages business transactions and projects across populations of users, providing an integrated, consistent communication experience for users, resulting in optimised business processes and results.

### Wainhouse Research

Unified communications is an emerging market, fragmented in definition as well as in functionality. We define a unified communications system as one that includes elements of presence, instant messaging, voice and/or voice conferencing, web or data collaboration, unified messaging, mobility, and/or video conferencing.

### Lippis Reports

Unified communications can be thought of as a super-set of IP-based communications. IP-based tools, such as web conferencing, audio conferencing, and video conferencing, unified messaging and instant messaging, have been around for a while. Unified communications is the super-set of all of these tools accessed through a unified method. That is, access to people and information is managed through one interface; no longer does the user need to have separate tools to drive separate communication applications. Access is integrated so that from an instant messenger chat session, for example, a single "click-to-call" or "click-to-conference" button will conference somebody else in.

In the near future, unified communications will be brought into other business applications to enhance work flow in the communications process. But for now, UC is the coming together of various collaborative applications and communications tools which have existed for a long time. For the end-user, UC is an experience that simplifies work and increases productivity by reducing delay in accessing and communicating with others.

## Gartner

Unified communications (UC) offer the ability to significantly improve how individuals, groups and companies interact and perform. UC enables multiple communication channels to be coordinated.

In some cases, separate servers may be consolidated, but more frequently, UC adds value to existing communication servers. Key technologies include Internet Protocol (IP)-PBX, voice over IP (VoIP), presence, e-mail, audio and Web conferencing, videoconferencing, voice mail, unified messaging and instant messaging (IM).

Another key capability of UC is that it offers a method to integrate communication functions directly with business applications; Gartner calls this capability "communications-enabled business processes."

The largest single value of UC is its ability to reduce "human latency" in business processes. Although communication methods (such as voice or IM) can be used individually and separately, organisations should examine how bringing these methods together can increase synergies and efficiencies. To accomplish this, companies should review how individuals and groups use communications internally, then undertake pilots and trials that could lead to improved processes.

## Glossary of Terms

### Important Base Level Terms – “Need to Know”

Term	Acronym	Definition
3G	-	<p>3G refers to the third generation of developments in wireless technology, especially mobile communications.</p> <p>3G includes capabilities and features such as:</p> <ul style="list-style-type: none"> <li>➤ Enhanced multimedia (voice, data, video, and remote control).</li> <li>➤ Usability on all popular modes (cellular telephone, e-mail, paging, fax, videoconferencing, and Web browsing).</li> <li>➤ Broad bandwidth and high speed (upwards of 2 Mbps).</li> </ul>
Application Sharing	AS	A data conferencing capability that lets two or more users interactively work on the same application at the same time. The application is loaded and runs on only one machine; however, keystrokes are transmitted from and screen changes are transmitted to the other participants.
Call Routing	-	The ability to predefine where a call is directed to be answered. Routing can be decision based on time of day, day of week, dialled number, CLI of calling party, etc. Calls can be routed to a number of destinations like multiple different internal / external phone numbers or voicemail boxes and can be routed sequentially or in parallel
Click to call	C2C	<p>A software driven tool which allows users to mouse click a link, number or other “address” and the software application will immediately initiate a telephone (voice) call to the person that appears in their current work in progress application.</p> <p>The call can be established directly on the user’s PC, or via a linked telephone device (typically through technology like TAPI, Microsoft’s LCS/OCS, or other CTI application).</p>
Electronic Whiteboard	EW	An electronic version of a chalkboard, which allows participants to view what an instructor or presenter writes or draws. Also known as a Smartboard.

Term	Acronym	Definition
H.323	-	Similarly to SIP, H.323 is a standard that provides specification for computers, equipment, and services for multimedia communication over packet based networks that defines how real-time audio, video and data information is transmitted. H.323 is commonly used in VoIP, Internet Telephony, and IP-based videoconferencing, however being increasingly replaced by SIP.
Instant Messaging	IM	IM is the exchange of "text messages" though a software platform in real-time.
Internet Protocol	IP	IP is the method or protocol by which data is sent from one computer to another on the Internet.
IP Telephony	IPT	IP Telephony is the enhancement and progression of simple technical VoIP to provide productivity improvements such as networked resources, distributed contact centres etc.
IP-PBX	-	A Call server that processes calls using an IP framework, often referred to as a "softswitch". Typically server based utilising gateways to the external PSTN telephony network
Mean Opinion Score	MOS	Defined by standard ITU P.800, the MOS is a subjective measurement of the quality of a voice conversation. Measured on a sliding scale from 1 to 5, where 5 is defined as "Very Satisfied". A call of "toll quality" is considered to have a MOS value of 4.3.
Personal Digital Assistant	PDA	PDA is a term used for any small mobile hand-held device that provides computing and information storage and retrieval capabilities for personal or business use, often for keeping schedule calendars and address book information.  (Often also referred to as a PIM – Personal Information Manager).
Power over Ethernet	PoE	PoE is the ability to deliver power to telephones via the Ethernet cable. Analogue phones are powered by the "twisted pair" copper cable, digital phones likewise, IP phones however only have an Ethernet connection and used to require an external power pack...until PoE came along
Presence	-	Presence refers to the real-time update of a person/employee's current status, be it "in a meeting", "on the phone" or "available" etc.

Term	Acronym	Definition
Quality of Experience	QoE	Quality of Experience (QoE) is subjective and relates to the perceived quality of a service by the user. The QoE is typically measured as the subjective MOS value or the mathematically-derived E-Model (ITU G.107).
Quality of Service	QoS	QoS involves the prioritisation of network traffic. QoS is especially important for the new generation of Internet applications such as VoIP, video-on-demand etc. It allows voice "packets" to be prioritised over data "packets" and ensure high expected voice quality
Session Initiation Protocol	SIP	The Session Initiation Protocol (SIP) is a standard protocol for initiating an interactive user session that involves multimedia elements such as video, voice, chat, etc.
Smartphone	-	A single unit, multi-device handheld, typically incorporating a mobile phone, PDA, email and calendaring device, etc.
Unified Communications	UC	Unified Communications is the term given to a holistic merge of communication media that fundamentally provides full access Anytime, Anywhere, and Any-information source
Unified Messaging	UM	Relates to the management of e-mail, voice and fax messages from any phone, PC or information device.
Video Conferencing	VC	VC is a conference between two or more participants by using a data network to transmit audio and video data.
Voice over IP	VoIP	Technical term applied to the carriage of packets of 'voice traffic' traversing an IP Data link. Often used incorrectly to refer to IP Telephony
Voice over Wireless LAN	VoWL or VoWIP	The use of technical VoIP over a Wireless LAN.
Web Conferencing	WC	Web conferencing is the ability to have a multiparty conference that allows presentation of electronic information, polling and "presenter" / "audience"

## Relevant Vendor Acronyms

Vendor	Acronym	Definition
Advatel	PhoneEasy	A desktop application that combines your business phone, email and PC based SMS in one solution via a highly intelligent use of targeted productivity tools to aid in more effective communications
Cisco		
Cisco	CM	CallManager is Cisco's IP-PBX, delivering all call control and call handling feature sets to all users
Cisco	CUPC	Cisco's Unified Personal Communicator is a PC based application that delivers presence, IM and a range of other high valued personal interaction capabilities. This solution is tightly integrated with CM and MP
Cisco	IPCC	IPCC is Cisco's high end contact centre suite, with a feature set on call and email routing, IVR, outbound dialling etc that matches the market leading solutions
Cisco	MP	MeetingPlace provides audio, video and web conferencing to users. Tightly integrated into email clients and CUPC the solution delivers a seamless conferencing capability
Genesys	GETS	Genesys Enterprise telephony Software, platform provides telephony presence and call control capabilities for Microsoft Office Live Communications Server on more than 100 switch versions, representing over 35 vendors in both TDM and IP-PBX environments. With GETS and Microsoft Office Live Communications Server, enterprises enable complete, full-featured collaboration on top of existing telephony infrastructures.
IPFX	-	SIP based UC solution providing Presence, Telephony, IM, video, operator console, call centre and messaging
Microsoft	AD	Active Directory is a product that delivers the ability to have a single directory spanning multiple applications, allowing usernames, passwords, contacts etc to be stored and managed in a single location....essential to a robust and high productivity UC environment

Vendor	Acronym	Definition
Microsoft	Exchange	Exchange is a product that handles and manages a number of messaging mediums. Email is the most commonly known but Exchange is also capable of managing faxes, voicemail and other messaging types. Integrating these into a UC environment is critical
Microsoft	LCS	Live Communications Server, the predecessor to OCS is similar in functionality but minus some of the advanced features and external integration points
Microsoft	LiveMeeting	LiveMeeting provides audio, video and web conferencing to users. Tightly integrated into email clients the solution delivers a seamless conferencing capability
Microsoft	OCS	Office Communications Server provides an enterprise grade IM, Presence and user interaction solution including VoIP (and via PBX integration voice). Tightly integrated with LiveMeeting it can deliver a full suite of UC functionality
Nortel	AST	Associate Set Assignment – used by the PABX to associate the phone to an external application e.g. LCS/OCS, Nortel Contact Centre, TAPI, etc
Nortel	BS	Baystack is a portfolio of edge PoE switches that switch data across the network and deliver PoE
Nortel	CC6	CC6 is Nortel's latest portfolio of Call Centre software applications for call routing, reporting, CTI, email and other important "high end" contact centre functionality
Nortel	ICA	Innovative Communications Alliance
Nortel	MCS5100	Multimedia Communications Server 5100 is an Enterprise grade UC solution. SIP based it is a softswitch that delivers robust feature rich call control, presence, Enterprise IM, audio and video conferencing, application sharing, whiteboarding and a range of other features
Nortel	PCA	Personal Call Assistant is a Nortel PABX feature that permits an extension to be "twinned" to another device. It's often used to twin the user's Nortel phone to their OCS client or to their mobile phone. aka Simultaneous Ring ("SimRing").

Vendor	Acronym	Definition
Nortel	S-R#	Succession Release # is the term used to describe the latest release of software that runs Nortel IP-PBX products. Currently at Release 5 as at Aug 2007 this software is the heart and soul of call control and feature delivery
Nortel	TR87	TR87 is an ECMA (European Computer Manufacturers Association) specification which defines the use of the CSTA (Computer Supported Telecommunications Applications) call model for SIP UAs (user agents). In the Nortel context it is the name of the software licence that grants a given telephone access to LCS/OCS functionality. (Introduced in Succession S-R4.5 software).
Zeacom	ZCC	Zeacom Communication Centre provides Presence, unified messaging, desktop telephony and mobility functionality

## Relevant but Less Important Terms – “Nice to Know”

Term	Acronym	Definition
.Net	-	.NET is both a business strategy from Microsoft and its collection of programming support for what are known as Web services, the ability to use the Web rather than your own computer for various services. Microsoft's goal is to provide individual and business users with a seamlessly interoperable and Web-enabled interface for applications and computing devices and to make computing activities increasingly Web browser-oriented. The .NET platform includes servers; building-block services, such as Web-based data storage; and device software.
Application	-	An application is a piece of software residing on a user's PC or on a server. Both client (user) and server-based applications are essential for the delivery of Unified Comms. Typical applications are the server-based apps that drive / control the interactions and user-based apps that allow the user to interact
Audio conferencing	AC	An audio communications session among three or more people who are geographically dispersed.
Computer Telephony Integration	CTI	Computer Telephony Integration is the term describing the environment where a user's telephone & desktop PC are linked through some means to deliver combined functionality.  It is a generic term and often used where a PC-based application is used to control the phone's functions and features, or the PC is notified of ringing calls and the Caller ID is passed to it (usually permitting a "screen pop").  TAPI and OCS are two examples of technology that deliver CTI.
Conference Bridge	-	A facility within a service provider or carrier that connects multiple callers together and monitors the conference call session. It is used to electronically balance the lines so that each caller can hear and speak to all the others no matter how many people hop on or off the call.
E1	-	E1 connections carry signals at 2 Mbps (32 channels at 64Kbps, with 2 channels reserved for signalling and controlling).

Term	Acronym	Definition
Ethernet	-	Ethernet is the most widely-installed local area network (LAN) technology.
Extensible Markup Language	XML	Extensible Markup Language, Modification of the SGML standard. XML documents consist (mainly) of text and tags, and the tags imply a tree structure upon the document. Ifs the XML document is properly structured, i.e. the tags do nest, the document is said to be 'well-formed'. Ifs there is, in addition, a DTD to which the document conforms, it is called 'valid'.
Frame Relay	-	Frame relay is a telecommunication service designed for cost-efficient data transmission for intermittent traffic between local area networks (LANs) and between end-points in a wide area network (WAN). Frame relay puts data in a variable-size unit called a frame and leaves any necessary error correction (retransmission of data) up to the end-points, which speeds up overall data transmission. For most services, the network provides a permanent virtual circuit (PVC), which means that the customer sees a continuous, dedicated connection without having to pay for a full-time leased line.
Full Duplex	-	Refers to the transmission of data in two directions simultaneously. For example, a telephone is a full-duplex device because both parties can talk and still listen at the same time.
Hypertext Markup Language	HTML	Hypertext Markup Language, document type consisting of text and tags, e.g. layout and hyperlinking. An HTML file has extension '.htm' or '.html', the content type is 'html'.
Internet	-	The shared global computing network. A network based on standards including Internet Protocol (IP), Simple Mail Transfer Protocol (SMTP) and the Domain Name System (DNS), which enables global communications between all connected computing devices. It provides the platform for web services and the WorldWide Web.
Internet Engineering Task Force	IETF	IETF is the main standards organisation for the Internet. The IETF is a large open international community of network designers, operators, vendors, and researchers concerned with the evolution of the Internet architecture and the smooth operation of the Internet.
Internet Service Provider	ISP	An ISP is a company that provides individuals and other companies access to the Internet and other related services such as Web site building and virtual hosting.

Term	Acronym	Definition
Intranet	-	An intranet is a private network that is contained within an enterprise.
J2ee	-	J2EE (Java 2 Platform, Enterprise Edition) is a Java platform designed for the mainframe-scale computing typical of large enterprises
Java	-	Java is a programming language expressly designed for use in the distributed environment of the Internet. It was designed to have the "look and feel" of the C++ language, but it is simpler to use than C++ and enforces an object-oriented programming model.
Jitter	-	In VoIP, jitter is the variation in the time between packets arriving, caused by network congestion, timing drift, or route changes. A jitter buffer can be used to handle jitter.
Latency	-	In VoIP terminology, latency refers to a delay in packet delivery. VoIP latency is a service issue that is usually based on physical distance, hops, or voice to data conversion.
Local Area Network	LAN	A computer network that spans a relatively small area. Most LANs are confined to a single building or group of buildings. However, one LAN can be connected to other LANs over any distance via telephone lines and radio waves. A system of LANs connected in this way is called a wide-area network (WAN).  Most LANs connect PC workstations, printers, servers etc.
Messaging	-	A term often referred to describe voicemail which is the ability to leave a message for a called party. Often enhanced with terms like "voice messaging" and "unified messaging". Unified messaging refers to the ability to have voice mail messages presented to the end user in an email client of their choice
Metropolitan Area Network	MAN	A MAN is a network that interconnects users with computer resources in a geographic area or region larger than that covered by even a large local area network (LAN) but smaller than the area covered by a wide area network (WAN).
Modem	-	A hardware device that enables data transfer between devices.

Term	Acronym	Definition
Packet Switching	-	A software-controlled means of directing digitally encoded information in a communication network from a source to a destination, in which information messages may be divided into smaller entities called packets.
Point of Presence	PoP	Point or network interface at which a telephone company hands off its service to the subscriber. Equipment on the inner side of the POP belongs to the telephone company, and that on the other side to the consumer.
Private Branch Exchange	PBX	A PBX is a telephone system within an enterprise that switches calls between enterprise users on local lines while allowing all users to share a certain number of external phone lines.
Real Time Collaboration	-	<p>Real-time collaboration is using the Internet and presence technology to communicate with co-workers as if they were in the same room, even if they are located on the other side of the world. Real-time collaboration involves several kinds of synchronous communication tools such as:</p> <ul style="list-style-type: none"> <li>➤ Instant messaging</li> <li>➤ Group chat</li> <li>➤ Buddy list and other presence awareness technology</li> <li>➤ Whiteboard collaboration</li> <li>➤ Application sharing</li> <li>➤ Desktop sharing</li> <li>➤ Co-browsing</li> <li>➤ Voice over IP</li> <li>➤ Video and audio conferencing tools</li> </ul>

Term	Acronym	Definition
RJ-11	-	<p>The most common telephone jack is the RJ-11 jack, which can have six conductors but usually is implemented with four. The RJ-11 jack is likely to be the jack that your household or office phones are plugged into from the ordinary "untwisted" wire (sometimes called "gray satin" or "flat wire") people are most familiar with. In turn, the jacks connect to the "outside" longer wires known as twisted pair that connect to the telephone company central office or to a private branch exchange (PBX).</p> <p>An alternative and more descriptive term is "6P4C", denoting the potential for 6 pins but with only 4 conductors equipped. The fully-loaded version is the 6P6C.</p>
RJ-45	-	<p>The RJ-45 is a single-line jack for digital transmission over ordinary phone wire, either untwisted or twisted. The interface has eight pins or positions. For connecting a modem, printer, or a data PBX at a data rate up to 19.2 Kbps, you can use untwisted wire. For faster transmissions in which you're connecting to an Ethernet 10BASET network, you need to use twisted pair wire. (Untwisted is usually a flat wire like common household phone extension wire. Twisted is often round.)</p>
Services Orientated Architecture	SoA	<p>A system for linking resources on demand. In an SOA, resources are made available to other participants in the network as independent services that are accessed in a standardised way. This provides for more flexible loose coupling of resources than in traditional systems architectures.</p>
Simple Object Access Protocol	SOAP	<p>(Simple Object Access Protocol) The standard for web services messages. Based on XML, SOAP defines an envelope format and various rules for describing its contents.</p>
Speech Recognition	Speech Rec	<p>Speech or voice recognition is the ability of a machine or program to recognise and carry out voice commands or take dictation. In general, speech recognition involves the ability to match a voice pattern against a provided or acquired vocabulary.</p>
Storage Area Network	SAN	<p>A SAN is a high-speed special-purpose network (or subnetwork) that interconnects different kinds of data storage devices with associated data servers on behalf of a larger network of users</p>

Term	Acronym	Definition
T1	-	T1 connections carry signals at 1.544 Mbps (24 channels at 64Kbps).
Telephony Application Programming Interface	TAPI	TAPI is a Microsoft API that permits PCs to interface to a telephone system. TAPI is an enabling technology for CTI, permitting the development of applications that can initiate phone calls on the user's behalf, control phone features (e.g. hold, transfer) and access information such as CallerID.
Transmission Control Protocol – Internet Protocol	TCP-IP	TCP/IP (Transmission Control Protocol/Internet Protocol) is the basic communication language or protocol of the Internet. It can also be used as a communications protocol in a private network (either an intranet or an extranet).
Voice Portal	-	A voice portal is a Web site or other service that a user can reach by telephone for information such as weather, sport scores, or stock quotes.
Web Services	-	Automated resources accessed via the Internet. Web services are software-powered resources or functional components whose capabilities can be accessed at an internet URI. Standards-based web services use XML to interact with each other, which allows them to link up on-demand using loose coupling.
Wide Area Network	WAN	A computer network that spans a relatively large geographical area. Typically, a WAN consists of two or more local-area networks (LANs).