TECHNICAL REPORT



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Information technology — Telecommunications and information exchange between systems — Glossary of definitions and terminology for Computer Supported Telecommunications Applications (CSTA) Phase III

Technologies de l'information — Télécommunications et échange d'information entre systèmes — Glossaire de définition et terminologie pour applications en télécommunications supportées par ordinateur (CSTA) en phase III



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Foreword

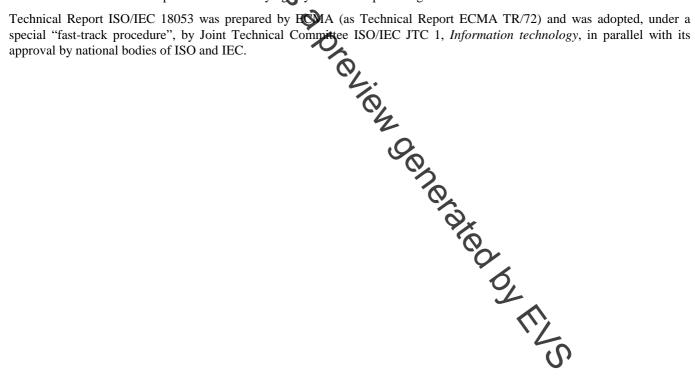
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Introduction

This Technical Report provides definitions and terminology for Standard ECMA-269 (International Standard ISO/IEC 18051), Services for Computer Supported Telecommunications Applications (CSTA) Phase III, Fourth Edition, published by ECMA in 2000. It is part of a suite of Standards and Technical Reports for Phase III of CSTA. These Standards and Technical Reports reflect agreements of ECMA nember companies on Phase III of CSTA. All of the Standards and Technical Reports in the suite are based on the practical experience of ECMA member companies and each one represents a pragmatic and widely-based consensus.

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This Technical Report was created from plossary material originally appearing in CSTA Phase II (ECMA-217), from the versit CTI Encyclopedia (Version 1.0), which was contributed to ECMA by versit. Additional definitions and acronyms were contributed by ECMA member companies.

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Information technology - Telecommunications and information exchange between systems - Glossary of definitions and terminology for Computer Supported Telecommunications Applications (CSTA) Phase III

1 Scope

This Technical Report contains definitions of technical terms and acronyms used throughout the suite of publications comprising CSTA Phase III.

2 Normative reference

The following normative document contains provisions which, through reference in this text, constitute provisions of this Technical Report. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. However, parties to agreements assed on this Technical Report are encouraged to investigate the possibility of applying the most recent edition of the normative document indicated below. For undated references, the latest edition of the normative document referred to applies. Menters of IEC and ISO maintain registers of currently valid International Standards.

ISO/IEC 18051:2000, Information technology - Telecommunications and information exchange between systems -Services for Computer Supported Telecommunications Applications (CSTA) Phase III.

3 Definitions and Acronyms

3.1 Account Code

A computing sub-domain specific code applied ba call for accounting purposes. Also called account information or account info.

3.2 ACD

Automatic Call Distributor, Automatic Call Distribution. Schutomatic Call Distributor.

3.3 ACD Group

See ACD Group Device.

3.4 ACD Group Device

A group device that has a ACD and which represents an explicit association between the ACD and the distributed-to devices.

3.5 Acknowledgement

An acknowledgement is a message that is sent from the switching function whether computing function and visa-versa, and that informs the requesting computing or switching function whether an earlier request was accepted or rejected.

3.6 Acknowledgement Model

The model by which a service provides a response (acknowledgement) to a requesting function (or client). Each individual service specifies the acknowledgement model it supports. See *Atomic Acknowledgement Model* and *Multi-Step Acknowledgement Model*.

3.7 ACSE

Association Control Service Element. See Association Control Service Element.

3.8 Active Call

With respect to a particular device, an active call is a call whose connection with the device is in the Connected connection state.

3.9 Active Participation

This feature is typically used to allow intrusion with the ability to speak and listen by a supervisor into an ACD Call.

3.10 Addressibility

The property of an appearance of having an identifier associated with it.

3.11 Addressable Appearance

An appearance that can be referenced by the switching function via a *device identifier*.