

A

Administrator	The office manager or IS professional responsible for administering the UC system.
All Trunks Busy	The situation in which a user tries to make an outside call through a telephone system and receives a “fast” busy signal (twice as many as normal in the same amount of time), indicating that no trunks are available to handle the call.
Analog Device	Device such as an analog phone, fax line, clock or other device that can be added to the phone system for a specific, single use purpose.
Analog Trunk	Type of signal that is used to carry telco voice. Primary disadvantage to basic analog lines from the Telco is that they carry noise and they are only available for single line conversations.
API	Application Programming Interface - software that an application program uses to request and carry out lower-level services performed by the computer’s or telephone system’s operating system.
Automated Attendant	AA - A device that answers callers with a recording and allows callers to route themselves to an extension; also called an auto-attendant.

B

BOOTP	Boot Protocol, a standard protocol for assigning networking information to client workstations over the network; similar to but less sophisticated than DHCP.
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C

Call Control	The dynamic, transactional servicing of calls, usually via a graphical user interface with call information. For example, an attendant can use a GUI application to transfer calls based on CallerID information.
Call Handling	The predetermined, pre-configured features for servicing incoming calls in order to obtain certain expected results. Examples of call handling features include call forwarding on busy, call forwarding on no answer, and do not disturb.
Call Handling Mode	A set of telephony and call handling features that are enabled depending on the business conditions of the user (for example, in the office or out of the office). Call handling modes, which are enabled manually by the user, include features

	such as call forwarding on busy, call forwarding on no answer, and the selection of the voice mail greeting to use for a particular mode.
Call History	The visual records in ShoreTel Desktop, documenting all incoming and outgoing calls to the user's extension.
Call Notification	A set of features that inform the user of the arrival of a new call, such as ringing the telephone or playing a sound on the workstation speakers.
Call Routing	A methodology of delivering calls to destinations based on a situation or system status. Call routing can also refer to the automatic delivery of an incoming call to a particular extension, such as in DID or dedicated CO lines.
Call Stack	The list of calls in ShoreTel Desktop associated with an extension, including active calls and calls that have been put on hold or are being managed in some other way by the user.
Call Waiting	Usually for single-line telephones, a feature that lets a second call arrive to the line by delivering a call-waiting tone to the user and a ring-back to the caller.
Call-Waiting Tone	The tone that is presented to a user with call waiting when a second call arrives.
Caller	For documentation purposes — a person calling the telephone system from outside. See also End User.
CallerID	A technique for transmitting the calling party's telephone number and (optionally) name to equipment enabled to handle this feature; also called CLI in Europe.
Centrex	A name for advanced telephone services provided by the local telephone company. It usually requires a connection to a special telephone system but provides services such as voice mail and call forwarding.
CLASS	Custom Local Area Signaling Services - a family of telephone services offered from local telephone companies, usually for a monthly fee; includes features such as CallerID, Call Waiting, call return, repeat dialing, call rejection, call trace, priority ringing, and selective call forwarding.
Class of Service	Abbreviated as 'CoS' or 'COS'; a set of features and privileges associated with a particular user or extension, used for grouping similar users together.
CO	Central Office - the building where the telephone company's telephone switching equipment that services the local area is located.
CO Line	See Trunk.

Conference Three or more parties joined together in a single call, such that each party can hear and be heard by the others.

D

DHCP Dynamic Host Configuration Protocol - a protocol for downloading network information (such as IP addresses) to client workstations.

DID Direct Inward Dial - a signaling mechanism used by telephone companies to indicate to a customer's PBX what telephone number was dialed by the calling party. It can be used with analog lines but is used mostly with digital (that is, T-1) connections.

DTMF Dual-Tone Multi-Frequency, a technique of providing two tones for each button on a telephone to signal dialing digits; also known as Touch Tone.

E

End User For documentation purposes, a person using the telephone system from the inside, such as from an extension or a call control application, as opposed to a caller who dials in from outside the system; often shortened to "user." See also Caller.

Erlang Formula A mathematical way of predicting a randomly arriving workload (such as telephone calls) based on known information (such as average call duration). Although traditionally used in telephone traffic engineering to determine the required number of trunks, Erlang formulas have applications in call center staffing as well.

External Call A telephone call directed to or from outside the telephone system, and over the Public Switched Telephone Network (PSTN).

F

FSK Frequency Shift Key - a modulation technique used with low-speed modems; also used with CallerID and message-waiting lamp indicators.

FXO Foreign Exchange Office - An FXO interface connects to the public switched telephone network (PSTN) central office and is the interface offered on a standard telephone. An FXO interface is used for trunks, tie lines, or connections to a PSTN CO or PBX.

FXS Foreign Exchange Station - An FXS interface supplies ring, voltage and dial tone for basic telephone equipment, keysets, and PBXs. The FXO interface is useful for off-premises station applications.

G

Greeting The voice recording sent to the caller when a call is answered by voice mail or by the auto-attendant.

GUI In ShoreTel documentation, the graphical user interface presented to the user as part of the software application that runs on the user's workstation.

H

Handled Call A call answered by an employee or a device, such as an auto- attendant or voice mail, as opposed to being blocked or abandoned.

Hang Up The act of putting the telephone receiver back on the hook to indicate to the telephone system that the user is done with the call.

Hold As in "on hold"; the situation in which a caller is placed in the user's call management stack for later handling.

Hunt Group Method of distributing phone calls from a single telephone number to a group of people.

I

Internal Call A telephone call dialed between internal extensions.

J

Java The platform-independent programming language developed by Sun Microsystems for providing complete programs, including animated graphics.

L

Line See Trunk.

Loop Start One of the mechanisms used to signal the telephone system that the calling party wants to make a call. Loop start is a completion of the circuit using a set load between the two wires (tip and ring).

M

MACs	Moves, Adds or Changes – an acronym that refers to changes made to the telephone system, adding or deleting an extension, making changes to the Auto Attendant or other changes.
Message Notification	A set of features that inform the user that a new message has arrived in his or her voice mailbox, such as lighting the call-waiting lamp, paging the user, or dialing a telephone number.
Mobility	In the technology world Mobility now refers to the ability to connect your smart phone or tablet to the wireless network and be able to work from anywhere.
MPLS	Multiprotocol Label Switching – mechanism for high performance telecommunications and data networks, usually available from the Telco companies.
Music-on-Hold	MOH -Background music heard when callers are put on hold, letting them know they are still connected. Most telephone systems have the ability to connect to any sound-producing device (for example, a radio, a cassette player, or a CD player). ShoreTel also supports file-based MOH.

O

On Hook/Off Hook	The state of the telephone as being either on the hook (hung up) or off the hook and seizing the line.
Operator	The person who monitors the telephone system and transfers calls to the appropriate extensions.

P

PBX	Private Branch Exchange - a term used by telephone companies to indicate equipment that is located on the customer's premises and that can route telephone calls.
Permissions	Privileges granted to each user with respect to what data, features, menus, or calling options may be used. Permissions are under the control of the system administrator.
Physical Extension	An extension with an assigned physical port and telephone.

POTS	Plain Old Telephone System – voice grade telephone service based on analog single transmission.
PRI	Primary Rate Interface - Standardized telecommunications service for carrying multiple voice and data transmissions. It is based on the T-carrier (T1) line in the US and Canada, and E-carrier (E1) line in Europe. The PRI or T1 consists of 24 channels which can manage 23 simultaneous conversations and 1 channel used for management (D-channel). Offered by most Telco and now SIP carriers.
Prompt	For an auto-attendant menu, the result of playing (concatenating) a series of phrases together.
PSTN	Public Switched Telephone Network - another name for the public telephone network.

R

Ringback Tone	The audible signal given to the caller by the telephone company (or telephone system) to indicate that the remote telephone is ringing.
RJ-11	Registered Jack number 11; one of the series of registered jacks and cabling.
RJ-45	A connector standard for telephone cables. Also a modular connector for computer network (Ethernet) cables.

S

Service Provider Interface	SPI - An interface between the operating system and the telephone hardware.
SIP	Session Initiation Protocol - This is a signaling communications protocol, widely used for multimedia communications sessions such as voice and video calls over the Internet.
Status Bar	A text and mini-graphics area, usually at the bottom of a software application window that is normally used for showing the status of the application or other pertinent information.
Stutter Tone	An intermittent dial tone provided by the telephone system (as opposed to the usual constant dial tone); sometimes used to indicate to the user that there are messages in his or her voice mailbox or that a feature (such as call forwarding) is enabled.

T

T-1	A digital transmission link with a capacity of 1.554 Mbps (1,544,000 bits per second). A T-1 trunk can normally handle 24 voice conversations, each digitized at 64 Kbps. T-1 lines are used for connecting networks across remote distances. Sometimes called a PRI (Primary Rate Interface).
Telco	An abbreviation for Telephone Company.
Telephony Application Programming Interface	TAPI -A telephony software interface included in Microsoft Windows 95, 98, and NT; the operating system that lets applications incorporate telephony control.
Tip and Ring	Telephony jargon for the two wires from the telephone system to the telephone set; also indicates polarity
Trunk	Sometimes used synonymously with line or CO line. Traditionally, a trunk from the telephone company connects to a PBX only, and not to a telephone, whereas a line from the telephone company connects to a telephone. For documentation purposes, either term can be used when referring to voice connections from the telephone company.
Trunk Hunt Group	A term sometimes used to indicate a group of telephone lines configured by the telephone company to rotate incoming calls among all the lines in search of the next available one. In this way, a company can give out one main number, and all calls to that number will hunt for the next available line or trunk.
TUI	Telephone User Interface; a set of defined keystrokes on the telephone keypad that are used to execute commands to either the telephony switch, voice mail, or the automated attendant.

U

Unified Communications	UC - is the integration of real-time communication services such as instant messaging (chat), presence information, telephony (including IP telephony), video conferencing, data sharing (including web connected electronic whiteboards interactive whiteboards), call control and speech recognition with non-real-time communication services such as unified messaging (integrated voicemail, e-mail, SMS and fax). UC is not necessarily a single product, but a set of products that provides a consistent unified user-interface and user-experience across multiple devices and media-types. A basic definition is " <i>communications integrated to optimize business processes</i> ".
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V

VLAN	Virtual Local Area Network is the partitioning of the network to create multiple distinct broadcast domains, which are mutually isolated so that packets can only pass between them via one or more routers. VLAN's may be used to separate voice and data.
VoIP	Voice over Internet Protocol – is a methodology and group of technologies for the delivery of voice communications over the Internet. Other terms commonly associated with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, IP communications and broadband phone service.
VPN	Virtual Private Network enables a computer to send and receive data across shared or public networks as if it is directly connected to the private network, benefiting from the functionality and security and management policies of the private network. A VPN is created by established a virtual point-to-point connection through the use of dedicated connections, virtual tunneling protocols or traffic encryption.

W

WAN	Wide Area Network – The application of computer networking protocols and concepts and technologies used to transmit data over long distances, and between different LANs and other localised computer networking architectures. WANs are used to connect LANs and other types of networks together, so that users and computers in one location can communicate with users and computers in other locations. Many WANs are built for one particular organization and are private.
WLAN	Wireless Local Area Network – Using wireless as the distribution method for connection to the network.
Work Group	Term for agents working in a call centre queue.
Workstation	A personal computer (PC) or similar computer.