

# Voice Services Glossary and Terminology

Acronym or Term	Definitions and Information
AATC	Authorized Agency Telecommunications Coordinator ( <i>your phone specialist</i> )
AppBuilder	Application Builder ( <i>call tree or recorded menu of options</i> )
B1 Line/1FB	Single Flat Business Line
BLF	Busy Lamp Field ( <i>a soft key signifying a line presence</i> )
Broadcast Group	Phone paging system used to send messages up to 50 recipients.
CAC	Call Admission Control
CPE	Customer Premise Equipment ( <i>WAN service provider router/s</i> )
CSP	Customer Support Portal ( <i>web portal AATCs use to enter tickets</i> )
DC	Data Center ( <i>DC1 = Hillsboro; DC2 = Las Vegas</i> )
DID	Direct Inward Dial ( <i>phone numbers that can receive internal &amp; external calls. Also known as a "Subscriber" in OSILA</i> )
DNS	Domain Name System ( <i>a server that acts as the internet phone book</i> )
External Caller ID	These are the outgoing "mask numbers" that show up on caller ID from a state phone.
ETS	Enterprise Technology Services
FOC	Firm Order Commitment
FW	Firewall
GSG	Global Systems Group
IGP	Interior Gateway Protocol
IML	Issue Management Log
IP	Internet Protocol
IPAM	IP Address Management
IPT	Internet Protocol Telephony
ISP	Internet Service Provider
KEO	Key Expansion Option ( <i>also referred to as the phone "side car" or add on unit</i> )
LAN	Local Area Network
LEC	Local Exchange Carrier
L2	Layer 2 ( <i>switching</i> )
L3	Layer 3 ( <i>routing</i> )
MACD	Move, Add, Change, Delete
MDF	Main Distribution Frame ( <i>aka main phone/network closet</i> )
Mediatrix	Analog to digital converter ( <i>for example it is often used for fax machines using analog jacks</i> )
MPLS	Multiprotocol Label Switching
MUSIC	Mobilizing Unified Systems and Integrated Communications
MWI	Message Wait Indicator

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Non-DID	A subscriber number that can make outgoing calls but only receives calls from within the State phone system.
OSCC	OpenScape Contact Center <i>(aka Call Centers)</i>
OSILA	OpenScape Identity Lifecycle Assistant
P1, P2, P3	CSP ticket priority designation
PBX	Private Branch Exchange
Phantom Lines	Phone line without any device
PMO	Program Management Office
PoD	Point of Delivery
PoE	Power over Ethernet
PRI	Primary Rate Interface
PSTN	Public Switch Telephone Network
QoS	Quality of Service
RCF	Remote Call Forward
SDC	State Data Center building
SoO	State of Oregon <i>(how vendors refer to the state)</i>
SIP	Session Initiation Protocol
SLA	Service Level Agreement
SWO	Service Work Order
TDM	Time Division Multiplexing
TEM	Telecom Expense Management system
UC	Unified Communications
UC	An Atos product with additional web-based phone functionality.
UPS	Uninterruptible Power Supply
VLAN	Virtual Local Area Network
VoIP	Voice over Internet Protocol
WAN	Wide Area Network
WAP	Wireless Access Point