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### **Call Center Abbreviations**

ACD - Automatic Call Distribution  
ACS - Automatic Call Sequencer  
ACW - After call work (aka Not Ready Time, Wrap up time, etc)  
AHT - Average Handle Time (Talk Time + Hold Time+ ACW Time)  
ANI - Automatic Number Identification  
APA - Agent Performance Analytics  
ARU - Audio Response Unit  
AS - Automated Surveys  
ASA - Average Speed of Answer  
ATA - Average Time to Abandonment  
ATB - All Trunks Busy  
BRI - Basic Rate Interface  
BTTC - Best Time To Call  
CCR - Customer Controlled Routing  
CCS - Centum Call Seconds  
CD-ROM Compact Disc - Read Only Memory  
CED - Caller Entered Digits  
CIM - Customer Interaction Management Solutions  
CLI - Calling Line Identity  
CO - Central Office  
CPE - Customer Premises Equipment  
CRM - Customer Relationship Management  
C-SAT- Customer Satisfaction  
CSR –Customer Service Representative  
CTI - Computer Telephony Integration  
DN - Dialed Number  
DNIS - Dialed Number Identification Service  
DRTV - Direct Response Television  
DSS - Desktop Scripting Solutions  
ECM - Enterprise Campaign Management  
EM - Email Management  
EPSS - Electronic Performance Support Systems  
E-Sat- Employee Satisfaction  
FX - Foreign Exchange Line  
GOS - Grade of Service  
IM- Instant Message  
IS - Information Systems  
ISD or ISDN - Integrated Services Digital Network  
IT - Information Technology  
ITS - Issue Tracking System

IVR - Interactive Voice Response  
IXC - Inter Exchange Carrier  
KMS - Knowledge Management System  
KPI's- Key Performance Indicators  
LAN - Local Area Network  
LEC - Local Exchange Carrier  
LED - Light Emitting Diode  
MAC - Moves, Adds and Changes  
MAN - Metropolitan Area Network  
NCC - Network Control Center  
NPA - Numbering Plan Area  
OBC - Outbound call optimization  
OCR - Optical Character Recognition  
OPD - Outbound Predictive Dialer  
PABX - Private Automatic Branch Exchange  
PBX - Private Branch Exchange  
PRI - Primary Rate Interface  
PSN - Public Switched Network  
PSTN - Public Switched Telephone Network  
PUC - Public Utility Commission  
QA- Quality Assurance  
RAN - Recorded Announcement Route  
RFI - Request for Information  
RFP - Request for Proposal  
RSF - Rostered Staff Factor  
SA - Speech Analytics  
TAPI - Telephony Applications Programming Interface  
TL- Team Leader  
TM- Team Manager  
TPV - Third Party Verification  
TSAPI - Telephony Services Application Programming Interface  
TSF - Telephone Service Factor  
TSR - Telephone Sales or Service Representative  
TT - Transaction Time  
TTS - Text To Speech (view our article on text to speech)  
UCD - Uniform Call Distributor  
VA - Voice Analysis  
VoIP - Voice Over Internet Protocol  
VQ - Virtual Queuing  
VR - Voice Recognition  
VRU - Voice Response Unit  
WAHA- Work at Home Agent  
WAN - Wide Area Network  
WATS - Wide Area Telecommunications Service  
WFM - Workforce Management