

Common Acronyms & Terminology

- Common Acronyms
- Technology/ Industry Specific Terminology
- Talkdesk Specific Terminology

Common Acronyms

TERM / ACRONYM	DEFINITION
ABR	Attribute Based Routing (product feature)
ACD	Automatic Call Distributor
ACW	After Call Work
AE	Account Executive (We have Commercial AE's, Commercial Enterprise AE's, and Field AE's)
AHT	Average Handle Time
AI	Artificial Intelligence
ANI	Automatic Number Identification (Caller's number)
API	Application Programming Interface
BYOC	Bring Your Own Carrier
CCaaS	Contact Center as a Service
CPS	Calls Per Second
CSAT	Customer Satisfaction
CSM	Customer Success Manager
CTI	Computer Telephony Integration



Common Acronyms

TERM / ACRONYM	DEFINITION
DID	Direct Inward Dial
DNIS	Dialed Number Identification Service
DTMF	Dual Tone Multi Frequency
EA	Early Access
FF	Feature Flag
GA	General Availability
IVR	Interactive Voice Response
KPI	Key Performance Indicator
NLP	Natural Language Processing
PaaS	Platform as a Service
PSTN	Public Switched Telephone Network
ProServ/PS	Professional Services
QA	Quality Assurance
ROI	Return on Investment



Common Acronyms

TERM / ACRONYM	DEFINITION
SA	Solution Architect
SaaS	Software as a Service
SB	Sandbox (commonly)
SC	Solution Consultant
SDR	Sales Development Representative
SE	Sales Engineer
SIP	Session Initiated Protocol
SLA	Service Level Agreement
SME	Subject Matter Expert
SOW	Statement of Work
TAM	Technical Account Manager
TTS	Text To Speech
UAT	User Acceptance Testing
UCaaS	Unified Communication as a Service



Technology/ Industry Specific Terminology

TERM / ACRONYM	DEFINITION
PBX	Private Branch Exchange
IVE	Interactive Voice Response
SIP	Session Initiation Protocol
API	Application Programming Interface
Call Porting / Number Porting	The ability to purchase/transfer the rights to a phone number between two entities.
CTI	Computer Telephony Integration
Softphone / WebRTC	A software-based virtual phone that provides an interface for phone functionality, while leveraging Voice over Internet Protocol (VoIP) to facilitate the call.
VoiP	Voice over Internet Protocol
CRM	Customer Relationship Management
Power Dialer (Outbound)	An automatic dialer that runs through a list of phone numbers for the agent to select, given contact information and context, boosting agent productivity.
Predictive Dialer (Outbound)	Similar to a power dialer, this provides automatic dialing across a list of phone numbers, but improves upon the experience by only connecting an agent when a person is reached, avoiding wait times, IVRs, busy signals, answering machines, and any other automated systems.
PRI	Primary Rate Interface & BRI / Basic Rate Interface
DID	Direct Inward Dial (DDI / Direct Dial-In for Europeans/Oceania)



Talkdesk Specific Terminology

TERM / ACRONYM	DEFINITION
RING GROUP	Ring Group / Skills Based Routing
Warm Transfer	When an agent transfers a call to another agent, but remains on the line to make an introduction/provide context before dropping.
Blind Transfer	When an agent transfers a call to another agent, immediately dropping from the line before the next agent receives.
Queue to Callback	When no agents are available and a caller is sitting in the waiting queue, there is an option to allow the caller to press a number to keep their place in line, but have the agent call them back when they're next available.
BYOC / Bring Your Own Carrier	For inbound calls, Talkdesk has the ability to take calls from a customer's existing number/carrier (i.e. AT&T, Verizon), then forward them to Talkdesk via SIP. This usually happens in the case that we cannot port a number, especially due to legal reasons with global numbers outside US & Canada.
Web to Lead	Ability for a customer to fill out a web form and have Talkdesk take that number, then place it in the queue for an agent to call, much like if the customer were to call in and use queue to callback, but without the need to actually call in.
Call Locality	Ability to mask caller id on outbound calls to display a number local to the person called. i.e. if an agent in the US has a US and a UK number, then called to London, Talkdesk could mask the call to display the UK number when received.
Service Level (SLA)	Percent of calls that were answered in an acceptable time frame to ensure optimized customer experience. By default, Talkdesk has the threshold set to 20 seconds.
Answered vs. Missed vs. Abandoned vs. Voicemail	<ul style="list-style-type: none"> • Answered - Agent connected with caller successfully • Abandoned - Caller dropped off before reaching a queue or agent • Missed - Caller dropped off from queue • Voicemail - Caller left voicemail <p><i>Find more detail here</i></p>