GLOSSARY

A

Accepted Email Domains
A filter that allows the system administrator to specify the email content that the Pulse Collect Engines tag.

Accepted Web Domains
A filter that allows the system administrator to specify the web content that the Pulse Collect Engines tag.

acronym
A word formed by the initial letters of a multiple-word term. For example, the acronym for Dynamic Host Configuration Protocol is DHCP. An acronym can be specified for a root term in the Pulse Vocabulary.

Also see synonym.

Administration setup wizard
A tool that leads the system administrator through the Administration pages in a particular sequence so that they can initially configure Cisco Pulse.

All Top Tags
A summary of the 20 most popular tags for all users in the Pulse Index in a specified timeframe.

application log
A collection of application-level errors and warnings that are issued by Cisco Pulse components. Cisco Pulse presents these messages to the system administrator in the Monitoring pages.

availability status
Icons that appear in the Pulse Locator search results, provided that the Cisco Unified Presence Server (CUPS) functionality is integrated into the Pulse Apps Platform. The icons indicate whether or not each expertise provider is currently available for collaboration.

B

business administrator
One or more administrators who manage Cisco Pulse from a business perspective. These administrators create and maintain the Pulse and Restricted Vocabularies. These administrators may also gather data about Cisco Pulse usage, for example, rates of adoption, frequency of usage, most and least frequently searched upon terms, and so on. Using this data, the administrators can add or remove terms from the Pulse Vocabulary or take appropriate action to motivate users to use Cisco Pulse.

Also see Pulse Vocabulary and Restricted Vocabulary.

C

Click-to-Call
A feature that enables a user to click a corporate or mobile phone icon in the Pulse Locator search results or a mini profile to quickly call an expertise provider on their corporate land line or mobile phone.

Click-to-Collaborate A reference to Click-to-Call, Click-to-Email, Click-to-IM, and Click-to-WebEx features that enable a user to quickly collaborate with an expertise provider by clicking an icon in the Pulse Locator search results.

Click-to-Email A feature that enables a user to click an email icon in the Pulse Locator search results or a mini profile to quickly send an email to an expertise provider using the corporate email system.

Click-to-IM A feature that enables a user to click an icon in the Pulse Locator search results or a mini profile to quickly collaborate with an expertise provider using a supported instant messaging application.

Click-to-WebEx A feature that enables a user to click a Cisco WebEx icon in the Pulse Locator search results or a mini profile to invite one or more expertise providers to join a WebEx meeting.

content filtering A feature that allows the system administrator to filter, or narrow, the content that the Pulse Collect Engines analyze for terms in the Pulse Vocabulary.

Also see Accepted Email Domains, Accepted Web Domains, and Restricted Web Domains.

E

expertise provider A user who has experience with a term, appears in the Pulse Locator search results for the term, might be sought to collaborate with the expertise seeker.

expertise seeker A user who is searching for other users with experience with a term with the intent of collaborating with them.

L

LDAP server The server on which the corporate Lightweight Directory Access Protocol (LDAP) directory is stored. Cisco Pulse leverages user information from the corporate LDAP directory for public profiles and the user list.

list view The Pulse Locator search results initially display a list of expertise providers who are rated in order of their recent activity with a particular term.

M

My Top Tags A summary of the 20 most popular tags for a particular user in the Pulse Index and tags that the user added to their public profile in a specified timeframe.

N

NetPulse
A rating displayed in the Pulse Locator search results as a graphical horizontal bar that shows a user's recent content activity with all the tags matched for that query. In this context, email and HTTP content shared by a user rates higher than HTTP content accessed by the user.

network administrator
An administrator who is familiar with the IP network that supports an organization and the flows of traffic within the network. This person may help determine how many Pulse Collect Appliances to deploy in the network, in addition to determining where to place them and the Pulse Connect Appliance. This person must physically set up the appliances, connect them to the appropriate network devices, and if the devices are Cisco switches, configure them with recommended features that support Cisco Pulse. And finally, this person must configure an IP address for each appliance and other basic attributes that ensure the proper deployment of the appliance in the network.

normalized
Cisco Pulse treats a root term and its synonyms equally. However, when storing Pulse tags in the Pulse Index or displaying these tags in My Top Tags and All Top Tags, Cisco Pulse uses the root term, or the term that is defined in the Term column of the Pulse Vocabulary, as the normalized term.

Also see term grouping.

P

preferred contact method
The method in which an expertise provider prefers to be contacted for collaboration. This contact method is displayed in the full and mini public profiles.

The default contact method is email. The user can change the default contact method in the Summary tab of the View and Edit Profile page, and the Profile Summary gadget of the Home page.

privacy policy
An optional policy created by the appropriate group or individual in an organization and implemented by the system administrator so that each user can view and accept it before accessing and using the Pulse Apps Platform.

Organizations that are concerned about user reaction to the potential tagging of email and HTTP content shared across the network should consider implementing a privacy policy.

profile keyword
A term that is not currently in the Pulse Vocabulary and that a user has added to their public profile, thereby attaching the term. This action declares that the user has experience with or interest in the term and is open to collaborating with other users about the term. Through a profile search, this user might appear in the Pulse Locator search results for this term.

Profile keywords can include work-related terms, such as "network collaboration," or personal-interest terms, such as "cooking" or "hiking."

Also see profile tag.

profile tag
A term that is currently in the Pulse Vocabulary and that a user has added to their public profile, thereby attaching the term. This action declares that the user has experience with or interest in the term and is open to collaborating with other users about the term. Through a profile search, this user might appear in the Pulse Locator search results for this term.

Also see Pulse tag and profile keyword.

public profile	A collection of information that each user wants to share with other users. A default profile includes minimal information captured from the corporate directory, for example, name, work title, work group, corporate location, and manager name. The user can add previous work experiences, educational degrees and certifications, links to additional personal information, and a description of other pertinent skills and experiences entered in a free-form field. The user can also add profile tags and keywords, and configure the preferred method in which expertise seekers contact them.
	In the Pulse Locator search results, expertise seekers can view full profiles of each expertise provider as well as mini profiles, which provide a subset of the information in the full profiles.
	During a Pulse Locator search, Cisco Pulse performs a keyword search of all public profiles to ensure that all users with experience with a term are reflected in the search results.
Pulse Appliances	A reference to the Pulse Collect and Connect Appliances.
Pulse Apps	End user applications built by Cisco Systems, Inc., or third parties who plan to leverage data that is collected and exposed through the Pulse Apps Platform. Some examples of Pulse Apps are the Pulse Locator and the Tag Navigator gadget.
Pulse Apps Platform	A platform on which administrative tools and application programming interfaces (APIs) are integrated. This platform provides the capability to configure all Cisco Pulse components.
Pulse Collect Appliance	Two hardware offerings that run text only and media-enabled versions of the Pulse Collect Engine.
Pulse Collect Engine	An engine that analyzes content shared across the network for terms in the Pulse Vocabulary, attaches the terms to their associated users, documents, and videos, and sends this information to the Pulse Connect Engine for further analysis. This engine stores metadata for the content for approximately 6 months.
Pulse Connect Appliance	Hardware on which the Pulse Connect Engine, Pulse Apps Platform, and Pulse Apps are pre-installed.
Pulse Connect Engine	An engine that analyzes automatically tagged and user-provided content to provide dynamic intersections of information in Pulse Apps such as the Tag Navigator gadget and Pulse Locator search results.
Pulse Index	An index of content shared across the network that passes through configured content filters (email and web) and vocabulary filters (Pulse and Restricted Vocabularies). This content consists of Pulse Vocabulary terms discovered in the content and metadata that identifies the user, video, or document associated with the term.
	The Pulse Index is the basis for Pulse tags.

Pulse Locator   A search engine that enables expertise seekers to search for people with experience with a specified term, as well as related documents and videos.

When a user enters a term in the Pulse Locator search interface, Cisco Pulse first searches for the term in the Pulse Vocabulary. If it finds an exact match, it expands the search to include all associated synonyms, as well as the specified term itself.

After Cisco Pulse presents the search results, expertise seekers can view the expertise providers, videos, and documents in their rated order of recent activity. Expertise seekers can quickly collaborate with expertise providers using the Click-to-Collaborate features, play the relevant portions of the videos in a video player, or view the documents.

Pulse tag   A term in the Pulse Vocabulary that the Pulse Collect Engine discovers in content shared across the network, attaches to one or more users, documents, or videos, then stores in the Pulse Index.

Also see profile tag.

Pulse topology   A network topology in which Cisco Pulse is deployed. A typical topology consists of one or more Pulse Collect Appliances; a Pulse Connect Appliance; switches; email, HTTP, and Active Directory servers; and users on Microsoft Windows clients.

Pulse Vocabulary   A list of accepted terms that is created and maintained by one or more business administrators. This list is the means through which business administrators can establish terms on which users can search and find other users with experience, as well as related documents and videos. It is also the means through which Cisco Pulse can initially attach users to a term, a practice known as tagging, and over time, measure their activity with the term. And finally, it is the means through which Cisco Pulse can attach documents and videos to a term, and measure the relevancy of their content with the term.

R

Restricted Web Domains   A filter that allows the system administrator to specify the web content that the Pulse Collect Engines should not tag.

Restricted Vocabulary   Sensitive terms that are analyzed by Pulse Collect Engines because of privacy or confidentiality concerns. If a Pulse Collect Engine finds a restricted term in content shared across the network, it immediately discards the content. The Restricted Vocabulary is managed by one or more business administrators,

S

Setup wizard   A tool that leads the network administrator through a graphical user interface (GUI) that allows them to initially set up each Pulse Appliance.

synonym   An alternate or related term that is specified for a root term in the Pulse Vocabulary. For example, a synonym for the root term car is auto.

Also see acronym.

system administrator	An administrator who initially configures, maintains, and monitors Cisco Pulse. This person integrates pertinent LDAP directory attributes into Cisco Pulse as well as creates and maintains a list of users who will access the Pulse Apps Platform and use the Pulse Locator. This person also supports the users if they have a problem accessing or using the Pulse Apps Platform. If this administrator decides to integrate the functionality of a feature such as the Cisco Unified Presence Server (CUPS), they will work the appropriate administrator to gain proper access to it.
system log	A collection of kernel- or operating system-level messages, that are issued when a Pulse Collect or Connect Appliance experiences a hardware problem, for example, a hard disk problem. These messages are presented to the system administrator in the Monitoring page.

T

tag	A term that is attached to a user, a video, or a document. Tags enable Cisco Pulse to identify users who have experience with a term, or videos and documents in which the term is discovered; to assess the recent activity of each entity with the term; and to rate each entity against other similar entities in a Pulse Locator search.
Pulse Dictionary	A tool that enables a user to suggest a term, as well as associated synonyms, for inclusion in the Pulse Vocabulary. The suggestions are subject to the approval of a business administrator, who manages the Pulse Vocabulary. If the administrator approves the term, it is added to the vocabulary, and Cisco Pulse starts to attach users, videos, and documents to the associated term.
term grouping	A root term in the Pulse Vocabulary and its associated synonyms. Also see normalized.
terms	Words and phrases in the Pulse and Restricted Vocabularies. The inclusion of terms in these vocabularies enables a business administrator to determine what content is relevant to users or is restricted.

U

user	An individual who has access to the Pulse Apps Platform, has a public profile, and can be an expertise seeker or expertise provider in an Pulse Locator search. Also see expertise seeker and expertise provider.
user list	A list of users who have access to the Pulse Apps Platform. The system administrator creates and maintains this list.
user role	The system administrator can assign a user role in the User page. When users log into the Pulse Apps Platform, their assigned role determines the tabs they can access, and therefore, what tasks they can perform.
user-suggested tag	A term, along with synonyms, suggested by a user for inclusion in the Pulse Vocabulary using the Pulse Dictionary. The suggestions are subject to the approval of the business administrator.