



GLOSSARY

A

- ANI** Automatic Number Identification. Usually the caller's phone number.
- Application Server; App Server** One of the CVP components. The App Server is logically located between an ICM PG and one or more CVP or Cisco IOS voice browsers.
- ASR** Automated speech recognition. The ability to collect user input using speech recognition.
- ASR grammar** A list of valid responses that a caller can provide during speech recognition.

C

- Cisco Security Agent** A security layer that provides intrusion detection and protection (in addition to regular virus scanning software).
- CSS** Content Services Switch. Responsible for load balancing and failover between the gateways and back-end servers (media servers, ASR/TTS servers, VoiceXML servers).
- CVP** Customer Voice Portal. The current version (and new name) of the Cisco ISN product.

D

- DTMF** Dual tone multifrequency. The technique used to transmit keystrokes from touch-tone phones.

G

- GED** GeoTel Engineering Document. An API for integrating ACDs, IVRs, and agents into the ICM.

H

- H.323** A protocol standard that provides a foundation for audio, video, and data communications across IP-based networks, including the Internet. By complying to H.323, multimedia products and applications from multiple vendors can interoperate, allowing users to communicate without concern for compatibility.
- HSRP** Hot Standby Routing Protocol. A proprietary routing protocol from Cisco that provides backup to a router in the event of a failure. Using HSRP, several routers present the appearance of a single virtual router on the LAN, sharing the same IP and MAC addresses. If one router fails, the hosts on the LAN are able to continue forwarding packets to a consistent IP and MAC address. CVP Voice Browsers talk to gatekeepers that are configured for redundancy using HSRP.

I

- ICM** Intelligent Contact Management. A call routing and agent management platform from Cisco.
- in-band** Refers to the technique whereby data (usually DTMF keystrokes) is transmitted audibly on the same path as voice.
- IPCC** IP Contact Center. An IP-based call center solution from Cisco.
- IVR (or VRU)** Interactive Voice Response (Voice Response Unit). An automated voice system designed for call-center applications. With respect to the ICM, CVP plays the role of an IVR.

L

- label** A text string issued by the NAM or ICM to its routing client in response to a route request. Labels are predefined using the ICM Configuration Manager tool set. A label is a symbolic representation of the exact target location. Labels are free-form, and the format is generally dictated by the specific peripheral (ACD, VRU, CVP, PSTN, and so forth).

M

- MCS** Media Convergence Server. Cisco's standard hardware platform for Windows and Linux servers.
- MGCP** Media Gateway Control Protocol. Signaling protocol used by Media Gateway Controller (MGC) or Call Agent (CA). Also handles call routing and stores customer information and connection information.
- Micro-App;**
Microapp;
Micro-application;
Microapplication General term for a specific defined function in the CVP that can be invoked from the ICM. The value of call variables from the ICM will affect the behavior of the function. The term is also used to refer to the same specific defined functions invoked from the ICM and executed on third-party VRUs.
- When the ICM invokes the execution of a micro-app, the application server will generate VoiceXML that is sent to the voice browser for execution.

MRCP Media Resource Control Protocol. This protocol is used between the Cisco IOS voice browser and any ASR or TTS server.

MTP Media termination point. A network host that is able to send and/or receive voice or audio data.

N

NAM Network Applications Manager. When several ICMs are deployed in a hierarchy, the NAM is the top ICM that controls those beneath it.

NIC Network Interface Controller. This is the piece of software that interfaces the NAM or ICM to the public network. The NIC essentially normalizes various carrier's AIN capability into the ICM's internal routing protocol.

O

out-of-band Refers to the process by which data (usually DTMF keystrokes) is transmitted on some path other than the audible voice path.

P

PG Peripheral Gateway. An ICM component that is responsible for communicating with peripheral devices such as CVP or Cisco CallManager.

R

RTP Real-Time Transport Protocol. An Internet protocol for transmitting real-time data such as audio and video. Typically, RTP runs on top of the UDP protocol.

S

SDDSN Standalone Distributed Diagnostics and Service Network. Allows for alarm monitoring and Event Management System (EMS) logging.

T

TTS Text-to-speech. Ability to convert text strings to speech for playing to the calling party.

V

- VoiceXML** Voice eXtensible Markup Language. A language similar to HTML that brings the full power of Web development and content delivery to interactive-voice-response (IVR) applications.
- VoIP** Voice over IP. The technology for transmitting voice via a data network.
- VRRP** Virtual Router Redundancy Protocol. An election protocol that dynamically assigns responsibility for one or more virtual routers to the VRRP router(s) on a LAN, allowing several routers on a multi-access link to use the same virtual IP address.
- VRU (or IVR)** Voice Response Unit (or Interactive Voice Response). An automated voice system designed for call-center applications. With respect to the ICM, CVP plays the role of a VRU.

W

- W3C** World Wide Web Consortium.