

Call_Centre_15x15_2007-01-30

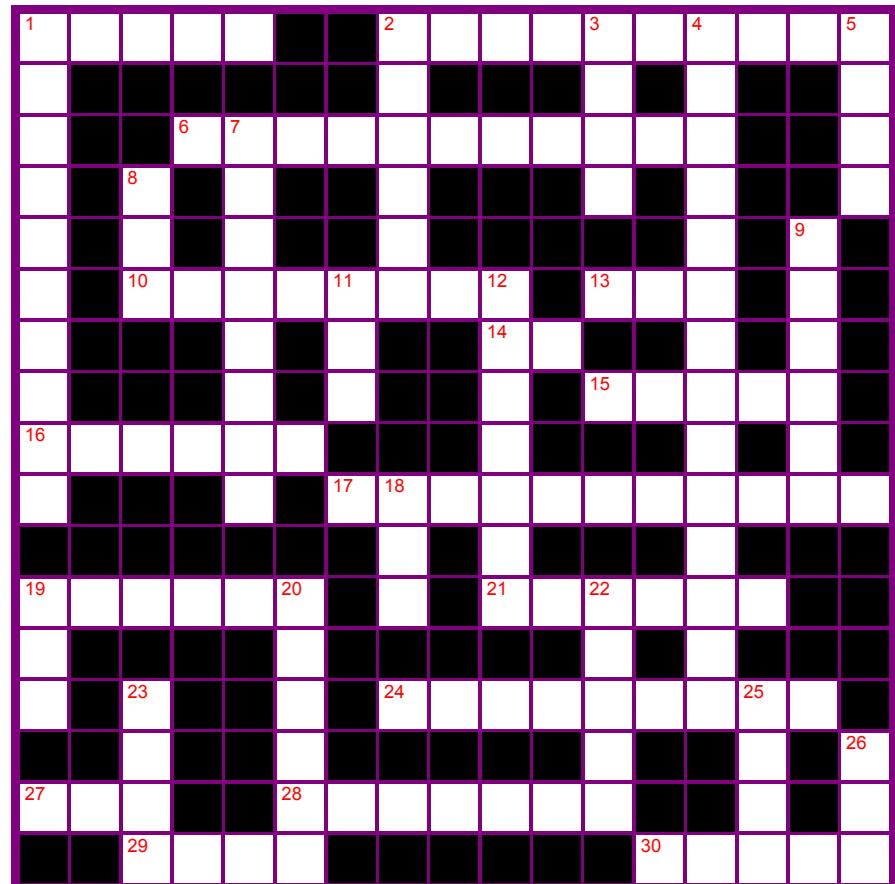
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Across

- 1 Any of the participants in a telephone call. (5)
- 2 A registered telephone user. (10)
- 6 Calling party. (7,4)
- 10 S in PSTN stands for _____. (8)
- 13 Usage of computers to manage telephone calls. (3)
- 14 I in DDI stands for _____. (2)
- 15 V in VPU stands for _____. (5)
- 16 N in ANI stands for _____. (6)
- 17 Person receiving the call. (6,5)
- 19 P in PSTN stands for _____. (6)
- 21 CDR stands for Call _____ Reporting. (6)
- 24 DTMF stands for Dual Tone Multi _____. (9)
- 27 This facility enables callers to dial directly to PABX extensions without going via the switchboard by inserting a prefix in front of the extension number. (3)
- 28 Signal that telephone receiver has been lifted by called party. (3,4)
- 29 Standard telephone service that most homes use. (4)
- 30 DTMF stands for Dual Tone _____ Frequency. (5)

Down

- 1 P in VPU stands _____. (10)
- 2 It enables the interconnection of external circuits which carry voice or data communications. (6)



- 3 Directory number of the calling party. (4)
- 4 I in ANI stands _____. (14)
- 5 BRI stands for Basic _____ Interface. (4)
- 7 One to whom a title, interest, or right of some kind has been transferred. (8)
- 8 A form of signalling in which a group of circuits shares one signalling channel. (3)
- 9 First D in DDI stands for _____. (6)
- 11 Management information about calls handled by a switch, such as call duration,
- 12 DNIS stands for _____ Number Identification Service. (7)
- 16 A system that handles incoming call traffic, sending calls to the first available station within predefined groups. (3)
- 19 An exchange system used in offices to handle internal and external calls. (3)
- 20 CCS stands for _____ Channel Signalling. (6)
- 22 Line of communication between switching systems. (5)
- 23 A service that provides a
- 25 ACD stands for Automatic _____ Distributor. (4)
- 26 A consumer grade ISDN line consisting of 2 64K bearer channels and one 16K delta (controller) channel. (3)
- 27 _____ party with the Calling Line ID of the caller; a paid-for option. (4)