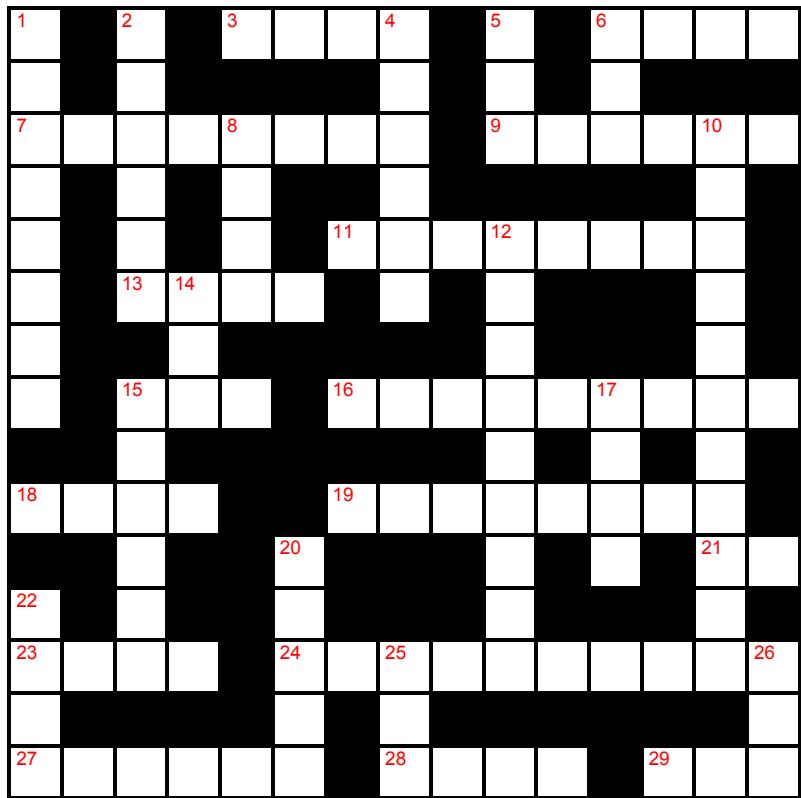


## Call\_center\_15x15\_2008-10-08

B.B. Huria

### Across

- 3 Directory number of the calling party (4)
- 6 DTMF stands for \_\_\_\_\_ Tone Multi Frequency (4)
- 7 CTI stands for \_\_\_\_\_ Telephone Integration (8)
- 9 It enables the interconnection of external circuits which carry voice or data communications (6)
- 11 An ISDN 64 Kbps channel that carries data (1,7)
- 13 BRI stands for Basic \_\_\_\_\_ Interface (4)
- 15 Management information about calls handled by a switch, such as call duration, account code, phone number, etc (3)
- 16 CDR stands for Call Detail \_\_\_\_\_ (9)
- 18 Technical term describing touch tone dialling (4)
- 19 Data channel used in an ISDN interface to carry control signals and customer call data (1,7)
- 21 'T' in 'DDI' stands for \_\_\_\_\_ (2)
- 23 'L' in 'CLID' stands for \_\_\_\_\_ (4)
- 24 A registered telephone user (10)
- 27 PSTN stands for \_\_\_\_\_ Switched Telephone Network (6)



### Down

- 1 PABX stands for Private Automatic Branch \_\_\_\_\_ (8)
- 2 ANI stands for Automatic \_\_\_\_\_ Identification (6)
- 4 DDI stands for \_\_\_\_\_ Dialling In (6)
- 5 A form signalling in which a group of circuits shares one signalling channel (3)
- 6 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)
- 8 VPU stands for Voice Processing \_\_\_\_\_ (4)
- 10 Calling party (7,4)
- 12 ACD stands for \_\_\_\_\_ Call Distributor (9)
- 14 A system that handles incoming call traffic, sending calls to the first available station within predefined groups (3)
- 15 CCS stands for \_\_\_\_\_ Channel Signalling (6)
- 17 DTMF stands for Dual \_\_\_\_\_ Multi Frequency (4)
- 20 'B' in 'BRI' stands for \_\_\_\_\_ (5)
- 22 A service that provides a called party with the Calling Line ID of the caller; a paid-for option (4)
- 25 A consumer grade ISDN line consisting of 2 64K bearer channels and one 16K delta (controller) channel (3)
- 26 Random Access Memory (3)