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**Information technology —
Telecommunications and information
exchange between systems — Glossary of
definitions and terminology for Computer
Supported Telecommunications
Applications (CSTA) Phase III**

*Technologies de l'information — Télécommunications et échange
d'information entre systèmes — Glossaire de définition et terminologie pour
applications en télécommunications supportées par ordinateur (CSTA) en
phase III*

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 3.

In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

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Technical Report ISO/IEC 18053 was prepared by ECMA (as Technical Report ECMA TR/72) and was adopted, under a special “fast-track procedure”, by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, in parallel with its approval by national bodies of ISO and IEC.

Introduction

This Technical Report provides definitions and terminology for Standard ECMA-269 (International Standard ISO/IEC 18051), *Services for Computer Supported Telecommunications Applications (CSTA) Phase III*, Fourth Edition, published by ECMA in 2000. It is part of a suite of Standards and Technical Reports for Phase III of CSTA. These Standards and Technical Reports reflect agreements of ECMA member companies on Phase III of CSTA. All of the Standards and Technical Reports in the suite are based on the practical experience of ECMA member companies and each one represents a pragmatic and widely-based consensus.

This Technical Report was created from glossary material originally appearing in CSTA Phase II (ECMA-217), from the *versit* CTI Encyclopedia (Version 1.0), which was contributed to ECMA by *versit*. Additional definitions and acronyms were contributed by ECMA member companies.

Information technology - Telecommunications and information exchange between systems - Glossary of definitions and terminology for Computer Supported Telecommunications Applications (CSTA) Phase III

1 Scope

This Technical Report contains definitions of technical terms and acronyms used throughout the suite of publications comprising CSTA Phase III.

2 Normative reference

The following normative document contains provisions which, through reference in this text, constitute provisions of this Technical Report. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. However, parties to agreements based on this Technical Report are encouraged to investigate the possibility of applying the most recent edition of the normative document indicated below. For undated references, the latest edition of the normative document referred to applies. Members of IEC and ISO maintain registers of currently valid International Standards.

ISO/IEC 18051:2000, *Information technology - Telecommunications and information exchange between systems - Services for Computer Supported Telecommunications Applications (CSTA) Phase III.*