

## ACRONYMES

**ACD** = Automatic Call Distributor  
**ADSL** = Asymmetric Digital Subscriber Line  
**ANI** = Automatic Number Identification  
**API** = Application Programming Interface  
**ASP** = Application Service Provider  
**ATM** = Asynchronous Transfer Mode  
**B2B** = Business to Business  
**B2C** = Business to Consumer  
**B2D** = Business to Distributor  
**BD** = Data Base  
**CHAID** = Chi carré Automatic Interaction Detection  
**CRM** = Customer ou Citizen Relationship Management  
**CTI** = Customer Telecom Interaction = Computer Telephony Integration  
**DID** = Direct In Dial  
**DLL** = Dynamic Link Library  
**DNIS** = Dial Number Information Service  
**ERP** = Enterprise Resource Planning  
**HTML** = Hyper Text Markup Language  
**IDC** = International Data Corporation  
**IIS** = Internet Information Server  
**ISO** = International Standard Organisation  
**IT** = Information Technologies  
**IVR** = Interactive Voice Response  
**LAN** = Local Area Network  
**ODBC** = Open Data Base Connectivity  
**OLAP** = On-Line Analytical Processing  
**PIM** = Personal Information Manager  
**PRN** = Partner Relationship Management  
**RAS** = Remote Access Service  
**RMA** = Return Merchandise Authorization  
**RNIS** = Réseau numérique à intégration de service  
**ROI** = Return on Investment  
**SFA** = Sale Force Automation  
**SQL** = Search Query Language  
**TAPI** = Telephony Application Programming Interface  
**TCP-IP** = Transmission Code Protocol Internet Protocol  
**VPN** = Virtual Private Network  
**WAN** = Wide Area Network  
**WAP** = Wireless Application Protocol