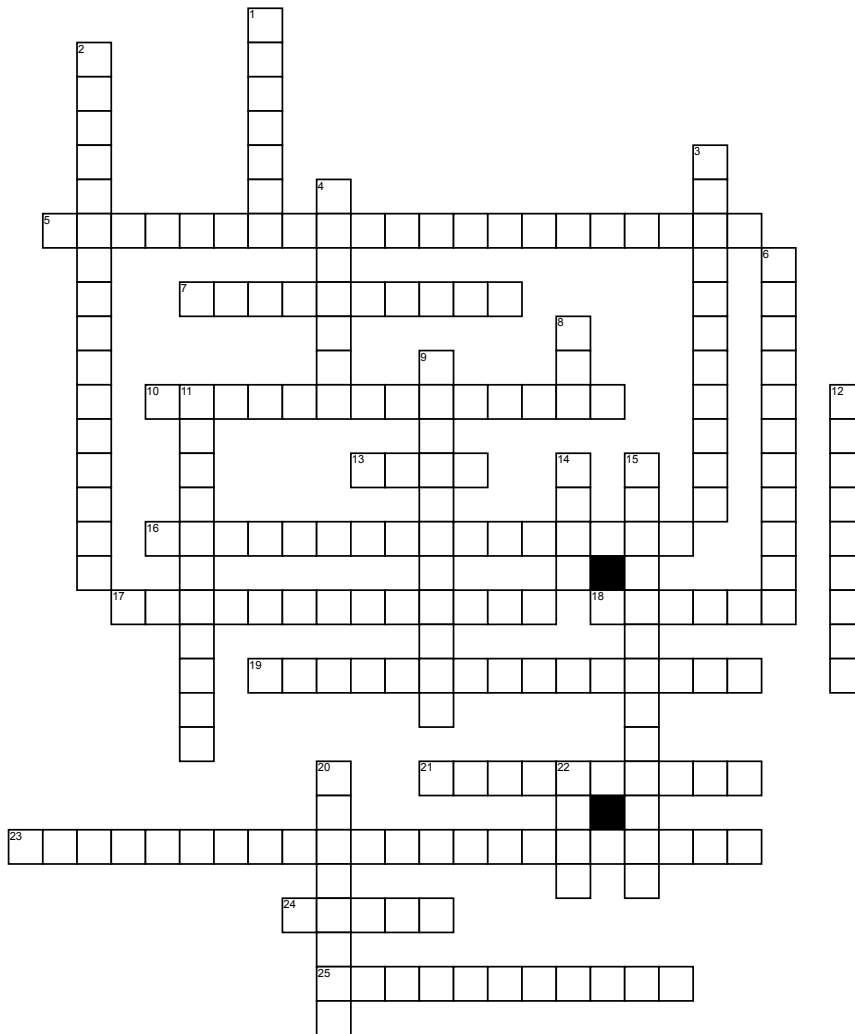# Azaria's IBA Lesson 2 Crossword Puzzle

Across

5. a business trend that seeks to simplify and integrate all forms of communication. also, a set of technologies that enable voice to be converted into text, and vice versa

7. a centralized office used for the purpose of processing a large volume of requests by phone

10. an application programming interface (API) that is used to transfer XML and other text data between a Web server and browser

13. a programming methodology that uses a number of existing technologies together and enables Web applications to make incremental updates to the user interface without the need to reload the browser page

16. the practice of creating networks of friends, associates, and clients who can discuss topics in common. online social networking is a powerful concept used by individuals and businesses worldwide

17. a problem-solving model in which a task ordinarily performed by one person is outsourced to a large group or community in order to obtain and analyze large amounts of data

18. a web page that integrates content and scripts from multiple web sites to create new applications

19. a person's ability to use technology in non-stationary positions and in transit

21. the practice of categorizing online content though tags

23. the ability of a group to exhibit a greater degree of intelligence by solving problems collaboratively compared to the intelligence of an individual member

24. a concept referring to the changing trends in the use of WWW technology and Web design that have led to the development of information-sharing and collaboration capabilities

25. the integration of telephony and data technologies

Down

1. a data format for delivering Web content that is updated frequently

2. a computer-based method of communication in which uses can type and view messages sent to one or more recipients, and view the responses immediately

3. the integration of telephony and data technologies

4. the use of audio or video digital-media files that are distributes through Web feeds to subscribed users

6. a technology that converts voice into data packets for transmission over a packet-switched IP network. allows the use of the internet for real-time voice and video traffic

8. short message service. communications protocol that allows short text messages over cell phone

9. a Web 2.0 implementation by which Web data is contextualized with the addition of machine-readable metadata

11. a data format that adds human-readable metadata to existing code so that the data can be processed by other software

12. a method by which a blogger receives notification when other bloggers link to his of her blog entry

14. a page of collection of Web pages that can be viewed and modified by anybody with a Web browser and access to the internet

15. a call center that allows consumers to contact agents via avenues other than by telephone

20. a status indicator that conveys a person's willingness and ability to engage in communications

22. spam that is delivered through instant messaging

Word Bank

Ajax	Web Feed	Web 2.0	Unified Communications	Social Networking
XMLHttpRequest	Instant Messaging	Spim	Call Center	Folksonomy
Mobile Computing	Semantic Web	Podcast	Convergence	Collective Intelligence
Mashup	Microformat	Wiki	Convergence	Voice over IP
Sms	Trackback	Presence	Crowdsourcing	Contact Center