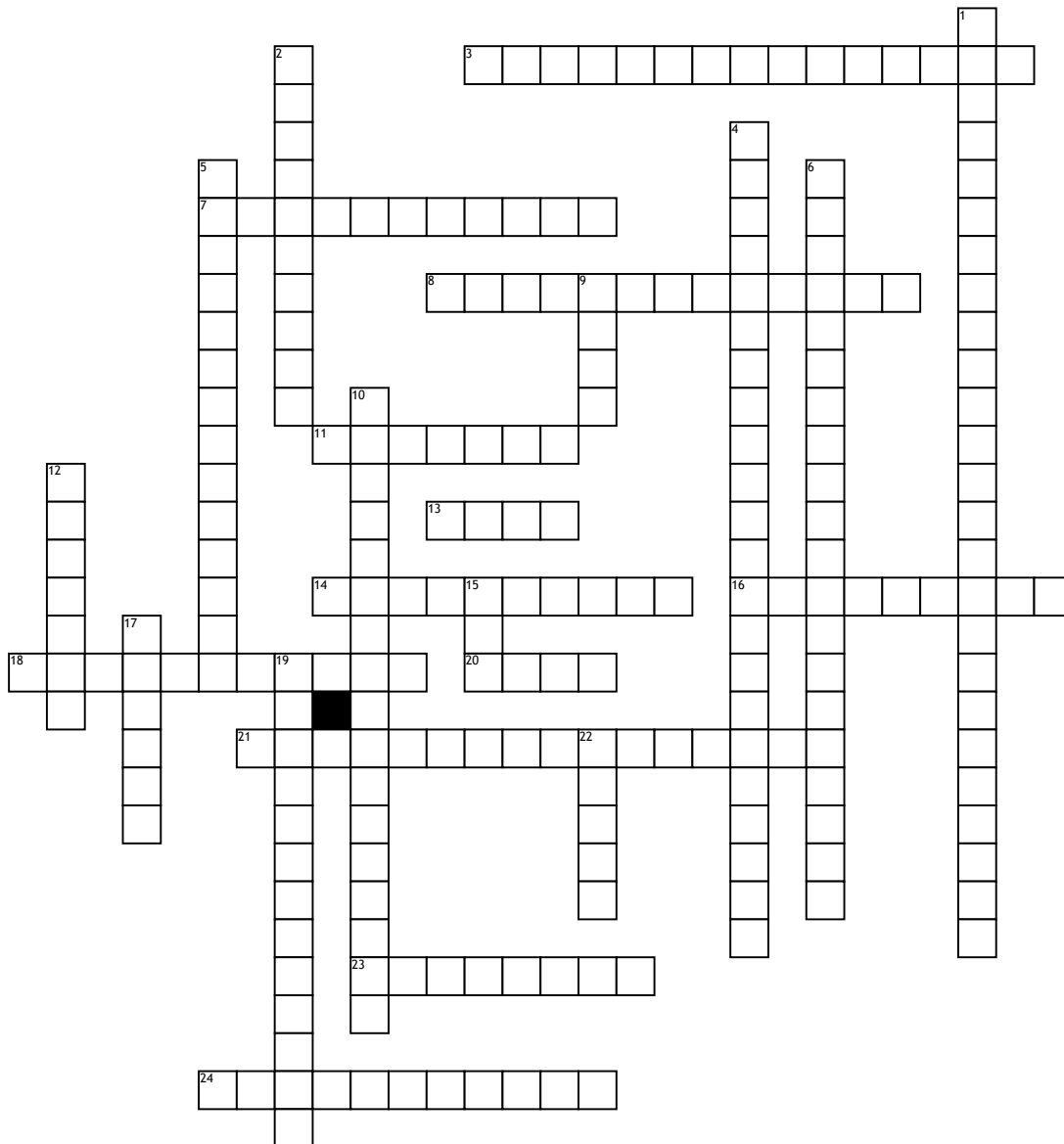


# Isaiih's IBA lesson 2 cross words



**Across**

- 3. a person's ability to use technology in non-stationary positions and in transit
- 7. a data format that adds human-readable metadata to existing code so that the data can be processed by other software
- 8. a call center that allows consumers to contact agents via avenues other than by telephone
- 11. the use of audio or video digital-media files that are distributed through Web feeds to subscribed users
- 13. a page of collection of Web pages that can be viewed and modified by anybody with a Web browser and access to the internet
- 14. the practice of categorizing online content through tags
- 16. a method by which a blogger receives notification when other bloggers link to his or her blog entry
- 18. a Web 2.0 implementation by which Web data is contextualized with the addition of machine-readable metadata
- 20. spam that is delivered through instant messaging

- 21. 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
- 23. a status indicator that conveys a person's willingness and ability to engage in communications
- 24. the integration of telephony and data technologies

**Down**

- 1. 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
- 2. a centralized office used for the purpose of processing a large volume of requests by phone
- 4. the ability of a group to exhibit a greater degree of intelligence by solving problems collaboratively compared to the intelligence of an individual member
- 5. an application programming interface (API) that is used to transfer XML and other text data between a Web server and browser
- 6. a computer-based method of communication in which users can type and view messages sent to one or more recipients, and view the responses immediately

- 9. 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
- 10. 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
- 12. a data format for delivering Web content that is updated frequently
- 15. short message service. communications protocol that allows short text messages over cell phone
- 17. a web page that integrates content and scripts from multiple web sites to create new applications
- 19. 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
- 22. 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