Rikayla's I-B-A Lesson #2 Crossword Puzzle
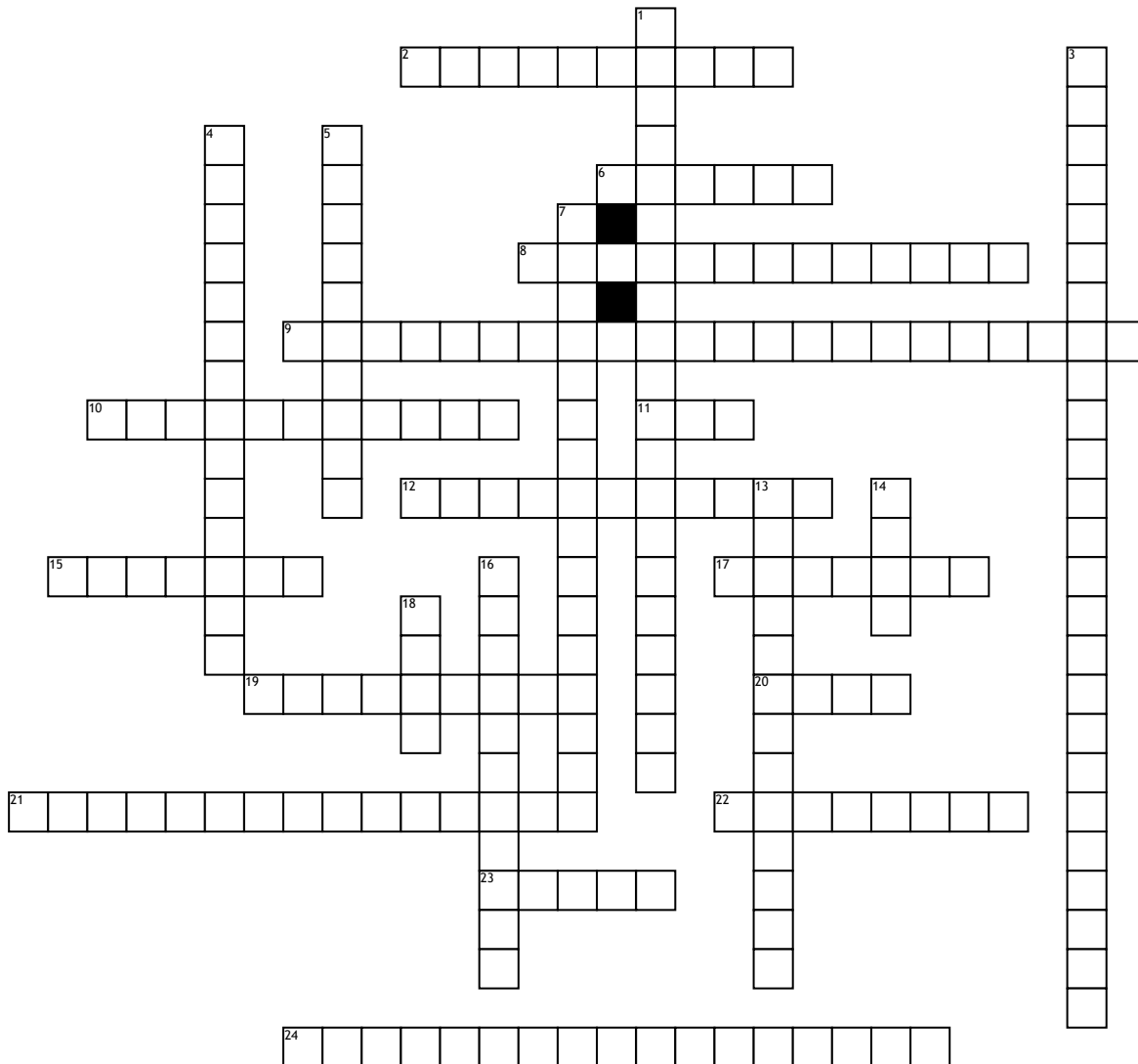
Across

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

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

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

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

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

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

12. the integration of telephony and data technologies

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

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

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

20. spam that is delivered through instant messaging

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

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

23. 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

24. 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

Down

1. 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. 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

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

5. the practice of categorizing online content though tags

7. 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

13. 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

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

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