

## Definitions and Acronyms

Cisco Worldwide Customer Service and Support Operations

Here are the definitions for commonly used abbreviations in the Cisco Worldwide Customer Service and Support Operations Organization.

**A2Q** Assessment to Quality

**AA** Awaiting Authorization

**ACM** Asia Customer Migration

**ACRP** Asia Cisco Routed Program

**ADM** Add Drop Multiplexer

**AI** Auto Invoice

**AI** Americas International

**AIBL** Auto Invoice Booking Log Report (Global)

**ALG** AsiaPac Lab Group

**ALR** Additional Line Receipt

**AM** Account Manager

**AMA** Automatic Messaging Accounting

**ANZ** Australia and New-Zealand

**AON** Application-Oriented Networking

**APAC** Asia Pacific

**APJ** Asia-Pacific & Japan

**AR** Access Registrar

**AR** Accounts Receivable

**AR** Advance replacement means a service to ship replacement Service Part in advance of receipt of failed product

**ARC** ATM Research Consortium (Manual Scheduling)

**ARC** Associated Reject Commit

**ARCO** Accounts Receivable and Collections Operations

**AS** Advanced Services

**ASAP** Any Service Any Place

**ASP** Application Service Provider or AppleTalk Session Protocol

**ATG** Application Technology Group

**ATO** Americas Theater Operations

**ATM** Asynchronous Transfer Mode

**ATP** Available to Promise

**ATT** Advanced Technology Training (Cisco online training programs)

**AVID** Architectural Voice Integrated Data

**AVP** Area Vice President

**B2B** Business to Business

**BC** Business Commit

**BDM** Business Decision Maker

**BFR/HFR** Bigger, Faster Routers/High Flux Reactor

**BID** Billing or Bill To ID

**BO** Business Objects

**BOM** Bill of Materials

**BP** Bookings Policy

**BPO** Business Process Outsourcing

**BPOC** Business Process Operations Council

**BPR** Business Process Review

**BU** Business Unit

**BRD** Business Requirements Document

**BSOS** Business Systems Operations and Support team

**BTG** Business Transformation Group

**BU** Business Unit

**BV PROD** CSSO's ERP for Customers w/Bill To address in Europe, Middle East, Africa, Asia, Australia and New Zealand

**C2A** Click To Accept

**C3** Customer Contact Center, also called Customer Care Center

**CA** Customer Advocacy

**CAAS** Customer Advocacy Address Services

**CAM** Channel Account Manager

**CAP** Customer Assurance Program

**CAP** Competitive Access Provider

**CAP** Peer Recognition Awards

**CARAT** Customer and Role Attribute Tracking

**CARP** Cisco Authorized Remarketing Program

**CARE** Cisco Authorized Refurbished Equipment Program

**CBR** Currently Being Revised (relates to lead-times)

**CBR** Cisco Brand Resale

**CBS** Customer Business Solutions Manager

**CC** Concept Commit

**CCBU** Customer Contact Business Unit

**CCDA** Cisco Certified Design Associate

**CCDP** Cisco Certified Design Professional

**CCIE** Cisco Certified Internetworking Expert

**CCNA** Cisco Certified Networking Associate

**CCO** Cisco Connection Online

**CCRM** Commitment Compliance and Revenue Manager

**CCRT** Cisco Cross-Reference Tool

**CCX** Cisco Compatible Extension

**CDB** Channel Database

**CDC** Cisco.com

**CDR** Cisco Data Report

**CDT** Customer Data Team

**CDW** Cisco Data Warehouse

**CEC** Cisco Employee Connection (internal Web site)

**CFI** Customer Focus Initiative

**CFS** Customer Finance Services

**CI** Customer Insight

**CIBER** Contracts, Install Base and Entitlement Repository

**CID** Customized ID

**CIP** Customer Insurance Paid

**Cisco 11i** Cisco's version of Oracle 11i. This term is to be used where implying that Cisco's modified version of 11i is being used instead of the out of the box Oracle 11i version.

**CLEC/CAP** Competitive Local Exchange Carrier/Competitive Access Provider

**CLOB** Consumer Line of Business

**CLUE** Customer Listening and User Experience

**CM** Contract Manufacturers

**CM** Campaign Manager/Contract Manager

**CM&FS** Credit Manager and Finance Services

**CMC** Cisco Marketing Connection (internal Marketing Web site)

**CME** Campaign Manager Email Tool

**CMFS** Credit Management & Financial Services

**CMI** Customer Marketing Intelligence

**CMN** Cisco Media Network

**CMO** Corporate Marketing Office

**CMRS** Cisco Marketplace Router Store

**CMRS** Cisco Monitoring and Reporting Service

**CMS** Legal Contract Management System

**CMT** Case Management Tool

**COE** Configuration and Ordering Experience

**COGS** Cost of goods sold

**COLT** Cisco Online Testing

**COM** Commercial Business Unit

**ComLOB** Commercial Line of Business

**COT** Change Order Tool

**CPE** Customer Premise Equipment

**CPI** Cisco Product Identification Tool

**CPN** Cisco Powered Network (program for ISPs and ASPs who offer public services over a network powered substantially by Cisco equipment.)

**CPO** Cisco Product Ownership

**CPR** Central File Repository

**CR** Customer Registry

**CRC** Call Response Center

**CRO** Customer Relationship Organization

**CRP** Conference Room Pilot

**CS** Customer Service (the organization is now known as CSSO)

**CSSO** Customer Service and Support Operations

**CS Ops** Customer Support Operations

**CSA** Customer Service Associate

**CSAM** Channel Service Account Manager

**CSAT** Customer Satisfaction

**CSBU** Content Services Business Unit

**CSC** Cisco Systems Capital

**CSCC** Cisco Service Contract Center

**CSE** Customer Support Engineer

**CSEM** Customer Service Escalation Manager

**CSM** Contract Service Management

**CSMS** Cisco Service Management System (SP billing management)

**CSOS** (former organization named) Customer Service and Operational Systems

**CSR** Customer Service Representative

**CSRM** Customer Service Relationship Manager

**CSSP** Customer Shared Support Program

**CTMP** Cisco Trade-in Migration Program also called Cisco Technology Migration Program

**CTN** Cisco Travel Network

**CVT** Campaign Virtual Team

**DART** Deviation Authentication Request Tool

**DC** Distribution Center

**DC** Distributor Connectivity

**DC/OC** Distribution Center/Order Consolidation

**DC** Double Click

**DCA** Distributor Credit Automation

**DCP** Deal Checkpoint Tool

**DCT** Dynamic Configuration Tool

**DI** Document Imaging

**Disti** Distributor

**DiVA** Discount Validation Automation

**DM** Direct Mail, Direct Marketing team

**DMS** Deal Management Simplification

**DOA** Dead on Arrival

**DOAN** Dead on Arrival New

**DOAR** Dead on Arrival Refurbished

**DPAS** Defense Priorities and Allocations System

**DPC** Document Publishing Center

**DPDM** Direct Partner Discount Model (partner certification)/contractual partner programs.

**DPRG** Distributor Product Reference Guide

**DRP** Digital Response Page

**DSA** (Deal ID) Deal Support Automation

**DSBU** Desktop Switching Business Unit (Small/Medium Line of Business)

**DSD** Detailed Solution Design

**DSE** Distinguished Support Services Engineer

**DSL** Digital Subscriber Line

**DSO** Days Sales Outstanding

**E2E** End-to-End

**E.6** E.phiphany Version 6

**EAT** Employee Access Tool

**EBC** Executive Briefing Center

**EC** Electronic Commerce

**EC** Execute Commit

**EC/CO** Electronic Commerce/Change Order

**ECRA** Export Compliance & Regulatory Affairs

**EDCS** Engineering Document Control System

**EDSG** Enterprise Data Solutions Group

**EE** Executive Expedite

**EEA** European Economic Area

**EEE** (Triple E) Executive Escalation Expedite

**EIS** Exceptional Items Status

**ELC** European Logistics Centre, Netherlands

**ELOB** Enterprise Line of Business

**EM** Email

**EMAN** Event Annotations and Application Management

**EMBU** Enterprise Management Business Unit (ELOB)

**EMEA** Europe, Middle East and Africa region

**EMS** Education Management System

**EMT** Encryption Management Tool

**ENB** Entered Not Booked

**EO** Engineering Operations

**EOB** End of Business

**EOD** End of Day

**EOL** End of Life

**EOLA** Emergency Ordering Letter Agreement

**EOS** End of sale

**EOW** End of Week

**ePM** ePerformance Management (Performance Reviews)

**ERLC** European Returns Logistics Centre

**ERP** Enterprise Resource Planning. This is a database that can support orders, inventory, & fulfillment. Cisco uses Oracle.

**ESO** Enterprise Sales Organization

**ESPP** Employee Stock Purchase Program

**EU** European Union

**EVP** Executive Vice President

**EVVBU** Enterprise Voice, Video Business Unit (ELOB)

**EWAN** Enterprise Wide Area Network (ELOB)

**FBA** Fax Booking Acknowledgement

**FCD** Factory Completion Date

**FCS** First Customer Ship

**FID** Folder ID Number

**FOB** Freight on Board

**Form A** A GUI based interface with a database. Appears within the GUI window. Provides interaction with a database like data entry or query this includes modifications.

**FPR** Final Practice Run

**FS** Functional Spec

**FSD** Functional Spec Design

**FSA** Field Sales Administrator

**FSAM** Field Sales Administrator Manager

**FTD (F2D)** Forecast to Delivery

**FTS** Focused Technical Support

**G/XC** Greenfield Inter-exchange Carrier

**GAB** Greg Anderson Binary

**GAM** Global Account Manager

**GBO** Global Business Operations

**GCC** Global Contact Center

**GCCO** Global Corporate Controller's Organization

**GCR** Global Contacts Repository

**GCS** Global Commerce Support

**Ghia** Customer service database

**GMAPP** Global Marketing Alignment & Planning

**GOSO** Global Services Booking Form

**GPE** Global Process Experts

**GPM** Global People Movement

**GPO** Global Process Owners

**GPS** Global Product Services

**GSBF** Global Services Booking Form

**GSR** Gigabit Switch Router

**GSTS** Global Sales Training & Support

**GT&L** Global Transportation and Logistics

**GTM** Go to Market

**HCT** Hard Common Tool

**HH** Harte Hanks

**HW** Hardware

**I2R** Issue To Resolution

**IB** Install Base

**IBD** Interworks Business Division

**IBSG** Internet Business Solutions Group



**IC** Bookings Validations

**IC** Internet Commerce

**ICA** Internet Commerce Agreement

**ICAB** Internet Commerce Advisory Board

**ICAM** Impact, Capture, Assessment and Management

**ICP** Internet Commerce Project

**ICS** Integrated Commerce Solution

**ICS-XML** Internet Connection Sharing-XML

**ICT** Integrated Configuration Tool

**IDM** Internet Direct Marketing

**IHA** Internet Home Alliance

**ILEC** Incumbent Local Exchange Carrier

**ILSG** Internet Learning Solutions Group

**IOS** Internetworking Operating System

**IP** Internet Protocol

**IPC** Internetworking Product Center

**IQT** Interim Quoting Tool

**IRM** Image Review Monitor

**IRT** Image Review Team

**ISBU** Internet Systems Business Unit (ELOB)

**ISP** Internet Service Provider

**ISR** Immediate Session Routing (IBM)

**ITLG** IT Learning Group

**ITS** Internal Technical Support

**ITWWL** Incident Tracker Worldwide Logistics

**IXC** Inter-exchange Carrier

**Jaguar** Manufacturing data

**JTAPI** Java Telephony Application Program Interface

**KIWA** Known Issue Work Around

**LDAP** Lightweight Directory Access Protocol

**LDOA** Last Date of Attach

**LDOS** Last Date of Support

**LEAP** Long-term Evolution and Productivity

**LEC** Local Exchange Carrier

**LL** LiveLink

**LOB** Line of Business

**LOV** List of Values

**LSC** Logistics Support Center, worldwide team that delivers customer support and basic level technical assistance, as well as providing a solid support infrastructure capable of meeting Cisco's Service RMA delivery obligations and Customer Satisfaction goals.

**LSCR** Logistics Support Center Representative

**LSC** Logistics Service Centre

**M2O** Markets to Order

**MAM** Major Account Manager

**MarCom** Marketing Communications

**MAT** Manager Access Toolkit

**M&P** Maintenance and Pending

**MBO** Management By Objective

**MDS** Master Demand Schedule

**METRO** Management of Expenses and Travel Reports Online

**MiT** Merge in transit

**MOF** Managed Object Format

**Moondog** Temporary code name for a version of SOLCAT Case Management System

**MP** Marketplace

**MP** Marketplace Number

**MP** Manufacturing Planner

**MPA** Master Purchasing Agreement

**MPLS** Multiprotocol Label Switching

**MPP** Marketing Planning Process

**MRP** Materials Demand Schedule

**MRP** Materials Requirement Plan

**MSA** Microsoft Systems Architecture or Multi-Service

**MSABU** Managed Services Access Business Unit (SP LOB)

**MSD** Marketing Strategy Document

**MSO** Multiple Service Organization

**MSSBU** Multiservice Switching Business Unit (SP LOB)

**MSTP** Multiservice Transport Platform

**MU** Marketing Universe

**NA** Networking Academies or Cisco Networking Academy Program

**NAIS** Network Availability Improvement Support

**NBD** Next Business Day Delivery

**NOS** Network Optimization Support

**NPH** New Product Hold

**NPM** Networking Products Marketplace

**NPMR** Networking Products Marketplace for Resellers

**NSMBU** Network & Service Management Business Unit (SP LOB)

**OA** Organizational Adoption

**OCC** Order Consolidation Center

**OCF** Organizational Change Form

**OD** Operations Director

**ODS** Oracle Data Store

**OIBU** Optical Internetworking Business Unit (SP LOB)

**OM** Order Management

**OMAR** Order Management/Accounts Receivable

**ONS** Optical Networking System

**OPN** Order Processing Notes

**OPUS** Online Product Utility System

**OSP** Online Service Provider

**OSS** On-site Services

**OSS** Operations Support System

**OT** Ordering Tool

**P** Pending

**P2B** Plan to Build

**P2P** Processes to Pay

**P2R** Procure to Report

**P&A** Pricing and Availability

**P&P** Policy and Process

**PA** Pending Automation

**PA** Project Adoption

**PARTNER** Processing Automated Receivables Transactions and E-Routing

**PAT** Product Availability Tool

**PBS** Periodic Billing Schedule

**PBX** Public Branch Exchange

**PCI** Promotion Central Initiative

**PCR** Process Change Request

**PCT** Product Comparison Tool

**PDB** Protocol Database Builder (Channels Partner Database)

**PDT** Product Data Team

**PEP** Product Evaluation Program

**PICA** Partner Initiated Customer Access

**PID** Product Identification (number)

**PINS** Project Information System

**PIP** Partner Interface Processes

**PIP** Performance Improvement Plan

**PLC** Project Life Cycle

**PMO** Project Management Office

**PO** Purchase Order Number

**POC** Point of Contact

**POC** Proof of Collection

**POC** Proof of Concept

**POD** Proof of Delivery

**POM** Provisioning Object Manager

**POS** Point of Sale

**PPA** Post Project Assessment

**PRD** Product Requirements Document

**PST** Product Selection Tool

**PSTN** Public Switched Telephone Network

**PTMO** Product & Technology Marketing Organization

**PTO** Paid Time Off

**PTT** Public Telegraph and Telephone

**Q** Quote

**Q&R** Quotes and Renewal

**QA** Quality Assurance

**QAT** Question Authoring Tool

**QCF** Quote Conversion Failures

**QOT** Quote Ordering Tool

**QP** Quality Plan

**QTC** Quote to Cash

**QTC PROD** CSSO's ERP for Customers w/Bill To address in the U.S., Canada, Latin America, and Japan

**QTC SAT** Quote to Cash Systems Architecture Team

**R** Renewal

**R&C** Rewards and Credit

**R&R Team** Returns and Resolutions Team is dedicated to acting as The Voice of the Customer and working to solve issues as the Customer defines them while supporting the overall business strategy.

**R&T** Retail & Transport

**RABU** Remote Access Business Unit

**RACI** Responsible Approve Consult Inform

**RAD** Rapid Application Development

**RBS** Rules Based System

**RAMBO** Business Objects

**RCO** Revenue Control Optimization

**RIBU** Remote Internetworking Business Unit

**RM** Regional Manager

**RMA** Return Material Authorization

**RMO** Release Management Organization

**RMO** Response Management Organization

**RMT** Release Management Team

**RoHS** Restriction of Hazardous Substances

**ROI** Return on Investment

**ROIC** Return on Invested Capital

**ROS** Remote Operations

**ROW** Rest of World

**RRNB** Return and Replace - Non-billable

**RSMP** Reseller Marketplace

**RTF** Return to Factory is a type of warranty that allows the customer to receive replacement parts, but requires them to return their faulty equipment to Cisco first. These service orders are coded RRNB.

**RTP** Research Triangle Park, North Carolina

**RTTL** Real Time Personalization

**SA** Scientific Atlanta

**SA** Service Agreements

**SAF** Sales Adjustment Form

**SALT** Service Agreement Lookup Tool

**SAM** Service Availability Matrix

**SAM** Service Account Manager

**SC** Service Configurator

**SCC** Service Contract Center

**SCF** Sectional Center Facility

**SCM** Software Configuration Management

**SCM** Service Contract Manager

**SDF** Solution Definition

**SDH** Synchronous Digital Hierarchy

**SDLC** Software Development Life Cycle

**SDT** Solution Delivery Team

**SE** Systems Engineer

**SEG** Strategy Enablement Group

**SEM** Service Errors Matrix

**SIC** Standard Industry Codes

**SISU** Security Internet Services Unit

**SJPROD** Manufacturing's ERP (Enterprise Resource Planning)

**SKU** Stock Keep Units

**SLA** Service Level Agreement

**SLC** Strategic Logistics Centre

**SLO** Service Level Objective

**SMARTnet** A Cisco self-maintenance offering that provides Customers/Partners with operating system software maintenance (including IOS), major, minor and maintenance releases, registered CCO access, 24x7x4 access to Technical Support (TAC), next-business-day advance replacement of hardware and technical support.

**SMARTnet Onsite** A Cisco support offering that provides on-site hardware replacement services in addition to all the support services provided in the Cisco SMARTnet support offering.

**SMB** Small/Medium Business Line of Business

**SME** Subject Matter Expert

**SMS** Seminar Management System

**SN** Serial Number

**SNIF** Serial Number Information Finder

**SO** Sales Order

**SOHO** Small Office, Home Office

**SOI** Service Ordering Integration

**SOLCAT** Case Management System

**SOM** Supply Order Management

**SONA** Service-Oriented Network Architecture

**SOW** Statement of Work

**SOS** Systems Operational Support

**SOX** Sarbanes-Oxley Act 2002

**SP** Service Provider

**SPLOB** Service Provider Line of Business

**SPOC** Single Point of Contact

**SS#** Ship Set Number

**SSC** Service Supply Chain

**SSR** Sales Service Representative

**SVO Service Order** - Service order with a part being shipped out to replace a field failure.

**SVP** Senior Vice President

**SW** software

**TAB** Try and Buy

**TAB** Trade and Buy

**TAC** Technical Assistance Center

**TAPI** Telephone (or Telephony) Application Programming Interface

**TAS** Technology Application Support

**TBC** Technical Briefing Center

**TBD** To Be Determined

**TCP/IP** Transmission Control Protocol/Internet Protocol

**TD** Test Director

**TDM** Technical Decision Maker

**TG** Technology Group

**T and M** Time and Material

**Tiff** Tag Image File Format

**TMME** Travel Metro Meetings and Events

**TOT** Theater Operations Team (old)

**TRC** Technical Response Center

**TSS** Technical Support Services

**UAI** Universal Application InBox

**UAT** User Acceptance Testing

**UCSBU** Unified Communications Software Business Unit

**UDI** Unique Device Identification

**US** Database for Customers w/Bill To address of Australia, Canada, Japan, Latin America, USA (SJ Prod)

**VISU** Video Internet Services Unit

**VMO** Vendor Management Office

**VoD** Video on Demand

**VoIP** Voice over IP

**VPIM** Voice Profile for Internet Mail

**VPN** Virtual Private Network

**VSEC** VPN and Security Systems Business Unit (ELOB)

**WAN BU** Wide Area Network Business Unit

**WBU** Workgroup Business Unit (ELOB)

**WDM** Wavelength Division Multiplexing



**WIPS** Worldwide Invoice Point of Sale

**WMO** Worldwide Marketing Organization

**WPL** Wholesale Price List

**WPR** Workplace Resources

**WS** Web Service

**WST** Web Survey Tool

**WWRL** Worldwide Reverse Logistics

**xDSL** Group term for ADSL, HDSL, SDSL, and VDSL (high speed alternative to ISDN)

**XML** B2B



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