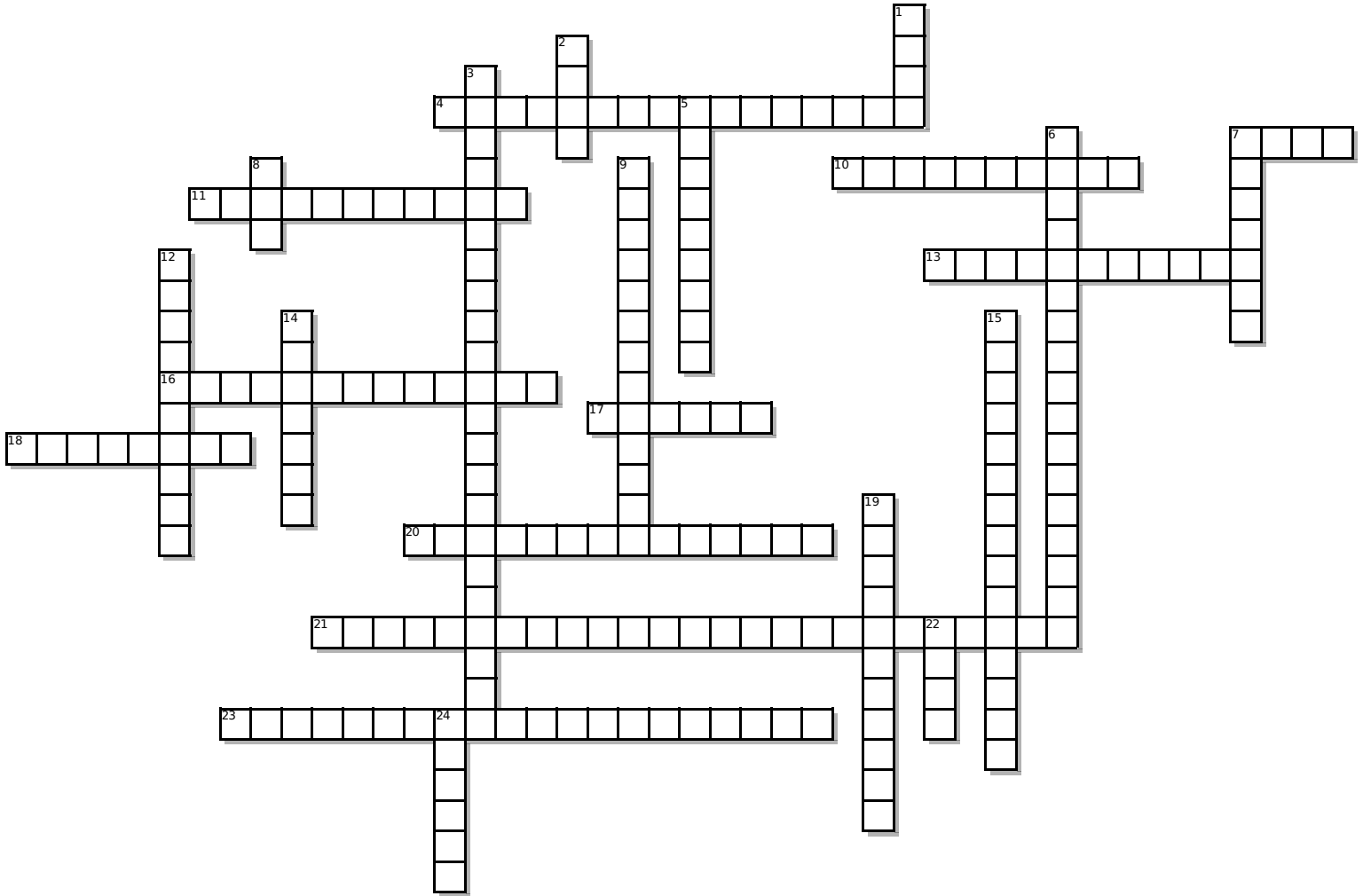# CIW Lesson 2 Vocabulary

ACROSS

4 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

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

10 the practice of categorizing online content though tags

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

13 the integration of telephony and data technologies

16 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

17 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

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

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

21 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

23 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

DOWN

1 Short for "Web log." A collection of personal thoughts posted on a public Web site.

2 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

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

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

7 a data format for delivering Web content that is updated frequently

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

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

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

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

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

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

22 spam that is delivered through instant messaging

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