

# Telecommunications Basics

– Student Notes

*Directions:*

Fill in the blanks.

## 1. Telecommunications

- Is communication (transmission or reception) of voice, data and other signals across a \_\_\_\_\_
- Can occur between an \_\_\_\_\_ number of people in an unlimited number of locations

## 2. Phone Systems

- Are singular-user or multi-line systems
- Transmit voice, data and other signals through the \_\_\_\_\_ line
- Make it easy to talk with people anywhere in the \_\_\_\_\_
- For businesses usually use multi-line systems in order to handle large call volume and a large number of employees

## 3. Voice Mail

- Is an electronic system which stores and transfers voice messages
- Can be accessed from \_\_\_\_\_ telephone in the world with appropriate \_\_\_\_\_

## 4. Cellular Phones

- Are \_\_\_\_\_ telephones allowing voice and data to be exchanged using radio frequencies or telephone signals
- Are acquiring more special features
  - \_\_\_\_\_ numbers
  - voice mail and text messaging
  - ability to send and receive email and instant messages
  - internet browsing capabilities

## 5. Fax Machines

- Are specialty telephones which can scan and \_\_\_\_\_ images (photos or documents) electronically through telephone lines
- Aid in communication when transferring \_\_\_\_\_

# Telecommunications Basics

– Student Notes

## 6. Fax Machines

- Allow various types of communication to take place without having to mail documents through a postal service
  - companies can \_\_\_\_\_ orders from customers
  - employees can \_\_\_\_\_ documents to other offices
  - businesses can \_\_\_\_\_ important documents to other businesses

## 7. Email

- Enables people to send electronic messages with the \_\_\_\_\_ of a button
- Delivers messages via the internet in \_\_\_\_\_ rather than days
- Communicates faster than traditional postal delivery
- Has various types of accounts available (can be combined with a personal organization system such as Microsoft® Outlook®, ACT®, etc.)

## 8. Email

- Aids in productivity and efficiency in a business environment by allowing employees to communicate with one another \_\_\_\_\_ of location; also allows clients to communicate with the company during business dealings

## 9. Email

- Allows documents, pictures, video clips and other files to be transported as \_\_\_\_\_ via the internet
- Allows users to store, organize and archive information contained in emails or attachments

## 10. Instant Messaging & Chatting

- Allows two (with instant messaging) or more (with chatting) parties to communicate \_\_\_\_\_ via a central server (i.e., the internet)
- Allows users to track when another user logs on or off

## 11. Instant Messaging & Chatting

- Requires a “\_\_\_\_\_” or email address
- Is being used more and more in \_\_\_\_\_ environments to connect employees to one another without having to use the phone or email

# Telecommunications Basics

– Student Notes

## 12. Text Messaging

- Allows for increased productivity and efficiency when an employee has a quick question or request, such as:
  - \_\_\_\_\_ an appointment or meeting
  - obtaining a phone number
  - receiving an answer from a partner company in another \_\_\_\_\_ (without having to incur long distance phone charges)

## 13. Intranet

- Is a \_\_\_\_\_ Local Area Network (LAN) for use by everyone within an organization or company
- Cannot usually be accessed from the \_\_\_\_\_ internet, although, extranets (extensions to an intranet) can open holes in this protection to allow controlled and monitored access
- Keeps employees informed about new policies, products, benefits and positions available

## 14. Intranet

- Comes in a variety of formats, from simple to complex
  - \_\_\_\_\_ email capabilities
  - message boards for employees
  - website portals accessible only to employees including:
    - forms
    - company \_\_\_\_\_
    - personnel information such as vacation time remaining and records

## 15. E-Commerce

- Is electronic commerce (business or commercial transactions occurring over the internet)
  - businesses use the \_\_\_\_\_ to communicate with customers or clients
- Examples:
  - email for customer service requests
  - web-based \_\_\_\_\_
  - selling products online

# Telecommunications Basics

– Student Notes

## 16. Audio Conferencing

- Is also known as a conference \_\_\_\_\_
- Is a meeting between different locations occurring by way of special telephone connections
- Is most successful for \_\_\_\_\_ discussions and when participants are notified ahead of time
  - should be scheduled like a regular meeting with an agenda
- Allows a short meeting to occur without requiring travel time

## 17. Video Conferencing

- Is a conference call involving two or more sites or meeting areas
- Is the ability to communicate via video and audio with video conferencing equipment and the necessary phone lines or broadband (internet) connections
- Consists of three types:
  - \_\_\_\_\_ - involving two sites
  - multipoint - involving three or more sites
  - webcast - \_\_\_\_\_ through the internet

## 18. Video Conferencing

- Includes these benefits:
  - is almost like being in the same room
  - enhances understanding and helps participants feel connected to each other through visual communication and interaction among participants
  - supports \_\_\_\_\_ among traditionally isolated organizations
  - heightens and improves communication and presentation
  - \_\_\_\_\_ depth of understanding

# Telecommunications Basics

– Student Notes

## 19. Teleconferencing

- Is interactive communication between several people at \_\_\_\_\_ locations
- Is used by large companies on national or global sites
- Allows employees from various long distance sites to participate in the same phone call at the same time
- Includes these benefits:
  - \_\_\_\_\_ travel costs
  - increasing interaction between sites
  - increasing efficiency

## 20. Telecommuting

- Allows employees to work full- or part-time \_\_\_\_\_ the traditional workplace
- Benefits include:
  - balancing work and family
  - improving employee morale and productivity
  - decreasing \_\_\_\_\_ costs

## 21. Telecommuting

- Factors continuing to affect the future include:
  - availability of bandwidth and fast internet connections in a given country
  - social attitudes for \_\_\_\_\_ work control and work freedom
  - perceived values and economics in telecommuting
  - opportunities and need for working collaboratively across large distances and \_\_\_\_\_

## 22. Telecommunications Ethics

- Requires people to not use a computer in the workplace to:
  - harm other people
  - bear false witness
  - steal ideas or tangible items
  - \_\_\_\_\_ software not paid for
  - conduct personal communication
- Uses various forms of \_\_\_\_\_ to demonstrate consideration and respect

# Telecommunications Basics

– Student Notes

## 23. Telecommunications Etiquette

- Requires people to:
  - \_\_\_\_\_ themselves in all forms of telecommunication
  - send an email rather than call if the message is not time sensitive
  - \_\_\_\_\_ cell phone during meetings and other important events
  - return all calls promptly
  - get to the point quickly

## 24. Telecommunications Etiquette

- Requires people do not:
  - \_\_\_\_\_ while talking on the phone
  - send faxes of more than \_\_\_\_\_ pages without asking permission from the receiver
  - type emails in all caps
  - interrupt a face-to-face conversation to talk on the phone
  - forget to check incoming voice mail or email

## 25. Telecommunications Etiquette

- When answering phones at a place of business requires:
  - providing a professional sounding first impression
  - identifying \_\_\_\_\_
  - identifying the caller and their needs
    - if the caller does not introduce themselves, simply ask, “may I ask who is calling”

Example Phone Answering Scripts:

“Hi, you have reached Cal’s Kitchen, I’m Amanda. How may I help you?”

“Hello, this is Mark at Pet Palace. How can I direct your call?”

## 26. Telecommunication Scenarios

- Which form of telecommunications would you use?
  - You are a customer service representative at a retail store, and you need to ask your supervisor an important question. The answer is highly \_\_\_\_\_.
  - A problem has just arisen affecting your sales departments in \_\_\_\_\_ and the United States. You need to notify both sales managers immediately, but you do not want to repeat the message.

# Telecommunications Basics

– Student Notes

## 27. Telecommunication Scenarios

- Which form of telecommunications would you use?
  - An important document needs to be mailed today, but your manager is at \_\_\_\_\_. It is \_\_\_\_\_ for your manager to look at the documents and check for errors before they are mailed, but she will not be back in the office today.