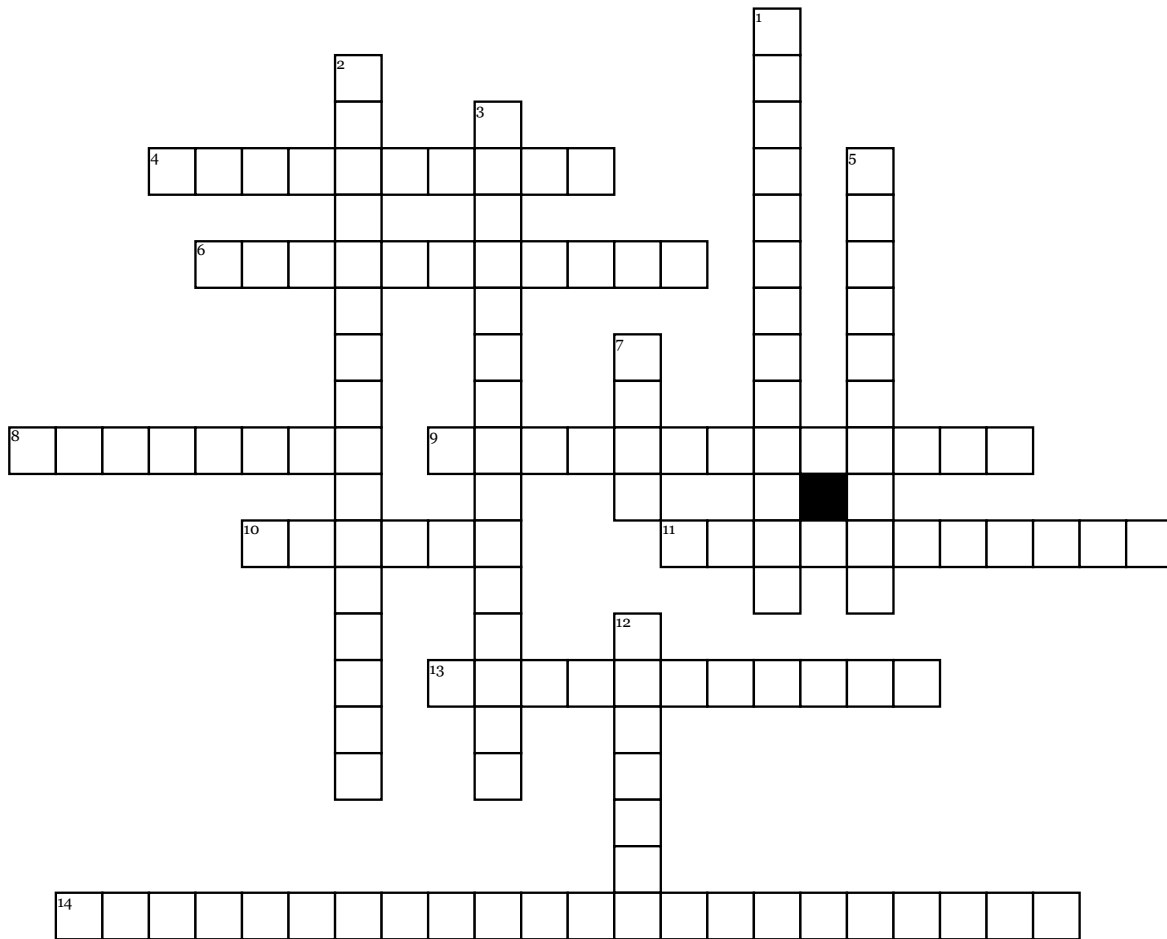


I-B-A



Across

- 4. the practice of categorizing online content through tags
- 6. a Web 2.0 implementation by which Web data is contextualized with the addition of machine-readable metadata
- 8. a status indicator that conveys a person's willingness and ability to engage in communications
- 9. a call center that allows consumers to contact agents via avenues other than by telephone
- 10. a web page that integrates content and scripts from multiple web sites to create new applications
- 11. the integration of telephony and data technologies

- 13. a data format that adds human-readable metadata to existing code so that the data can be processed by other software
 - 14. the ability of a group to exhibit a greater degree of intelligence by solving problems collaboratively compared to the intelligence of an individual member
- Down**
- 1. 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
 - 2. 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
 - 3. a person's ability to use technology in non-stationary positions and in transit
 - 5. a centralized office used for the purpose of processing a large volume of requests by phone
 - 7. 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
 - 12. the use of audio or video digital-media files that are distributed through Web feeds to subscribed users