Benchmarking A method of comparing contract services to services delivered.

Best practice The most effective and desirable method of carrying out a function or process.

Biometrics Means of verifying user identity, based on unique individual characteristics, such as fingerprints and retinal patterns.

Bot Short for "software robot." In the context of an emotionally intelligent interface, a displayed representation of a person whose actions are based on programming.

Brainstorming The process in which one or more knowledge workers focus on a problem and the deliberately come up with as many unusual solutions as possible.

Browser A software program that interprets documents on the web. Netscape Navigator and Microsoft Explorer are the two most popular browsers in use today.

Cable modem A high-speed (large-bandwidth) device for accessing the Internet. Cable modems and DSL represent the most popular, affordable means for customers to gain high-speed Internet access.

Capital expenditure An expenditure on tangible and intangible assets that will benefit more than one year of account.

Chat The instantaneous exchange of text messages between two or more participants. Chat is like e-mail without the delay.

Client-server A computer architecture in which the workload is split between desktop PCs or hand-held wireless devices (clients) and more powerful or higher-capacity computers (servers) that are connected via a network such as the Internet.

Cluster analysis One of several computationally efficient techniques that can be used to identify patterns and relationships in large amounts of customer data.

Community of practice A group whose members regularly engage in sharing and learning, based on common interests.

Content management Oversight of the creation, submission, quality assurance workflow, versioning, and auditing of knowledge assets.