1) Visio call flow design- Visio is a Microsoft diagramming software that allows the user to create organizational charts, network diagrams, infographics, etc. In this specific instance, it is used to create a diagram on how a telemarketer or receptionist receives and handles phone calls.

2) CentOs- a software endeavor, based on a Linux framework, for open-source (code designed to be publicly accessible) communities to expound on. Examples include cloud providers, hosting sites, and data processing.

3) SQL- programming language designed to manage data such as updating or retrieving individual data from a database.

4) PHP- general purpose scripting language used to make dynamic and interactive websites; before 2014, it did not have a written formal specification.

5) ORDBMS- based on both relational (stores & provides access to data points that are related to one another) and object-oriented (works with data objects similar to object languages) database model; where data residing in databases can be manipulated collectively with queries.

6) Query- code that requests alters data from a database

7) MariaDB- an open source relational database intended to be free for public use

8) Jenkins- open source automation server (application which exposes programmable objects to other applications) that automates parts of the web development like building, testing, and deploying, etc.

9) PostgreSQL- open source database management system which emphasizes extensibility (designed to allow new functions and capabilities) and SQL compliance.

10) GoLang- statically typed, compiled programming language similar to C.

11) VueJS- open source front end JavaScript framework for building user-interface & single page applications.