

**TABLE 1**

<b>CLASS</b>	<b>DESCRIPTION</b>
Application	Defines lifecycle callbacks and inbound call handling for a unified communication application.
Observer	A weak-typed listener that can listen on both SignalEvent and MediaEvent. The unified framework supports dispatching event to Observers based on event type and state.
Call	A call is a leg of communication from an Endpoint to Application. The leg must have signal controlled by the Application, optionally media as well.
InviteEvent	Invitation is an incoming call alert. This is a key event to start the call control.
Participant	This represents an abstract party involved in a conversation
MultiStreamParticipant	A type of Participant which can have multiple media streams
Mixer	This is used to mix multiple.Participants together. A mixer is also a Participant, so other Participants can be joined/unjoined to a Mixer. The media streams of joined participants are mixed (or add, or sum) into a single stream, then the result stream is sent out to every joined Participant.
Conference	Represents a real conference that other Participant can join/unjoin. Every Participant that joined a conference receives media from all other participants in the same conference.
Join	A Joint represents the result of the asynchronous join operation on Participant. Extends the Future interface, so can be used to check if the join operation is complete, to wait for its completion, and to retrieve the result of the operation.

# Inbound Call Center Script Templates

**Raffaela Di Napoli**

A red circular graphic with a gradient, appearing as a partial circle or a stylized arrow pointing to the right, located to the right of the author's name.

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