



## InQuira Glossary

---

### *Glossary of Common InQuira Terms*

---

InQuira Version 8.2  
Document Number IQ82-GT-00  
March 16, 2010

**InQuira**  
900 Cherry Ave.  
6th Floor  
San Bruno, CA 94066

## Copyright Information

Copyright © 2002 - 2010 InQuira, Inc.  
Product Documentation Copyright © 2003 - 2010 InQuira, Inc.

## Restricted Rights

This software and documentation is subject to and made available only pursuant to the terms of the license agreement between your organization and InQuira, Inc. and may be used or copied only in accordance with the terms of that agreement. It is against the law to copy the software and documentation except as specifically allowed in the agreement and InQuira will take all necessary steps to protect its interests in the software and documentation.

This document may not, in whole or in part, be copied, photocopied, reproduced, translated, or reduced to any electronic medium or machine readable form without written prior consent from InQuira, Inc., which may be withheld in its sole and absolute discretion.

The information in this document is subject to change without notice and does not represent a commitment on the part of InQuira, Inc. The software and documentation are provided "AS IS" without warranty of any kind including without limitation, any warranty of merchantability or fitness for a particular purpose. Further, InQuira, Inc. does not warrant, guarantee, or make any representations regarding the use, or the results thereof. Although reasonable measures have been taken to ensure validity, the information in this document is not guaranteed to be accurate or error free.

## Trademarks and Service Marks

InQuira, Inc., InQuira 8, InQuira 7, InQuira 6, InQuira 5, InQuira Natural Interaction Engine, Information Manager, and Call Center Advisor are trademarks or registered trademarks of InQuira, Inc.

Siebel 7, Siebel Call Center 7, and all other Siebel products are the property of Siebel Systems, Inc.

Sentry Spelling-Checker Engine Copyright © 2000 Wintertree Software, Inc.

All other trademarks and registered trademarks contained herein are the property of their respective owners

# Glossary of Terms

This document defines the terms common to InQuira.

<b>Analytics</b>	The InQuira business intelligence products, or the processing that they perform to report on application performance, response quality, user satisfaction, and content quality and utilization.
<b>Attribute</b>	The general categories of business entities that you base reports on, such as content <b>Channel</b> or end-user rating (also referred to as <b>Dimension</b> s). Attributes can include one or more levels of subcategories. The navigation path down succeeding levels within an attribute is called a <i>drill-down path</i> .
<b>Cache (IM)</b>	<p>The <b>Information Manager</b> tag library caches frequently used pages in memory thereby increasing the speed with which they can be displayed. A cache can be emptied by appending <code>&amp;cache=refresh</code> to the URL when accessing the page. For example:</p> <pre>http://support.inquiracom.com/kb/index?page=home&amp;cache=refresh</pre> <p><b>Note:</b> The first time a page is viewed after emptying the cache it will load considerably more slowly than when subsequently viewed from the cache.</p>
<b>Concept</b>	Within InQuira, a concept is an “atomic unit of meaning” that cannot be further broken down and still preserve its meaning. For example, a “fund transfer” could arguably be represented as the combination of the concepts “fund” and “transfer”. On the other hand, “individual retirement account” is more than just the combination of “individual”, “retirement”, and “account”.
<b>Confidence Level</b>	The system's confidence in an answer's relevance, based on internal response scoring.

<b>Category</b>	An <a href="#">Attribute</a> defined in an <a href="#">Information Manager Repository</a> that enables you to associate content items with any characteristic or business requirement, such as product and model.
<b>Channel</b>	An object in an <a href="#">Information Manager Repository</a> that defines the various content types, such as Solution, Policy, or Press Release.
<b>Content Processing Instance</b>	The InQuira application configured to be the environment for running tools, indexing content, testing the application and finally pushing the content to the runtime server.
<b>Content Record</b>	An individual document within a particular <a href="#">Information Manager Channel</a> ; a content record conforms to the structural requirements of the channel in which it is created.
<b>Content Store</b>	The database that stores the crawled content used to create the indexes for request processing. The database itself is not used by the runtime instance.
<b>Crawling</b>	The process of acquiring application content (documents) from various sources, such as web servers, file systems, and databases.
<b>Customer Self-Service Center (CSSC)</b>	InQuira's best-in-class web self-service application that provides customers with solutions to questions and issues, and access to additional product and company information.
<b>Data Source</b>	The connection information necessary for an application to communicate with a database, including the driver class name, the JDBC connection URL, the database name and user information, and the server name.
<b>Data Warehouse</b>	A database designed for archiving and analyzing an organization's historical data. This data typically comprises operational data pulled from production databases (such as sales and human resources) allowing for more comprehensive data mining without degrading performance for day-to-day operations.
<b>Dimension</b>	A data element that divides a data set into distinct reportable entities (also called an <a href="#">Attribute</a> ).
<b>ETL</b>	The Extract/Transform/Load process that loads log files into the Operational Data Store (ODS).

<b>Facet</b>	<p>The individual information categories within a <a href="#">Taxonomy</a>. You define facets that correspond to the categories of information that you want to make available to end users, either by defining them manually or by using the Personalized Navigation application classifiers.</p> <p>For example, you could manually define set of facets based on fiction book sub-genres, such as Mystery, Romance, and Speculative, and use the Personalized Navigation application classifiers to generate additional child facets based on values stored in a database.</p>
<b>Indexing</b>	The content processing activity that builds the set of files containing the application content and the various annotations that support InQuira's semantic request processing.
<b>Information Manager</b>	The InQuira content management system that provides a workflow-driven content authoring, editing, review, and publishing environment to support the entire information lifecycle.
<b>Instance</b>	The installed software, configuration, and data required for a particular purpose or role, such as content processing, administration, or request processing.
<b>Intent</b>	A dictionary object that corresponds to a general business purpose or goal, such as 'open account'. Intents are organized as hierarchies, and accept parameters so that responses can be tailored to specific variants, such as 'open checking account' and 'open money market account'.
<b>Locale</b>	A language or language variant, such as American English; used in the context of multilingual support.
<b>Log Extraction</b>	The process of moving log files into the analytics directories for loading; part of the larger <a href="#">ETL</a> process.
<b>Metadata</b>	Metadata is "data about data". Metadata includes table and column names, their detailed descriptions, and their connection to business-meaningful names.
<b>Metric</b>	The quantities that apply to <a href="#">Attributes (Dimensions)</a> . They can be simple sums, such as number of questions, or calculated values, such as average rating score.
<b>Microstrategy</b>	The underlying third-party product used by InQuira <a href="#">Analytics</a> to generate and present reports.
<b>Normalize</b>	A process applied to a user question to reduce it to its basic concepts so that it can be grouped into question clusters.

<b>Normalized Question</b>	A question where the question text has been edited to remove case distinctions, spelling errors, punctuation, skip words, and other elements that may differentiate otherwise identical questions.
<b>Operational Data Store</b>	The staging environment for the data loaded from log files during the InQuira <a href="#">Analytics ETL</a> process.
<b>Portlet</b>	Defined regions of the answer page that enable you to categorize responses displayed on the answer page according to purpose. Some desirable responses are direct answers to user questions, while others might be information about related promotions, services, tools, and terms.
<b>Preprocessing</b>	The process that translates the documents collected by the content acquisition process from their native formats to a standard simplified XML format (IQXML) that the InQuira indexer can process.
<b>Process Wizard</b>	Custom dialog-style answers that respond to specified questions by presenting a sequence of steps that solicit more specific information from users, present the specific information they are seeking, and optionally perform a search based on the information supplied through the dialog.
<b>Propagation</b>	<p>The deployment process by which we move data between Development, Staging, and Production environments.</p> <p>The propagation process is designed to transfer the data associated with content processing between instances within a processor environment; for example, between development and staging instances.</p>
<b>Question Cluster</b>	A group of discrete questions that express a similar purpose or intent; they enable InQuira Analytics to report on questions having the same meaning, but containing different words, as single entities. For example, the questions: When are you open? and what are your business hours?
<b>Repository</b>	Contains all of the content- and user-management objects used by one or more <a href="#">Information Manager</a> applications, including <a href="#">Channel</a> definitions, users and security roles, as well as the actual application content.
<b>Repository View</b>	Repository views are logical collections of <a href="#">Repository</a> objects that pertain to specific aspects of an organization, such as departments or business units.
<b>Response Time</b>	The elapsed time between a user request, or activity, and the system's response to that activity.

<b>Response Activity</b>	An activity for which a response can occur (i.e., Basic Search, Facet Select Search, Process Wizard Finished and Search, Escalation Attempt and Paging).
<b>Revision</b>	A snapshot of the data for a service at a particular point in time. The current state of the system is the latest revision for all services.
<b>Runtime Instance</b>	The InQuira Instance configured to respond to user requests through the user interface. This instance typically receives validated index and configuration data from a staging instance.
<b>Rules</b>	Rules are the Dictionary objects that determine how the application interprets and responds to user requests. The Rules for a given application constitute a set of instructions for interpreting and responding to user requests in the context of the business environment.
<b>Security Role</b>	A set of privileges that applies to the various Information Manager functions, including application and repository management, user and security management, content management, and workflow steps. To work with a given area of the system, a user must be assigned to a security role that has the appropriate privileges.
<b>Scheduler</b>	The InQuira function that schedules and distributes work, such as content processing, either on its local processor, or to other configured instances in a distributed application. The instance on which this centralized function resides is sometimes called the scheduler.
<b>Service</b>	A part of the software that performs a discrete function or set of functions, and which receives input and creates output for use by other services or end-users. For example, the configuration service provides a means to store and retrieve configuration data
<b>Service Directory</b>	The location below the data directory within the InQuira instance where a specific service stores its data. Each service maintains a directory.
<b>Synch Point</b>	A snapshot of the data for all services at a particular point in time. Each service maintains a consecutively numbered directory specific to each synch point. In Version 7.0 and higher, Revisions replace synch points.

<b>Synchronization</b>	The method by which the application transfers data for request and response processing (runtime) from a sending instance to one or more receiving instances; for example, from a scheduler instance to multiple runtime instances.
<b>Taxonomy</b>	<p>A classification of objects. For Personalized Navigation, the items classified in the taxonomy are items of relevant information, such as documents, sentences, and database entries, that belong to defined categories, such as product model, and price.</p> <p>For any given item in the taxonomy, all objects classified in that item are implicitly classified for all parent items in the taxonomy.</p>
<b>Transport</b>	The means by which services communicate within the application. InQuira supports Local (services within the same execution context), RMI, SOAP, Socket, and EJB.
<b>Workflow Processes</b>	Sequences of steps, such as author, review, and publish, that you define to enforce specific content management procedures.