

19 PRINT MEDIA

- Subscriptions
- Advertising
- Article reprints via fax/web (ordered by phone)
- Surveys/polls direct from articles
- Interactive articles with author/guest recording & playback

20 REAL ESTATE

- Talking house – recorded property information playback via web/phone.
- Listing service – search by location, amount, type, etc.
- Apartment availability.

18 MILITARY

- Mobilization orders

21 RETAIL SERVICES

- Catalog sales and ordering
- Rental & reservation systems
- Credit checks
- Store locator services

17 MANUFACTURING

- Automated testing and floor integration
- Component availability
- Sub-contractor scheduling and broadcast

22 SALES FORCE AUTOMATION

- Lead generation & tracking
- Conferencing
- Product testimonials via fax, phone or web ordered from phone.
- Motivational broadcasting

16 LEGAL (BSR031)

- Docket status & reporting
- Court date reminder system
- Conferencing

23 SOCIAL SERVICES

- Neighborhood watch
- Job lines
- Unemployment verification
- Emergency services
- Elderly check-up line
- Community voice mail and broadcast
- Sports lines (soccer, baseball, etc.)

15 INSURANCE

- Claims reporting
- Accident reporting, recording and status.
- Premium reminders & status.

14 HUMAN RESOURCES

- Employee benefit information lines. Check on status, balance of 401k and other programs. Automatic faxing of forms and requests.
- Candidate screening – prerecorded interview via the phone. Playback via the web or phone.
- Classified ad lines
- Timesheet data entry via telephone.

24 SPORTS

- Ski reports
- Golf tee-time scheduling
- Sport scores & lines

13 HOSPITALITY

- Wake up calls
- Concierge services
- Conventions – message center consolidation, scheduling, attendance recording
- Reservations

25 TELECOMMUNICATIONS

- Voice dialing
- Unified messaging
- Directory assistance
- Enhanced services (centrex style service)

12 HEALTH CARE

- Patient notification system – front end to family calls and updates to keep everyone in the loop without having to call each one individually.
- Appointment scheduling and reminder service.
- Drug info. Line – interaction information and prescription pick up.
- Medical transcript – fax forwarding between doctors and status checking.
- Certification status and verification – nurses, home care, doctors, etc.

26 TRANSPORTATION (BSR003)

- Frequent user call in lines
- Crew/driver scheduling, messaging and broadcast
- Schedule status
- Dispatch and location verification (GPS style)
- Package tracking
- Courier scheduling, tracking and status

27 UTILITIES

- Outage reporting
- Emergency notification

