

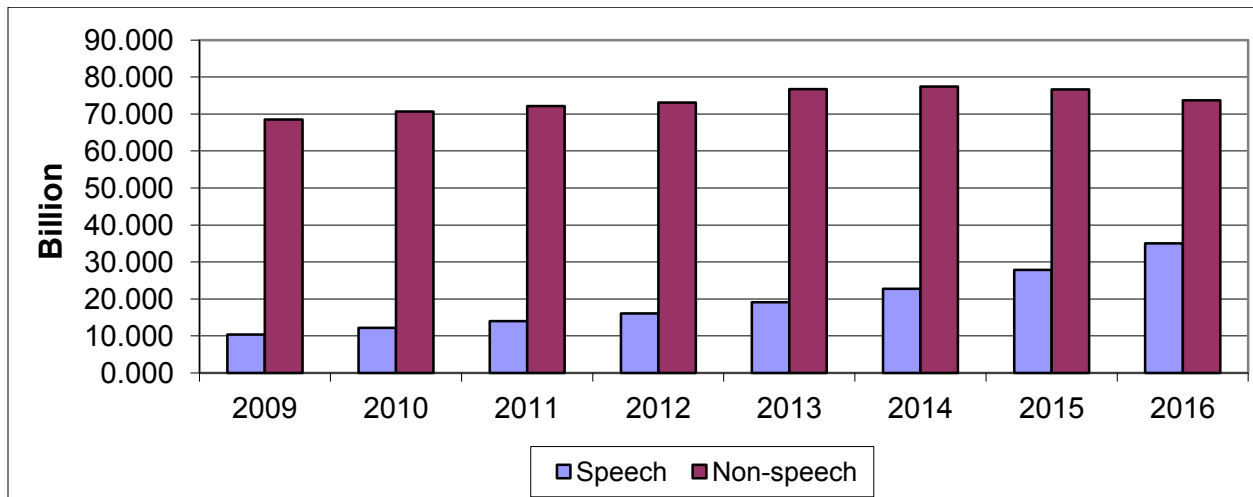
## Telephone Self-service, Markets, Products & Suppliers: 2009-2016

**Telephone Self-service, Markets, Products & Suppliers 2012** analyzes the market from 2009 through 2016, providing separate data and forecasts for the two major market segments – **DTMF** and **Speech-enabled**. The report breaks down these market segments to provide concise, detailed market data from a number of key perspectives:

- o Hosted vs CPE,
- o end-user revenue,
- o port shipments and installed base,
- o system shipments and installed base,
- o call-minutes by vertical segment & application,
- o CSR shipments and installed base,
- o vertical industry (financial services, healthcare, utilities, etc.)
- o application (collections, emergency notification, customer care, etc.)
- o geographic penetration,
- o distribution channel,
- o type (expansion, greenfield or replacement)
- o telephone network (VoIP vs PSTN)
- o M&A history
- o patent ownership
- o Speech vs DTMF
- o NL vs directed dialog

A breakdown of the value chain is presented for the period 2009 through 2016.

### Telephone Self-service Call-Minutes by Speech vs Non-speech



A complete TOC is available if requested.

If you have additional questions, or would like to purchase a copy of this market study, **please contact Walt Tetschner at 978-266-1966 or [tetschner@aol.com](mailto:tetschner@aol.com)**

