BNSF’s new voice recognition software is able to recognize many words and phrases including:

**Main Menu**
- Self Service
- Shipping Instructions
- Car Movement
- Intermodal Movement
- Web Support

**Secondary Menu**

**Self Service**
- Driver Trace
- Secure Trace

**Equipment and Demurrage**
- Boxcars
- Flats & Gondolas
- Hoppers
- Private Cars
- Intermodal
- Railcar Equipment Request
- Coal

**Invoices**
- Freight
- Intermodal Storage
- Miscellaneous Carload
- Demurrage Invoice
- Government
- Credit

**Border Support**
- Canadian Customs
- Mexico Customs