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## Has the Traditional 'Telephone Call' Seen Its Day?

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Which do you prefer? The sound of an incoming text message, or a telephone call? Which sound makes you lose your focus more? Which sound evokes more stress? Which sound compels you to take action? It seems as though the people around my age and younger would say 'anything is better than the phone call'. And you will notice that they don't call people much, either. They practice what they preach in that way. And for people my age or slightly older (I hover around 40 now) the phone call is an 'interruptive technology'. You are just about to get started on that business plan., or you are right in the middle or writing that blog post, or you have just found a few quiet minutes to read your Bible and then 'ring-a-ling-ding-my-dingy-ling-long-wang-chung-have-fun-tonight' happens. Or perhaps some other ringtone. But it doesn't stop. Then, if you want to know what this person wanted you have to go to your voice mail, only to find out that no one leaves a voice mail any more because who the heck doesn't have some kind of caller ID? It would appear the traditional 'phone call' for social purposes is dying indeed... Even my mom who is 76 years old said 'text message because it doesn't keep ringing while I'm on the toilet!" Good point, mommers! I believe that phone still has one place and that is for business calls during business hours, or as one friend put it "I don't take calls that are not scheduled." So here is how I see phone still having a place until everyone has some form of VOIP connection:

- a message (ie. text, Telegram, email) is sent scheduling the call.

example: eg. "J-dog. Able to chat at 9:30 for 10 minutes?" or

Dear Mr. Robertson, do you have an hour at any point tomorrow for a phone call?

- the call is made or rejected or rescheduled

For a business, however, it makes sense to have the phone lines open for sales and customer service. Anyone in sales or customer service would be justified to be with phone and on call. They are paid to be interrupted. Did I miss anything? Do you disagree?

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