

**Vocollect Voice®:  
Choice, Performance  
and Reliability For  
Your Mobile Workforce**



## How Will Your Team Use Voice?

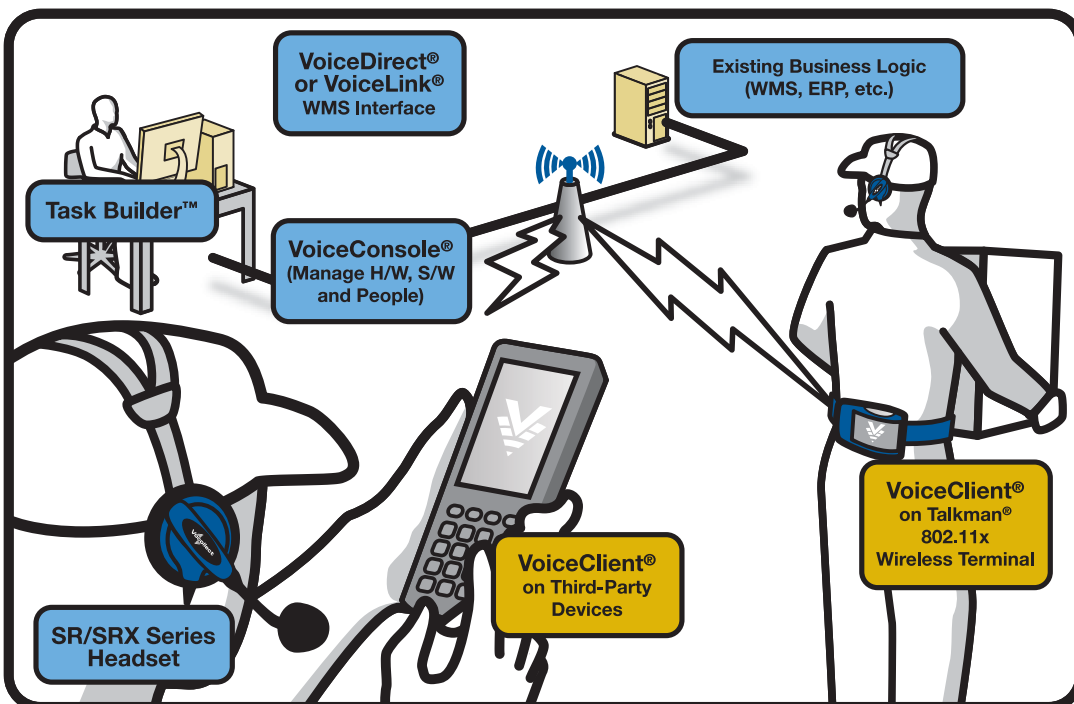
**With today's DC teams more mobile than ever, you need to equip your team members with mobile devices that best fit the jobs they're doing, their individual work styles, and your IT infrastructure.**

Vocollect Voice is the choice for powering hands-free work for businesses with mobile employees. Vocollect Voice runs on a broad set of industry-leading, voice-capable mobile devices. And Vocollect is continually performing speech recognition and system performance testing to identify additional devices to support. You can choose the mix of devices that best fits your operation. With Vocollect Voice, you will run one set of applications, one voice-system management console, and one interface to your host system. The result?

- **A consistent voice-enabled work experience for all your team members**
- **A single IT and software infrastructure to deploy and maintain**
- **Vocollect Voice productivity throughout your operation**



*Vocollect draws from over 20 years of experience working with thousands of customer organizations worldwide.*



**Vocollect**  
**Voice**

## Maximizing Each Team Member's Productivity

**Do your team members perform different jobs during the day? With Vocollect Voice running on a device with a screen, they can use visual displays for some applications and voice for others – choosing the right mode for the job at hand. You can minimize the number of different devices your team needs to be trained on while maximizing your investment in screen- and keyboard-based applications and supporting technology**

Or perhaps you need a mix of devices at each site – with some of your workers using a Talkman during an entire shift of intensive voice-directed work, while others use a screen-based device as they switch between different jobs.

No matter which devices your team members are using, they will still be able to realize all the benefits of the Vocollect Voice product set, including:

- ▄ **Industrial-strength speech solution.** Vocollect VoiceClient® provides fast, accurate, and noise-tolerant speech recognition and speech output for your team members.
- ▄ **Standard applications for your operations.** Deploy Vocollect Voice-enabled applications from Vocollect or its reseller partners for Selection, Put-To-Store, Replenishment, Put-Away, Line-Loading, Cycle-Counting, Loading, and Backstocking.
- ▄ **Choice of native direct functionality or middleware.** Connect directly to your host WMS or ERP system with VoiceDirect®, or use VoiceLink® to extend the value of your host system with assignment coordination, exception-handling, and reporting. Or draw on your supplier's expertise in middleware and integration.
- ▄ **Voice system management.** Vocollect VoiceConsole® provides device management, operator management, configuration management, and system diagnostics all through a browser-based dashboard, giving your team members what they need, when they need it.
- ▄ **Rugged voice recognition headsets.** The Vocollect SR Series headsets provide the highest-quality voice recognition and consistent performance possible.



*Vocollect Voice powers hands-free work for your mobile employees – no matter what mix of devices best fits your operation. Your team will enjoy a consistent, voice-enabled work experience; a single IT and software infrastructure to deploy and maintain; and enhanced productivity throughout your supply chain.*

- ▄ **Quick start-up.** Your team can add highly accurate, personalized voice profiles to their devices in 20 minutes or less.
- ▄ **Total approach.** Tap into a vast team of Vocollect Voice qualified business partner experts to evaluate your operations, build a business case, design and implement on-time and on-budget, coordinate training, and provide support to your DC team.

## Vocollect VoiceClient:

### Maximizing Each Team Member's Productivity

Voice is the most human and effective interface to your host system. You'll be impressed by how focused, fast, and accurate team members can be – they never take their eyes off what they are doing.

## Speech Recognition:

### The Vocollect Voice Speech Recognizer

- /// **Efficient, natural voice dialogs.** Interacting with Vocollect Voice is like having a conversation with a person. Each prompt can be configured either to ignore the operator until the system is done speaking (such as when it's giving important information like the next location), or to allow the user to interrupt the system. Also, the Vocollect recognizer does not require you to use *anchor words* each time you speak to it. Anchor words turn the recognizer on and off for every transaction, requiring operators to speak thousands of unnecessary words every day, significantly reducing their productivity.
- /// **Tuned to each speaker.** Ever had to repeat yourself, or start over, when trying to navigate through the voice prompts of a call center? Speaker-independent recognizers can work for the "average" user in the "average" situation. However, they may perform poorly for those who have unusually high or low voices, have distinctive accents or are operating in a lot of background noise. If team members have to constantly repeat themselves, you'll never see the speed you're expecting. A *speaker-dependent recognizer* is more accurate because it is tailored to the person who is talking to it – their language, pronunciation, accent. It only takes about 20 minutes to train a personal voice profile, and this can be done anywhere in the DC.

- /// **Adapts over time to each speaker.** To get even higher accuracy, Vocollect Voice is equipped with *adaptive recognition*. It is continuously working behind the scenes to automatically update voice profiles in response to changing voice and environmental conditions. Better and better performance is the result. (Support for adaptive recognition performance varies depending on the mobile device platform.)
- /// **Supports all languages.** Team members can create their voice profile using the language of their choice.
- /// **Robust recognition for industrial workplaces.** Vocollect Voice has been optimized for industrial environments using "real-world" recordings of noises like pallet drops, PA system, horn beeps, and fan/freezer noise.

## Spoken Prompts:

### Computer Voice vs. A Human Voice

Vocollect offers both. You can record voice prompts as spoken by a worker. The primary drawback to human prompts is that they must be maintained in all the languages you need. Also, if an application dialog changes, the new prompts must be separately recorded.

Most customers choose Vocollect's text-to-speech (TTS) capability, which pronounces any dialog prompt or product description as spoken voice. And if you need to add or edit voice dialogs, any text you specify is automatically converted to voice. Vocollect's TTS is available in multiple languages and voice styles and is intelligible at high speeds (operators can select from nine different speeds, up to 400 words per minute).



Vocollect Americas:  
info@vocollect.com  
412.829.8145

Vocollect Europe:  
Voc\_emea@vocollect.com  
+44 (0) 1628.55.2900

Vocollect Latin America:  
latin\_america@vocollect.com  
412.349.2675

Vocollect Japan:  
japansupport@vocollect.com  
+813.3769.5601

[www.vocollect.com](http://www.vocollect.com)