

Vocollect VoiceClient

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,

Spoken Prompts - Computer Voice vs 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).



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About Vocollect

Vocollect, a division of Honeywell, is the number one provider of voice solutions for mobile workers worldwide, helping customers achieve a higher level of business performance through voice. Every day Vocollect enables over 300,000 workers worldwide to distribute more than \$3.5 billion dollars' worth of goods from distribution centers and warehouses to customer locations. A global team of over 2,000 supply chain reseller and channel partner experts supports Vocollect Voice offerings in 60 countries and in over 35 languages. Vocollect's VoiceWorld Suite integrates with all major WMS and ERP systems, including SAP, and supports the industry's leading mobile device solutions.

For more information, visit www.vocollect.com

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