# 10 common myths about voice

Addressing the most common myths
about voice in the warehouse

**infios**

a Körber company

# Introduction

With more than a decade of experience completing voice implementations, we have confronted many of the myths, concerns, and objections about voice. Read on to learn the 10 most common voice myths we hear, and how the voice solution can address them.

## 1. Voice won't work in a noisy warehouse

The noise-cancelling microphones in the voice headsets filter out common sounds such as pallet drops, truck beeps, conveyor system mechanism sounds and freezer fans. With the SoundSense technology, unwanted word and sound insertions are reduced by more than 50%.

SoundSense allows the voice recognition software to provide superior voice recognition performance in demanding, noisy environments. To further assist workers who may need to have some more significant reduction of background noises, there is a single cup hard hat and dual cupped headset in its wired headset line and offers a similar single-cup options for the SRX3 wireless headset. Voice has over a million voice users using voice in freezers, outdoors, in manufacturing environments and more, so you can feel confident that the voice solution will work within your environment.

## Voice by the numbers

- 1 million users globally in 60 countries
- $5 billion in products moved daily
- Benefits including increased productivity and accuracy, and decreased training time
- Implemented industries include:
  - Retail
  - Cold storage
  - eCommerce
  - Wholesale and distribution
  - 3PL
  - Maintenance and inspection
  - And more!
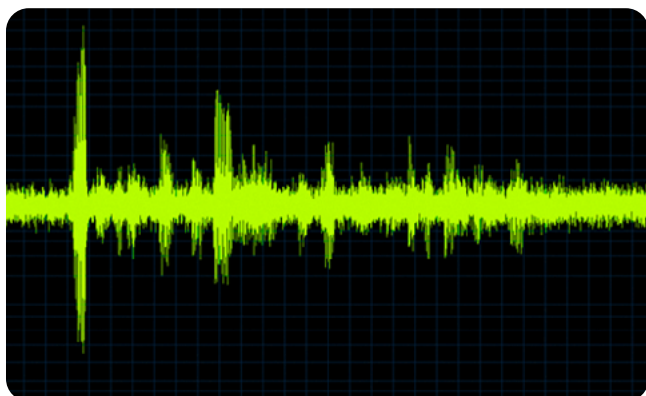
**Voice recognition without SoundSense**
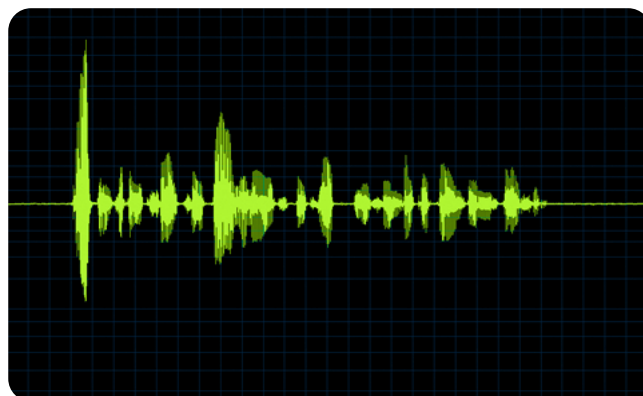
**Using a SoundSense headset**

## 2. Voice doesn't work if all the speakers don't speak the same language

Voice workers can hear commands in over 40 languages. Some examples are: Arabic, Cantonese Chinese, Taiwanese Mandarin, PRC Mandarin, Czech, Danish, Netherlands Dutch, Belgian Dutch, Australian English, UK English, US English, Finnish, Canadian French, French, German, Greek, Hindi, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Brazilian Portuguese, Portuguese, Romanian, Russian, Slovak, Slovenian, Latin Spanish, Spanish, Swedish, Thai, and Turkish.

The voice recognition engine is language-independent, meaning each worker's responses are individually trained before they begin using the system. During training, users can speak in their native/preferred language, including any regional or dialect differences. The voice system learns how the user speaks and therefore can accommodate any language, dialect or accent for speech input.

## 3. Your warehouse has to be 100% voice-enabled

For many operations, scanning large barcodes or serial numbers will always be necessary, but that doesn't mean voice is out of the question. The A700x series was developed with this in mind. They can be unholstered and hand-held, much like a traditional RF scanner, or used hands-free by moving boxes with labels past the scan target while the device rests on the worker's belt. The scanner can be triggered by a voice command, pressing a button on the device, or automatically by a Voice Application. The devices in the A700x series can also be paired with many other types of scanners (either wired or Bluetooth) if you have existing equipment that you would like to continue using.

# 4. Voice is for picking

While voice technology was initially introduced to enhance the workflow for picking, the success of the solution has resulted in a growing number of other use cases for voice technology including:

- Gravity-feed piece picking
- Carousel line loading
- Batch picking
- Pick to load
- Loading
- Trolley/pull-cart picking
- Freezer use
- Product traceability
- Put-to-store/flow through
- Catch weight/random weight

- Maintenance and inspection
- Receiving
- Shipping manifests
- Directed put-away
- Stocking/replenishment
- Supporting narrow aisle and high-reach trucks
- eCommerce and packing station
- Cross-docking
- Audit and quality control
- Cycle counting and physical inventory

# 5. Voice has lagging updates to WMS

VoiceDirect supports real-time processing directly with your warehouse management system (WMS) or host system. A VoiceDirect interface lets a WMS provider drive the business logic centrally, while relying on the voice system to update as your workers move throughout the warehouse. This ensures that you will always be up to date with what is happening in your warehouse.

# 6. Voice implementations take up too many IT resources

VoiceLink™ enterprise connector offers a quick way to improve productivity because it integrates with almost any WMS or host system, making a voice implementation easier to sustain without a large IT resource pool. VoiceLink™ supports near real-time processing as a complete web-based middleware application and supports multiple "out of the box" workflows. This helps to minimize support complexities and the costs associated with managing disparate systems. Additionally, a large majority of the solution will be dictated by the operations side of the business, as voice is, by design, meant for daily use by the operations team.

## 7. Voice takes too long to implement

Once all pre-sales paperwork is completed, the time from design to go-live is typically between 60 and 90 days.

## 8. Voice projects are low priority

Although we do appreciate that voice is not the main priority for every DC, increasing warehouse productivity and decreasing costs often are main priorities. Picking labor is the biggest expense in most DC's, and voice can dramatically affect that labor cost while increasing accuracy and reducing training time. These major shifts typically result in short ROIs that tend to make voice a priority when considering projects.

## 9. Voice projects are too costly

ROI for a voice project typically ranges between 9 to 12 months, depending on any number of factors including, number of users, number of shifts, number of voice applications being considered.

## 10. Workers don't like using voice

While it is normal for there to be some push back from experienced workers when a new technology is workers want to go back to their old way of doing things once they have adjusted to voice. Voice makes it easier for workers to do their jobs, and do them well, after voice is introduced.

### CONCLUSION

While many of these myths can cause concern, you will find that they are all easily disproven with voice. To learn more about voice technology simply visit **www.infios.com**

See how Infios's voice technology can help your business:

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