Click Reply™
Voice Recognition Module

Reply
@logistics

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In spite of the significant results achieved with the modernization of Warehouse Management Systems operations, the fundamental topic of how warehouse operators and information systems communicate has been addressed only in recent times.

The interaction with the WMS typically implies a significant amount of time spent on data entry, either by keyboard, optical reader or other devices. Data entry operations slow down the whole operational process and can potentially generate errors.

The adoption of voice technology represents a real revolution in logistics processes. It can be used to manage critical applications in distribution centers such as goods picking up and dispatching, but also in activities such as goods reception and quality control; generally speaking, for all those applications where speaking is the faster, more efficient option for operators rather than manual data entry in a terminal or a papery module.

Today voice recognition systems are being used in a growing number of distribution centers, plants and other work environment where vocal communication of data turns out to be easier and more useful than traditional data entry methods, where speed and accuracy of operation and the immediate availability of information create real savings, greater productivity and an increase in performance and results.

Click Reply™, Reply's proprietary solution for Supply Chain, integrates an innovative solution for managing "hands-free" and "eyes-free" systems, based on Vocollect™'s technology, the world leader in voice recognition systems for industrial and warehousing applications.

With a specific Voice Recognition module, Click Reply™ integrates Vocollect™'s voice system, allowing a real-time dialogue between operators and the Warehouse Management System, thus avoiding any kind of manual data entry.
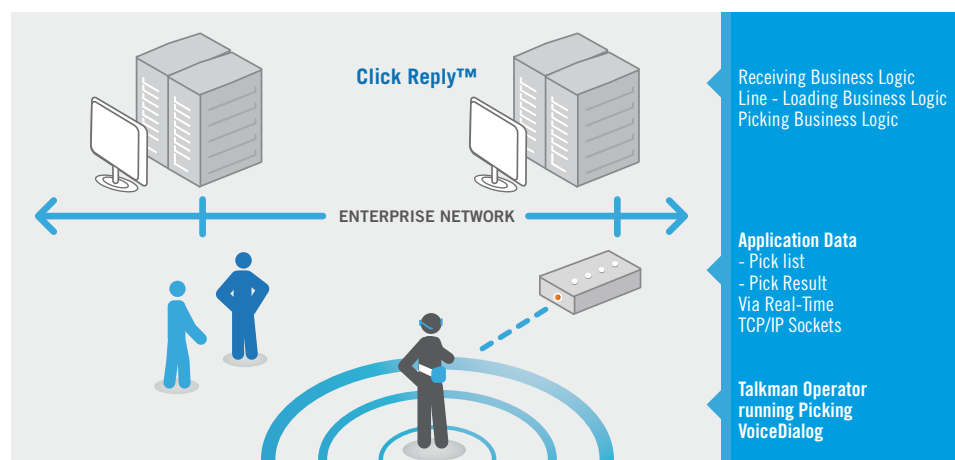
The terminals supplied to warehouse operators receive the data directly from Click Reply™ WM module and translate them into voice commands; the operators' answers are then digitalized and readdressed to the system in real-time.

The operators can receive instructions, confirm the accuracy of their work, point out eventual mistakes, all this by simply speaking and listening to the warehouse management system by means of terminal kits consisting of earphones, microphone and RF terminal belt.
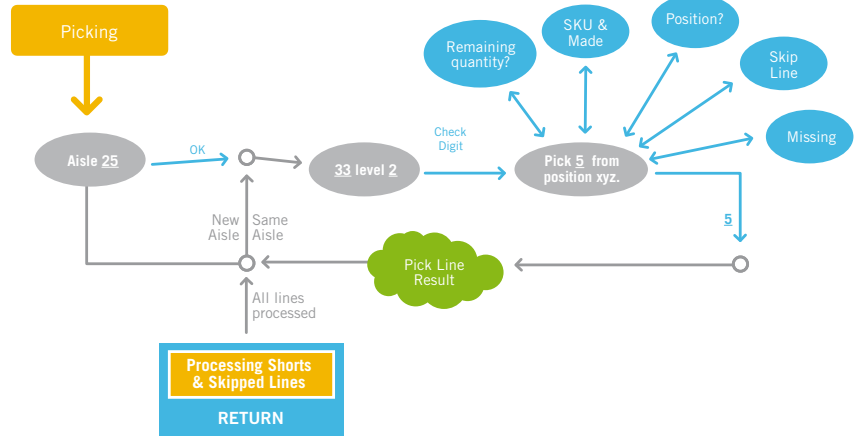
Thanks to this innovative technology, operators' work becomes simpler and more natural: voice systems allow them to have both hands free and to concentrate on the task being undertaken, thus increasing safety and accuracy, without having to interact with a keyboard and a monitor.

With the Voice Recognition module, Click Reply™ is able to manage in real time an information flow with warehouse operators, introducing greater agility in warehouse operations in an absolutely natural way.

The logistic processes that are significantly improved by voice technology and where it is possible to rapidly obtain a Return on Investment are:

- Case Picking
- Piece Picking
- Pallet Picking
- Cross-Docking
- Cycle Counting
- Stocktaking

However, it is advisable to take a close look to the following operational processes as, with the aid of voice technology, it is possible to obtain several operational improvements, both in terms of quality and of time:

- Put-away
- Shipping /Receiving
- Loading
- Bulk Transfers
- Replenishment
- Sorting returned goods