voxware
The Voice Is Yours™

VOXCONNECT
GRAPHICAL WMS INTERFACE TOOLSET

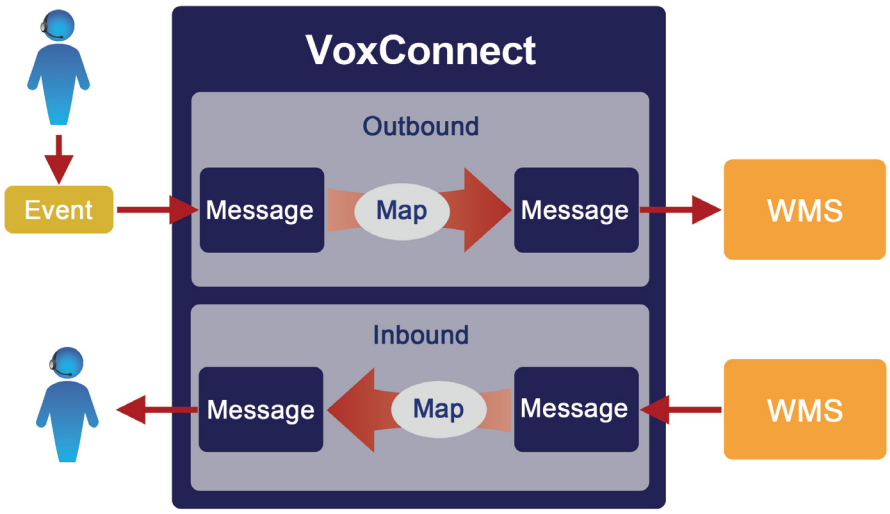
Sometimes the biggest challenge in voice-enabling your warehouse is getting all the systems to play nice together. VoxConnect easily creates loosely-coupled WMS interfaces.

VoxConnect makes WMS interfacing easy, without compromising on flexibility. Instead of inflexible product-level integration, VoxConnect interfaces operate at the data and message level, making it possible to tailor the voice solution and update voice workflows without requiring the WMS vendor to open up their code to make expensive changes. Interfaces can be real-time with immediate feedback to the WMS of task results.

VoxConnect works with a set of messages that Voxware VMS uses to describe the data needed for a particular event, such as a worker log-in or a request for an assignment. The data is optimized for transmission back and forth to the wearable computer used by the worker.

The WMS typically has the same data, but often in a differing format and optimized for its needs. With older voice technology, voice solutions were often directly connected to the WMS with embedded, product-level code. This created a "deadly embrace" between the WMS and the voice solution, effectively freezing the voice business process at a specific release, modification module, and functional level, and making changes to the voice solution expensive and sometimes cost prohibitive.

VoxConnect solves the problems of direct-connect WMS integration with its data-driven interface architecture. All interfaces are "loosely-coupled," thus enabling you to institute many process changes in one system without requiring the other system to be modified. Three simple steps are needed to connect the WMS and the voice solution:



Key Features

- Visual GUI for map definition
- Event-driven interfacing
- Define interface touch points for every event by workflow – can vary
- Exchange different data elements based on workflow
- No embedded API-level code
- Consistent with modern enterprise application integration (EAI) practices
- Exchange of configurable messages – not hard coded
- Mapping concept connects WMS and voice data elements
- Support both inbound and outbound real time transactions (voice or WMS initiated events)
- Transformers for data conversion
- Choice of transport protocols (sockets, HTTP, FTP, JDBC …)
- Reliable delivery – Quality of Service (QoS) for all messages
- Transactions stored if host is down in a batched environment
- Mix and match, real-time and batch transactions
- Port voice solution to various versions of WMS
- Introduce new events to enable granular data exchange with WMS
- Simulator testing environment

Map. Using the VoxConnect graphical interface, solution designers create maps that connect the data in the WMS to the voice solution, and ensure that the WMS is driving the business process.

Transform. When needed, a VoxConnect transformer can be invoked to convert the WMS data into a format that is optimized for Voxware VMS, and back again. Many Transformers are pre-built into VoxConnect, and for truly unique requirements it is possible to create a new transformer.

Transport. The means to electronically transmit assignments, tasks, and results between the two systems needs to be defined. VoxConnect supports a wide enough variety of transport protocols (such as Sockets, HTTP, FTP, JBDC), so exchange of data is easy to set up.

Enterprise Voice Architecture

While companies that use voice in the warehouse report positive benefits, research confirms that users of proprietary voice systems are not always happy. These users are frustrated by a high-cost infrastructure and the expenses associated with making changes to their voice systems.

Voxware solved those problems through an important yet often unseen innovation: the Enterprise Voice Architecture (EVA). The software foundation for the Voxware Voice Management Suite, EVA makes every Voxware solution portable across diverse hardware devices, operating systems, DBMS, and web servers.

Part of the architecture is our Enterprise Voice Manager, which controls voice operations across multiple warehouses. The manager follows our commitment to Universal Configurability, enabling virtually any voice business process to be configured, not coded.

We invest in innovation, regardless of how flashy or outwardly obvious it is. But when our product delivers long term cost control and operational agility, it becomes clear that our software is built for best in class business over the long haul.