HighJump™

Using Voice in a Multi-Lingual Warehouse

Introduction

Today's warehouse has become a melting pot of different cultures, races, and languages, which can cause a unique challenge when trying to implement voice. There is a common misconception that having workers that speak different languages (or even speak with heavy accents) will disqualify you from using voice in the warehouse, but that couldn't be further from the truth. Vocollect Voice provides a large amount of flexibility when designing your voice system, regardless of the diversity of your warehouse.

The Technology

With voice, workers are hands-free and eyes-free, with the voice system feeding instructions from your WMS to your worker through a headset. The headset provides prompts, including the location of the item and the item quantity to be picked, and the worker responds to confirm that they are at the correct location and have picked the items. This allows them to work quickly and efficiently, increasing productivity and accuracy throughout your warehouse, while allowing live updates into your WMS.

The technology behind the Vocollect Voice system lends well to diverse operations. To begin, the recognition engine is language-independent, meaning the system recognizes the responses of the user, not the language it is spoken in. It is also speaker-dependent, which means each user has to
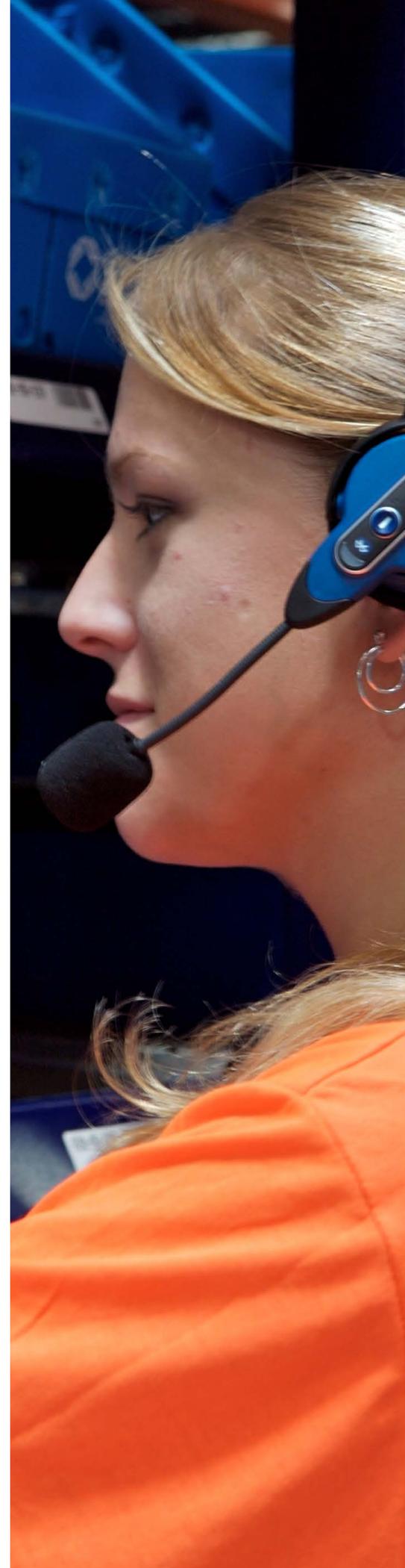
train the system to recognize their individual language, dialect, and speech patterns before use. These training sessions are typically 15-30 minutes, and a unique profile is created for each user storing their speech patterns and responses.

If Your Workers All Understand the Same Language...

For many warehouses, workers will all understand one language, but may struggle to speak it. Vocollect's unique voice-recognition system allows workers to hear the system in any of the 35 different languages offered, and respond in another, as long as the response language is consistent with the voice profile they created during training. This is the most common way to adapt to a multi-lingual warehouse, as it only requires one language to be loaded into the system.

Example: When training the voice system, one worker could respond "uno" when prompted with "one", "dos" when prompted with "two", and so on. Then, when moving through the warehouse, they would continue to respond in Spanish, while listening in English. Another worker would complete the same training, but respond with "eins" and "zwei".

Benefits of Voice

- Up to a 35% productivity increase

- Up to an 85% accuracy increase

- Up to a 67% training time decrease

- Up to a 50% turnover decrease

- Decrease in damaged items

- Increase in worker safety

If Your Workers Do Not Understand the Same Language...

Alternatively, if one language is not understood by the entire workforce, Vocollect Voice commands can be heard and spoken in 35 languages: 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. This requires multiple languages to be loaded into the system, and it is recommended to have at least one manager who speaks each language.

Example: One worker would hear and respond "one", another would hear and respond "uno" and another would hear and respond "eins".

Final Thoughts

Although a multi-lingual workforce can be challenge, it should not stop you from considering voice. There are many options that will allow you to adapt to your changing workforce while realizing the many benefits of Voice.

Today's consumer has ever-higher expectations for purchasing convenience, delivery speed, choice and adaptability. More options for consumers spell greater complexity for the supply chain. It's no longer enough to fulfill demand – you must anticipate it, predict it and make smarter, faster decisions.

In a high volume, complex logistics environment, the shift to an on-demand model can be challenging – but failing to adapt poses even greater risks. You need a technology partner with a proven track record of delivering efficiency and a lower cost of ownership today, plus the flexibility and innovation to help you realize your strategic roadmap tomorrow and beyond.

At HighJump, we're integrating our proven solutions for the warehouse, transportation and logistics ecosystem with emerging technologies – from around our company and around the world – to build the supply chain of the future. Leveraging advanced cloud technology, we can help you ride the wave of data to achieve greater efficiency, uncover actionable insights, and stay ahead of the curve.

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