AccuSpeech *Mobile*

1. Question: You say that you have an' innovative mobile approach' to WMS voice deployment. How are you different from Vocollect, Voxware and other commercial WMS voice solutions?

Answer:
Vocollect, Voxware and other similar technologies, by design and architecture provide voice control for your WMS by:

- Integrating their own WMS voice application (ex. picking) to your picking application (This is achieved via integration processes on your server);
- Requiring integration layers and commercial WMS interfaces that connect the voice picking application with your application.

These traditional WMS voice implementations are only applicable to a select number of WMS applications, and by design unable to support other SCM applications such as transportation, DSD, in-store retail or field services.

The **AccuSpeechMobile solution** is a fully mobile 'voice-enabling' solution, that non-invasively voice-upgrades <u>your existing</u> WMS applications.

- We have eliminated any need to connect/integrate a voice picking application with a customer's picking application (or any other WMS application).
- Our approach does not require any server-resident voice related software, integration layers or code of any kind.
- Our approach does not physically touch your WMS, nor does it require any changes to your WMS applications, business processes or workflows.
- **Our technology is scalable**. This means it can voice-upgrade any enterprise workforce application. (yard mgmt, transportation, DSD, in-store retail, and field services.

2. Question: What do you mean by 'Server-Less' WMS Voice? How do you provide voice productivity if my WMS resides on a server?

Answer: As indicated above, the AccuSpeechMoble solution is completely mobile, all voice functions support and integrating with your WMS is achieved on the ruggedized mobile computers used by your warehouse personnel. There is absolutely no server-based (resident) voice software or integration comprised in our solution.

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FAQs

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3. Question: What do you mean by 'seamless integration' with my WMS applications?

Answer: Integration with your WMS is achieved through our patented process, often called a mobile 'non-invasive software extension' which adds new functionality (in this case, voice functionality) to any given application without having to re-engineer the application.

Our solution supports your application's functions non-invasively from your mobile device software and avoiding any server-resident software integration. Thus we provide 'seamless' voice control support by avoiding any server-based voice integration or any changes to your WMS application.

4. Question: What do you mean by 'device-based' WMS voice functionality? Other voice solutions provide speech engine software on mobile devices.

Answer: Other traditional WMS voice solutions often provide a speech engine software that resides on the mobile device. However the device-based voice software must interact with server-based voice integration layers, application software and interfaces to provide the voice functionality. The AccuSpeechMobile device based solution provides both voice services and application integration solely from the mobile device avoiding any server-resident software.

5. Question: How does your device-based solution support our specific business processes or workflows without server-based interfaces to our WMS?

Answer: The AccuSpeechMobile Rapid Development Environment, a wizard-based analysis and customization solution is used to create a small voice map and grammar integration file that mirrors each WMS application screen, control function and data field. The integration file is compiled and uploaded with the AccuSpeechMobile Universal Voice Utility to each device. When your application is initiated the completed device-resident mobile voice solution non-invasively voice-supports your WMS application.

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6. Question: Does your voice solution require 'voice training'?

Answer: **No**. The solution supports the overwhelming majority of speech patterns including accents an regional pronunciations. Extremely heavy accents and regional pronunciations are easily addressed with our Rapid Development Environment in the creation of the integration file. The grammar studio provides for multiple pronunciations by creating alternate grammars phonetically. For customers who desire additional voice tailoring to the speech engine we offer additional device software functionality that allows an end-user to create User Voice Profile in just 30 seconds on their device. The User Voice Profile can be permanent or used only for the user's shift or session.

7. Question: When our workflows or business processes change, how are the respective voice changes made?

Answer: When WMS application or workflow changes are needed, the change process is fast. The 'voice map and grammar integration file' (Question 5) is place back into the wizard-based Rapid Development Environment. Your application is re-analyzed to view the changes made to the application, business processes or workflows. The necessary voice related changes are made to integration file and uploaded once again to the mobile device. One device with the new integration file can be used to validate all new changes before uploading the integration file to remaining devices in production.