



Release Notes

Guided Work Solutions

Generic Integration Accelerator 3.0

July 30 2026

These release notes cover the 3.0 release of the Guided Work Solutions (GWS) Generic Integration Accelerator.

New Features in this Release

GWS SDK 3.0

New features have been added to GWS SDK in this version. As the GWS Generic Integration Accelerator is built on top of this library, you can start using all these new features included. Refer to the *Guided Work Solutions Plug-In Developer Guide* to learn more about new features included in this release, including:

- Support for RapidScan through the new 'getMultipleScans' VIO instruction and 'sendDataLut' VIO request.

Components in this Release

GWS Generic Integration Accelerator 3.0

The Guided Work Solutions (GWS) Generic Integration Accelerator contains a set of integration mechanisms that are ready to use for building GWS Plug-Ins. Developers only need to implement the desired workflow and map the integration.

Supported Environments

Environment	Description
GWS Service	2.3.1 and later

Environment	Description
GWS App	5.0 and later
Execution models	• Embedded • Service
Devices and Voice Software	All devices supported by Honeywell DevKit 3.0: • Android devices with these operating systems: ◦ Android 14 ◦ Android 13 ◦ Android 12 ◦ Android 11 • A700x with: ◦ VoiceCatalyst 4.7.1 ECS012 ◦ VoiceCatalyst 4.8 ECS002 or later
Licensing	• A GWS license is required • VoiceConsole 6.3 or greater is required to manage licenses when using OCR • A separate license add-on is required to support OCR input

Environment	Description
Languages	• English (U.S.) • German • French • French (Canada) • Spanish • Spanish (Mexico) • Portuguese • Portuguese (Brazil) • Dutch • Japanese • Thai • Chinese (Simplified) • Chinese (Traditional) • Russian

Upgrading to Generic Integration Accelerator 3.0

Existing plug-ins must be upgraded before they can be used with GWS Service 2.3 and GWS App 5.0 in Embedded Mode.

Please refer to the *Guided Work Solutions Generic Integration Accelerator Developer Guide* for detailed information about upgrading from previous versions to Generic Integration Accelerator 3.0

Deliverable Contents

This version includes the following contents:

Documentation

- **Guided Work Solutions Quick Start Guide:** This document contains information about the including GWS App and GWS Service. It covers the supported architecture, installation, and configuration.
- **Guided Work Solutions Generic Integration Accelerator Product Description:** This document contains information about the Generic Integration Accelerator (GIA), which can be used with any

kind of voice workflow and is integrated using the available transports without any coding needed.

- **Guided Work Solutions Generic Integration Accelerator Developer Guide:** This document provides guidelines for developing new plug-ins using the Generic Integration Accelerator.

Components

The software distribution includes:

- GWS Generic Integration NuGet package required to be referenced in Plug-In projects
- GWS Generic Integration Plug-In project template for Microsoft Visual Studio to assist in creating new Plug-In projects

General Considerations and Limitations

Limitations

Issue Description

When using SQL Server integration type on the GWS App, some authentication methods such as Active Directory and Azure Active Directory are not supported.

Issues Reported in Earlier Releases

The following issues were reported in previous releases of GWS App and may still occur in this release.

Issue Description

Issue ID

Getting Help

Additional Documentation

Additional documentation may be found in your product package and on online partner portals.

Find most Honeywell Voice technical documentation at help.honeywellaidc.com.

Honeywell Voice Reseller Services

If you purchased equipment or services through a Honeywell Voice reseller, please contact your reseller first for support or to purchase a support plan.

Honeywell Voice Technical Support

Submit incidents or questions to honeywell.custhelp.com or contact Honeywell Technical Support Center:

- **Americas**
Email: VoiceTechnicalSupport@Honeywell.com
Phone: +1(866) 862-7877
- **Europe, Middle East, Africa**
Email: VoiceTechnicalSupport@Honeywell.com
Phone: +44 (0) 1344-65-6123
- **Rest of World**
Email: VoiceTechnicalSupport@Honeywell.com
Phone: +1 (412) 376-9384

To report support incidents or ask technical questions for other Honeywell devices, visit honeywell.com/PSStechnicalsupport.

Honeywell Voice Customer Service

For order placement or customer service inquiries:

- **North America, Latin America**
Email: VoiceCustomerServiceAmericas@Honeywell.com
Phone: +1(866)862-6553
- **Europe, Middle East, Africa, Turkey**
Email: voicecustomerserviceEMEA@honeywell.com
Phone: +44 (0) 1698-915777
- **Japan**
Email: csjapan.pss@honeywell.com

Phone: +81-3-6730-7344

- **Brazil**

Email: ACSHSMCentraldepedidos@honeywell.com

Phone: +55 (31) 2391-5600

- **Asia Pacific**

Email: VoiceCustomerServiceAPAC@honeywell.com

Phone: +44 16989 15777

Honeywell Voice Hardware Repair

For returns or to check the status of a Return Material Authorization (RMA) for Voice hardware products:

- **Americas**

Email: VoiceRMA@Honeywell.com

Phone: +1 (866) 417-6988

- **Europe, Middle East, Africa**

Email: VoiceEMEARMA@honeywell.com

Phone: +1 (866) 417-6988

- **Rest of World**

Email: VoiceRMA@Honeywell.com

For returns or to check the status of an RMA for other Honeywell hardware products, visit the SPS RMA portal: sps-support.honeywell.com/s/pss/pss-rma

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Patents

For patent information refer to hsmpats.com