



Release Notes

Guided Work Solutions App 3.5.1

April 8 2025

These release notes cover the 3.5.1 release of the Guided Work Solutions (GWS) App.

Issues Fixed in This Release

Fixes are included for the following issue:

Issue Description	Issue ID
All Operators Displayed When selecting an Operator Team, all operators from the site were displayed instead of the operators from the selected team.	VGWSC-4393

Components in this Release

GWS App 3.5.1

The Guided Work Solution (GWS) App is the universal app for all supported devices. This app is built on Honeywell DevKit, using the features and functions of that platform. This app can be used across different workflows, host systems, and customers.

This app can embed a Plug-In or connect to the Connector Service to execute workflows dynamically.

Supported Environments

Environment	Description
Devices and Voice Software	All devices supported by Honeywell DevKit See www.help.honeywellaidc.com/Devices.html

Environment	Description
Supported Plug-Ins	Any Plug-In of the following version or later is supported. • GWS Connector Picking Plug-In 1.3.2 • GWS Connector Checklist Plug-In 1.3.2 • GWS Connector VoiceDirect ERP Plug-In 3.3 • GWS Connector Scraping Plug-In 1.2.1 • Custom Plug-Ins developed with the Project Template or the Generic Plug-In Template VoiceCatalyst 4.7 or later is required for the A700x.

Upgrading Plug-Ins for GWS Connector SDK 2.3

Plug-Ins developed with GWS Connector SDK 2.1 or earlier for GWS App 3.4 or earlier must be upgraded to GWS Connector SDK 2.3 to be used with GWS App 3.5.1. If the plug-ins were using GWS Insights 1.0 they must be upgraded to GWS Insights 1.2.

Refer to the *Guided Work Solutions Connector Developer Guide* for detailed information about upgrading existing plug-ins.

Deliverable Contents

This release includes the following:

Documentation

- **Guided Work Solutions Connector Online Help:** Unzip the GWSCorrelatorOnlineHelp.zip file to view this help system. This help system details important considerations when implementing the GWS App. It details differences when configuring the app for Android and Talkman devices.
- **Guided Work Solutions Connector Picking Workflow Plug-In Product Description:** This document describes the basic functions of the Picking Workflow Plug-In.
- **Guided Work Solutions Connector Checklist Workflow Plug-In Product Description:** This document contains the information related to this specific plug-in included in this release. The Checklist Plug-In can be used to integrate Honeywell Voice with several Host Systems.
- **Guided Work Solutions Connector VoiceDirect ERP Plug-In Product Description:** This document contains information on the GWS Connector VoiceDirect ERP Plug-In included in this release. The plug-in can be used to integrate Honeywell Voice with SAP EWM/WM modules via webpages served by the ITS server.
- **Guided Work Solutions Connector 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 Connector Generic Integration Accelerator Developer Guide:** This document provides guidelines for developing new plug-ins using the Generic Integration Accelerator.
- **Guided Work Solutions Connector Developer Guide:** This document contains detailed information about GWS Connector concepts and development including using the Plug-In Project Template.
- **Guided Work Solutions Connector VoiceKit Developer Guide:** This document contains information on VoiceKit for GWS App. This mode allows GWS App to accept requests from another application running on the same device.

GWS App

The GWS App folder contains:

- The Android application bundle (APK)
- The VAD file for installation on Talkman devices
- Required resource files for further customization.

Please refer to the online help for installation and configuration details.

General Considerations and Limitations

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
Translating VCOMMANDs for A700x Translations for VCOMMANDs set in the external regex file are not recognized when the regex file is pushed into the vad using ToolVad. Workaround: Configure the Task Package in VoiceConsole before sending the task to the A700x. Use the Phonetic Substitutions tab to set the translated values.	VGWSC-1315

Issue Description	Issue ID
Missing Translation Some words such as "battery status" and "description" are always displayed and asked in English when using the A700x. Workaround: Even though the English word is displayed, the user can train the word (using BlueStreak or PnG training) in their native language. This way the word is recognized when they speak it in their language.	VGWSC-477

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 35 36299000
- **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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