



Release Notes

Guided Work Solutions

Scrapping Plug-In 1.3

June 3 2025

These release notes cover the 1.3 release of the Guided Work Solutions (GWS) Scrapping Plug-In.

New Features in this Release

This release is a maintenance release to be compatible with latest changes in the GWS SDK and provide support for newest versions of GWS Service and GWS App.

Components in this Release

GWS Scrapping Plug-In 1.3

The Guided Work Solution (GWS) Scrapping Plug-In contains a Voice Workflow developed for running on top of GWS alongside with GWS Scrapping Context implementation.

Supported Environments

Environment	Description
GWS Service	2.2.1 and later
GWS App	4.0 and later
Execution models	• Embedded • Service
Devices and Voice Software	All devices supported by Honeywell DevKit

Environment	Description
Languages	• English (U.S.) • German • French • French (Canada) • Spanish • Spanish (Mexico) • Portuguese • Portuguese (Brazil) • Dutch

Deliverable Contents

This version includes the following contents:

Documentation

- **Guided Work Solutions Scraping Workflow Plug-In Product Description:** This document describes the basic functions of the Scraping Plug-In.
- **Guided Work Solutions Scraping Plug-In Developer Guide:** This document covers developing projects using the Scraping Complex template

Components

The software distribution contains the following:

- **GWS Connector Scraping Plug-In** - The Guided Work Solution (GWS) Scraping Plug-In contains a Voice Workflow developed for running on top of GWS alongside with GWS Scraping Context implementation.
- **Honeywell GWS Connector Scraping Context Project Template** - The Honeywell GWS Scraping Context Template provides a code project with convenient file structure ready to start developing a new GWS Scraping Context to be used with Honeywell GWS Scraping Plug-In.
- **GWS Scraping Sample** - The GWS Scraping Sample contains a sample project to ease the understanding of GWS Scraping Context Project and serve as an example case of use. Additionally, a Mock Server implementation is included for testing the Sample context against it.

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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