Honeywell

Release Notes
Guided Work Solutions
VoiceDirect ERP Plug-In 3.4 for use with SAP®

June 4 2025

These release notes cover the 3.4 release of the Guided Work Solutions (GWS) VoiceDirect ERP Plug-In for use with SAP.

New Features in this Release

Customization Capabilities

This release includes new capabilities for creating customizations for the GWS VoiceDirect ERP Plug-In. Customizations can be made in the following areas:

- **Voice Workflow Customizations**: You can change the voice workflow for any screen by adding, changing, or removing voice steps.

- **Response posting to SAP**: You can customize the results before posting them, adding new information, changing, or removing it.

- **Adding new Settings**: Your new customized plug-in can have new settings that can be configured in GWS App.

- **Handle Custom VoiceAttribute Commands**: If your existing installation has a customization where new commands are used in the VoiceAttributes files, you can create new handlers that allow you to create the required voice workflow.

- **SAP Response Parsing Extensions**: Additional requests can be performed to SAP when a response is received, allowing advanced scenarios. For example, you can get additional information from another screen for completing your voice workflow or simply bypass one specific screen to the next one.

New customization projects can be created from the new project template debuting in this release. This includes some basic customizations to get started. Also, a sample project is provided for reference with more complex scenarios.

Please refer to the *Guided Work Solutions VoiceDirect ERP Plug-In Customization Guide* to learn how to create new customizations.

GWS Insights 1.1 Support

This release includes support for tracking Insights Workflow Events in different ways:

- Through the creation of a companion VoiceAttributes file for a screen

- Through adding new Event steps in workflow customizations

For the EWM Reference Module, some Standard Workflow Events have been implemented, including:

- **Assignment**: tracks the duration of an assignment.

- **Travel**: tracks the duration of a travel to a destination.

- **Pick**: tracks the duration of the pick operation.

- **Shortage**: tracks the event when less quantity than requested is picked.

- **Delivery**: tracks the duration of placing the support in its destination.

Built-In Events are also tracked as part of the GWS App execution.

If you're new to GWS Insights, please refer to the *Guided Work Solutions Developer Guide* to learn about this feature. For more details about how to start adding Insights Events in your installation, please refer to the *Guided Work Solutions VoiceDirect ERP Plug-In Customization Guide*

Issues Fixed in this Release

- Language resource files now correctly handle the situation where multiple files matches the specified language.

Components in this Release

VoiceDirect ERP Plug-In 3.4

The Guided Work Solution (GWS) VoiceDirect ERP Plug-In for use with SAP contains the features to connect to an SAP ITS Server and generate voice dialogs using existing attribute files from VoiceDirect ERP. The plug-in can be deployed in the GWS Service in a separate host.

> **NOTE**
> SAP transports from VoiceDirect ERP for use with SAP must be installed and configured in the SAP landscape.

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

SAP Environment	Description
SAP Systems	• SAP S/4HANA • SAP SCM EWM 5.0 and newer • SAP ECC 6.0 and newer • SAP ECC 5.0 and newer • SAP R/3 4.7 • SAP R/3 4.6c **NOTE** Honeywell Voice manages earlier versions of SAP through custom configurations. Contact your Honeywell sales representative.

SAP Environment	Description
Operating Systems	All operating systems that are available for the supported versions of SAP GWS Service requires Microsoft Windows Server 2016 or above
Languages	• English (United States): en_US • German: de • French (France): fr • French (Canada): fr_CA • Spanish (Spain): es_ES • Spanish (Mexico): es_MX • Portuguese (Portugal): pt_PT • Portuguese (Brazil): pt_BR • Dutch: nl • Japanese **NOTE** SAP language packs must be installed for localized languages.

Deliverable Contents

This release includes the following:

Documentation

- **Guided Work Solutions VoiceDirect ERP Plug-In Product Description**: This document contains information on the 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.

Components

- GWS VoiceDirect ERP for use with SAP Plug-In: The software distribution contains the VoiceDirect ERP Plug-In files and the required resource files.

General Considerations and Limitations

Limitations

- Only the SAP EWM Reference design is tested.
- Operator password can be:
  - Numeric spoken by user
  - Scanned with device using enabled scanner.
  - Alphanumeric entry on device screen.
- The Kiosk feature is not supported.
- **ConfirmSpokenValuePrePrompt** field in VoiceAttribute files specification is not supported.
- **ConfirmSpokenValuePostPrompt** field in VoiceAttribute files specification is not supported on Button commands.
- Speech Attribute (enabled = 3) is not supported.
- PassThrough command is not supported.

Migration Considerations

- In VoiceAttribute files, only one screen definition is supported per file. If a VoiceAttribute file contains more than one screen it is necessary to split the file into separate VoiceAttribute files, each one having only one screen definition.
- 'Description' functionality behavior is changed. When using this functionality, use:
  - 'Yes ' to choose the current option spoken.
  - 'No' to move to the next option.
  - The code is allowed to be spoken to choose an option directly based on its number.
  - When using Pick Up & Go speaking the description is also allowed.

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

Localization Key Not Translated

The **behavior.please.wait** localization key not translated in the plug-in.

Workaround: Manually add key to PromptMapping.properties file.

VGWSC-4986

```
############ common keys  (used in multiple dialogs) ###############

behavior.please.wait=please wait
```

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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Patents

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