

Business Intelligence

Unlock customer & workforce insight for smarter decision making

Get smarter output from your VoCoVo store setup. Business Intelligence offers Portal access to narrow and broad-picture reports of real time vital signs and over-time performance or usage of team headsets and customer touch points in the environment.

How it works

VoCoVo Portal

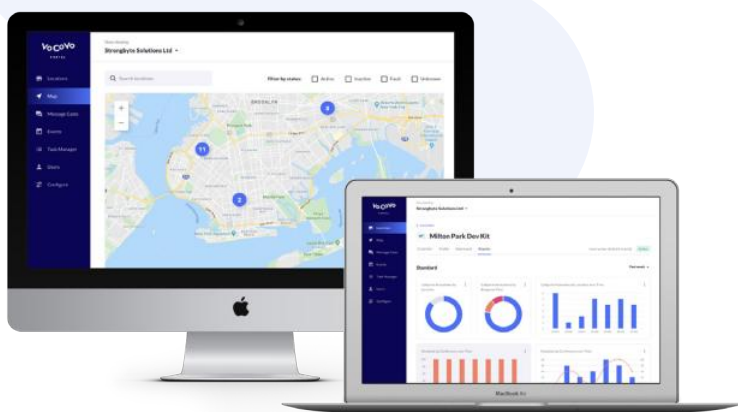
Portal is the finger on the pulse of the VoCoVo hardware network. Managers can enroll users to access oversight dashboards and data reports on team and customer facing hardware activity, enabling reduced cost of ownership, customer experience improvements and sustained positive output from your single, or multi-site VoCoVo rigs.

Advanced Reports

Bring together the big picture with fewer moving parts. Advanced reports will let you tether Portal report data feeds into your own systems and native reporting environment via a VoCoVo Controller to native server protocol, for more unified, more manageable reports in one field of view.

Reduce cost of ownership

Make sure your VoCoVo setup is delivering value for teams, customers and strategy by keeping a clearer sighting on equipment usage in both front and back end environments. Drive positive usage and maximise capture of opportunities by maintaining network health and gaining the insight that informs optimisation of store setups.



Analysis & response in one place

Use Portal dashboards and reports to keep overview of VoCoVo hardware and respond with Portal recorded voice Messages cast, over the air, into store team headsets to act on insights made, with updates and directives that maintain productivity and continuity.

Store performance Leaderboards

View a league dashboard showing best and worst performing sites with VoCoVo installs. Get hard data on customer interactions with VoCoVo CallPads and Keypads for a more informed view on opportunities captured or missed. Check customer CallPoint and Keypad response times and talk times at the single site and multi-site level to better-inform service improvements.

Reduce telephony costs

VoCoVo allows colleagues to accept, park and hold calls at the push of a button. This means that stores no longer need to have multiple telephony providers and pay a per-port cost. Over time, telephony damage and replacement costs may also be reduced.

Let's talk

We empower people to collaborate, communicate and connect through voice.

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Internal Collaboration

Bring teams closer together and simplify operations with VM, IM & MessageCasts

Reduce redundancy and cost while bringing proactive excellence to team operations with VoCoVo's Internal Collaboration. This upcoming feature launch will bring users powerful workforce messaging for a simplified approach to conducting and navigating advanced and complex team operations in rapid-pace markets and environments.

How it works

User enrolment

Once enrolled, users will have listening and speaking access to the global conversation while also having the option of making 1:1 calls. Enrolment will also bring for managers concrete certainty that non real-time messages have been delivered and picked up, protecting trust and communications integrity.

Headset VM & IM

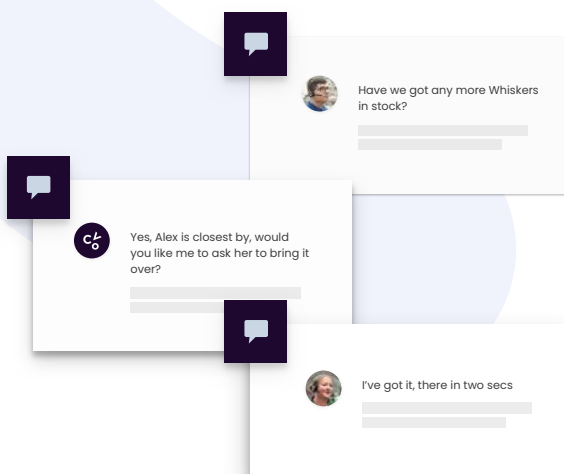
Meetings, breaks and different shift patterns mean VoCoVo headsets aren't worn by all colleagues all hours of the day, creating loss of integrity in communications workflows. VoCoVo VoiceMail and Instant Messaging will protect operational integrity by strengthening team coordination when real-time comms isn't an option.

By logging that a VoCoVo VoiceMail has been picked up by each registered staff member, you can be sure that messages have been delivered.

MessageCast

Conduct top-down, regional or local operations via voice, all from a single location. MessageCasts enable over-the-air updates instantly delivered as in-ear message directives across the VoCoVo user network.

MessageCast Key Features



Cast Scheduler

Act quickly and adapt teams to cope with changing circumstances with one-time message casts, or win back time with scheduled, pre-recorded casts custom configured for auto broadcast.

BroadCasts

In today's complex operations, circumstances change quickly. When they do, directives need to change quickly too. Card payments down? Bring the entire workforce into a single picture with integrated rapid-response BroadCasts served to all active headsets across all sites & stores.

LaserCasts

Issues can flare up unexpectedly in local areas of the operations network. VoCoVo laserCasts permit prompt, laser focused directives and updates cast into headsets within select stores to maintain communications integrity, reduce redundancy of messaging, and strengthen top-down workforce agility.

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Dynamic Telephony

Over-the-air headset call-pickup and transfer

Business has become more mobile. Flexi-working and hot desking make it harder to route calls to the right people at the right time. IoT headsets offer dynamic, wearable telephony carried through sites, stores and headsets. Connect with more customers, capture more opportunity and protect operational continuity.

How it works

Consolidate devices

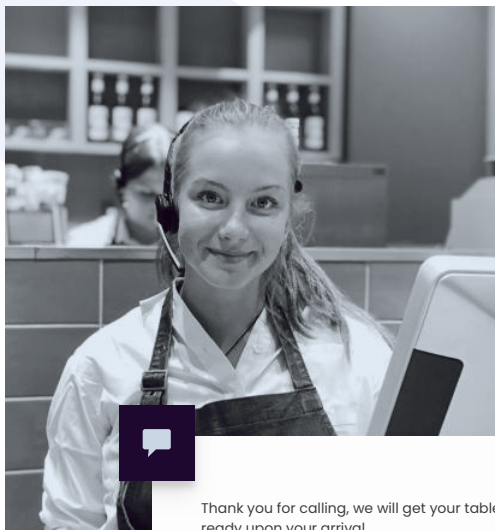
Teams in long range parts of the ops network spend long periods coordinating with others via telephony. Upgrade them to a single device and give time back with wearable telephony collaboration for agile tasking and reduced time redundancy.

Getting smart-integrated

Installation is done through a low-interference VoCoVo\PBX handshake that tethers headsets in as part of the telephony infrastructure, extending across the environment available pickup points for incoming calls. Once installed, little system management is required. The custom install is dynamic to different store systems to fit with different BPX configurations.

Create superusers

Ringling phones in open environments cause disruption. Empower sites and stores to allocate call-pickup to chosen headset clusters to ensure calls are answered discreetly by superusers most likely to need to take calls, while freeing others to maintain operational continuity.



Thank you for calling, we will get your table ready upon your arrival

Reduce hidden missed-call losses

Unless callbacks are performed, the real terms cost of missed calls from customers is a known unknown, at best. Some estimates put that cost at around £1,200 on average per missed call (BT). Equip teams to net every call opportunity, regardless of where they are in the environment.

Enhance customer experience

Any customer touch point in-store, online or via phone are part of the customer journey and experience that informs customer trust. Sometimes customers will call a store ahead of making a store visit. VoCoVo Telephony makes sure customers are more able to connect with your teams via phone.

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Workforce Management

Headset-to-third party tools integration for unified WFM workflows

Retail has long paid attention to possible gains in fine-tuning and optimising production and supply chain processes as key areas for driving efficiency and driving down cost. Today the same gravity is given to workforce management.

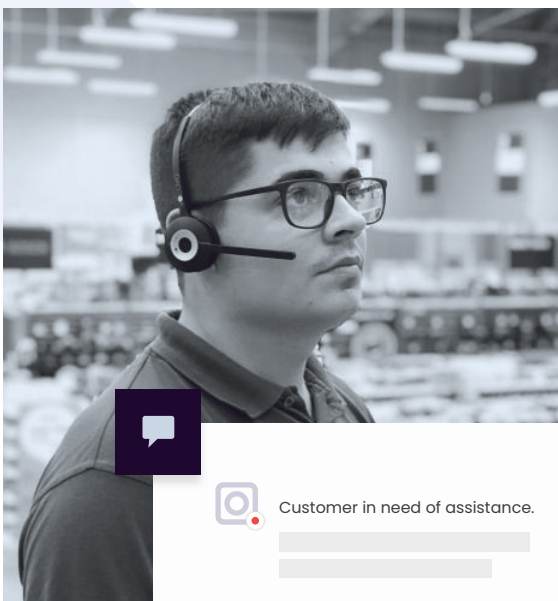
Currently in the works, VoCoVo's Workforce Management competency will enable VoCoVo smart headsets and third party WFM tools to combine bringing greater dexterity and responsiveness to the way you apply and manage workforce incentives. Promote better workforce utilisation, broader WFM reach and consistency of customer value delivery.

How it works

WFM Integration

With the new capability, VoCoVo headsets will tether into third party WFM tools allowing teams to integrate into native WFM platforms with 'voice' alone, completely eliminating the need for written or even mobile-based, handheld tools. Send tasks direct to VoCoVo smart headsets as in-ear directives and empower teams to record task completion with voice logs.

MessageCast Key Features



Customer in need of assistance.

Simplify operations

Teams overburdened with peripherals and divides are more at risk of slipping into poor practices and unadvised shortcuts. Empower teams for stronger task ownership and diligence by delivering tasks for completion to named individuals. Bring items to colleagues' direct attention by delivering tasks in-ear rather than in-pocket pocket.

Real-time task allocation updates

Without a means of individual, per-user communication, workforce management directives like task allocation are often done in schedule blocks of tasks allocated for a period of time offering little flexibility when tasks schedules need to change. VoCoVo WFM integrations will let you maintain more concrete alignment of task schedules by letting teams pivot quickly and tweak tasks virtually instantly from WFM tools-to-VoCoVo team headsets, ensuring minimal task and time redundancy while optimising workforce output.

Stronger financial & legislative compliance

For larger companies, financial compliance can extend beyond the national legislature. Local ordinance and union rules need also be considered. Lack of transparency in compliance records can lead to costly errors. VoCoVo WFM integration will give teams better ability to contribute to the compliance picture to maintain diligence and accuracy.

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IoT Alerts

Smart voice integration for connected stores and environments.



Smart retail is about many elements working together to maintain strong operations. Just around the corner, the upcoming VoCoVo IoT voice alerts will let you add 'voice' to the eyes and ears of store anatomy. Help other smart elements of store operations become more involved and integrated with store teams for more proactive processes, store-wide error reduction and more simplified proactive workflows.

How it works

VoCoVo API

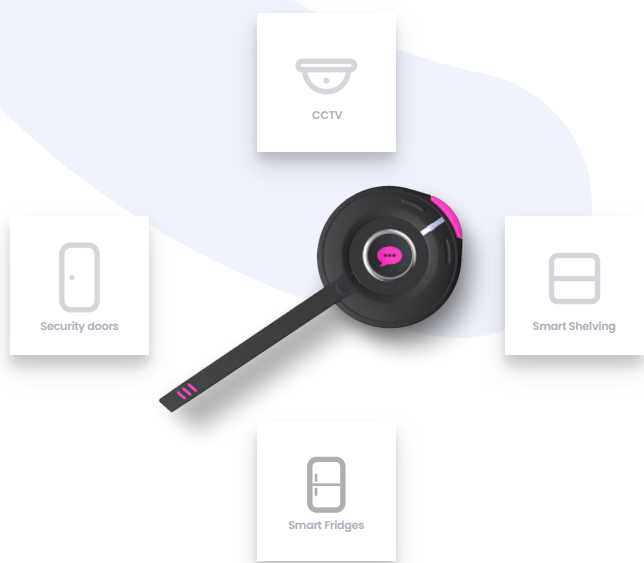
IoT level setups will use API-driven integration with other neighbouring third party smart store systems, for relationship-based functionality with VoCoVo smart headsets. Put teams in touch with supporting infrastructure in the environment to bring operations to life and drive more powerful results from your VoCoVo rigs.

IoT-to-headset voice alerts

VoCoVo headsets will receive the IoT treatment to enable alerts fed via voice messages from other IoT-ready appliances and hardware throughout stores and environments. The new capability will empower teams to source deeper, real-time IoT store insight from for improvements in areas like, gap scanning, hazard detection, theft prevention, visual merchandising, customer experience and multiple other efficiencies enabled by IoT tech.

Create superusers

Make sure teams are as prepared as they can be to reduce the impact on them and on operations of store and warehouse theft, or even organised crime. In stores equipped for it, VoCoVo IoT alerts will be served over the air to headsets from smart security equipment in the area like IP or facial recognition cameras.



Automate security monitoring

Camera networks are sometimes more effective for after-the-fact analysis than in-the-moment prevention of store and warehouse theft. Connecting into smart store cam systems, VoCoVo IoT voice alerts will add 'voice' to the security monitoring effort. Configure smart cameras to detect and report security issues to teams, and get a smart grip on team security and store losses.

Improve planogram compliance

VoCoVo IoT alerts will permit improvements in planogram compliance and reduce the associated costs when compliance isn't performed correctly. Connecting VoCoVo with compatible, third party gap-scanning tech like smart-shelves and shelf-embedded cameras, will alert teams via headset of store needs that keep compliance strong.

Safer teams

Workforce safety has become more relevant than ever. Store environment can throw up challenges that can put colleagues in harm's way. VoCoVo headsets bring team coordination to tough situations. When VoCoVo IoT alerts come into the mix, teams can bring peripheral smart devices into the equation to gain smarter assistance that makes environments even easier to keep safe.

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