SMART TALK UNIFIED COMMUNICATIONS FOR RETAIL

Today's Retail challenges: With nothing more than their smartphones, customers in stores are better equipped than most of the retail associates serving them.

Customers can price check, review product information, and even check stock of an item in another store – or buy it online and avoid the checkout lines completely. Today's brick and mortar customers will only keep returning to the store if they can be guaranteed a great customer experience.

More than anything else, retail associates are the key to delivering a positive in-store experience to the customer, but they need the right communication and connectivity tools to deliver high-quality customer service.

ENHANCING THE SHOPPER EXPERIENCE: INTRODUCING HONEYWELL SMART TALK

To empower associates to deliver truly remarkable customer experiences requires a technology solution that will give them constant and instant connection to other associates, to the stockroom, to store managers – to the entire store ecosystem, all at the touch of a button.

Honeywell Smart Talk is a unified communications solution that can be added to the devices associates already carry, so they are always connected and able to access critical information – from the floor, the back of store and everywhere in between. Quick Push-to-Talk, reliable VoIP, secure messaging and always-on presence power smarter communications for the entire store operations team from a single mobile device. With a constant and instant connection, associates have the tools and information they need to deliver exceptional customer experiences.

Instant connection to the in-store ecosystem also reduces associate travel time for productivity improvements and faster responses to customer queries. Honeywell Smart Talk enhances customer experiences, employee engagement and productivity for faster and better outcomes.

DESIGNED FOR SECURE, EASY INTEGRATION INTO SUPPLY CHAINS AND DISTRIBUTION CENTERS

The abundance of enterprise devices in the average retailer's store and the associated management and servicing have added unwanted layers of complexity for retail operations. Retailers need solutions that fit into their existing IT investments. Honeywell Smart Talk meets the need.

Honeywell

COMPATIBILITY
Fast to Deploy with Reduced Implementation Costs

- Operating system agnostic (Apple® iOS, Android™, Web Access)
- Platform agnostic (desktop, laptop, mobile, tablet)
- Interoperability with all SIP-Trunk-based call server, PBX and hosted providers
- LDAP leveraged to provision users quickly

SECURITY
Advanced Enterprise Security to Safeguard Store Information and Employee Data

- Voice and messaging encryption, TLS and Mutual TLS environments supported
- MDM ready to lock or remotely wipe containers
- Secure RTP support to encrypt video and audio media streams

FLEXIBILITY
Manufacturer-Agnostic; Scalable Across Operation and Existing Devices

- Annual and multi-year subscriptions
- Full suite of communications (chat, video, VoIP, PTT)

QUALITY
Seamless Roaming and Audio Quality for a Superior Call Experience

- Network and call monitoring
- Supports wide range of audio codecs

EASY TO IMPLEMENT AND MAINTAIN, INTUITIVE TO USE

Honeywell Smart Talk leverages the power pioneered for Mission Critical VoIP unified communications and collaboration. Honeywell's years of experience in training and onboarding associates and store operations users enables quick and uncomplicated startup. The solution can be set up and managed from one central portal, with mobile device management (MDM) capabilities ensuring rapid implementation.

Deliver exceptional service and in-store experiences for your customers. Contact your Honeywell representative today.

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