

MODERNIZING ECOMMERCE FULFILLMENT WITH VOICE GUIDED WORK

Solution Brief

A woman with dark hair, wearing a grey t-shirt and a Honeywell headset, is shown in profile, smiling and looking upwards. She is in a warehouse or fulfillment center, with clothing items hanging in the background. The Honeywell logo is visible on the side of her headset.

Honeywell

eCommerce has reshaped how customers shop—and how fulfillment operations must perform. As more consumers choose to shop online, fulfillment centers face unprecedented growth in order volumes, picking activity, and shipping complexity. Customer expectations for fast, accurate delivery continue to rise, placing increased pressure on warehouse labor and operational execution.

SITUATION

Online shopping has become the primary purchasing channel for many consumers, driving sustained growth in e-commerce fulfillment activity. Unlike traditional retail distribution, eCommerce operations must process a high volume of small, discrete orders—often with one or two items per shipment—while maintaining speed and accuracy across picking, packing, and shipping processes.

As order volumes increase, picking and shipping areas become critical throughput constraints. Manual, screen-based workflows slow execution, increase errors, and limit visibility into real-time progress. Seasonal peaks and promotional events further amplify these challenges, forcing operations to rely on temporary labor and reactive decision making.

In summary

- **Rapid Growth in Online Orders**
The continued shift toward online shopping has significantly increased daily order volumes and fulfillment complexity.
- **Packing and Shipping Intensity**
eCommerce fulfillment requires fast, accurate packing and labeling for a wide variety of SKUs and order profiles.
- **Manual, Screen Based Processes**
Traditional scanning and data entry slow execution and increase error risk during high volume periods.
- **Throughput Bottlenecks**
Packing stations and shipping lanes often become the limiting factor in meeting delivery commitments.
- **Labor Variability**
Seasonal hiring and high turnover make it difficult to maintain consistent performance.

KEEPING ECOMMERCE ORDERS MOVING WITH VOICE DIRECTED WORK

INCREASING OPERATIONAL COMPLEXITY

eCommerce fulfillment centers must handle higher order frequency, greater SKU diversity, and tighter delivery windows than traditional warehouses—placing strain on legacy workflows.

LIMITED VISIBILITY

Without real-time insight into task execution, it is difficult to identify congestion in packing and shipping before it impacts customer delivery commitments.

EVOLVING WORKFORCE DEMANDS

High-volume e-commerce environments rely on a mix of full-time, seasonal, and temporary workers who require intuitive tools that reduce training time and stabilize performance.

SOLUTION: VOICE IN ECOMMERCE FULFILLMENT

Voice-directed work brings structure, speed, and consistency to eCommerce fulfillment workflows—particularly in high-velocity packing and shipping operations. In summary, voice for eCommerce provides:

Voice Guided Picking and Shipping

Guide workers through picking and shipping confirmation using spoken instructions and verbal responses—reducing reliance on screens and keyboards.

Improved Accuracy at Ship Confirmation

Use voice confirmations to ensure the right items, quantities, and labels are applied before orders leave the facility.

Faster Onboarding and Peak Readiness

Support rapid training for seasonal labor with step-by-step voice guidance in up to 50 different languages that shortens time to productivity.

System Integration

Integrate with warehouse management and order management systems to provide real-time updates, confirmations, and visibility across fulfillment operations.

BUILT FOR SCALABLE ECOMMERCE OPERATIONS

Voice-guided work scales easily across fulfillment centers, supporting fluctuating volumes, seasonal labor models, and diverse order profiles. Standardized voice workflows help ensure consistent execution—regardless of order mix or worker experience level.

VOICE FOR ECOMMERCE USE CASES

Task Use Cases

- eCommerce Picking (Each, Batch, Zone)
- Shipping and Label Confirmation
- Order Consolidation

Operational Impact Areas

- Increased throughput in shipping areas
- Reduced order errors and rework
- More predictable performance during peak seasons
- Improved labor efficiency without adding headcount



LOOK TO THE FUTURE

As eCommerce continues to grow and customer expectations for fast, accurate delivery intensify, fulfillment operations must evolve. Voice directed work provides a foundation for resilient, high performance execution—helping organizations move from reactive peak season firefighting to proactive, scalable fulfillment.

The future of eCommerce work is hands-free, eyes-up, and voice-guided. Learn how Honeywell can help transform eCommerce operations with voice directed solutions.

For more information

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