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# Technical Writing Sample

The sample that follows includes four topics from an online help file I created in RoboHelp X3 for Vocollect. The first, Talkman VoiceLink Overview, describes the software that the online help file documents. This page appears when the user first opens the online help file. The second topic, Searching for Data, is a typical software task the user might undertake. The third topic, Splitting In-Progress Assignments, is a task that the user might need to know how to do but likely requires more information. Finally, the fourth topic, System Configurations, appears in an installation section (book) in the online help file specifically targeted toward the system engineers who would install the system. This audience has advanced knowledge of radio frequency networking and the software.

All information contained herein belongs to Vocollect, which has been generous enough to allow me to use this writing sample in my portfolio. Please use it with discretion and return or destroy it when you no longer need it. Thank you.

## Talkman VoiceLink Overview

Talkman VoiceLink is a voice-directed order picking system that combines Vocollect software applications and a standard task in a package designed to meet the needs of the typical warehouse picking operation. This software package enables a warehouse or distribution center supervisor to manage [picking assignments](#) and their individual [picks](#). Talkman VoiceLink [imports](#) an electronic copy of picking assignments generated by a warehouse management system and stores them in a database. Talkman terminals communicate with the Talkman VoiceLink database (via communication sockets) to retrieve picking assignments and update individual pick [item](#) statuses in real time.

If a site does not already have a warehouse management system in place, Talkman VoiceLink can be used as one. Because Talkman VoiceLink is fully customizable, it can easily be modified to fit the work environment in almost any warehouse or distribution center.

Talkman VoiceLink's graphic user interface makes it easy for supervisors to manage pick assignments in real time. Enhanced functions let supervisors pre-assign operators to assignments; resequence, combine, and split assignments during a shift; monitor the pick status of each item; manage product shorts in real time; create short assignments; and review data and create reports.

Vocollect developed the task for Talkman VoiceLink to meet the needs of most warehouse picking operations. The task is flexible and incorporates procedures to make warehouse picking operations efficient, including options for variable weights, base picking, and gathering data for product short reports and short assignments. Like all Vocollect voice-directed picking systems, the Talkman VoiceLink task increases productivity by boosting accuracy with check digit verification and detailed product information. Operators train 68 vocabulary words to create voice templates, and most operators work at full speed within

just a few days. Operators follow directions, so their hands and eyes are free—they can concentrate on filling orders accurately rather than juggling paper pick lists.

Vocollect designed Talkman VoiceLink for quick installation. Vocollect has already developed the task, minimizing the gap between the decision to purchase and system installation. Talkman VoiceLink includes the following features:

- A region management feature used for setting up and managing different picking regions within the same warehouse, or across multiple warehouses
- Real-time viewing and management of picking assignments
- A [delivery location](#) feature that directs [operators](#) to the correct locations when delivering assignments
- A feature for managing product shortages encountered during the picking process
- An operator management feature used to organize and manage the people who use Talkman terminals
- An item management feature that keeps track of the items available for operators to pick
- A feature for managing all of the different product [locations](#) (as well as their associated [check digits](#)) throughout a warehouse

## Searching for Data

To search for data in Talkman VoiceLink, perform the following steps:

- 1) Display the window containing the data you want to view.
- 2) On the menu bar, click **Edit | Find**. The **Search on Column** dialog box appears.  
[screen shot]
- 3) From the **Search Column** drop-down list box, select the name of the column on which you want to search.  
[screen shot]  
The names of all of the columns on the window you are viewing appear in the drop-down list box in the order in which the columns appear from left to right.
- 4) In the **Search For** text box, type the word, phrase, numbers, or characters for which you want to search.  
[screen shot]  
Note: The **Search For** drop-down list box contains words, phrases, numbers, or characters for which you have searched since the last time you logged into Talkman VoiceLink.
- 5) Click either **Contains** or **Exact Match**.
- 6) Click either **Forward** or **Backward**.  
Click **Forward** to search the list from the currently selected record down to the bottom

of the list.

Click **Backward** to search the list from the currently selected record up to the top of the list.

- 7) Click **Match Case** if you would like to make the search case-sensitive.
- 8) Click **Find Next**.  
The first row meeting your search criteria is selected in the list. The **Search on Column** dialog box remains open. To search for another record meeting the same criteria, click **Find Next** (in the **Search on Column** dialog box) again.
- 9) If you have closed the **Search on Column** dialog box, you can still perform the same search again by pressing **F3** on your keyboard (to search forward) or **Shift-F3** (to search backward).  
When no more records meet the specified criteria, Talkman VoiceLink displays the message "Items not found."
- 10) When you have finished searching, click **Close**.

## Splitting In-Progress Assignments

This document contains instructions for splitting an in-progress normal [assignments](#) with no [operator](#) assigned in Talkman VoiceLink. To split an available assignment, see [Splitting Available Assignments](#). You cannot split chase assignments.

To split non-picked records from an in-progress normal assignment in Talkman VoiceLink, perform the following steps:

- 1) While [viewing the Assignments window](#), select the in-progress assignment that you want to split.  
To select an assignment for the purpose of splitting out its non-picked records, click the small, gray square located at the far left of the assignment's row.
- 2) On the menu bar, click **Tools | Split**.  
[screen shot]  
The **Splitting** dialog box appears.  
[screen shot]  
Note: If this command is unavailable, you may not have permission to do this. Please talk to your system administrator for more information.
- 3) In the **Goal Time** text box, type the [goal time](#) (if applicable).  
Type up to nine digits.
- 4) Click **OK**.  
The **Splitting** dialog box closes and the new assignment appears at the bottom of the list in the **Assignments** window.  
The status in the **Assignment Status** column for the in-progress assignment (that is, the assignment selected above) changes to Split.

## System Configurations

The installation of the Talkman VoiceLink system allows you to configure which applications to install on each of the network computers in the system.

- [Vocollect Recommended Configuration](#)
- [Other Possible Configurations](#)

### Vocollect Recommended Configuration

Vocollect suggests the following configuration:

- Voice System Server: [database](#), [task](#), [server applications](#)
- Voice System Workstation – Talkman VoiceLink: [user interface](#)
- Voice System Workstation – Tools: user interface, [Security Manager](#)

### Other Possible Configurations

Other possibilities include the following:

- [Installing All Applications on the Server](#)
- [Installing the Database on Its Own Machine](#)
- [Installing Security Manager in a Secure Location](#)

#### Installing All Applications on the Server

Vocollect does not suggest this because it increases the chances of needing to reboot the server during software upgrades. Vocollect recommends minimizing the number of applications on the server to minimize the need to reboot it. Vocollect also recommends not running other applications (except Talkman Management Software) on the server because of the added load on that machine.

#### Installing the Database on Its Own Machine

Vocollect does not suggest this because most applications do not need the extra processing power. Vocollect recommends minimizing the number of machines in the critical path of data flow to reduce the points of failure.

#### Installing Security Manager in a Secure Location

VoiceLink's application-level security protects Security Manager, but you may want to install this application on a machine not accessible to unauthorized users. Of course, installing the Voice System Workstation – Tools in a secure location would achieve the same results. In this case, the system requirements for the Voice System Workstation – Tools would apply to the machine running Security Manager.